The Influence of Reward, Work Motivation on Nurse Performance in Inpatient Rooms

Sultan[1]*, Yuly Peristiowati[2]

[1,2] *Department of Public Health, Institut Ilmu Kesehatan STRADA Indonesia, Indonesia*
*Corresponding Author: sultanraffi13@gmail.com

ABSTRACT

Nurse performance is determined by many factors, among which the most important is reward and motivation given to nurses. The implementation of a clear system will have a positive impact on the performance of nurses in providing health services. The purpose of this study was to determine the effect of reward and motivation on the performance of nurses in inpatient rooms at hospitals. The research method used is Systematic Literature Review which is based on online data on Google Scholar, Scopus, Pubmed. Articles were searched from January – March 2023. Seven articles from the majority database stated that there was an effect of reward and motivation on nurse performance.

Keywords: motivation, nurse, performance, rewards

BACKGROUND

Nurses are a vital part of the world of health. Excellent service to the community is a must for a nurse. Demands that are carried out within 24 hours and continuously, make a nurse not only have to have a strong and healthy body, but also have to have a mentality in carrying out her duties. The nurse's job is not only about serving health complaints, but also being a humanitarian work. Thus, it is important for a hospital to have nurses who perform optimally in order to achieve patient satisfaction (Ismainar, 2018) and create public trust in the hospital (Kurniawan K & Khatimah, 2020). Nurses who have maximum performance can be seen from the provision of appropriate knowledge and skills they have, are professional in terms of relations with patients, are able to work together with other medical staff, and show a caring attitude in meeting patient needs.

Nurse performance can be determined by various factors, both internal and external. Reward and motivation are two things that are sufficient to determine how a nurse has maximum performance. Rewards make an employee feel valued and appreciated. This can trigger a lot of positive things for nurses. besides that, rewards will have implications for nurse motivation (Syamsinar, 2021) which will ultimately have an impact on maximizing nurse performance (Afnina, 2020).

Motivation in general can be understood as the energy, activity and movement possessed by humans which directs them in achieving goals (Karmadi, 2019). For a nurse, motivation is important to continue to maintain consistency of service to patients. Lack of motivation will potentially reduce the quality of health services and will have a negative impact on the goals and aspirations of health services. Motivation will be an impetus to continue to improve the quality and skills in carrying out nursing duties.

A study on the mismatch of nurses' expectations of the rewards they get reaches 53.5% (Putri et al., 2014). This figure touches more than 50% of dissatisfaction related to the rewards they receive, both financial and non-financial.

METHODS

This research is a systematic review study, which is a research methodology conducted to collect and evaluate related research on a particular focus topic (Lusiana & Suryani, 2014). Articles were searched through the online databases PubMed, Scopus and Google Scholar. In this study, articles published in 2017 to 2022 were used. The search process was carried out by the authors in the period from January 2023 to March 2023. The research methodology analyzed was cross-sectional, descriptive and quasi-experimental. In the process of searching for articles researchers used the keywords 'Reward', 'motivation', 'nurse performance'. Researchers track research from highly relevant, relevant, and moderately relevant. This study uses the following inclusion criteria

Table 1. Research Inclusion Criteria

Criteria	Inclusion
Period	2017-2022 article publication
Language	Indonesian and English
Subject	Reward, Work Motivation, Nurse Performance
Type of article	Original articles that have been published in appropriate journals
Theme Content of the article	Reward, Work Motivation, Nurse Performance

The process of searching and filtering articles uses a Prism diagram. Articles included in this study must meet the inclusion criteria and have been reviewed. In the Google Scholar

