38. The Relationship of Rewarding with Work Motivation of Nurses in the Operating Room

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The Relationship of Rewarding With Work Motivation of Nurses in the Operating Room

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Abstract. The hospital is one of the sectors to achieve the national development goals of the Indonesian nation, play a role in health services and contribute to the development of the Indonesian nation, good nursescan improve the health status of the community more optimally. The preliminary preliminary study was conducted by the researchers on 12 respondents in the Operating Room, all respondents revealedthat sometimes they were tired and stress levels increased due to tight operating schedules while the existing nurse were inadequate, and this could affect their performance which in turn decreased. so that it can have an impact on the quality of services provided. Even out of the 12 interviewed respondents, they have to reduce time with family to make up for the shortage of employees in running operations so that it becomes a mental burden. The results of the preliminary study, there are several factors that affectthe performance of the nurses themselves, one of which is motivation. And Rewards This study aims to determine the relationship between reward and work motivation. This study used a cross sectional method, the instrument in this study used a questionnaire. The sample for this study was 30 nurses. The results of the study were obtained more than some 16 respondents with a low reward of 53%more than some 14 respondents with moderate work motivation of 47%, using the help of a computer application, namely SPSS, a ChiSquare Test was carried out and obtained a significant value of $0.001 (p = <0.05)$ thus HO is rejected, so it can be concluded that there is a relationship between giving rewards and work motivation of nurses in the operating room at Awal Bros Hospital in Batam in2021. For further Researchers it is recommended to examine the relationship between attitudes and motivation of nurses in the implementation of nursing services. public health at the Batam City puskesmas. 05) thus HO is rejected, so it can be concluded that there is a relationship between giving rewards and work motivation of nurses in the operating room at Awal Bros Hospital in Batam in 2021. For further researchers it is recommended to examine the relationship between attitudes and motivation of nurses in the implementation of nursing services. public health at the Batam City puskesmas. 05) thus HO is rejected, so it can be concluded that there is a relationship between giving rewards and work motivation of nurses in the operating room at Awal Bros Hospital in Batam in2021. For further researchers it is recommended to examine the relationship between attitudes and motivation of nurses in the implementation of nursing services. public health at the Batam City puskesmas.

Keywords: Motivation, Reward, Nurses

1 Introduction

Hospitals are one of the sectors to achieve the national development goals of the Indonesian nation, play a role in health services and contribute to the development of the Indonesian nation. The hospital is a health service organization that has specificity in terms of Human Resources (HR), facilities and infrastructure and equipment used, the products used are intangible (intangible) comes from the service provider, in this case health workers or human resources. (Fatmawati, 2016) Nursing service is a professional service and has an important role in biological, psychological, social, and spiritual approaches that are provided continuously 24 hours of client care (Law of the Republic of Indonesia 2014).

In the form of professional services Nursing is required to be able to participate in improving the quality of the hospital in providing nursing care, whether it is preventive, positive, curative, and rehabilitative. According to (Pangemanan. Wenda R, Bidjuni. Hendro, 2018) explained that nurses while providing care need to have high motivation in carrying out nursing care, because the meaning of motivation cannot be separated from the word need. There are several things that can affect the performance of nurses in carry out nursing care, among other things, namely the competence of nurses, motivation in work, and the workload that is borne.

There are three indicators that affect competence, namely knowledge, attitudes and skills. indicators that can measure motivation are affiliation, reward, and punishment. According to (Pasolong, 2011) workload is the amount of work that must be borne from the position which is his responsibility, in fulfilling an achievement of goals it will create new needs and encourage someone to work even harder. The basic needs that need to be met are based on motivationhuman, human has five needs that form a level or also called a hierarchy from most important to insignificant and from easy to most difficult to obtain or achieve (Robbins, Stephen P. & Judge, 2017).

Motivation is a condition that can move the nurses themselves directed to achieve work goals (Mangkunegara & Octorend, 2015). Nurses as one of the health workers who play an important role in the fulfillment of a health service depend on their participation in providing quality services for patients (Potter & Perry, 2015). This relates to the nurses who are on duty 24 hours serving patients, as well as the number of nurses who are dominate the health workers in hospitals which range from 40-60%. Therefore, the hospital must have well-performing nurses who will support the hospital's performance so that customer satisfaction can be achieved.

