

Study of Psychological Factor (The Motivation) Relates to The Ability of Associate Nurse to Records The Nursing Care Process in Inpatient Ward

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Abstract

Background: The documentation is everything that is written or printed which relies on as evidence for the authorities. Effective documentation ensures continuity of service, saves time, and minimizes the risk of errors. The implementing of nurse's documentation is the one way of knowing, monitoring, and concluding for a nursing care process service which are managed by the hospital. Based on those data, it shows the nursing care process in this hospital (49.5%) is lower than the hospital regulation (65%) and Indonesia Health Department (80%). The performance by nurse in implementing nursing care is influenced by organizational factors. **Purpose:** To look at the factors associated with the performance of nurses in the implementation of nursing care in hospitals. **Method:** This study uses cross-sectional design. Population and samples in this study were nurses in hospitals with sample as many as 89 people, with simple random sampling. Instrument that was used is questionnaires. **Result:** Test results of the bivariate chi-square statistic indicates that there is no significant Psychological Factors (Motivation) ($p = 0.095$). **Conclusion:** Results of this study recommend to the Director of Hospitals to motivate and provide reward the nurses.

Keywords: Documentation of nursing care, Motivation, Performance

INTRODUCTION

Hospitals health care institution organizes personal health services in plenary that provides inpatient, outpatient, and emergency (Act 44 of 2009). The nursing care is an integral part of health care to mirror the success of health care in the hospital. The nursing care in implementation of nursing practice is an independent act of professional nurses to provides the nursing care which is implemented in manner of collaborative partnership with patients and other health professionals in accordance with the scope of authority and responsibility (Sulistiyowati, 2012).

Nurses have an important position in producing quality health services in hospitals, for services are given. Based approach the bio-psycho-social-spiritual, as a unique service held for 24 hours and continuous. (Ministry of Health, 2001).

Nurses in providing services has contributed enormously for quantitatively large numbers, covering 60% -70% of the energy that exists (Gillies, 1994), in Indonesia nurses ranks highest amount, 40% of the existing energy and time is provided continuously for 24 hours. The one point of departure in order is to provide the quality services and the head of the nursing room must be able to plan the needs of power and room facilities lead.

Performance is the result of work that has a strong relationship with the strategic goals of Psychology, customer satisfaction and contributes to the economy. Performance is the implementation of the plan that has been drawn up and carried out by human resources who have the ability, competence motivation and interest (Wibowo, 2011). Nursing services should be able to follow the rapid changes by taking place in the system of meaningful services while maintaining

and improving the performance of nurses to provide the nursing services, and also manages in well.

Management is a process in undertaking efforts to achieve the goals of Psychology in collaboration with others (Hersey and Blanchard: Yayan Bahtiar, (2002). Management activities include *planning, organizing, actuating and controlling* (POAC) of the staff, facilities and infrastructures within reach destination Psychology (Grant and Massey, 1999, in. Nursalam 2011a). Psychology (motivation) is everything that is encouraging someone to do something. As Ngalim and Sortell states that the motivation is the relationship between needs, drives and goals. The need arises because of something that is felt less by someone, both physiologically and psychologically, the impulse is the direction to meet the needs earlier, while the goal is the end of one cycle of motivation (Yayan, Bahtiar, 2012).

Nursing care is the core of nursing practice, if it is the guided by standard of nursing care will reducing the patient's complaints against the nursing care and provide quality assurance services. Quality nursing care that is not entirely the responsibility of nurses, the head of the room as manager of the ministry is conducting activities to facilitate the implementation of the nursing process and nursing in order to implement appropriate standards of nursing practice.

Planning involves the development of strategies designed to prevent, reduce, or correct the problems identified in the nursing diagnosis. This stage begins after determining nursing diagnoses and concluded the plan documentation (Iyer, et al., 1996 in Nursalam, 2011b). Implementation is the implementation of an intervention plan to achieve specific goals (Iyer et al., 1996 in Nursalam, 2011b). Evaluation is an intellectual act to complete the nursing process that indicates the success of the nursing diagnosis, intervention plans,

and implementation (Ignatavicius and Bayne, 1994 in Nursalam, 2011b).

To help smooth the line of duty, Karu still equipped with a variety of training as for the type of training that is given is as: Management of nursing, *service exelence, problem solving for better hospital* (PSBH), *PPGD*, *nA*mun these efforts have not had any impact. The survey results achievement rates nursing documentation in the District General Hospital Pariaman is still not satisfactory, which is judged by the results of the evaluation of the application unit of Nursing include: nursing assessment, nursing diagnosis, planning of nursing, nursing actions, evaluations of nursing, and nursing notes (Swanbrug, 2000).

