WORK MOTIVATION AND WORKLOAD ON NURSES' CARING BEHAVIOR IN EMERGENCY ROOM

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ABSTRAK

Indonesia merupakan negara dengan akumulasi kunjungan pasien ke Instalasi Gawat Darurat (IGD) yang tinggi sehingga *caring* di IGD menjadi hal yang memerlukan perhatian lebih agar menghasilkan kualitas pelayanan keperawatan yang lebih baik. Penelitian ini bertujuan untuk melihat pengaruh motivasi dan beban kerja perawat terhadap perilaku *caring* di IGD. Metode penelitian yang digunakan adalah kuantitatif dengan desain penelitian analitik korelasi dan pendekatan *cross sectional*. Sampel berjumlah 37 responden perawat dan pasien dengan pengaplikasian teknik *accidental sampling*. Instrumen yang digunakan berupa kuesioner *Gadar Caring Scale* (GCS-46) dengan analisa data distribusi frekuensi dan uji statistik *Rank Spearman*. Hasil penelitian menunjukan bahwa motivasi perawat lebih dari setengahnya berada dalam kategori baik (56,76%) dan beban kerja perawat hampir setengahnya berada pada kategori berat, yaitu 40,54%. Di sisi lain, tingkat *caring* perawat hampir seluruhnya (94,59%) berada pada kategori sedang. Hasil analisis memperlihatkan bahwa terdapat korelasi antara motivasi perawat dengan *caring* yang ditunjukkan dengan nilai koefisien korelasi (r) dan *p-value* masing-masing sebesar 0,55 dan 0,0237. Sementara itu, hasil analisis antara beban kerja perawat dengan *caring* memberikan nilai r dan *p-value* masing-masing sebesar 0,11 dan 0,5121 yang mengindikasikan tidak terdapat hubungan antara beban kerja perawat dengan *caring* perawat di IGD.

Kata kunci : beban kerja;*caring*;motivasi;perawat

ABSTRACT

Indonesia has a high accumulation of patient visits to the Emergency Room (ER), thus caring in the ER requires more attention to produce better quality nursing services. This study aims to see the effect of nurses' motivation and workload on caring behavior in the ER. The research method used is quantitative, with a correlation analytic research design and a cross-sectional approach. The sample consisted of 37 nurse and patient respondents using accidental sampling techniques. The instrument used was the Gadar Caring Scale (GCS-46) questionnaire with frequency distribution data analysis and the Spearman Rank statistical test. The results showed that more than half of the nurses' motivation (56,76%) was in a good category and almost half of the nurses' workload was in the heavy category (40.54%). On the other hand, the level of nurses' caring was almost entirely in the moderate category (94.59%). In addition, there was a correlation between nurse's motivation and caring as indicated by the correlation coefficient (r) and p-value of 0.55 and 0.0237, respectively. Meanwhile, the results of the analysis between nurses' workload and caring gave r and p-values of 0.11 and 0.5121, respectively, indicating that there was no relationship between nurses' workload and nurses' caring in the ER..

***Keywords**: caring;motivation;nurse; workload*

1. INTRODUCTION

Caring behavior is an attitude that nurses must always apply, both in the inpatient room and in the emergency room (IGD). Every nurse is required to develop a caring attitude towards patients because caring is an inseparable part of the nursing profession. High ER visits require more attention to provide optimal care for better-quality nursing services. Caring behavior in nurses is influenced by several factors. Among the existing factors, workload and work motivation are important factors that can affect caring in nurses.

Several studies have reported a significant relationship between workload and caring behavior in nurses (Herman & Deli, 2021); (Ratnasari, Arif, & Khosidah, 2022). Meanwhile, other studies stated that there is no relationship between workload and caring behavior in nurses (Rizkianti & Haryana, 2020) and (Safaat, 2018). Regarding the work motivation of nurses, several studies have commented that there is a significant relationship between motivation and caring behavior in nurses (Khodijah & Marni, 2014); (Sumarni, 2016); (Puspita & Hidayah, 2019). Based on the studies above, it can be concluded that nurses' workload and work motivation significantly impact their caring behaviors. Good caring behavior toward patients will improve the quality of hospital and nursing services.

