

 Open access
Professional Nursing
Update Journal (PNUJ)

Volume 1, No 1

Article info

Received: August 20,
2024

Revised: June 11, 2024

Accepted: Sept 26, 2024

Published: Oct 01, 2024

Responsible Editor:

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S.Kep.Ns.M.Kep

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Citation

Aras✉, Evi Harwiati
Ningrum. (2024).
*Relationship Between
Nurse Work Motivation
and Implementation of
Nursing Documentation
at Outpatient Health
Centers in Coastal Areas
of Berau Regency.*
Professional Nursing
Update Journal: vol 2,
No. 1. Page: 44-52.

Website

<https://pnuj.dpwppnijatim.org/>

The Relationship Between Nurse Work Motivation and Implementation of Nursing Documentation at Outpatient Health Centers in Coastal Areas of Berau Regency

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ABSTRACT

Introduction: Nursing documentation is a collection of information in the form of nursing records containing the nursing care process that has been and planned systematically as a form of nurse accountability. Motivation affects nursing documentation, high motivation can improve nurses' performance and enthusiasm to document nursing care well. This study aims to analyze the relationship between nurses' work motivation and the implementation of nursing care documentation at Outpatient Health Centers in the Coastal Areas of Berau Regency. **Method:** This research method was quantitative research with cross-sectional approach with a sample of 87 nurses using cluster sampling technique. The independent variable in this study was work motivation of nurses in nursing care documentation and dependent variable in this study was implementation of nursing care documentation. Data collection using The Motivation at Work Scale (MAWS) questionnaire and Self Reported Documentation Practice with Chi Square statistical test. The results of the analysis of p-value data (0.259) > α (0.05). **Result :** The significance value of Chi-Square test was 0.259 (p-value > 0.005), indicating that there is no significant relationship between nurses' work motivation and the implementation of nursing care documentation. **Conclusion:** The conclusion of this study is there is no relationship between nurses' work motivation and the implementation of nursing care documentation at Outpatient Health Centers in The Coastal Areas of Berau Regency. Future research could explore motivation enhancing interventions, including incentive programs, professional development opportunities, and improved work conditions.

Keyword: Nurse, Nursing Care Documentation, Outpatient Health Center, Work Motivation

INTRODUCTION

Nursing documentation is considered very important in healthcare management and reflects the quality performance of nurses (1). Nursing documentation can be used as evidence for various funding claims, such as Covid-19 care funding (2). It can also serve as a source of ethical, disciplinary, or legal violations (3). Additionally, it can be used as an official document in court as evidence in cases of malpractice claims (4). Nursing documentation can serve as a valuable data source to support research (5). It can be utilized by students as a learning resource. Moreover, nursing documentation can be used as supporting documents in accreditation to maintain the quality of services (6).

Nursing documentation is crucial for patient care, but several challenges hinder its proper implementation. Studies have shown that workload significantly impacts documentation quality (7), while motivation plays a key role in improving documentation practices (8). Nurses often face high workloads and time constraints, leading to incomplete or rushed documentation (9). Limited access to resources and inadequate training further complicate the process (7). The gap between nurse motivation and documentation quality is largely driven by the demanding work environment and lack of external incentives (8). Addressing this gap requires enhancing both resources and support available to nurses, as well as fostering a culture where documentation is seen as an integral part of patient care. Improving communication, care planning, and record-keeping are essential for better healthcare outcomes and accountability (9).

The quality of nursing documentation globally remains at a low level. Studies conducted in America, Europe, and Australia indicate low documentation quality below 50%, namely America (32.7%), Europe (32.3%), and New Zealand (52%) Meanwhile, the quality of nursing documentation in Indonesia is at 77% of the 85% standard set by the Department of Health (Siswanto *et al.*, 2013). The standards

for nursing care documentation in Indonesia, including outpatient care, encompass the components of assessment, diagnosis, intervention and implementation of actions, as well as nursing evaluation, nurse's signature and printed name, nursing notes and summaries, and discharge/death notes of patients (Basri *et al.*, 2020; Kurniawati *et al.*, 2019)

Nursing documentation is important to implement in outpatient care. According to Salim, (2020), documentation in outpatient care can serve as evidence of the actions taken by professional nursing staff through outpatient care and as data related to patient issues that need follow-up. This aligns with research by (13), which found that outpatient care documentation can serve as a reference for staff, including records for each visit, clear identification of implementation, and when nursing actions are performed, allowing for proper implementation.