Implementation of the documentation plays an important role in the assessment of the performance of nurses in inpatient or outpatient. According to Iyer and Camp (2005) says that the documentation of nursing care is a mechanism used to evaluate the nursing care given to patients, which has been implemented by nurses. According to Perry and Potter (2010) documentation as everything that is written or printed can be used as a note and evidence for authorized individuals. Good documentation not only reflect the quality of care but also to prove accountability of every nurse in providing care.

According Fisbach (1991), the implementation of nursing documentation is as one measure to determine, monitor and conclude a nursing care service organized by the hospital. Implementation of nursing documentation stipulated in the Minister of Health Decree 436 / Menkes / SK / VI / 1993 on service standards and Decrees Hospital Yanmed No. YM.00.03.2.6.7637 1993 on Standards of Nursing. According Nursalam (2001), issues which had always attached to the nursing service is where nurses felt their daily tasks just as routine and is a mere institution. Therefore nurses are highly motivated in carrying out nursing care has

great significance in improving the quality of care.

Implementation of such complex functions, the hospital must have good human resource professionals and technicians in the field of health administration. To be able to realize the quality services needed nursing staff were professional, intellectual ability, technical and interpersonal skills, work based on standard practice, and pay attention to the rules of ethics and morals (Swanbrug, 2000).

Usefulness of nursing documentation among others: as a means of communication, as legal evidence, as a mechanism of accountability, as a means of nursing services on an individual basis, as a means of evaluation, as a means of increasing cooperation between the healthcare team, especially nurses, as a means of further education and as an audit of nursing care (Ali Zaidin 2002 in Sulistyowati, 2012). A nurse is considered successful or not against an occupation is based on the assessment results are displayed to the achievement of the target of Psychology. When the work in accordance with or exceed the target means that the work was successfully implemented. Conversely, if it is below mean less work execution (Certo, 1984 in Ilyas, 2002).

Good or lack of work or an individual's performance is influenced by several factors diantaranya: abilities, skills, perceptions, role, attitude and personality, motivation, job satisfaction, job design Psychology structure, career development, leadership and awards system(*rewordsystem*). According Mangkunagara (2005) factors that affect the achievement of the work is the capability and the motivation factor.

Regional General Hospital Pariaman was originally owned by the government of West Sumatra province has now become BLUDs Pariaman. Pariaman Hospital grade C based on the decision of the Minister No. 223 / Menkes / SK / VI / 1983. Pariaman Public Hospital as a referral center for public health services Padang Pariaman and Kota

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Pariaman Pariaman Public Hospital currently has 103 beds (TT) to provide 51 TT for Class III and, having nine inpatient rooms with *Bed Occupancy Rate* (BOR) 61.17 %, *Length Of Stay* (± 7 days).

The number of nurses in hospitals Pariaman 170 people and the number of nurse-patient amounted to 115 people with a job description as follows in Interne 19 people, Surgery 14, Midwifery 4, Son 13, Perinatology 11, Mata 7, Neurology 12, ICU 12 people, 13 people and Vip Lung Nantongga and Gandoriah 10 people. From the results of 50 samples taken recor medical nursing care documentation of medical records of hospitalized patients, only 21 documents (42%) were charged full nursing care documentation, 19 documentation (58%) filled incomplete (Etliawati, 2012).

From the observation inpatient nursing care documentation lists, assessment 47%, 54% nursing diagnosis, planning 47% 49% nursing actions and evaluation of 50%. From these data it appeared the implementation of nursing care documentation is still low (49.5%) while 80% specified MOH. Pariaman Public Hospital nursing care using the standard 65%. This shows that continuous nursing care documentation has not done well.

Based on interviews with 7 nurses, 5 less precise answer questions about the main objectives and the importance of nursing care documentation and two people know about the importance of documentation, but to implement the documentor is still limited because there is a diary that is used by the Pariaman Public Hospital. The diary contains the human basic needs assessment to evaluation and planning of family and community nursing care. Activities undertaken nurses by class and rank. This has been adjusted by the Pariaman Public Hospital house, so as to carry out the documentation is still limited.

Based on the background-and the phenomenon, the researchers conducted a study entitled "Study of Psychological

factors related to the performance of nurses in documentation of nursing care in inpatient hospital room Pariaman?"