Previous studies have only studied one factor, e.g., workload or work motivation; thus, no study has observed how the workload and motivation factors influence nurses' caring behavior. Therefore, this study aims to analyze the relationship between motivation and workload on caring behavior, especially in the ER, which has a relatively high frequency of patient visits.

2. RESEARCH METHOD

Sumedang district hospital was chosen as the research location, considering demographic factors as a strategic area supporting the capital city of West Java, Indonesia. This study employed a quantitative research method with a cross-sectional correlation design. The population consisted of 37 nurses and 37 patients in ER, all of whom were included using a total sampling technique. Data collection in this study used the Gadar Caring Scale (GCS-46) questionnaire. Data were analyzed using the Spearman Rank statistical test using Python software—each patient who was given a questionnaire signed an informed consent sheet. This research was conducted in November 2024.

3. RESULTS AND DISCUSSIONS

This study involved 37 nurses who worked in the ER of Sumedang district hospital. Table 1 presents the characteristics of the 37 nurse respondents.

Table 1 shows that almost all respondents were 31-45 years old, with an almost balanced gender between males and females. In the context of education, most of them were D3 nursing, and one person has achieved a master's degree. The employment duration of ER nurses in the hospital was mostly between 6-15 years, with the work period in the ER also being 6-15 years. There were 13% who had only worked for less than 1 year in the hospital and ER. Most employee statuses were temporary employee and BLUD, with over half of the levels being PK III.

Motivation of ER nurses obtained from questionnaires are presented in Table 2. It can be seen that more than a half of ER nurses had high motivation work. The rest forty-percent of ER nurses were moderately motivated and only one nurse felt low-motivated.

Table 1. Characteristics of nurses' respondents

No	Characteristic	F	%
1	Age		
	- < 30 year	6	16.21
	- 31-45 year	29	78.38
	- > 45 year	2	5.40
2	Gender		
	- Male	18	48.65
	- Female	19	51.35
3	Education		
	- Diploma (D3)	28	75.68
	- Bachelor (S1+Ners)	8	21.62
	- Master (S2)	1	2.70
4	Duration of employment in hospital		
	- <1 year	5	13.51
	- 1-5 year	4	10.81
	- 6-15 year	17	45.94
	- >15 year	10	27.02
	- Unknown	1	2.702
5	Work period in ER		
	- <1 year	5	13.51
	- 1-5 year	13	35.13
	- 6-15 year	15	40.54
	- >15 year	3	8.11
	- Unknown	1	2.70
6	Employment status		
	- Civil servant (ASN)	9	24.32
	- Regional public service agency (BLUD)	13	35.14
	- Temporary employee	13	35.14
	- Government Employee with Work Agreement (PPPK)	2	5.40
7	Clinical nurse level (PK)		
	Pre-PK	5	13.51
	PK I	3	8.11
	PK II	7	18.92
	PK III	22	59.46

Table 2. Frequency distribution of nurses' work motivation in the ER of Sumedang district hospital

Variable	F	%
Work Motivation		
High	21	56,76
Moderate	15	40,54
Low	1	2,7
Total	**37**	**100**

Table 3 shows that nearly half of ER nurses experience a high workload, followed by a moderate workload, and a only few nurses have a low workload.

Table 3. Frequency distribution of nurses' workload

Variable	F	%
Workload		
High	15	40,54
Moderate	13	35,14
Low	9	24,32
Total	**37**	**100**

The results of patient's questionnaire in Table 4 indicated that most patients received moderate nursing care in ER Sumedang district hospital. Only few patients report that they received good caring and none of them rated the nursing care as poor.

Table 4. Frequency distribution of nurse caring in the ER of Sumedang district hospital

Variable	F	%
Caring		
Good	2	5,42%
Moderate	35	94,59
Poor	0	0%
Total	**37**	**100%**

According to the result of Spearman rank test in Table 5, the effect of work motivation on nurse caring behavior in Sumedang district hospital was statistically significant (p-value <0.05).