A decrease in work motivation for services also affects the quality of health services in hospitals and health service institutions, unsatisfactory services will affect the level of patient satisfaction, this will also have a direct impact on the hospital or health institution. Things that can affect the performance of nurses in carrying out nursing care include the competence of nurses, work motivation, and the workload that should be carried out (Nugraha, 2018). In the scope of the role of the operating room nurse itself is clinically responsible and functions as a scrub nurse instrumentator or circulation nurse, the surgical room nurse has the skills and responsibilities in carrying out nursing care, both pre-operative, intra-operative and post-operative nursing care (Ministry of Health 2010).

According to (Nurjannah, 2018) Duties and The responsibility of the operating room nurse is not an easy thing to bear, the operating room nurse is responsible for providing preoperative facilities and managing the surgical package during the surgery, administration and documentation of all nursing activities / actions during surgery and completeness of medical documents including complete complete status, surgical reports, anesthesia reports, filling pathology forms, patient safety check-lists in the operating room, overcoming anxiety from

patients who will be operated on, preparing tools, arranging and providing for the needs during the operation either into scrubs or circulernurs, and nursing care after surgery in the recovering room aware recovery room. The above causes tension and boredom in dealing with patients, peers, pressure from leaders.

According to (Sengkey, 2013) that There are several driving factors of motivation consisting of intrinsic and extrinsic motivation, intrinsic motivation including age, occupation, education level, length of work, interests and abilities, while extrinsic motivation includes training, coaching, facilities, community support, gifts and intensive. Efforts in improving hospital quality services in general can reach various aspects, including nursing services and one that can influence it by giving rewards. According to (Handoko, 2001) the appreciation given in the form of material or greeting, either individually or institutionally for certain achievements is a reward. It is important to listen to the opinion of nurses to create a reward system that integrates fair financial and non-financial rewards from the nurse's point of view (Seitivirta et al, 2016). It is important to know that giving rewards has an impact on nurses for hospital services, and the intended rewards are those that come from other people (Tjahyanti, 2010).

Various situations and work demands Naturally, nurses can be a potential source of work stress, decreased work motivation and have a risk of human error at work and resulting in hospital and individual losses. In the context of work, if someone is motivated, he will try his best to achieve goals, but not necessarily high efforts will result in high performance, therefore, it takes intensity and quality of these efforts and is focused on organizational goals. Needs are internal conditions that give rise to impulses, which if these needs are not satisfied, it will create tension that stimulates impulses from within the individual. This impulse gives rise to a search behavior to find a specific goal. If there is a fulfillment of needs, there will be a reduction in voltage. Basically, Based on Ana dwi's research fatmawati 2016 entitled "The Relationship of Reward Giving with Work Motivation of Implementing Nurses in Inpatient Room Class Iii Regional General Hospital RAA Soewondo Pati" said that the results of the data show that the level of reward giving to nurses in the class III inpatient room in the moderate category is indicated by the percentage results (72.2%) of 39 respondents. The results of the data for the level of work motivation of the nurses in the class III inpatient room of RAA Soewondo Pati Hospital are also in the medium category with a percentage result (66.7%) with a probability value of p value <0.05 with a correlation coefficient of 0.845 which means that there is a very strong relationship. strong with the level of R square 72.8%,

According to previous research (Nugraha, 2018) at Bintang Amin Hospital in Bandar Lampung, decreased work motivation will have an impact on decreasing nurse performance and a decrease in the service process provided by the nurses themselves. Nurses who have good motivation will lead to good performance too. In (Abu Hassan Asaari et al., 2019) at the Malaysian Science University that rewards and work motivation are very important for an organization, because they can be used to direct staff towards achieving organizational goals, reward and motivate employees who efficiently increase employee productivity. In (Syafudin et al., 2020) shows that rewarding is largely satisfying (61%), Nurses work motivation is mostly positive (51.2%), and the quality of nursing services is mostly good (43.9%). The inclusion of this study shows that there is a relationship between the provision of rewards and the quality of nursing care at Puskesmas Bangetayu Semarang p value (0.003) and there is a relationship between work motivation and service quality of nurses at Puskesmas Bangetayu Semarang p value (0.008). Research (Usastiawati, 2018) explains that there is an influence of nurse motivation on nurse performance with a large influence of 0.609 and a p-value of 0.000. The indirect effect of reward through motivation on the performance of nurses with a large influence

of 0.383, greater than the indirect effect of reward through motivation of nurses on the performance of nurses with a large influence 0,235. Result Previous research has shown that giving rewards has a very direct effect on work motivation and has a positive effect on the company.