METHOD

The study was a quantitative study using design. *cross sectional*. In this model, the researchers wanted to Assess psychological factors (motivation) related to the performance of nurses in documentation of nursing care in inpatient hospital room Pariaman.

RESULTS

Variable Frequency Distribution of psychology (motivation)

Table 5.1 Frequency Distribution of Respondents by psychology (motivation) In Pariaman Hospital Inpatient Space Year 2013

No.	Motivation	Frequency	Percentage
1	Motivation		
	a. Less	42	47.2
	b. High	47	52.9
	Total	89	100

Based on the above table found that more than half (52.9%) nurses in hospitals Pariaman motivation high

Performance Variable Frequency Distribution

Table 5.2 Frequency Distribution Respondents by Nurses Performance in Implementing Nursing Care Inpatient Hospital In Space Pariaman in 2013

Performance		F	Percent
Complete	50		56.2
Not Complete	39		43.8
Total	89		100

The above table shows that more than half (56.2%) nurses' performance in the implementation of nursing care in hospitals Pariaman

Table 5.3 Motivation Factors Relationship with Executive Nurses Performance in Documenting Nursing Care Inpatient in space Hospital Pariaman in 2013

Variable	Performance						p
	Less good		Good		Total		
	f	%	f	%	f	%	
Motivasion							
Less	2	66,	1	33,	4	10	0,095
High	8	7	4	3	2	0	
	2	46,	2	53,	4	10	
	2	8	5	2	7	0	
Total		50		39		89	

DISCUSSION

This study shows the frequency distribution of nurses motivation in the implementation of documentation (52.8%) either. Based on bivariate analysis showed poor performance more nurses (66.7%) was found in nurses who have the motivation compared with those not motivated. From statistik test *p value* of 0.095 which means there is no significant relationship between motivation and performance of nurses in the implementation documentation.

The same study conducted by Mulyono (2013) shows the good work motivation respondents, the majority (55.56%) do not perform well, as well as his motivation respondents who are not good majority (64.29%) do not perform well. Things contradictory, it should work well respondents motivation, performance will tend either. From the results of hypothesis testing with correlation of gamma where *p value* = 0.615 ($p > 0.05$), meaning there is no relationship between motivation and performance of nurses.

The Nurses in executing need encouragement and support documentation both internally and externally. Because of the motivation is directly relates to a person's

level of ambition. According to Herberg: (Marquis, Bessie L, 2013) Motivator or gratification in the work of the workers themselves. Both of these give people the desire to work and do a good job. Conversely, if motivation in itself does not exist, does not cause a good result. These results indicate that the lack of good documentation are largely (66.7%) nurses have less motivation. Based on research Etli dwati (2012) Statistical test results obtained value $p = 0.000$ ($\alpha \leq 0.05$), the relation between the sustainability strategy supervision of head room with the motivation of nurses in nursing care documentor. Comparable study conducted by Mulyono (2013).

Another study conducted by Emanuel Vensi Hasmoko (2008) showed that the proportion of respondents who have poor clinical work (87.9%). From the test by using statistic *chi square* was obtained p value = 0.000 (<0.005). This means that there is a significant association with the motivation anatar clinical performance based on the adoption SPMKK nurse. The greater the motivation, then the nurse would be a good clinical performance.

Manager directs and motivates nurses in the implementation of nursing care documentation. Motivation problem often faced by Menjer in complex ways. To respond to unmotivated staff, manager peis RLU understand the relationship between motivation and performance. (Marquis, Bessie L, 2013). Although all people are intrinsically motivated to some degree, not realities for organisasai to assume that all the work has an adequate level of intrinsic motivation in achieving organizational goals. Therefore, the organization should provide an atmosphere that stimulates motivation menyengkan and nurses, both intrinsic and extrinsic. In the execution of the manager is an excellent spearhead weeks to follow by the members.

Based on the analysis of a very strong motivation researchers felt the nurse if the
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nurse run success documentation that will have an impact on improving achievement in hospital nurses. High motivation of nurses is also evident in the daily recording. It can be seen that the motivation high Pariaman nurses in hospitals (52.9%). Based on the results of the questionnaire contained 47.2% of nurses who have low motivation. Nurses are also active to attend trainings related to the implementation documentation. If there is a new atruan dirapat and didiskusikn together. This is supported by the theory put forward by Herzberg motivation that responsibilities are intrinsic factors that can motivate someone (Robbins, 2010). For that manjer should support the continued implementation of nurses in nursing care, so that it will lead to a satisfactory outcome for the Hospital.

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