Table 5. Spearman test results of work motivation and workload with nurse care behavior in ER Sumedang district hospital

	Nurse caring
Work motivation	r = 0,37
	p = 0,0237
	n = 37
Workload	r = 0,11
	p = 0,5121
	n = 37

r = correlation coefficient; p = *p-value*; n = number of respondents

This study's results align with the research of Kurniawati, Maurissa, & Rachmah (2023) entitled The Relationship between Work Motivation and Nurses' Caring Behavior. In this study, nurses' work motivation at the Meuraxa Regional General Hospital in Banda Aceh City is in the moderate category (67.4%), and the nurses' caring behavior was in the good category (58.1%). The results of the bivariate test showed a p-value of 0.034; thus, work motivation significantly affected caring.

The study is also supported by Noffita, Febriani, & Loura (2024) entitled "Hubungan Motivasi Kerja Dengan Perilaku Caring Perawat Di Ruang HCU Anak RSUD Dr. Saiful Anwar Malang". The results of the bivariate test using Pearson Correlation obtained a value of $\rho = 0.000$, which means a relationship existed between work motivation and caring behavior of nurses in the Children's HCU Room, Dr. Saiful Anwar Hospital, Malang. Another study by Prihandani & Kio (2019) shows a significant relationship between nurses' work motivation and the caring behavior of nurses in the inpatient room of Wisma Prashanti Tabanan General Hospital.

According to Zahara, Sitorus, and Sabri (2011), supervision, income, and interpersonal relationships can influence work motivation. This study found that supervision was the most substantial factor influencing work motivation. The relationship between employees and supervisors was often described as a functional relationship, reflecting how supervisors helped nurses fulfill important work values. Nurses might feel supervised and overwhelmed. Meanwhile, according to Anggreini, Kirana, and Kumalasari (2019), the factors influencing nurses' work motivation were achievement, recognition, work relationships, responsibility, and individual potential development. Achievement was the most dominant factor, representing the highest point of a person's prestige and satisfaction in carrying out their responsibilities.

Apart from that, based on the Spearman Rank statistical test on the analysis of the workload of nurses caring in the ER, a p-value of 0.5121 was obtained. The P-value was more than 0.05, indicating no relationship between workload and caring. This result is in line with the study entitled "Hubungan Beban Kerja Perawat dengan Caring Perawat di Ruang Rawat Inap Rafael dan Mikael Rumah Sakit Cahya Kawaluyan Padalarang" (Pasaribu, Khunaefi, & Anwar, 2019). The statistical test results with chi-square showed no relationship between workload and nurse caring with a p-value of 0.317> α (0.05). This is also in line with a study by Kartika (2019) that involved 40 nurses in the treatment room of Tzu Chi Hospital. The Fisher Exact test results showed no relationship between workload and nurses' caring behavior in the treatment room of Tzu Chi Hospital.

According to Agung (2024), the factors that influence nurse caring consist of individual factors (e.g., age, gender, education, length of service, skills), psychological factors (e.g., intelligence, motivation), and organizational factors (e.g., workload/tasks). Supriatin (2016), in another study, revealed that caring was affected by age, length of service, leadership, organizational structure, rewards, and work design.

4. CONCLUSION

Based on this study, the following conclusions can be drawn:
More than a half of nurses in ER Sumedang district hospital were highly motivated, followed by nearly a half were moderately motivated and only very small proportion of them were minimally-motivated. Almost all patients rated the nursing care behavior as moderate in ER Sumedang district hospital. Significant correlation was found between nurse motivation work and their caring in ER Sumedang district hospital. There is no correlation between nurses' workload and their caring in ER Sumedang district hospital.

5. RECOMMENDATION

These findings can be used as an evaluation for Sumedang District Hospital to improve the hospital's emergency room services, especially for the caring nurses' aspect. In addition, the results of this study are also expected to be a valuable reference for the further research. It is recommended to use different methods, such as using observation technique or qualitative analysis, for the next research.

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