



The impact of work commitment and motivation on the performance of nurses at Muyang Kute Hospital, Bener Meriah Regency

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ABSTRACT

This study investigates the influence of work commitment and motivation on nurse performance at Muyang Kute Regional General Hospital, Bener Meriah Regency, Indonesia, using an analytical survey with a cross-sectional design. A total sampling of 49 nurses from inpatient wards participated in the study. Data were collected via questionnaires measuring work commitment (Guttman scale), work motivation (Guttman scale), and nurse performance (Likert scale). Bivariate analysis using Fisher's Exact Test revealed a significant association between both work commitment and nurse performance ($p = 0.000$) and work motivation and nurse performance ($p = 0.003$). Nurses with high commitment demonstrated significantly higher performance, with 81.8% exhibiting high performance compared to 25.9% of nurses with low commitment. Similarly, nurses with high work motivation showed significantly higher performance, with 70.4% categorized as high performers compared to 27.3% of those with low motivation. These findings highlight the critical role of work commitment and motivation in enhancing nurse performance, suggesting that interventions aimed at improving these factors could lead to significant improvements in healthcare delivery at Muyang Kute Hospital. The study underscores the importance of addressing factors that influence nurse commitment and motivation to optimize patient outcomes and organizational success.

Keywords: nurse performance, work commitment, work motivation, healthcare delivery

Introduction

Nurse performance is a cornerstone of effective healthcare delivery, directly influencing patient outcomes and organizational success. Nurses are often the primary point of contact for patients, responsible for administering care, monitoring health conditions, and providing emotional support. Their ability to perform these duties efficiently and compassionately can significantly impact patient recovery, satisfaction, and overall health outcomes. High-performing nurses contribute to reduced hospital readmission rates, lower infection rates, and improved patient safety, all of which are critical metrics for healthcare organizations.^{1,2} Moreover, nurse performance is integral to the operational success of healthcare facilities. Efficient and motivated nursing staff can enhance workflow, reduce errors, and improve the overall quality of care. This, in turn, can lead to higher patient satisfaction scores, better accreditation outcomes, and increased trust in the

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healthcare institution. In essence, the performance of nurses is not just a matter of individual competence but a vital component of the broader healthcare ecosystem.^{3,4}

Despite their critical role, nurses often work in high-pressure environments characterized by demanding workloads, long hours, and emotional stress. These challenges can lead to burnout, decreased job satisfaction, and even turnover, which can compromise patient care and organizational stability. The nature of nursing requires not only technical skills but also emotional resilience and a strong sense of professional commitment.⁵⁻⁷ High-pressure situations, such as emergency care or managing multiple critically ill patients, demand quick decision-making and unwavering focus. Additionally, the emotional toll of dealing with patient suffering and loss can be significant. These factors necessitate a high level of motivation and dedication from nurses to maintain performance standards and continue providing quality care.^{8,9}

Several studies have explored the impact of work commitment and motivation on the performance of nurses, highlighting various factors that influence their effectiveness in healthcare settings. A study analyzed the effects of job satisfaction and organizational commitment on nurse performance, identifying work motivation as a mediating factor. It found that both job satisfaction and organizational commitment significantly influenced work motivation, which in turn positively affected nurse performance.¹⁰ Another research focused on how working motivation and reward systems influenced nurses' perceptions of their performance, mediated by organizational commitment. This study involved 68 nurses and demonstrated that both working motivation and reward systems significantly impacted perceptions of performance, suggesting that enhancing these areas could lead to improved nursing care.¹¹ Research investigating the relationship between work motivation, work stress, and nurse performance revealed that higher work motivation contributed positively to performance outcomes, while excessive stress negatively impacted it. This highlights the need for effective stress management strategies alongside motivational enhancements.¹² A study at Santosa Hospital found that competence, motivation, and commitment collectively affected nurse performance. Among these factors, motivation was identified as the most dominant influence, underscoring its critical role in enhancing nursing effectiveness.

Muyang Kute Regional General Hospital in Bener Meriah Regency, the primary referral hospital in the region, faces challenges in optimising nurse performance. While nurse performance is generally considered satisfactory in terms of record-keeping, reporting, and the execution of nursing procedures, there are significant issues regarding patient dissatisfaction. Preliminary survey results indicate that patients and their families frequently complain about slow nurse response times to calls, delays in medication and injection administration, insufficient information regarding patient conditions, and a lack of nurse friendliness and responsiveness. Furthermore, some nurses fail to explain the purpose of medical procedures before carrying them out. A shortage of nurses is a major factor contributing to suboptimal performance. The nurse-to-bed ratio does not meet Ministry of Health standards, resulting in excessive workloads for nurses. This situation is exacerbated by a lack of overtime compensation or incentives, which negatively impacts nurse motivation.