The quality of nursing documentation can be influenced by many factors, including psychological factors such as nurse motivation (Mediarti *et al.*, 2018). Motivation is a process where needs drive a person to perform a series of activities aimed at achieving specific goals (15). Research by (16) explains that nurses with poor work motivation will not achieve proper nursing documentation. This is in line with (17), who found that the higher the work motivation of nurses, the better the implementation of nursing care documentation. However, another study found no relationship between nurse motivation and the completeness of nursing care documentation (Sartika *et al.*, 2020).

Incomplete nursing documentation can have serious consequences for patient care and safety (9). It can lead to miscommunication, treatment errors, and legal risks for healthcare providers (19). In Indonesia, a study found that 46.9% of nursing documentation was of poor quality, with workload and fatigue directly affecting documentation quality (20). Electronic

documentation systems can improve efficiency and alleviate some burdens on nurses, allowing them to focus more on direct patient care (19). The implementation of SIMPRO, an electronic documentation system, in an Indonesian hospital significantly improved the completeness of nursing documentation and reduced the time required for documentation by more than half (21). These findings highlight the importance of addressing workload issues and implementing electronic systems to improve nursing documentation quality and efficiency.

The researcher conducted an initial survey and simple interviews regarding electronic medical records on the epuskesmas application at UPT Puskesmas Talisayan, one of the health centers in the Coastal Region of Berau Regency. The survey results showed that 15 medical records did not include nursing diagnoses, nursing plans, and nursing evaluations (0%). However, the assessment component was 100% complete. This indicates that the implementation of nursing documentation in the Coastal Region of Berau Regency has not yet met the standards. Interviews with 5 nurses revealed that most of them had not completed nursing care documentation because they did not fully understand the correct formulation of nursing diagnoses; they felt that nursing care documentation was not very important, and they had many other nursing workload tasks at the health center.

Based on this, the researcher considers that the work motivation of nurses and the documentation of nursing care in the Coastal Region of Berau Regency need to be studied further. Therefore, the researcher is interested to analyze the relationship between nurses' work motivation and the implementation of nursing care documentation at Outpatient Health Centers in the Coastal Areas of Berau Regency.

METHOD

The research method used is quantitative, descriptive-correlational with a cross-sectional approach. The population in this study consists of 110 nurses working at health centers in the Coastal Region of Berau Regency, namely UPT Puskesmas Talisayan, UPT Puskesmas Tubaan, UPT Puskesmas Biatan, UPT Puskesmas Batu Putih, and UPT Puskesmas Biduk-Biduk. The sample size for this study was calculated using the Slovin formula, resulting in a sample size of 87 nurses. The sampling technique used is cluster sampling. The inclusion criteria for nurses in this study are those working in outpatient units and pustus (village health posts) with a minimum educational qualification of a Diploma in Nursing (D3). The exclusion criteria are nurses who are currently pursuing further education/training and nurses who are on leave or sick. Independent Variable was work motivation of nurses in nursing care documentation and Dependent Variable was implementation of nursing care documentation. The research instruments used include a general questionnaire consisting of demographic data (name, age, gender, last education, length of work, employment status, and name of the health center). To assess nurse work motivation, the study uses The Motivation at Work Scale (MAWS) questionnaire by Gagné *et al.*, (2010). This questionnaire consists of four indicators: intrinsic motivation, identified regulation, introjected regulation, and extrinsic regulation. To measure the implementation of nursing care documentation, the study uses the Self Reported Documentation Practice questionnaire adopted from (23). Univariate analysis of respondent characteristics, work motivation, and implementation of nursing care documentation is presented in the form of frequency distributions. Meanwhile, bivariate analysis in this study uses the Chi-square test (p -value > 0.005).

RESULT

Based on Table 1 above, the data shows that the majority of respondents' primary health centers are predominantly from UPT Puskesmas Talisayan and UPT Puskesmas Batu Putih, each with 20 nurses or 23%. The majority fall within the age range of 26-35 years (50.6%), mostly female with 47 nurses

(54%), and have a work experience range of 7-10 years, comprising 27 nurses(31%). The highest educational background among respondents is Diploma-III in Nursing, totaling 78 nurses (89.7%), and almost entirely respondents are civil servants (ASN) with 82 nurses (94.3%).