Based on the operation registration data in the last 4 months, the number of operations in September amounted to 301 with special operations group 185 and large group 116, October total operations amounted to 310 with special groups numbered 190 and large 120, November total operations totaled 313 special groups 201 and big 112, in December the total operations amounted to 259 special groups 174 and large 85. Each special operation has an estimated time span of 3-5 hours and a large 1-3 hours.

Based on the preliminary preliminary study conducted by the researchers on 12 respondents in the Operating Room, all respondents revealed that sometimes they were tired and stress levels increased due to tight operating schedules while the existing nurses were inadequate, and this could affect their performance which ultimately decreased so that it can have an impact on the quality of services provided. Even out of the 12 interviewed respondents, they have to reduce time with family to make up for the shortage of employees in running operations so that it becomes a mental burden. This shows that employees are more easily at risk of increasing stress levels, therefore the importance of reward here plays a role in providing support for motivation for performance both mentally and materially for what has been done, From the results of interviews and observations and the phenomena in the survey, then researchers are interested in researching about "The Relationship between Rewards Giving and Nurses Work Motivation in the Operating Room at Awal Bros Hospital, Batam.

2   Methods

The study discusses the relationship between giving rewards and work motivation on the performance of nurses in the operating room at Awal Bros Hospital in Batam. The independent variable in the study was the provision of rewards, while the dependent variable was the work motivation of the nurses. This research was conducted in January 2021. The research location was the Operational Room at Awal Bros Hospital in Batam. Correspondents for all nurses who work in the Operational Room at Awal Bros Hospital in Batam. This study uses a quantitative research design with a cross sectional approach, and this study used chi square analysis, where the sample was taken by 30 nurses with a total sampling technique.

3   Results and Discussion

3.1 Characteristics of Respondents

Table 1. Distribution of Respondents by Gender, Age, Occupation, Period of Service, Education

No.	Variable Frequency Percentage	%	%
1.	**Gender**		
	Male FemaleTotal	18	60
		12	40
		30	100

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2.	Age		
	(20-30th)	14	47
	(30-40)	13	43
	(40-50th)	3	10
	Total	**30**	**100**
3.	**Years of service**		
	<3 years	6	20
	> 3 yearsTotal	24	80
		30	100
4.	**Education**		
	D3	17	57
	S 1	4	13
	Ners	8	27
	S2	1	3
	Total	30	100

Source: Primary Data, 2021

Based on table1 above, it is known that more than 18 respondents are male (60%), the age frequency is dominated by 20-30 years, namely as many as 14 respondents (47%), the frequency of working period is dominated by> 3 years as many as 24 people (80%). Education in the Domination of D3 Nursing 17 people (57%).

Table 2. Distribution of Frequency and Percentage of Respondents Based on the Giving of Rewards in the Operating Room at Awal Bros Hospital, Batam, in 2021

Rewards	Frequency Percentage (%)
Low 16	53
Medium 14	47
Total 30	**100**

Based on Table 2 above, the researcher can conclude more than 16 people respondents with low rewards by 53%.

Table 3. Distribution of Frequency and Percentage of Respondents Based on Work Motivation in the Operating Room at Awal Bros Hospital in Batam in 2021

Work motivation	Frequency	Percentage (%)
Low	16	53
Moderate	14	37
Total	**30**	**100**

Based on table 3 above, the researcher can conclude that more than 14 respondents with moderate work motivation are 47%.

Table 4. The Relationship of Giving Rewards with Nurses' Work Motivation in the Operating Room at Awal Bros Hospital, Batam, in 2021

Rewards	Motivation			Total
	Low	Moderate		
	N%	N%	N%	
Low	72	3.07	23.0	14
Moderate	93	0.07	23.0	16
Total	65	3.014	47.0	30

By using the help of a computer application, namely SPSS, the ChiSquare Test was carried out and obtained a significant value of 0.001 ($p = <0.05$), thus HO is rejected, so it can be concluded that there is a relationship between giving rewards and work motivation of nurses in the operating room of Awal Bros Hospital Batam Year 2021.

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