database there are around 5,100 articles, but only five articles specifically discuss the variables that are relevant to this research. On the Scopus database, one article, and one article on PubMed. The following is a prism diagram used in filtering articles.
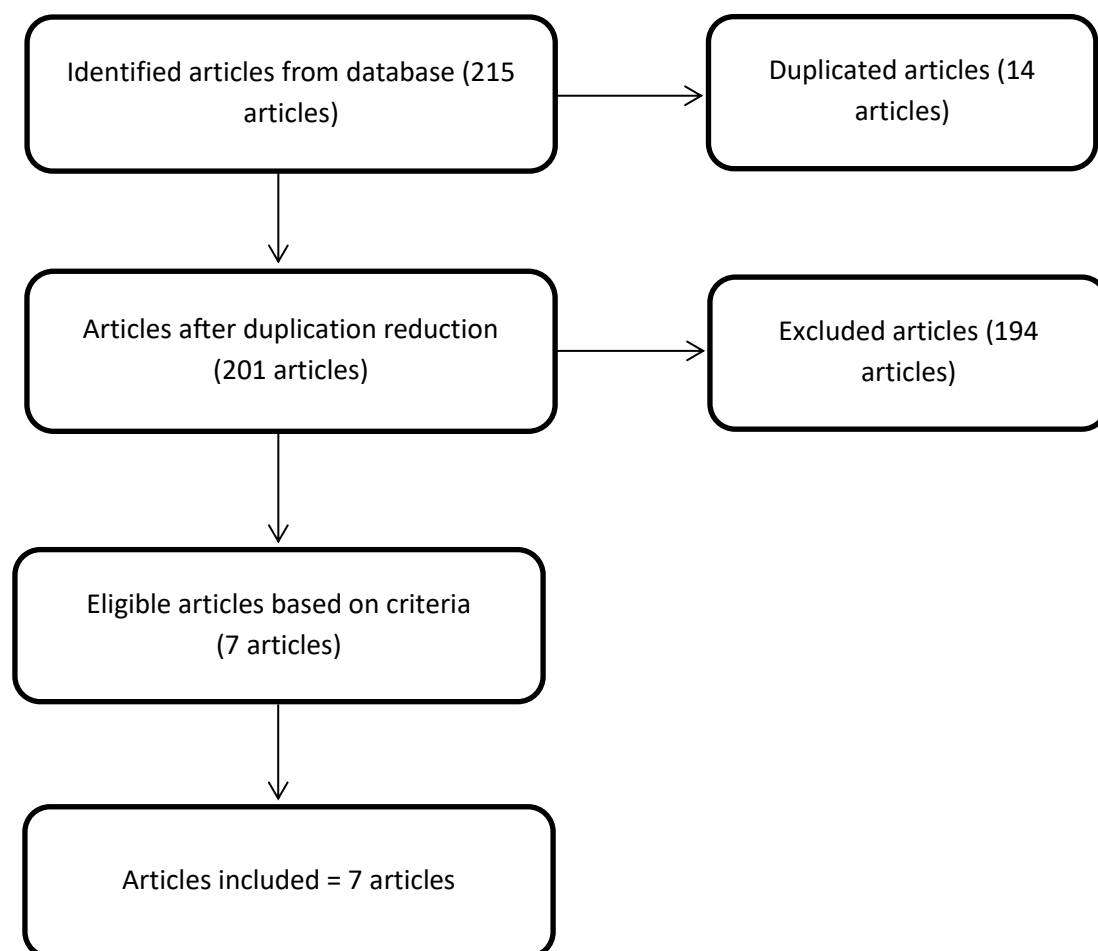

Figure 1. Prism Diagram

RESULTS

Based on the results of the author's search related to the article entitled The Effect of Reward, Work Motivation on the Performance of Inpatient Nurses, they produced seven articles from the Scopus, Google Scholar, and PubMed databases. The results of this systematic research inform that research on the effect of reward and motivation as independent variables on nurse performance as the dependent variable is still very minimal, there are only seven journals that have the variables 'reward', 'motivation', and 'performance.' Here are the seventh journals.

Table 2. Article Components

Number	Author/Method/Place	Title/Purpose	Sample	Results
1	Mustafa Amarat, Mahmut Akbolat, Oya Adiyaman, Onur Gözübüyük/correlational studies using survey	Title: The Mediating Role of Motivation in the Effect of Nurse-Nurse Collaboration on	The number of samples is 131 respondents	The results showed that a nurse's motivation has a positive effect on

