THE RELATIONSHIP BETWEEN MOTIVATION, TRAINING, AND WORK STRESS WITH NURSES' WORK PERFORMANCE AT DEWISARTIKA GENERAL HOSPITAL KENDARI IN 2022

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ABSTRACT

Work performance is a tool of management to control performance and formulate various personnel policies. According to the attendance records in September, October, and November 2022 the level of tardiness increased, namely in September by 15.90%, October by 27.27%, and November by 29.54%. At Dewi Sartika Kendari General Hospital there are still nurses who often come late, this shows that the discipline of nurses towards their work is still low, besides that training activities are still rarely carried out, and the workload imposed on nurses can make nurses stressed. This study aims to determine the relationship between motivation, training and work stress with nurses' work performance at Dewi Sartika Kendari General Hospital in 2022. The type of research used is quantitative research with a cross-sectional design. The sampling technique in this study was to use total sampling, with a sample size of 43 respondents according to the total population. The results of this study indicate that there is a relationship between motivation and nurse work performance with a p value = 0.001 (p <0.05). There is a relationship between training and nurses' work performance with a value that p = 0.004 (p <0.05). There is a relationship between work stress and nurses' work performance with a value of p = 0.037 (p <0.05). The conclusion is that there is a relationship between motivation, training, and work stress with nurses' work performance at Dewi Sartika Kendari General Hospital in 2022. It is expected that the hospital provides motivation, and training. For nurses can manage stress to avoid severe stress by managing time efficiently and effectively so that work performance increases.

INTRODUCTION

Work performance is a tool of management to control performance and formulate various personnel policies. For this reason, organizations need a work performance assessment system, which is useful for knowing the shortcomings, potential, goals, plans and career development of employees. Work performance achieved by employees and organizational leaders in an organization can create progress for the organization and achieve organizational effectiveness. Work performance is very important for companies or organizations as a tool for making decisions for their employees (10).

Factors that affect job performance according to Handoko are motivation, training, job satisfaction, job stress, physical working conditions, compensation system and job design. Motivation is a driving force that causes people to do something or that is done because they are afraid of something. Training is a process to shape and equip employees by increasing their skills,

abilities, knowledge, and behavior. Job satisfaction is a pleasant or unpleasant emotional state in which employees view their work. Job stress is a condition of tension that affects a person's emotions, thought processes and conditions (4,6,8). Physical conditions of work are situations that exist in the employee's work environment. Compensation is everything that employees receive in return for their work, Job design is a variation of a job for an employee (2).

Motivation is something that plays a very important role in increasing an employee's work activities in order to achieve better performance results, because an employee who has high motivation will always try as much and as well as possible in completing any work assigned to him (12). Every person / employee wants to work, there must be a factor that encourages from within him to carry out a work activity. Where this work motivation is a condition that encourages a person to carry out an activity to achieve organizational goals and individual goals. With high work motivation in an employee, it will encourage work enthusiasm to be able to complete their tasks properly and on time (18).

Training is a process that teaches certain knowledge and skills and attitudes so that employees are increasingly skilled and able to carry out their responsibilities better, according to standards. There are several factors that need to be considered and play a role in training, namely: Cost effectiveness, required program materials, Learning principles, Appropriateness and suitability of facilities, Ability and preferences of trainees, Ability and preferences of training instructors. On-the-job training greatly affects nurses' work performance. Job training can improve skills and achievements, and nurses' salaries will increase according to their work performance. Therefore, the hospital should really pay attention to job training activities in order to increase the knowledge and work ability of nurses to further improve the work performance of the nurses concerned. With training, it is hoped that nurses will be able to work more effectively and efficiently, especially to deal with changes that occur such as technological changes, changes in work methods, demanding also changes in attitudes, behavior, skills and knowledge (13,14).

The demands of professional idealism explain that nurses can be exposed to stress every day, namely conflicts with doctors, discrimination, high workloads, dealing with patients, death and patients' families. Nurses are faced with different work tasks, working with shifts, working conditions, situations related to stress, suffering, and death of patients. nurses must also be able to overcome stress because in the world of nursing they cannot make the slightest mistake. Nurses in doing their work must be able to adjust themselves in order to carry out their work without sacrificing the quality of their work. Furthermore, nurses are responsible for physical, administrative tasks and dealing with client complaints in undergoing the nursing process such as anxiety, tension, boredom of clients and families in critical illness or terminal conditions (11).

