

Research Article

Relationship between Competency, Motivation and Workload of Implementing Nurses with Nurse Performance in the Inpatient Room at Bangkinang Hospital

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Abstract: The performance of nurses in the inpatient room at Bangkinang Hospital can be seen from the quality of nursing services provided, oriented to better patient outcomes. The performance of nurses is influenced by the characteristics of nurses, competence, motivation and workload. The purpose of this study was to determine the relationship between the competence, motivation and workload of implementing nurses with the performance of nurses in the inpatient room at Bangkinang Hospital. The study used a cross sectional analytic design. A sample of 111 nurses in the inpatient room was taken using a total sampling technique. Data were collected using questionnaires and observation sheets, then analyzed bivariate with chi-square test and multivariate with logistic regression test. The results showed that there was a significant relationship between competence, motivation and marital status with the performance of nurses, with p values for each variable, namely aspects of competence ($p < 0.001$), aspects of motivation ($p < 0.001$). Meanwhile, marital status (AOR = 4.5) and this relationship were not statistically significant ($p = 0.095$). Nurse performance is closely related to the competence and work motivation of nurses, so aspects that can improve competence and work motivation need to be managed properly to get good nurse performance results.

Keywords: *Competence, Motivation, Workload, Performance, Nurse.*

A. INTRODUCTION

The hospital is a health service institution for the community with broad and comprehensive functions, expert-intensive and capital-intensive. Therefore, hospitals must have qualified, experienced and professional resources. The nurse is one of the health workers in the hospital with nursing services. The nursing profession has an important role in providing quality health services in hospitals, because the services it provides are biological, psychological, social, spiritual and carried out in a sustainable manner (Depkes RI, 2009).

Nursing services are part of the health care system in hospitals that have the function of maintaining service quality, and are often used as a barometer by the community, in assessing the quality of hospitals, thus demanding the professionalism of nurses in their work as indicated by the results of the performance of nurses, both implementing nurses and nurses. managers in providing nursing care to patients. The maximum implementation of nurse work in quality health services occurs when the system of implementing nursing care that is carried out supports professional nursing practice according to standards (Wahyuni, 2008).

Efforts to improve the performance of nurses through the application of maximum nursing care, human resources are very influential, especially in the level of competence of nurses, their motivation to work and also the workload they carry. Motivation is the impetus that arises from the nurse's assessment of the organization in meeting needs. The indicators measured in motivation are affiliation, reward, and punishment. Based on Health Law No. 39 of 2009, it is stated that the workload is the amount of work that must be borne from the position

or organizational unit and is the product of the amount of work and time. The development of competence, motivation and workload in accordance with the main tasks and functions, the quality of the performance of the nursing profession will be maximized which focuses on professionalism in the world of nursing (Notoatmojo, 2013:161).

This research was conducted at the Bangkinang Regional General Hospital (RSUD). Based on a pre-survey conducted on December 20, 2020, information was obtained that in 2019, the average Bed Occupation Rate (BOR) was 85.3% (ideally 60%-80%), the average length of stay (LOS) 50 days (ideally 14 -21 days), Turn Over Interval (TOI) 15 days, 5,343 inpatients, and 19,942 outpatients (RSUD Bangkinang, 2019). These data indicate that the Bangkinang Hospital has been well utilized by the community in health services. These data show that the workload of nurses is very large and the demands for improving the performance of nurses are very much needed.

Then also obtained data that there are still nurses who have poor competence, there are still nurses who have low work motivation, and there are still many nurses who have a high workload, and there are nurses who have low performance. The comparison of the number of nurses with patients treated in inpatient rooms is an average of 14 nurses compared to 38 patients, with an average number of nurses on duty per shift 3 nurses to treat 38 patients, which shows the high workload of nurses. To improve the competence of nurses in carrying out their duties to serve patients, the Bangkinang Hospital has sent several nurses out of town for training or comparative studies.

Research conducted by Budiawan (2015). The results of their study concluded that the performance of nurses was indeed influenced by the competencies possessed by nurses, work motivation and workload. However, research conducted by Glady ES, et al, (2018), gave different results. Where the results of his research found there was no relationship between work motivation and performance. Based on the description of the background, the problems in this study are 1). whether competence, motivation and workload simultaneously have a significant effect on the performance of nurses. 2) Do competence, motivation and workload partially have a significant effect on the performance of nurses. The objectives of this research are 1). to analyze and find out whether competence, motivation and workload simultaneously have a significant effect on nurse performance. 2). to analyze and find out whether competence, motivation and workload partially have a significant effect on nurse performance.

