

The Role of Work Motivation in Mediating Effect of Work Safety and Health and Work Stress on Nurse Performance at Dr. Pirngadi Regional General Hospital Medan City

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ABSTRACT

The purpose of this research is to analyze the role of work motivation in mediating effect of work safety and health and work stress on nurse performance at Dr. Pirngadi Regional General Hospital Medan City. The type of research used in this research is associative with a quantitative approach. Population in this study are nurses at Dr. Pirngadi Regional General Hospital Medan City as many as 367. Sampling method used is non-probability sampling with the convenience sampling technique so that the researcher selects respondents based on those that are the easiest to find or obtain. Sample in this study are 185 respondents who are permanent nurses who worked at Dr. Pirngadi Regional General Hospital Medan City. The data used are primary data by distributing questionnaires and secondary data by documenting organizational archives and libraries. The data analysis technique uses structural equation modeling (SEM) with the Smart PLS version 3.0 analysis tool. The results of the study show that work safety and health significant effect on work motivation at Dr. Pirngadi Regional General Hospital Medan City. Work stress significant effect on work motivation at Dr. Pirngadi Regional General Hospital Medan City. Work safety and health significant effect on nurse performance at Dr. Pirngadi Regional General Hospital Medan City. Work stress significant effect on nurse performance at Dr. Pirngadi

Regional General Hospital Medan City. Work motivation significant effect on nurse performance at Dr. Pirngadi Regional General Hospital Medan City. Work motivation is able to mediate the relationship between work safety and health and nurse performance at Dr. Pirngadi Regional General Hospital Medan City. Work motivation is able to mediate the relationship between work stress and nurse performance at Dr. Pirngadi Regional General Hospital Medan City.

Keywords: Work Motivation, Work Safety and Health, Work Stress, Performance

INTRODUCTION

Health development is one of the national development efforts in order to achieve awareness, willingness and ability to live healthy for every resident in order to achieve optimal health status. To achieve this goal, efforts are needed to manage various government and community resources so that efficient, quality and affordable health services can be provided. This needs to be supported by a high commitment to will, ethics and carried out with priority to health and disease control efforts in addition to healing and recovery. The hospital is a health service institution for the community with its own characteristics that are influenced by

developments in health science, technological progress, and the socio-economic life of the community which must continue to be able to improve services that are of a higher quality and are affordable to the community in order to realize the highest degree of health. According to the World Health Organization, hospitals are also centers for nurse training, as well as for biosocial research (World Health Organization, 2020). Every health service facility has an obligation to provide accountability for the services that have been provided.

This hospital has the goal of providing professional health services as well as the support of quality human resources, guided by ethics, morals, law, oath of office and duty discipline and helping government programs in the health sector so that they can achieve optimal public health levels. In this case the readiness of Dr. Pirngadi Regional General Hospital Medan City is required to provide quality performance so as to have a good influence on the organization and society.

The number of health workers based on data from Dr. Pirngadi Regional General Hospital Medan City has experienced a decline in the type of civil servant staff in a span of 6 months, as of January 21, the number of health workers consisting of 755 people has decreased by June 21 to 738 people. The number of health workers consisting of contract workers has increased over a period of 6 months, as of January 21 there were 244 people and as of June 21 there were 246 people. The number of health workers when compared with the number of patient visits both outpatient and inpatient at Dr. Pirngadi Regional General Hospital Medan City has not been balanced. Improving employee performance will bring progress to government agencies. Therefore efforts to improve employee performance are the most serious management challenge because success in achieving goals and the survival of a government agency depends on the quality of the performance of the human resources in it. The clearer the role of

employee performance in an organization makes it mandatory for the organization to think about the right strategy to improve employee performance.

Within an organization, employee performance is often influenced by several factors, one of which is work motivation. Work motivation is a problem faced by organizations because if employees have low motivation at work it will result in low performance from the employees themselves (Jufrizen and Sitorus, 2021). There needs to be something that can stimulate and increase employee motivation, one of which is to see and supervise human resources or employees. Management needs to realize that employees are social beings who need opportunities to get recognition for achievements, rewards in the form of rewards and require self-actualization and develop their quality of life (Siagian, 2018). Hospitals as one of the providers of health services to the community must pay attention to nurses such as nurses who are one of the pillars of the success of health services to the community (Dewi, 2012).