Nurses are one of the important health human resources in hospitals, in order to provide nursing care properly. A nurse is someone who has graduated from nursing higher education, both inside and outside the country recognized by the government, in accordance with the provisions and compliance with legislation (Nursing Law / no. 38 of 2014). Nurses are workers who are always present in every hospital who are responsible for the health of patients. Nurses in hospitals have duties in inpatient, outpatient, or polyclinic services and emergency services (15,16).

Based on the results of preliminary interviews conducted by several nurses at Dewi Sartika General Hospital about nurses' work performance, there are still nurses who often come late, this shows that the discipline of nurses towards their work is still low so that it affects nurses' work performance. In addition, they said that training activities are still rarely carried out, for example training that must be followed by nurses, namely anesthesia training, medical-surgical training, wound care training and so on, and the workload imposed on nurses can make nurses stressed.

METHODOLOGY

The type of research used is quantitative research using a comparative approach, namely with a cros sectional design, where the research design and data collection are carried out at one point in time which aims to find the relationship between the independent variables, namely motivation, training, work stress, with the dependent variable, namely nurse work performance. The population in this study were all nurses at Dewi Sartika Kendari General Hospital, totaling 43 people, and the sampling technique was total sampling, which is a sampling technique equal to the population, so the sample used was 43 people. The variables in this study are the independent variables of motivation, training, and work stress while the dependent variable is work performance. Data analysis techniques are using the Chi Square test.

RESULTS AND DISCUSSION

Table 1. Relationship between Motivation and Work Performance of Nurses at Dewi Sartika Kendari General Hospital in 2022

| Motivation | Work Achievement | | | | Total | | P Value |
| | Good | | Less | | | | |
	n	%	n	%	n	%	
Good	1	7,7	12	92,3	13	100	0,001
Less	11	36,7	19	63,3	30	100	

Based on the table above through the results of cross tabulation shows that of the 43 respondents (100%) with good job training with good work performance there are 8 respondents (40.0%) and those with poor work performance are 19 respondents (82.6%). While those who have less job training with good work performance are 12 respondents (60.0%) and those who have less job training with poor work performance are 4 respondents (17.4%). Through the results of the *chisquare* statistical test, the *p-value* = 0.004 was obtained, so the *p-value* <0.05 so that H_1 was accepted and H_0 was rejected, meaning that there was a relationship between training and work performance at Dewi Sartika Kendari General Hospital.

Training is an effort to develop human resources, especially in the field of educational processes, abilities, skills and attitudes, short-term education that uses systematic and organized procedures, where the workforce learns technical knowledge and skills for specific purposes. Training is specific, practical and immediate, generally training is intended to improve mastery of various work skills in a relatively short time to improve mastery of various skills and techniques for carrying out certain, detailed and routine work in order to achieve better performance or work performance (17).

The results of this study indicate that there is a relationship between training and nurses' work performance at Dewi Sartika Kendari General Hospital. Nurses who have good training aspects are caused by nurses who are able to feel the impact of the training they receive, with training making nurses more able to master their work in order to obtain work performance, it can be concluded that the better the training, the better the nurses' work performance. While nurses who have poor training aspects are caused by nurses who are only expected to attend training programs

without taking responsibility for what they have learned and done after training, they do not seem to show any changes in behavior or progress in performance to obtain work performance.

This research is in line with research conducted (13), with the title of the relationship between job training, promotion, compensation, and motivation to the work performance of Batam RSBP nurses. With the results of the study that there is a relationship between job training and job performance based on a *p-value of 0.000*. This is because nurses who have training knowledge and skills that can help nurses in solving problems can be seen from the point of view of nurses' interests in order to achieve their career path, so nurses who have attended training can have readiness and confidence in meeting these competency requirements, which is the basis that there is a relationship between training programs and nurses' work performance.

Job training has a positive effect on job performance because this is caused by nurses who can feel the positive impact of holding training by holding training to make nurses better able to master their work and can encourage nurses to be able to get achievements at work (7). Hospitals must provide training to nurses evenly, all nurses before and after entering the world of work, must be given adequate training for all nurses, and when nurses are already working in the company, superiors should also pay attention to the needs of nurses, so that workers understand more about how to provide better performance in the hospital. It can be concluded that the better the training, the better the work performance.