B. LITERATURE REVIEW

Performance is the result of a process that refers to and is measured over a certain period of time based on pre-determined provisions or agreements (Emron, et al., 2016:190). Performance is a result of optimal work performance carried out by a person or group or business entity. Performance measurement is traditionally a performance measurement oriented to the financial sector and the ability to earn a profit. An organization is said to have good performance if its financial statements make a profit, in accordance with the targets that have been previously set (Muhyadi, 2011:151).

Managing performance so that the performance process can run well, for that pay attention to several important aspects, including managerial competence. The mistake that often occurs is placing someone in a strategic position who does not have managerial competence such as conceptual. In fact, conceptual is part of strategic planning. In the context of government as a public sector according to Mahsun (2016: 55) that there are several aspects that can be assessed the performance of the input group (input), the process group (process), the output group (output), result group (Outcome), benefit group (Benefit) and impact group (impact).

Efforts to improve the performance of nurses are strongly influenced by work motivation. where work motivation is a process that influences or pushes from the outside to a person or work group so that they want to do work according to what has been determined. Then the workload which is a set or number of activities that must be completed by an organizational unit within a certain period of time. So that the variables studied can include motivation and workload as independent variables and nurse performance as the dependent variable. The reason for choosing the variables in this study is because it is based on that motivation and workload are the most important parts in improving the performance of nurses, especially for every hospital that provides services to the community.

Budiawan's research (2015), proves that there is a significant relationship between competence, motivation and marital status with nurse performance. While the workload has no significant relationship with the performance of nurses. Iswatun's research (2013) concludes that there is a negative and significant relationship between workload and nurse performance and there is a positive and significant relationship between work motivation and nurse performance. Nurses are one of the health workers in hospitals who play an important role in providing services to inpatients. The success of health services depends on the participation of nurses in providing quality nursing for patients. Therefore, hospitals must have nurses who perform well who will support the hospital's performance so that patient satisfaction can be achieved.

Improving the performance of nurses then the need for motivation. Motivation is a factor that encourages a person to perform a certain activity, therefore motivation affects the performance of nurses. This is based on research conducted by Makta (2013) examining the effect of work motivation on nurse performance. The results of the study using a linear regression test showed that there was an effect on the performance of nurses. Meanwhile, Mudayana (2010) whose research results show that there is a significant influence between motivation and workload on nurse performance. Then the workload with the nurse's performance is the most important part. This is based on research conducted by Satria (2013) examining the relationship between workload and nurse performance. The results of this study indicate that the workload with the nurse's performance has a significant effect. Meanwhile, Mudayana (2010) examined the relationship between workload and employee performance in hospitals. This shows that the workload has a significant effect on employee performance.

Based on the description above, it can be formulated hypotheses in this study, namely:

1. It is suspected that competence, motivation and workload simultaneously have a significant effect on the performance of nurses,
2. It is suspected that competence, motivation and workload partially have a significant effect on nurse performance.
3. It is suspected that competence is significantly related to nurse performance.
4. It is suspected that motivation is significantly related to nurse performance
5. It is suspected that the workload is significantly related to the nurse's performance.

Furthermore, the framework of thought in this research can be described as shown in Figure 1 below:

