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The Influence of Work Motivation and Self-Actualization on Work Productivity of Nursing Staff Nursing Staff in The Surgical Clinic of The Hospital TK II Iskandar Muda Hospital Banda Aceh

Sandha Medika Permana[1], Deden Komar Priatna[2], Widiya Avianti[3]
[1]Universitas Winaya Mukti, Jawa Barat, Indonesia, febunwim@gmail.com
[2]Universitas Winaya Mukti, Jawa Barat, Indonesia, dedenkomar@yahoo.com
[3]Universitas Winaya Mukti, Jawa Barat, Indonesia, wdythea@gmail.com

Corresponding Author: dedenkomar@yahoo.com[2]

Abstract: The purpose of this research is to know and analyze: (1) motivation; (2) Actualization; (3) Productivity; and (4) The Effect of Work Motivation and SelfActualization on the Work Productivity of Nurses at the Surgical Clinic of the Iskandar Muda Level II Hospital, either simultaneously or partially. The research method used in this study was a descriptive survey and an explanatory survey. The analysis used in this study was the nurses at the Surgical Clinic, Iskandar Muda Level II Hospital, with a sample of 30 people. The type of investigation is causality, and the time horizon in this study is cross-sectional. Based on the results of the study, it was found that the Productivity of Nurses at the Surgical Clinic at TK II Iskandar Muda Hospital in Banda Aceh turned out that most of the Nurses gave very good responses; The work productivity of nurses at the Surgical Clinic of the Iskandar Muda Level II Hospital in general can be said to be good, the Work Productivity of Nurses at the Surgical Clinic of the Iskandar Muda Banda Aceh Kindergarten Hospital is currently considered good from the research results of data processing and analysis of 0.894. Work Motivation and SelfActualization simultaneously affect the Work Productivity of Nurses at the Surgical Clinic, Iskandar Muda Banda Aceh Level II Hospital. But partially Work Motivation of 0.673 more dominantly affects the work productivity of nurses than selfactualization of 0.360. Thus, Work Motivation is more dominant in influencing Work Productivity, being the first priority in improving Nurse performance. then the Surgical Room of the Iskandar Muda Banda Level II Hospital is expected from the leadership to continue to be able to provide Work Motivation to the Nurses on a regular basis so that providing services at the Surgery Clinic runs optimally while the nurse staff is included in training and education, so that they can work well and get patient or community trust.

Keyword: Motivation, Actualization, Productivity

INTRODUCTION

During the Covid 19 pandemic, the health sector is a mainstay for handling so that the community is served because the situation has expanded to all corners of the archipelago, the involvement of hospitals is mandatory in handling the Covid 19 pandemic so that its existence is very necessary.

In the Special Capital Region of Aceh Nangro Darussalam Province there are several hospitals that provide health services in the Covid 19 Pademi condition, of the many hospitals in the Special Capital Region of Aceh Nangro Darussalam Province there is the Level II Iskandar Muda Hospital under Kesdam Iskandar Muda Aceh which always participates in providing services, especially for members of the Army and their families, generally also providing services to the general public who need health services, especially during the Covid 19 Pandemic, their role is greater because of the large number of sufferers that must be handled.

Research in July 2022 as a preliminary research has been carried out by looking descriptively quantitatively at the data of patient visits to the Surgical Poly for 1 month found several problems related to Motivation and Actualization of nurses who must be continuously given, especially in the Surgical Clinic, including the following:

1. There are still many patients who complain during the pandemic so that the performance of nurses is limited in time.
2. Patients complain about the limited number of nurses in health services at the clinic during the pandemic because there are many treatments in pandemic cases
3. Many patients complained about the difficulty of information to get health services during the pandemic.
4. Lack of continuous motivation for nurses so that patients complain a lot about the speed of service.

These are some of the assessments that researchers found when conducting preliminary research on the conditions of service and performance of nurses which are largely determined by motivation and actualization, because what patients / consumers respond directly to performance in health services is motivation that is carried out continuously. As a form of motivation and actualization Roland and Keiningham (1996) state that in marketing products/services a marketing mix is needed by designing and determining Product, Price, Place, Promotion (4P) to be able to increase the value of products/services in the eyes of customers, obtain profits, and survive.

So to formulate a motivation and actualization appropriately requires a strategy, it is very important to study the needs and desires of all interested parties (Feurer and Chaharbaghi, 1995). In line with Feurer and Chaharbaghi, Liewe Dijkstra and Hans van der Bij (2002) said that customer demands have an important role in designing products whose performance is perceived by customers. Therefore, if a health care institution can provide consistent and continuous motivation and understand the behavior of its patients/customers, then the health care institution is in a much better position to design services, prices, promotions and distribution channels to meet customer needs (Morrison, 1996, 68).

In connection with the success of a health service, especially in the Surgery Clinic, the work productivity of nurses is one of the keys to success with the satisfaction received by patients, of course it is expected that patients will return to the same place and become loyal to the clinic services provided so that they finally have their own loyalty as loyal patients.