	questions addressed to participants	Nurses' Work Performance: Descriptive Research Purpose: To determine the relationship between motivation and nurse performance		performance, but the two variables have a low relationship
2	Sri Wahyuni Yunus Kanang, Syahrul/*literature review*/Hospital	Title: The Impact of Giving Nurse Rewards on Services in Hospitals: Literature Review Purpose: To find out the impact of giving rewards to nurses on hospital services.	The sample consists of 7 articles consisting of 6 cross-sectional studies and 1 Quasi-Experimental study which discusses giving rewards to nurses in hospitals	The findings obtained 6 effects of rewarding nurses in hospital that has an impact on work stress, absence due to illness, turnover, motivation, job satisfaction, and organizational commitment. However, rewards have no impact on work performance, mood, autonomic nerve function and personal interaction
3	Alpan Habibi, Syifa Humairoh, Shieva Nur Azizah Ahmad, Roswita Hasan, Nila Nurfadillah/ The research method used was a Systematic Literature Review study using a cross sectional approach/Dr. Sitanala Hospital	Title: Reward relationship with nurse performance at Dr. Sitanala 2020 Purpose: To find out the relationship between reward and nurse performance at Dr. Sitanala	The sample used was 30 nurses at Dr. Hospital. Sitanala	The results of the study used the Chi Square Test which showed a p-value of 0.020, which means that there is a relationship between reward and nurse performance at

				Dr. Sitanala 2020
4	Nur Miladiyah, Mustikasari, Dewi Gayatri/ descriptive correlation with cross sectional/Hospital in Bekasi City	Title: he Relationship between Motivation and Organizational Commitment with Nurse Performance in the Implementation of Nursing Care Documentation Purpose: o find out the relationship between motivation and organizational commitment with the performance of nurses in implementing nursing care documentation at a hospital in Bekasi.	The sample of this study was 106 practicing nurses	Extrinsic motivation affects nurse performance 26x higher after controlling for age, employment status, and years of service.
5	Ni Putu Ika Novita Gunawana, Rr. Tutik Sri Hariyati, Dewi Gayatri/ Research design using a cross sectional approach/ Regional General Hospitals	Title: affecting nurse performance in Regional General Hospitals: A factors analysis

Purpose: to analyze the factors that influence the performance of nurses working in General Hospitals | The sample of this research is 200 nurses | This study shows that the factors related to the performance of nurses are work motivation, nurses' perceptions of the application of the team method, length of work and level of education |
| 6 | an Naung Aye, Mya Kay Khine Win, Won Khaing/ quantitative descriptive analysis/ City Hospital, Mandalay, Myanmar | itle : Impact of Motivation on Productivity: A Study of Health Professionals at City Hospital, Mandalay, Myanmar | esearch sample not only nurses, but also other medical personnel (46 medical staff, 95 nurses, 22 pharmacists, and 37 | According to research, there is a substantial relationship between extrinsic and intrinsic motivation with the productivity of |

		Purpose: to analyze the impact of Motivation on Productivity	medical technologists)	health workers in hospitals City.
7	M. Arifki Zainaro, Usastiawaty Cik Ayu Saadiah Isnainy, Prima Dian Furqoni, Kiramah Wati/ Bivariate analysis using Chi Square/ Alimuddin Umar Regional General Hospital, West Lampung Regency	Title : The Effect of Work Motivation on the Performance of Implementing Nurses in the Inpatient Room of the Alimuddin Umar Regional General Hospital, West Lampung Regency Objectives: to determine the effect of work motivation on the performance of implementing nurses in the Inpatient Room of the Alimuddin Umar Hospital, West Lampung Regency	a sample of 60 people.	The results of the study showed that there was a relationship between work motivation and the performance of implementing nurses in the Inpatient Room of the Alimuddin Umar Hospital, West Lampung Regency

Characteristics of Research Subjects

There are a total of 215 articles search results from the online database Scopus, PubMed and Google Scholar using the keywords 'Reward', 'Motivation', and 'Nurse Performance'. There were a total of seven articles that met the inclusion criteria. Many articles examine the variables in this research, especially in Google Scholar, but articles that specifically discuss the effect of rewards, motivation and nurse performance are still minimal. This review summarizes the results of research on nurse subjects.

Effect of Reward on Nurse Performance

Under certain conditions, rewards have no effect on the performance of a nurse (Wahyuni et al., 2018). Rewards in this study are not specifically explained. Reward only has an impact on job satisfaction (30%) and organizational commitment (30%). Meanwhile, other studies suggest that there is a positive relationship between rewards and nurse performance. Rewards can improve performance, both financial and non-financial rewards (Habibi et al., 2021).