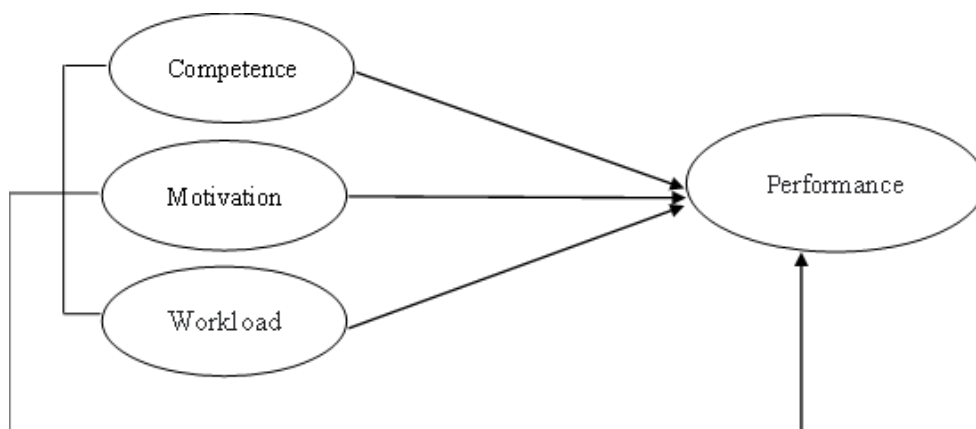


Figure 1. Thinking Framework

From the picture above, it can be seen that there are 2 types of variables, namely the dependent variable, namely the nurse's performance which is symbolized by Y and the independent variable, namely competence (X_1), motivation (X_2) and workload (X_3). The definition, indicators and measurement scale of each variable can be seen in Table 1 below:

Table 1: Operational Definition of Research Variables

No	Variable	Definition	Indicator	Scale
1	Performance (Y)	A nurse's success in caring for patients by implementing nursing care	1. Assessment 2. Diagnosis 3. Planning 4. Implementation 5. Evaluation 6. Documentation	Ordinal
2	Competence (X_1)	Intellectual abilities, physical and human relationships that underlie nurses in carrying out nursing care	1. Knowledge 2. Skills 3. Professional Attitude	Ordinal
3	Motivation (X_2)	Motivation is the impetus that arises from the nurse's assessment of the organization in meeting needs	1. Affiliation 2. Reward 3. Punishment	Ordinal
4	Workload (X_3)	Work conditions that are adapted to the main tasks and functions that must be completed by nurses	1. Physical Aspect 2. Psychological Aspect 3. Working Time	Ordinal

C. METHOD

This research is an observational analytic study with a cross sectional approach, which explains the relationship between variables in this study, namely the method of collecting data at the same time. The purpose of this method is to obtain complete data in a relatively short time (Sugiyono, 2010: 115). The research was conducted at Bangkinang Hospital which is located at Jalan Ring Roads Bangkinang-Batu Belah Km.01, Kumantan, Bangkinang District, Kampar Regency, Riau 28463. The study was conducted from May to June 2021. The research subjects were all nurses at Bangkinang Hospital.

Populations and samples are needed in a study to collect data from the variables studied. The population is a generalization area consisting of objects/subjects that have certain qualities and characteristics determined by researchers to be studied and then drawn conclusions

(Sugiyono, 2010: 115). The population of this study were all nurses at Bangkinang Hospital with civil servant status as many as 111 nurses.

The types and sources of data used in this study consisted of primary data and secondary data. Data collection tools in this study used questionnaires and observation sheets. The stages of data analysis carried out were the Univariate Test which consisted of an analysis of the characteristics of the research respondents (age, education level, length of work, gender, marital status, employment group, distance from residence to Bangkinang Hospital), level of competence of nurses, level of motivation of nurses, workload nurses' work and nurse performance in the application of nursing care. The second stage is Bivariate analysis, namely Chi Square Correlation is used in determining correlations and testing hypotheses between two or more variables, because the data is ordinal (Riduwan, 2012). This study, to determine the significant relationship between the variables of competence, motivation and workload with performance using the chi-square test.

And in the final stage, multivariate analysis was carried out aiming to determine the relationship between several independent variables and the dependent variable and to find out which independent variables had a pure relationship with the dependent variable using logistic regression analysis. Multivariate analysis can be seen from the p value which is said to be significant if the p value < 0.05, with a significance level of 95%.

D. RESULTS AND DISCUSSION

The calculation results for the relationship between variable indicators and the performance of nurses in Bangkinang Hospital can be seen in 2.