Table 1. Distribution of Respondent Characteristics (n=87)

Demographic Data	Frequency (f)	Percentage (%)
Health Center Name		
UPT Puskesmas Biduk-Biduk	17	19,5
UPT Puskesmas Talisayan	20	23,0
UPT Puskesmas Biatan Lempake	15	17,2
UPT Puskesmas Batu Putih	20	23,0
UPT Puskesmas Tubaan	15	17,2
Age		
< 25	3	3,4
26 – 35	44	50,6
35 – 45	34	39,1
> 45	6	6,9
Sex		
Male	40	46
Female	47	54
Length of Employment		
< 6	18	20,7
7 – 10	27	31,0
11 – 15	16	18,4
> 15	26	29,0
Education		
Diploma in Nursing	78	89,7
Bachelor of Nursing	9	10,3
Employment Status		
Civil servant	82	94,3
Contractual employee	4	4,6
Honorarium-based employee	1	1,1

Table 2. Distribution of Work Motivation of Nurses in Outpatient Health Centers in Coastal Areas of Berau Regency (n=87)

Work Motivation	Frequency (f)	Percentage (%)
Good	34	39,1
Low	53	60,9

Table 3. Distribution of Work Motivation of Nurses in Outpatient Health Centers in Coastal Areas of Berau Regency Based on Indicators (n=87)

Indicators of Work Motivation		Frequency (f)	Percentage (%)
Intrinsic Motivation	Good	75	86,2
	Low	12	13,8
Identified Regulation	Good	64	73,6
	Low	23	26,4
Introjected Regulation	Good	48	55,2
	Low	39	44,8
Extrinsic Regulation	Good	30	34,5
	Low	57	65,5

Table 4. Distribution of Implementation of Nursing Care Documentation in Outpatient Health Centers in Coastal Areas of Berau Regency

Implementation of Nursing Care Documentation	Frequency (f)	Percentage (%)
Good	37	42,5
Poor	50	57,5

Table 5. Relationship between Work Motivation of Nurses and Implementation of Nursing Care Documentation in Outpatient Health Centers in Coastal Areas of Berau Regency

Work Motivation	Implementation of Nursing Care Documentation				Total	<i>p-value</i>
	Good		Poor			
	f	%	f	%		
Good	17	50,0	17	50,0	34	0,259
Low	20	37,7	33	62,3	53	

Based on Table 2 above, the data shows that good work motivation is observed in 34 nurses (39.1%), while low work motivation is observed in 53 nurses (60.9%). Based on Table 3 above, the data shows that in the intrinsic motivation indicator, 75 nurses (86.2%) exhibit good motivation and 12 nurses (13.8%) exhibit low motivation. In the identified regulation indicator, 64 nurses (73.6%) exhibit good motivation and 23 nurses (26.4%) exhibit low motivation. In the introjected regulation indicator, 48 nurses (55.2%) exhibit good motivation and 39 nurses (44.8%) exhibit low motivation.

Meanwhile, in the extrinsic regulation indicator, 30 nurses (34.5%) exhibit good motivation and 57 nurses (65.5%) exhibit low motivation.

Based on Table 4 above, the data shows that the implementation of nursing care documentation is good in 37 individuals (42.5%), while it is inadequate in 50 individuals (57.5%).

Based on the Chi-Square test results in Table 5 above, the data shows that nurses with good motivation and good nursing care documentation implementation are 17 nurses (50%), while nurses with good motivation and inadequate nursing care

documentation implementation are also 17 nurses (50%). Nurses with low motivation and good nursing care documentation implementation are 20 individuals (37.7%), and those with low motivation and inadequate nursing care documentation implementation are 33 nurses (63.3%). The significance value is 0.259 (p-value > 0.005), indicating that there is no significant relationship between nurses' work motivation and the implementation of nursing care documentation. Therefore, it can be concluded that the null hypothesis (H₀) is accepted.

DISCUSSION

The results of this study indicate that the majority of nurses at the outpatient community health centers in the coastal areas of Berau Regency have low work motivation. The low work motivation among nurses is based on indicators, particularly on the extrinsic regulation indicator compared to other indicators that are mostly positive. This extrinsic regulation indicator is related to nurses' perceptions of living standards, earning a lot of money, and working solely for salary purposes.

Respondents in this study are mostly aged 26-35 years (young adults). According to Baljoon *et al.*, (2018), younger nurses have lower motivation compared to older nurses because younger nurses are more motivated by training and career development, whereas older nurses are more motivated by financial rewards. While the assertion that younger nurses are primarily motivated by training and career development while older nurses are primarily motivated by financial rewards is a common perception, it is a oversimplification of the complex factors influencing nurses' motivation. The majority of respondents in this study are also female, and according to Toode *et al.*, (2011) females tend to have lower motivation compared to males. The educational level of respondents, mostly at the diploma (D-III) level, also influences the lack of motivation among nurses. While the educational level of nurses can certainly influence their motivation, it is important to consider other factors that may contribute to a lack of motivation.