Table 2. Relationship between Job Stress and Work Performance of Nurses at Dewi Sartika Kendari General Hospital in 2022

Work Stress	Work Achievement				Total		P Value
	Good		Less				
	n	%	n	%	n	%	
Lightweight	13	72,2	5	27,8	13	100	0,037
Weight	10	40,0	15	60,0	30	100	

Source: Primary Data, 2022

Based on the table above through the results of cross tabulation shows that of the 43 respondents (100%) with mild work stress with good work performance there are 13 respondents (72.2%) and with poor work performance as many as 5 respondents (27.8%). While those who have severe work stress with good work performance are 10 respondents (40.0%) and those who have severe work stress with poor work performance are 15 respondents (60.0%). Through the results of the *chi-square* statistical test, the *p-value* = 0.037 was obtained, so the *p-value* <0.05 so that H_1 was accepted and H_0 was rejected, meaning that there was a relationship between work stress and work performance at Dewi Sartika Kendari General Hospital.

Work stress is a condition of tension that creates a physical and psychological imbalance, which affects emotions, thought processes, and the condition of an employee, too much stress can threaten a person's ability to deal with the environment. This work stress is seen from, among others, unstable emotions, feeling uneasy, like being alone, having difficulty sleeping, smoking excessively, not being able to relax, anxious, tense, nervous, increased blood pressure and experiencing respiratory disorders. Stress does not arise out of nowhere, but the causes of stress are generally followed by an event that affects a person's psyche, and the event occurs beyond his ability so that the condition has suppressed his soul. People who experience work stress can

become nervous and feel chronic worry, they often become irritable and aggressive, cannot relax, or show an uncooperative attitude (3).

This is in accordance with the opinion, that Stress is an unspecific body response to any demands or burdens on it (9). Stress can arise if a person experiences a heavy burden or task where the person cannot cope with the assigned task, then the body will respond by being unable to the task, so that the person can experience stress, nurse work stress can occur if the nurse on duty gets a workload that exceeds his ability so that the nurse is unable to fulfill or complete his duties, then the nurse is said to experience work stress and it affects the performance or work performance of the nurse.

The results of this study indicate that there is a relationship between training and nurses' work performance at Dewi Sartika Kendari General Hospital. Nurses who have mild work stress can control their work better because they are able to increase work intensity, alertness and creative ability and they are given the authority or freedom to carry out their job responsibilities without coercion from anyone. Meanwhile, nurses who have severe work stress feel that they do not have time to rest and the tasks given are too difficult, they feel that the number of nurses available is not proportional to the amount of work they have to complete. This condition can trigger the emergence of work stress, because all patients who visit indirectly demand effective and efficient service.

This research is in line with research conducted, with the title of the relationship between compensation, job satisfaction, and job stress on employee performance at Suradadi Hospital, Tegal Regency (5). With the results of the study that there is a relationship between job stress and work performance based on a *P-value of 0.005*. This is because nurses who have mild work stress are due to nurses doing their jobs better, they think stress can motivate nurses to work better in order to create good work performance. While nurses who have severe work stress are caused by endless job demands and an uncomfortable work environment.

Work stress experienced by employees is a form of problem and can cause a decrease in morale, work performance, and increase the risk of intervention errors that can be harmful to the employees themselves (1). This is in accordance with that the stress faced by the workforce is related to decreased work performance, increased absenteeism and a tendency to experience work accidents. In addition, each person will live the stress differently, there are individuals who are down because of stress and some are actually motivated by stressful situations.

CONCLUSION

This study showed a significant relationship between motivation, training, and work stress with nurses' work performance at Dewi Sartika Kendari General Hospital in 2022. Statistical test results revealed that motivation has a strong relationship with work performance, with a p-value of 0.001, which means that the higher the work motivation, the better the nurses' work performance. In addition, the training received by nurses is also significantly related to work performance, with a p-value of 0.004, indicating that effective training can improve nurses' skills and performance. Work stress was also shown to be related to work performance, where lower stress can increase nurse productivity, as evidenced by a p-value of 0.037.

Acknowledgment

Based on the results of this study, Dewi Sartika General Hospital is advised to continue providing motivation and training to nurses to improve their work performance. In addition, rewards for nurses who perform well can be one way to encourage improved performance. For nurses, it is important to manage stress effectively with good time management to avoid excessive stress that can reduce work performance. For future researchers, it is hoped that this research will be expanded with more factors

analyzed, so that the information obtained about nurses' work performance can be more complete and comprehensive.

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