The performance of nurses at Muyang Kute Hospital is therefore of paramount importance. Given the hospital's significance within Bener Meriah Regency, understanding the factors that influence nurse performance—such as motivation, workload, and professional commitment—can provide valuable insights for improving healthcare delivery. This study aims to explore these factors, offering recommendations to enhance nurse performance and, by extension, patient outcomes and organizational success at Muyang Kute Hospital.

Method

This research employs an analytical survey approach to identify causal relationships between variables. The research design implemented is cross-sectional, which allows for simultaneous observation and data collection at a single point in time. In the context of this study, the independent variables (work commitment and motivation) and the dependent variable (nurse performance) were measured concurrently to determine their influence on nurse. This research was conducted at RSUD Muyang Kute, Bener Meriah Regency. The selection of this location was based on several factors, including: patient complaints regarding nursing services, indications of suboptimal nurse performance, the availability of an adequate sample size, and permission granted by the hospital administration. Data collection took place from June to July 2024. The population of this study comprised all nurses working in the inpatient wards of RSUD Muyang Kute,

Bener Meriah Regency, totalling 49 individuals. Given the relatively small population size, a total sampling technique was employed, wherein all members of the population were included in the research sample.

This research utilised both primary and secondary data. Primary data were collected through questionnaires completed by nurses in the inpatient wards of RSUD Muyang Kute in 2024. These questionnaires were designed to measure work commitment, work motivation, and nurse performance. Secondary data were obtained from hospital documents and other relevant sources, such as descriptions of the research location and the number of nurses. Nurse commitment was measured using a 10-item Guttman scale questionnaire, subsequently categorized into 'Good' (scores 6-10) and 'Poor' (scores 0-5). Meanwhile, nurse work motivation was assessed with a more extensive 32-item Guttman scale questionnaire, and categorized into 'Good' (scores 17-32) and 'Poor' (scores 0-16). The dependent variable in this study was nurse performance, measured using a 20-item Likert scale questionnaire, and categorized into 'Good' (scores 41-60) and 'Poor' (scores 20-40). The measurement aspects in this study employed two types of scales: the Guttman scale for measuring commitment and work motivation, and the Likert scale for measuring nurse performance. The scores obtained from the questionnaires were processed to enable the categorization of each variable into two categories: 'Good' and 'Poor'.

The data analysis methods used in this study included univariate and bivariate analyses. Univariate analysis was used to describe the frequency distribution of each variable studied. Meanwhile, bivariate analysis employed Fisher's Exact Test to determine the influence between the independent variables (commitment and work motivation) and the dependent variable (nurse performance), with a 95% confidence level ($\alpha = 0.05$).

Results

Table 1 summarizes the demographic and professional characteristics of a group of 49 nurses. The variables examined include gender, age, education level, motivation, nurse commitment, work motivation, and nurse performance. The majority of the nurses were female, accounting for 79.6% (39 individuals), while 20% (10 individuals) were male. This indicates a significant gender imbalance within the sample, with a clear predominance of female nurses. The age distribution was relatively balanced. 40% (20 individuals) were younger than 38 years, and 59.6% (29 individuals) were 39 years or older. This indicates a sample with a slightly older age group. The educational background of the nurses varied. 40% (20 individuals) held a Bachelor of Science in Nursing, 46.9% (23 individuals) had a Diploma in Nursing, and 12.2% (6 individuals) had a Nursing School education (equivalent to high school). The largest portion of the nurses had a Diploma in Nursing.

Table 1. Nurse's characteristics (n=49)

Variable	n	%
Gender		
Male	10	20
Female	39	79,6
Age		
< 38 years	20	40
> 39 years	29	49,6
Education		
Bachelor of Science in Nursing	20	40
Diploma in Nursing	23	46,9
Nursing School (Equivalent to High School)	6	12,2
Nurse commitment		
High	27	55,1
Low	22	44,9
Work motivation		
High	22	44,9
Low	27	55,1
Nurse performance		
High	25	51
Low	24	49

A majority of the nurses, 55.1% (27 individuals), demonstrated high levels of commitment. However, a substantial portion, 44.9% (22 individuals), exhibited low levels of commitment. This indicates a potential

concern regarding nurse retention and job satisfaction. Interestingly, the distribution of work motivation was nearly reversed from the nurse commitment data. 55.1% (27 individuals) reported low work motivation. 44.9% (22 individuals) reported high work motivation. This suggests a potential disconnect between commitment and motivation, possibly indicating that nurses may feel committed but still lack intrinsic motivation. Nurse performance was relatively balanced. 51% (25 individuals) were categorized as having high performance. 49% (24 individuals) were categorized as having low performance. This close split suggests that the sample has a wide range of performance levels.