This is because nurses lack motivation to work. Even though leaders always give freedom to nurses in their work, freedom means that nurses are not overly supervised in their work. In the daily activities of the nurse, the emphasis is not on having to do the work according to the way the head nurse wants, but the nurse can do her job in the way the nurse herself wants.

Motivation is an employee's response to a number of statements regarding the overall effort that arises from within the employee so that the motivation to work grows and the goals desired by the employee are achieved. Many things can affect the success in motivating employees. This depends on the way the organization or company manages the related factors so that motivational goals can go according to plan. With high motivation from employees, it is hoped that they will love their work more, be able to work better, have high loyalty and desire to do better performance.

Protection of workers is an obligation that must be given by the company to its employees, so that employees can work more calmly, safely, comfortably and production targets can be met (Pangestu, 2016). The occupational safety and health program aims to protect the workforce, improve the quality of life, employee welfare, and employee performance. These goals can be implemented if there is reciprocity between employees and the company so that each party benefits from the reciprocal process.

The purpose of this research is to analyze the role of work motivation in mediating effect of work safety and health and work stress on nurse performance at Dr. Pirngadi Regional General Hospital Medan City.

RESEARCH METHODS

The type of research used in this research is associative with a quantitative approach. Associative research is a research question that asks for a relationship between two or more variables (Sugiyono, 2019). Quantitative approach is an approach based on the philosophy of positivism which aims to describe and test the hypotheses made by researchers (Sugiyono, 2019). Quantitative approach contains a lot of numbers starting from collection, processing, and results which are dominated by numbers.

Population is a generalized area consisting of objects or subjects that have certain qualities and characteristics set by researchers to study and then conclusions are drawn (Yusuf, 2016). Population in this study are nurses at Dr. Pirngadi Regional General Hospital Medan City as many as 367. Sample is part of the population elements to be studied. The basic idea of sampling is that by selecting part of the population elements, conclusions about the entire population are expected to be obtained (Ansori, 2020). Sampling method used is non-probability sampling with the convenience sampling technique so that the researcher selects respondents based on those that are the easiest to find or obtain. Sample in this study are 185 respondents

who are permanent nurses who worked at at Dr. Pirngadi Regional General Hospital Medan City.

The data used in this research consists of primary and secondary data. Primary data is data collected by individuals or an organization directly from the object under study and for the benefit of the study concerned. Secondary data is data obtained or collected and put together by previous studies or published by various other agencies (Syahrudin, 2012). The data used are primary data by distributing questionnaires and secondary data by documenting organizational archives and libraries.

The data analysis technique uses structural equation modeling (SEM) with the Smart PLS version 3.0 analysis tool. SEM describes the relationship between endogenous latent variables and exogenous latent variables. In partial least squares (PLS), the structural equation model is used to evaluate the inner model. The measurement equation model is a model that explains the relationship between manifest constructs and latent constructs (Ghozali, 2018).

RESULT

General Description

Pirngadi Hospital was founded on August 11, 1928 by the Dutch Colonial Government under the name "GEMENTA ZIEKEN HUIS". Laying the first stone was carried out by a 10-year-old boy named Maria Constantia Macky, the daughter of the Mayor of Medan at that time and appointed as Director of Dr. W. Bays. Furthermore, with the entry of Japan into Indonesia, this hospital was taken and changed its name to "SYURITSU BYUSONO INCE" and as director was entrusted to the son of Indonesia "Dr. RADEN PIRNGADI GONGGO PUTRO" which was finally changed to the name of this hospital.

After the Indonesian people declared their independence on August 17, 1945, Pirngadi Hospital was immediately taken over and managed by the Government of the State of

East Sumatra, the Provisional Republic of Indonesia (RIS). With the political upheaval that was very fast at that time on August 17, 1950 all the states of the RIS were abolished and replaced by the establishment of the Unitary State of the Republic of Indonesia (NKRI). Pirngadi Hospital was taken over and managed by the Central Government or the Ministry of Health in Jakarta.

In the period from 1950 to 1952, the Pirngadi Hospital played a very important role in the history of the process of establishing the Faculty of Medicine, Universitas Sumatra Utara (USU). Because one of the requirements for the establishment of the Faculty of Medicine was to have a hospital as a support, in addition to having teaching lecturers, who at that time were generally doctors working at Pirngadi Hospital, both Dutch nationals and Indonesians themselves.