Table 2. Nurse Performance Based on Variable Indicators at Bangkinang Hospital

Characteristics		Performance		OR Value	P Value
		Bad	Good		
Competency (X₁)					
Knowledge	Bad	9 (2.6)	6 (12.4)	12.9	< 0.001
	Good	10 (16.4)	86 (79.6)		
Skills	Bad	9 (2.1)	3 (9.9)	26.7	< 0.001
	Good	10 (16.4)	89 (84.5)		
Attitude	Bad	7 (1.5)	2 (7.5)	26.3	< 0.001
	Good	12 (17.5)	90 (84.5)		
Motivation (X₂)					
Afiliasi	Bad	9 (1.5)	0 (0.0)	10.2	< 0.001
	Good	10 (17.5)	92 (84.5)		
Reward	Bad	16 (5.0)	13 (24.0)	32.4	< 0.001
	Good	3 (14.0)	79 (68.0)		
Punishment	Bad	13 (3.8)	9 (18.2)	20.0	< 0.001
	Good	6 (15.2)	83 (73.8)		
Workload (X₃)					
Physical Aspect	Light	2 (1.5)	7 (7.5)	1.4	0.671
	Heavy	17 (17.5)	85 (84.5)		
Psychological Aspect	Light	2 (1.9)	9 (9.1)	1.1	0.921
	Heavy	17 (17.1)	83 (82.9)		
Working Time	Light	5 (2.9)	12 (14.1)	2.4	0.144
	Heavy	14 (16.1)	80 (77.9)		

Source: Data Processing Results

Table 2 shows that the competence variable with good knowledge shows good performance of 79.6% (86 people), with an OR value of 12.9 and $p < 0.001$ which means that good knowledge will have the potential to perform well as much as 12.9 times compared to nurses with less knowledge. The skill indicator shows that nurses with good skills have the potential to perform well by 26.7 times and the results of the questionnaire show nurses with good skills as many as 82.1% (89 people) with a p value of < 0.001 . Based on the attitude value, a good attitude shows a good performance as much as 84.5% (90 people), a good attitude has the potential to perform a good performance by 26.5 times compared to a bad attitude with an OR value of 26.5 and a p value < 0.001 .

The motivation variable with good affiliation indicators showed good performance of 84.5% (92 people), with an OR value of 10.0 and $p < 0.001$ which means that a good affiliation will have the potential to perform well 10 times compared to nurses whose affiliation not enough. A good reward indicator shows a good performance of 68.0% (79 people), with an OR value of 32.4 and $p < 0.001$ which means a good reward has the potential to perform well as much as 32.4 times compared to nurses whose rewards are less.

The punishment indicator shows that nurses with good punishment are 82.1% (89 people) with an OR of 20.0 and a p value of < 0.001 , has the potential to perform well 20 times compared to those who have less punishment. The workload variable, most of the respondents mentioned heavy physical aspects but showed good performance of 84.5% (85 people), with an OR value of 1.4 and $p = 0.671$ which means that the physical aspect did not significantly affect the performance of nurses. Indicators of severe psychological aspects showed a good performance of 82.9% (83 people) with an OR value of 1.1 and p value = 0.921. And indicators of heavy working time with good performance are 77.9% (80 people), with OR 2.4 and p value = 0.144.

Then a multivariate analysis was performed, where the multivariate analysis used in this study was logistic regression which aims to determine the pure relationship between the dependent variable and the dependent variable. Based on the results of the bivariate relationship test between the dependent variable and the influence variable, there were several variables that were excluded because the results did not significantly affect the dependent variable, and continued with analyzing the multivariate relationship of the variables that had a significant effect and with a p value < 0.05 . Based on the initial model after including all variables related to performance, then the model is tested using the goodness of fit test, because the results do not fit with logistic regression so it needs to be eliminated. The elimination method used in this analysis is stepwise, ie the variables in the first stage that enter the model are subvariables that have a statistically significant relationship based on the Chi square test.

The order of sub-variables removed from the initial model is from the sub-variable with the largest p-value until the model is fit for logistic regression. The test results showed that the model was fit with logistic regression after the sub-variables of age, sex, education, length of work and number of children were excluded. The results of the logistic regression can be seen in Table 3

Table 3: Relationship of Competence, Motivation and Marital Status with Nurse Performance at Bangkinang Hospital

Variable	OR	95% Confident Interval		P Value
		Lower Limit	Upper Limit	
Kompetensi	65.38	3.64	75.12	< 0.001
Motivasi	61.71	3.75	67.86	< 0.001
Status Perkawinan	4.57	1.67	4.14	0.095

Source: Data Processing Results

Based on the results above, after being analyzed together, it is known that the relationship between competence and adjusted odd ratio is 65.38, meaning that the opportunity to give good performance to good competence is 65.38 times compared to less competence and is statistically significant with p value < 0.001 , 95% CI: 3.64 – 75.1. The relationship between motivation and the adjusted odd ratio is 61.71, which means that the opportunity to give good performance with good motivation is 61.71 times that of poor motivation. This relationship was statistically significant with $p < 0.001$, 95% CI: 3.75-67.86. And the relationship between marital status and adjusted odd ratio is 4.57 but this relationship is not statistically significant with p value = 0.095, 95% CI: 1.67-4.14.