The Effect of Motivation on Nurse Performance

Research on nurse motivation and performance explains that a nurse's motivation has a positive effect on performance, but these two variables have a low relationship (Amarat et al., 2022). In addition, other studies suggest that there is a substantial relationship between extrinsic and intrinsic motivation and nurse performance. Motivation in this study is controlled by the variables age, employment status, and years of service (Miladiyah et al., 2015). In other research, it was explained that motivation is a factor related to nurse performance in addition

to nurses' perceptions of the application of the team method, length of work and level of education (Gunawan et al., 2019).

Apart from that, there are also other studies which state that motivation has a substantial impact on productivity (Aye et al., 2022). Motivation often makes people more enthusiastic, have clear expectations and goals in carrying out work. This indicates that work motivation is strongly related to the performance of a nurse (Arifki Zainaro et al., 2017).

DISCUSSION

Giving rewards can improve the performance of nurses, especially nurses who work in inpatient rooms. This is in accordance with the research of Mustafa Amarat, et al (2022) with the title: 'The Mediating Role of Motivation in the Effect of Nurse-Nurse Collaboration on Nurses' Work Performance: Descriptive Research', This study explains that statistically motivation has a significant impact on more significant and positive on performance. In the research conducted by Sri Wahyuni Yunus Kanang and Syahrul (2018) with the title 'The Impact of Giving Nurse Rewards on Hospital Services: Literature Review', different research results were obtained. Rewards do not have an impact on work performance (performance) of nurses. Reward actually has more impact on job satisfaction and organizational commitment. The difference in the results of this study is certainly influenced by many factors, including the condition of a nurse, the work environment, the reward system that applies to agencies, of course there are some differences.

The motivation of a nurse in theory will affect the performance of nurses. Nur Miladiyah, et al (2015) conducted research with the title, 'Relationship of Motivation and Organizational Commitment to Nurse Performance in the Implementation of Nursing Care Documentation', this study suggested that there was a positive relationship between nurse motivation and performance. This is supported by research from Ni Putu Ika Novita Gunawana (2019) with the title, 'Motivation as a factor affecting nurse performance in Regional General Hospitals: A factor analysis', this study suggests that motivation is one of the factors that determines the performance of a nurse. Mustafa Amarat, et all (2022) explained through his research entitled, 'The Mediating Role of Motivation in the Effect of Nurse-Nurse Collaboration on Nurses' Work Performance: Descriptive Research', that a nurse's motivation has a positive effect on performance, but both variables it has a low relationship.

Nurses as health workers with high work intensity are influenced by many factors in their performance. In several studies, it shows a positive effect of reward and motivation on nurse performance (Isnainy & Nugraha, 2019), (Lakonie, 2021), (Henniwati & Eliza, 2020). In addition, motivation is one of the influential variables and has a strong relationship with nurse performance. This can be seen in the research of Yan Naung Aye, et al (2022) and Arifki Zainaro, et al (2017). Thus, some of these studies indicate the importance of reward systems and providing motivation in improving the performance of nurses who will provide excellent service to patients.

CONCLUSION

The performance of nurses, especially nurses in hospital inpatient rooms, can be improved through many things, including giving rewards and motivation in various forms. The limitation of this study is that researchers have limited access to searching for articles in the Scopus and Pubmed online databases. This resulted in the lack of a comprehensive literature review conducted by researchers.

REFERENCES

Afnina, A. (2020). Pengaruh Quality of Work Life (QWL), Motivasi, Dan Reward Terhadap Kinerja Perawat Instalasi Rawat Inap Di RSUD dr. Zubir Mahmud Idi Kabupaten Aceh Timur. Jurnal EDUKES: Jurnal Penelitian Edukasi …. http://e-jurnal.stikesydb.ac.id/index.php/edukes/article/view/359.

Arifki Zainaro, M., Cik, U., Saadiah Isnainy, A., Furqoni, P. D., Wati, K., Akademi, D., Malahayati, K., Malahayati, U., & Lampung, B. (2017). Pengaruh Motivasi Kerja Terhadap Kinerja Perawat Pelaksana Di Ruang Rawat Inap Rumah Sakit Umum Daerah Alimuddin Umar Kabupaten Lampung Barat Tahun 2017. Jurnal Kesehatan Holistik, 11(4), 209–215.