The relationship between educational level and motivation is likely complex and multifaceted. The majority of respondents are civil servants (ASN) due to dissatisfaction with the reward system such as incentives and lack of managerial support. This is reinforced by research findings indicating that the lack of external motivation can affect employees' enthusiasm for their work, including attention from leaders, motivation for development, incentive provision, and so on (26). External factors related to work standards such as supervisor support from leaders and objective performance evaluations are crucial in enhancing nurses' work motivation (27,28). The assertion that external factors like supervisor support and objective performance evaluations are crucial in enhancing nurses' work motivation is largely supported by existing research. These elements play a significant role in creating a positive work environment that fosters job satisfaction, commitment, and ultimately, higher levels of motivation among nursing staff.

Therefore, it can be said that to enhance work motivation, managerial support is crucial, such as attention from leaders in the form of supervision, providing motivation for career development through career progression, and offering incentives or allowances. The study found that the implementation of nursing care documentation by nurses at the outpatient community health centers in the coastal areas of Berau Regency is predominantly inadequate. In this study, the majority of respondents have a diploma (DIII) education level. Vocational nurses with a DIII education focus more on procedural skills, making it difficult for them to perform nursing documentation (29). The majority of respondents are young adults, where individuals in this age group may lack responsibility, discipline, maturity, and rational thinking (30). Standardized terminology and a standardized format in nursing documentation, along with an easy-to-use system, play a crucial role in improving the quality of nursing documentation (31). According to Togubu *et al.*, (2019), the quality of nursing care documentation can also be influenced by

organizational factors such as supervision, which significantly affects the implementation of nursing care documentation. Based on the above findings, to enhance the quality of nursing care documentation practices, management support is essential. This includes support for career development through continuous education and formal training, supervision, and the establishment of standardized nursing documentation formats.

The results of this study indicate that there is no relationship between nurses' work motivation and the implementation of nursing care documentation. This lack of relationship is evident as nurses with good motivation show similar proportions in both adequate and inadequate documentation practices. Other factors besides motivation can influence the implementation of nursing care documentation, including demographic factors (12). Recent studies have explored the relationship between nurses' motivation and the quality of nursing documentation, yielding mixed results. While some research found a strong positive correlation between motivation and documentation quality (Lufianti & Keristiyani, 2023), others reported no significant relationship (7). Factors affecting nurses' work motivation include personal characteristics like age and experience, as well as organizational factors such as empowerment and work engagement (33). Creating a supportive work environment that fosters motivation and job satisfaction is essential. By addressing both individual and organizational factors, healthcare organizations can improve nursing documentation practices and ensure that patient information is accurate, complete, and accessible.

The majority of respondents in this study are young adults, who may not yet have demonstrated full intellectual maturity, both cognitively and psychomotorically, thereby affecting their motivation to perform nursing documentation effectively (34). Additionally, the majority of respondents have a diploma (DIII) education level. Higher levels of education tend to influence a person's motivation to perform tasks appropriately, thereby enhancing performance (35). Age

and education level are two variables that should be considered when evaluating nurses' performance and providing appropriate support and development opportunities. By addressing these factors, healthcare organizations can improve nursing documentation practices and ensure that patient information is accurate, complete, and accessible.

Nurse work motivation plays a critical role in ensuring proper implementation of nursing documentation, especially in outpatient health centers in coastal areas like Berau Regency. Accurate nursing documentation is vital for patient care, helping track treatment progress, ensure continuity of care, and facilitate communication among healthcare professionals. Nurses in coastal health centers often face challenging working conditions, including limited resources, which can impact their motivation and, in turn, the quality of their documentation. Factors such as work environment, leadership, training, and recognition all influence nurses' motivation levels. A supportive environment with adequate staffing, resources, and proper guidance can encourage nurses to consistently perform well, including maintaining high-quality documentation.

CONCLUSION

The results of this study indicate that the work motivation of nurses in outpatient community health centers in the coastal areas of Berau Regency is mostly low.

The results of this study show that the implementation of nursing care documentation in outpatient community health centers in the coastal areas of Berau Regency mostly falls under the category of inadequate.

The results of this study can be concluded that there is no significant relationship between the work motivation of nurses and the implementation of nursing care documentation in outpatient community health centers in the coastal areas of Berau Regency. Future research could explore motivation enhancing interventions, including incentive programs, professional development opportunities, and improved

work conditions.

Conflicts of interest

All authors declare that they have no conflicts of interest

Funding statement

The support from [Center for Human Resources for Health Quality Improvement, Ministry of Health of the Republic of Indonesia] was not involved in the writing,

editing, approval, or decision to publish this manuscript.

Acknowledgments

We would like to express our sincere gratitude to Dr. Kuswantoro Rusca Putra and Dr. Ahsan for their valuable insights and guidance throughout this research. Special thanks to all participants who generously contributed their time and effort to this study.

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