The results of the research conducted on the performance of nurses, showed that nurses in Bangkinang Hospital, most or 81.98% of respondents had good performance and 18.02% of respondents had poor performance. Nurse performance appraisal in this study was carried out through the implementation of nursing services which included assessment, diagnosis, planning, implementation and evaluation. The results of observations using observation sheets carried out by researchers and the head of the room showed that nurses had carried out assessments, formulated diagnoses, made plans, carried out interventions and evaluated according to existing service standards.

The results of the analysis based on observations at the Bangkinang Hospital found that nurses did not routinely review patients so that the latest diagnosis could not be evaluated. At the planning stage it is often routine so that the implementation of the action is not in accordance with the patient's needs. Collaboration with other health teams can not consistently be done, this happens because the room doctor is not always on guard in his room and visits in the room are usually only carried out in the morning and not every day, of course this becomes an obstacle when the nurses work in the afternoon or evening.

Implementation of the implementation of nursing care is still routine so it does not match the priority problems and patient needs. In evaluation, nurses only carry out formative evaluations, namely evaluations carried out after certain nursing interventions have been carried out, but rarely do summative evaluations so that the development or progress of patient problems cannot be followed-up to the extent of nursing services provided by nurses to patients. This is very principle so that if it is not done it will affect the overall performance of nurses in treating patients.

The results of the univariate analysis test showed that the distribution of respondents stated that most of them were in the good category, amounting to 82 people (73.9%) and a small part of 29 people (26.1%) in the poor category. After the bivariate test was carried out to show the relationship between competence and nurse performance at Bangkinang Hospital, the results of the statistical test for the competency variable showed the Odds Ratio value was 16.5 while the significance was < 0.001 . Based on these data, it can be concluded that competence has a partial effect on the performance of nurses in Bangkinang Hospital. The better the competence of nurses, the better their performance. These results indicate that good competence has the potential to provide good performance by 16.5 times compared to nurses who lack competence and have a partially significant effect on the performance of nurses in Bangkinang Hospital. This is supported by intellectual knowledge in carrying out services for the availability of physical facilities, having good human relations, having personal integrity and most of the sample (85.6%) have a bachelor's degree.

The results of this study are in accordance with research by Siwantara (2009) which found there was a positive and significant influence between professional competence and the performance of the Bali State Polytechnic lecturers as indicated by the standardized regression weight value of 0.21. Motivation is an internal situation/condition that arouses us to act, encourages us to achieve certain goals, and keeps us interested in certain activities (Nursalam,

2013). Motivation is a driving factor in carrying out the activities of a person to achieve an institutional goal by trying to a higher level, provided that it does not neglect his ability to obtain satisfaction in meeting personal needs.

The distribution of the most respondents for the motivation variable is in the good category, namely 77.5% and the less category as much as 22.5%. The results of statistical data analysis show the results of the partial regression coefficient test with an Odds Ratio value of 38.50 while the significance value is <0.001 , which means that nurses with good motivation levels will have the potential to provide good performance of 38.5 times compared to those with high levels of motivation. lack of motivation. Based on these data, it can be concluded that motivation partially affects the performance of nurses in Bangkinang Hospital. This shows that the better the work motivation of nurses, the better their performance. The first hypothesis states that there is a positive and significant effect of motivation on the performance of nurses in Bangkinang Hospital.

The results of this study are in accordance with the research conducted by Mudayana (2010) to find that motivation has a significant effect on employee performance in hospitals. Nur Hidayat Bantul. Research by Setyaningsih and Hartanto (2010) showed that motivation had a significant effect on employee performance in Jumanto District, Karanganyar Regency ($t = 2.150$; $p = 0.041$). Indicators on the motivational aspect show that a good affiliation indicator has the highest potential to produce good performance, which is 84.5%. This is also supported by the reward indicator showing as many as 68.0% who have good rewards show good performance. Good punishment indicators also show results that are related to performance, of which 73.8% perform well, so overall good motivation is significantly related to nurse performance.