Table 2 presents the results of a statistical analysis investigating the association between nurse commitment and work motivation with nurse performance. The analysis categorized nurse performance, nurse commitment, and work motivation into "High" and "Low" groups. The analysis revealed a statistically significant association between nurse commitment and nurse performance ($p = 0.000$). Among nurses with high commitment, 81.8% (18 out of 22) demonstrated high performance, while only 18.2% (4 out of 22) exhibited low performance. Conversely, among nurses with low commitment, only 25.9% (7 out of 27) showed high performance, whereas a substantial 74.1% (20 out of 27) exhibited low performance. This strong P value indicates that there is a very low probability that this relationship is due to random chance. There is a strong relationship between nurse commitment and nurse performance.

Similarly, a statistically significant association was observed between work motivation and nurse performance ($p = 0.003$). Among nurses with high work motivation, 70.4% (19 out of 27) demonstrated high performance, while 29.6% (8 out of 27) exhibited low performance. In contrast, among nurses with low work motivation, only 27.3% (6 out of 22) showed high performance, and 72.7% (16 out of 22) exhibited low performance. Again, the P value is very low, indicating that there is a very low probability that this relationship is due to random chance. There is a strong relationship between work motivation and nurse performance.

Table 2. Relationship between nurse commitment and work motivation with nurse performance

Variable	Nurse performance						p
	High		Low		Total		
	n	%	n	%	n	%	
Nurse commitment							
High	18	81,8	4	18,2	22	100	0,000
Low	7	25,9	20	74,1	27	100	
Work motivation							
High	19	70,4	8	29,6	27	100	0,003
Low	6	27,3	16	72,7	22	100	

Discussion

This study examined the characteristics of 49 nurses, revealing a predominantly female workforce with a slight skew towards older age. The nurses exhibited diverse educational backgrounds, with a significant portion holding diploma-level qualifications. While a majority demonstrated high commitment, a considerable proportion reported low work motivation, which may warrant further investigation. Performance levels were nearly evenly split between high and low, suggesting a need for targeted interventions to enhance overall nurse performance. The gender distribution shows a strong female presence in the nursing field. The age distribution shows a good mixture of younger and older nurses. The educational background of the nurses shows a mixture of educational levels, showing that the hospital employs nurses with different qualifications. The commitment and motivation numbers show a potential problem, with a large number of nurses showing low motivation.

The link between nurse commitment and performance was particularly striking. Nurses with high commitment were significantly more likely to exhibit high performance (81.8%), while those with low commitment predominantly displayed low performance (74.1%). The p-value of 0.000 confirmed the robustness of this relationship, minimizing the likelihood of it being a chance occurrence. A cross-sectional study identified education and experience as significant predictors of both nurse commitment and performance. Nurses with higher educational levels and more experience demonstrated stronger commitment and better performance, while gender and age were not significant factors.¹³ A study on Jordanian nurses found a significant positive correlation between career commitment and job performance. Nurses with higher career commitment showed better performance in areas such as leadership, critical care, and interpersonal

relations. Regression analysis revealed that 23.9% of the variance in career commitment and 29.9% of the variance in job performance could be explained by specific predictors.¹⁴

Similarly, work motivation strongly correlated with performance. Nurses with high motivation showed a significantly higher propensity for high performance (70.4%), while those with low motivation tended towards low performance (72.7%). The p-value of 0.003, while slightly higher than that for commitment, still indicated a strong and significant association. A meta-analysis utilized longitudinal data from 11 independent studies and found that work motivation significantly influences job performance. The analysis revealed a positive effect of motivation on performance ($\beta = 0.143$), indicating that motivated individuals are likely to perform better at their jobs. This study provides robust evidence supporting the notion that enhancing work motivation can lead to improved job performance across various contexts, including healthcare settings like nursing.¹⁵ A study reported significant positive relationship between work motivation and employee performance, with a correlation coefficient of 0.531, showing that motivation accounts for 28.2% of performance variance.¹⁶

These findings illuminated the critical roles of nurse commitment and work motivation in driving performance. The strong statistical associations suggested that interventions aimed at enhancing these factors could lead to improved patient outcomes and overall healthcare quality. The study, while limited by its sample size and specific context, offered valuable insights into the complex interplay of factors influencing nurse performance. The clear relationship between commitment, motivation, and performance suggests that hospital administration should prioritize strategies to improve both. Further studies, employing larger and more diverse samples, are recommended to validate and expand upon these findings.

Conclusion

In conclusion, this study highlights the critical role of nurse commitment and work motivation in determining nurse performance. Healthcare organizations should prioritize strategies to enhance these factors to improve patient care and nurse retention.

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