Since the establishment of the Faculty of Medicine at Universitas Sumatra Utara (USU) by the Government on August 20, 1952, Pirngadi Hospital has automatically become a teaching hospital and is used as a place for clinical clerkships for Universitas Sumatra Utara (USU) medical students. In line with the implementation of regional autonomy, Dr. Pirngadi Regional General Hospital on December 27, 2001 handed over its ownership from the North Sumatra Provincial Government to the Medan City Government.

After Dr. Pirngadi General Hospital belongs to the City of Medan, the Medan City Government has great concern and determination for the progress of Dr. Pirngadi General Hospital through improvements and improvements in all fields, this is realized by Regional Regulation of the City of Medan Number 30 of 2002 dated 6 September 2002 concerning Institutional Changes Dr. Pirngadi General Hospital became Dr. Pirngadi General Hospital Medan City. So that there was a restructuring of the organization, personnel, and management in which Dr. H. Sjahrial R. Anas, MHA and followed by improving

facilities, infrastructure, and procuring sophisticated equipment to support services. In this era, history also recorded a big and brave move by the Mayor of Medan by carrying out the construction of Dr. Pirngadi General Hospital 8 levels equipped with state-of-the-art equipment, the groundbreaking of which was held on 4 March 2004 and began operating on 16 April 2005. Dr. Pirngadi Regional General Hospital Medan City has developed to date. Dr. Pirngadi Regional General Hospital Medan City in September 2021 had just inaugurated an intensive care unit room for COVID-19 patients which was assistance from the Ministry of Health of the Republic of Indonesia.

As for the vision of Dr. Pirngadi Regional General Hospital Medan City is a referral and superior hospital in service, education, research, and community service in the health sector. Mission of Dr. Pirngadi Regional General Hospital Medan City are as follows:

1. Providing professional, quality, and affordable health services to all levels of society with an orientation towards patient safety.
2. Organizing superior integrated oncology services.
3. Carry out hospital services as a place for education, research, and development of medical science as well as community service in the health sector.

Characteristics of Respondents

The data presented as a basis for calculations is primary data at the time the research is conducted, namely in March. The things that are analyzed from the respondents are the personal data of the respondents consisting of age, gender, and education.

Characteristics of respondents based on male gender are 68 respondents (36.76%) and 117 respondents (63.24%) are female. This shows that female respondents are more dominant than male respondents.

Characteristics of respondents aged 19-24 years amounted to 1 respondent (0.54%),

aged 25-34 years amounted to 21 respondents (11.35%), aged 35-44 years amounted to 77 respondents (41.62%), and age >45 years amounted to 86 respondents (46.49%). Based on these results it is known that most respondents in this study are nurses aged >45 years. This is because nurses with age >45 years are considered more experienced at work and more capable in handling related services to patients.

The characteristics of respondents with 1-10 years of service are 12 respondents (6.49%), 11-20 years of service are 43 respondents (23.24%), length of work >21 years are 130 respondents (42.75%). Based on these results it can be concluded that the majority of respondents in this study are nurses who had worked for more than 21 years and are employees who had sufficient experience in

doing work so that their ability to carry out work processes is more experienced.

Characteristics of respondents with a diploma III education level in nursing totaling 98 (52.97%) respondents, respondents with a diploma IV education level in nursing totaling 5 (2.70%) respondents, respondents with a bachelor of nursing education level totaling 3 (1.62%) respondents, respondents with a bachelor's degree in nursing and nursing education are 77 (41.62%) respondents, and respondents with a bachelor's education level are 2 (1.08%) respondents. Based on these results it can be concluded that the majority of respondents in this study are nurses with a diploma III level of education in nursing and this is the standard required for Dr. Pirngadi Regional General Hospital Medan City.

Hypothesis Test

Table 1. Path Coefficients

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values
Work Safety and Health > Performance	0.305	0.299	0.075	4.058	0.000
Work Safety and Health > Motivation	0.384	0.378	0.112	3.417	0.001
Motivation > Performance	0.446	0.449	0.093	4.786	0.000
Stress > Performance	-0.300	-0.300	0.078	3.857	0.000
Stress > Motivation	-0.366	-0.367	0.106	3.447	0.001

Source: PLS Output (2023)

Table 2. Specific Indirect Effect

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values
Work Safety and Health > Motivation > Performance	0.171	0.172	0.065	2.645	0.008
Stress > Motivation > Performance	-0.163	-0.167	0.064	2.539	0.011

Source: PLS Output (2023)