Workload is the average number of work activities at a certain time, which consists of physical workload, psychological workload and working time (Irwady, 2017). Workload is the amount of work that must be carried out by a position in an organizational unit and is the product of the number of jobs and time. For this reason, it is necessary to make efforts to harmonize work capacity, workload and work environment in order to obtain optimal work productivity (Health Law No. 36 of 2009). Workload is an effort to detail the components and target volume of work in certain time units and units of results. Performance is the appearance of the work of personnel both in quantity and quality in an organization. The performance of nurses is influenced by several factors, one of which is workload. Workload is closely related to the performance of health workers, where 53.2% of the time that is really productive is used by direct health services and the remaining 39.9% is used for supporting activities (Ilyas, 2017).

The results of bivariate analysis with chi-square obtained p value = 0.94. This states that there is no significant relationship between workload and nurse performance at Bangkinang Hospital. This is influenced by the number of nurses in each room is still inadequate, each nurse does not carry out their duties according to their duties, the psychological environment is not comfortable, the distance of residence is mostly 51.3% more than 5 Km, as many as 33% of respondents are 39 years old. In addition to performing nursing duties, nurses often carry out additional tasks assigned by superiors. The number of patients being treated tends to be unstable affecting the workload of nurses, which of course all of these things add to the burden of the nurse's work in the room.

In addition to this, there are also several things that can reduce the workload of nurses, so that even though the work is felt to be heavy, it does not affect its performance, and they can still carry out their performance well, such as working relationships between nurses are well established, working hours are not burdensome for nurses on duty scheduling. nurses who can adapt to the informal and daily activities of nurses, the process of exchanging schedules

between nurses can be carried out in daily guard activities. Some of these conditions make the workload of nurses not significantly affect the performance of nurses at Bangkinang Hospital.

The results of this study are different from the research of Nurnaningsih (2012) entitled the relationship of nurse workload to the performance of implementing nurses in providing health services in the Inpatient Room of the Faisal Islamic Hospital Makassar. The conclusion of this study is that there is a significant relationship between workload and performance of implementing nurses in providing health services in the inpatient room of the Faisal Islamic Hospital Makassar.

Research by Minarsih (2011) found that 62.7% of nurses stated that they had a high workload, and 37.3% stated that they had a moderate workload. And it was concluded that there was a relationship between the workload of nurses and the productivity of nurses. Sudirman's research (2003) shows that there is a significant relationship between workload and nurse performance ($p=0.000$), with the dominant sub-variable affecting nurse performance is the assignment system. The workload shows that the indicators of heavy physical aspects have the highest potential to produce good performance, which is 84.5%. This is supported by the indicators of the psychological aspect showing that as many as 82.9% (83 people) who have severe psychological aspects show good performance. The indicator on the aspect of heavy working time also shows the highest result, which is 77.9% (80 people) performing well.

The results of the statistical test show that the competency aspect is the variable that has the largest Odds Ratio (OR), which is 65.38. So it can be concluded that the competence that most dominantly affects the performance of nurses in Bangkinang Hospital. Lack of competence causes nurses to lack knowledge and skills at work so they cannot apply theory properly due to lack of knowledge, skills and professional attitudes at work. The simplest and clearest effect of a lack of competence is not being able to carry out the main tasks and functions, because they do not understand the scope of tasks that must be carried out, resulting in work stress which results in a decrease in the performance of nurses in providing health services.

Competence is needed by a nurse as an impetus to increase passion or work motivation. Nurse performance arises as an effective or emotional response to the work tasks performed by nurses. So, aspects of knowledge and skills play a very important role in influencing the performance of nurses. The number of additional tasks outside the main duties and functions of nurses affect the implementation of the main tasks of nurses, namely providing services to patients. So that it can interfere with the work appearance of the nurse and can reduce the nurse's performance

E. CONCLUSION

The competence of nurses in the inpatient room at the Bangkinang Hospital is mostly good. The work motivation of nurses in Bangkinang Hospital is mostly good. The workload of the inpatient room at the Bangkinang Hospital is mostly heavy. The performance of the implementing nurses in the inpatient room at the Bangkinang Hospital has a good performance. Competence of implementing nurses in the inpatient room at Bangkinang Hospital is related to the performance of nurses. The motivation of implementing nurses is related to the performance of nurses in the inpatient room at Bangkinang Hospital. The workload of implementing nurses is not related to the performance of nurses in the inpatient room at Bangkinang Hospital. Competence is the most dominant factor determining the performance of nurses in the inpatient room at Bangkinang Hospital

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