Aye, Y. N., Kay, M., Win, K., & Khaing, W. (2022). The Impact of Motivation on Productivity: A Study of Healthcare Professionals at City Hospital, Mandalay, Myanmar. J Med Glob, 1(1).

Gunawan, N. P. I. N., Hariyati, R. T. S., & Gayatri, D. (2019). Motivation as a factor affecting nurse performance in Regional General Hospitals: A factors analysis. Enfermeria Clinica, 29, 515–520. https://doi.org/10.1016/j.enfcli.2019.04.078.

Habibi, A., Humairoh, S., Ahmad, S. N. A., Hasan, R., & Nurfadillah, N. (2021). Hubungan Reward Dengan Kinerja Perawat Di Rumah Sakit Dr. Sitanala Tahun 2020. Jurnal JKFT : Universitas Muhamadiyah Tangerang, 6(2), 73–82. http://jurnal.umt.ac.id/index.php/jkft/article/view/5757.

Henniwati, H., & Eliza, E. (2020). Hubungan Motivasi Dengan Kinerja Perawat Pelaksana Di Ruangan Rawat Inap Rsud Padang Pariaman. Jurnal Kesehatan Medika Saintika. https://jurnal.syedzasaintika.ac.id/index.php/medika/article/view/857.

Ismainar, H. (2018). Manajemen Unit Kerja: untuk perekam medis dan informatika kesehatan ilmu kesehatan masyarakat keperawatan dan kebidanan. books.google.com. https://books.google.com/books?hl=en&lr=&id=B8lcDwAAQBAJ&oi=fnd&pg=PA1&dq=ismainar&ots=9JUWj89hDw&sig=qAn43__7OQQFS9GTEI2p_xh9Dmk.

Isnainy, U. C. A. S., & Nugraha, A. (2019). PENGARUH REWARD DAN KEPUASAN KERJA TERHADAP MOTIVASI DAN KINERJA PERAWAT. HOLISTIK JURNAL KESEHATAN. https://doi.org/10.33024/hjk.v12i4.647.

Karmadi, K. (2019). PENGARUH MOTIVASI KERJA PERAWAT TERHADAP KINERJA PERAWAT DI RUMAH SAKIT PANTI WALUYO SURAKARTA. Avicenna : Journal of Health Research. https://doi.org/10.36419/avicenna.v2i2.303.

Kurniawan K, R. N., & Khatimah, K. (2020). Kinerja Perawat di RSUD H. Padjonga Dg. Ngalle Kabupaten Takalar. Jurnal Promotif Preventif. https://doi.org/10.47650/jpp.v3i1.147.

Lakonie, A. A. L. (2021). HUBUNGAN SYSTEM REWARD DENGAN KINERJA PERAWAT DI RUANG RAWAT INAP RSUD LAHAT. rama.binahusada.ac.id. http://rama.binahusada.ac.id:81/id/eprint/406/1/azril lakonie.pdf.

Lusiana, L., & Suryani, M. (2014). Metode SLR untuk mengidentifikasi isu-isu dalam Software Engineering. Sains Dan Teknologi Informasi. https://www.neliti.com/publications/317011/metode-slr-untuk-mengidentifikasi-isu-isu-dalam-software-engineering.

Miladiyah, N., Mustikasari, & Gayatri, D. (2015). Hubungan Motivasi dan Komitmen Organisasi dengan Kinerja Perawat dalam Pelaksanaan Dokumentasi Asuhan Keperawatan. Jurnal Keperawatan Indonesia, 18(1), 2015.

Putri, D. M., Destriatania, S., & ... (2014). Analisis faktor-faktor yang mempengaruhi produktivitas kerja perawat di RS Bhayangkara Palembang tahun 2014. Jurnal Ilmu Kesehatan …. http://ejournal.fkm.unsri.ac.id/index.php/jikm/article/view/163.

Syamsinar. (2021). HUBUNGAN REWARD DAN PUNISHMENT DENGAN MOTIVASI KERJA PERAWAT DI RSUD ENCIK MARIYAM. ENHANCEMENT : A Journal of Health Science. https://doi.org/10.52999/sabb.v2i1.133.

Wahyuni, S., Kanang, Y., & Syahrul, S. (2018). Dampak Pemberian Reward Perawat Terhadap Pelayanan di Rumah Sakit : Literatur Review. 9(2), 90–100.