Table 3. Total Effect

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values
Work Safety and Health > Performance	0.476	0.470	0.097	4.918	0.000
Work Safety and Health > Motivation	0.384	0.378	0.112	3.417	0.001
Motivation > Performance	0.446	0.449	0.093	4.786	0.000
Stress > Performance	-0.463	-0.466	0.094	4.944	0.000
Stress > Motivation	-0.366	-0.367	0.106	3.447	0.001

Source: PLS Output (2023)

The results of the study show that work safety and health significant effect on work motivation at Dr. Pirngadi Regional General Hospital Medan City. Work stress significant effect on work motivation at Dr. Pirngadi Regional General Hospital Medan City. Work safety and health significant effect on nurse performance at Dr. Pirngadi Regional General Hospital Medan City. Work stress significant effect on nurse performance at Dr. Pirngadi Regional General Hospital Medan City. Work motivation significant effect on nurse performance at Dr. Pirngadi Regional General Hospital Medan City. Work motivation is able to mediate the relationship between work safety and health and nurse performance at Dr. Pirngadi Regional General Hospital Medan City. Work motivation is able to mediate the relationship between work stress and nurse performance at Dr. Pirngadi Regional General Hospital Medan City.

CONCLUSION AND SUGGESTION

The results of the study show that work safety and health significant effect on work motivation at Dr. Pirngadi Regional General Hospital Medan City. Work stress significant effect on work motivation at Dr. Pirngadi Regional General Hospital Medan City. Work safety and health significant effect on nurse performance at Dr. Pirngadi Regional General Hospital Medan City. Work stress significant effect on nurse performance at Dr. Pirngadi Regional General Hospital Medan City. Work motivation significant effect on nurse performance at Dr. Pirngadi Regional General Hospital Medan City. Work motivation is able to mediate the relationship between work safety and health and nurse performance at Dr. Pirngadi Regional General Hospital Medan City. Work motivation is able to mediate the relationship between work stress and nurse performance at Dr. Pirngadi Regional General Hospital Medan City.

Based on the results of the research, the suggestions for this research are as follows:

1. Dr. Pirngadi Regional General Hospital Medan City must continue to improve the implementation of work safety and health. Therefore, it is hoped that Dr. Pirngadi Regional General Hospital Medan City to continue to improve the implementation of work safety and health by maintaining and improving work safety and health equipment. Furthermore, led by Dr. Pirngadi Regional General Hospital Medan City can also improve the implementation of work safety and health related to the arrangement of lighting by renovating and rejuvenating the hospital's electrical installations, the design and implementation of which must be based on the latest edition of PUIL/SNI 04-0225 and the regulations that apply in Dr. Pirngadi Regional General Hospital Medan City as a class B hospital which has its own technical guidelines so that in the future the performance of Dr. Pirngadi Regional General Hospital Medan City can improve better.
2. Dr. Pirngadi Regional General Hospital Medan City from the beginning of procuring nurses must be able to attract and select qualified nurses who not only have intellectual intelligence but also have emotional intelligence because nurses deal with patients and their families every day so that the nurses at Dr. Pirngadi Regional General Hospital Medan City in the future has nurses who can recognize their own emotions, how to manage emotions, motivate themselves and recognize the emotions of others, and build relationships with other people, so that nurses can deal with their life or surrounding problems well, and keep them away from conflicts that arise bad causes of work stress such as experiencing anxiety, headaches, and digestive disorders, then Dr. Pirngadi Regional General Hospital Medan City must be able to solve the problem of nurse fatigue by carefully managing

nurse work shifts so that no nurse is required to work overtime continuously because this causes work stress. Apart from that, it is also good that the Chairperson Dr. Pirngadi Regional General Hospital Medan City creates pleasant working conditions such as creating sports programs to support the health of nurses or holding family gatherings so as to create a happy atmosphere and provide better performance.

3. Dr. Pirngadi Regional General Hospital Medan City must continue to improve matters related to work motivation. Therefore, it is hoped that Dr. Pirngadi Regional General Hospital Medan City to continue to pay attention to every outstanding nurse by promoting outstanding nurses to a higher level. In addition, it is hoped that Dr. Pirngadi Regional General Hospital Medan City pays more attention to equipment and tools to be checked regularly to fulfill availability so that nurse Dr. Pirngadi Regional General Hospital Medan City is more motivated at work and this will improve performance.
4. For researchers who will conduct similar research, it is hoped that they can add variables that might affect employee performance such as compensation, competence, work environment, and others. Future research is expected to add more respondents using different research objects on a larger scale.

Declaration by Authors

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