Based on the results of preliminary observations that have been made by researchers in August 2022, there are problems that occur in the Surgical Poly of Level II Iskandar Muda Aceh Hospital, namely regarding the Professionalism of Nursing Performance. To gain high patient trust in health facilities is a must that can provide more value to the hospital. Thus, it is important to study motivation. Whether or not the patient trusts is highly dependent on the hospital's ability to create these conditions well, namely by providing service value that can provide more value for the hospital.

In accordance with the perceived value of its patients where nursing becomes something that must be motivated continuously, because currently patients are faced with various choices of health facility services, and patients are likely to choose services that provide more value.

Work Motivation

According to Mathis (2003) motivation is a desire within a person that causes that person to take action. Meanwhile, Rivai (2004) argues that motivation is a series of attitudes and values that influence individuals to achieve specific things in accordance with individual goals. Aspects of Work Motivation According to Munandar (2001), the aspects of work motivation are: 1. Discipline of employees; 2. High imagination and combination power; 3. Self-confidence; 4. Resistance to pressure; 5. Responsibility in doing the job.

Self-Actualization

Self-actualization according to Maslow, also cited by Duane Schlutz, is defined as the highest development and use of all our talents, the fulfillment of all our qualities and capacities (Schlutz, 1991).

Self-Actualization Criteria**.** Criteria possessed by self-actualizing people are:

First, they are free from psychopathology or psychological illness.

Secondly, self-actualized people have fulfilled everything in the hierarchy of needs, therefore they live with a high level of sufficiency and do not experience threats to their security.

Third, these people uphold the values of being/life (truth, goodness, beauty, unity).

Fourth, the last criterion is to use all their talents, abilities and other potentials, in other words, those who are self-actualized in their list meet their needs to grow, develop and increasingly become what they can be (Koeswara, 1989).

Fourth, the last criterion is to use all their talents, abilities and other potentials, in other words, those who self-actualize on their list meet their needs to grow, develop and increasingly become what they can be (Koeswara, 1989).

Work Productivity

The International Labor Organization (ILO) cited by Malayu S.P Hasibuan (2005: 127) reveals that in a simpler way the meaning of productivity is the comparison in science between the amount produced and the amount of each source used during production.

According to Pandji Anoraga (2005: 56-60). There are 10 factors that are highly desired by employees to increase employee productivity, namely:

a. interesting work,
b. good wages,
c. security and protection at work,
d. work ethic and
e. good work environment or facilities,
f. promotion and development of themselves in line with the development of the company,
g. feeling involved in the activities of the organization,
h. understanding and sympathy for personal problems,
i. loyalty of the leader to the worker,
j.trong work discipline.

Indicators of Work Productivity

As explained by Simamora (2004: 612) the factors used in measuring work productivity include work quantity, work quality and timeliness. In this study researchers measured work productivity using the indicators below:

a. Work quantity

b. Work quality
c. Punctuality

The research was conducted based on descriptive quantitative and verification methods which aim to provide an overview of the relationship between research variables and answer research problems.

Population

The population in this study is the average work productivity of nurses working in a surgical clinic totaling 30 people who were surveyed for one month.

Sample

The sampling technique used in this study is the Accidental Sampling Technique. According to Sugiyono (2009: 85), Accidental Sampling is a sampling technique based on chance, namely consumers who coincidentally / incidentally meet with researchers can be used as samples, if it is deemed that the person who happened to be met is suitable as a data source. The sample to be taken by researchers because it is less than 100 people, then the entire population will be sampled as many as 30 nurses above.

Data Collection Technique

Data collection and other information related to the research. In this study, the data was collected by researchers in the following ways:

- Use of Questionnaires. The use of a questionnaire is data collection using a list of questions (questionnaires) or a list of entries against the object under study (population) at the surgical clinic of the Level II Iskandar Muda Hospital, Banda Aceh.
- Interview. Interview is a way of collecting data by directly asking questions to the object under study or to parties related to issues related to the object under study.

Research Instruments

This questionnaire will be divided into two parts, namely the first part which is the respondent's personal data and the second part is a statement relating to the research variables (Work Motivation, Self-Actualization and Work Productivity of Nursing Staff). The measurement scale for variable X^1, variable X^2 and variable Y is ordinal with Likert scale type. Likert scale type is used to measure attitudes, and perceptions of a person or group about social phenomena.

Table 1. Measurement Scores for Variables X1, X2, X3 and Y.

No	Criteria
5	Very high/strongly agree/always
4	High/Agree/Complete/Frequently
3	Medium/Neutral/Some/Sometimes
2	Low/Disagree/Slightly/Rarely
1	Very Low / Strongly Disagree / None / Never

Data Analysis Techniques and Hypothesis Testing

Analysis of Descriptive Statistics

Researchers for descriptive statistical analysis in this study will use statistics used to analyze data by describing or describing data that applies to the public or generalization. Descriptive statistical analysis is intended to provide an overview of the demographics of respond.

Changing Data from Ordinal to Interval Scale

This research uses questionnaire research whose alternative answers are on an ordinal scale, while in statistics researchers will use parametric statistics. As a result, data using an ordinal scale must be converted to an interval scale. A method for converting an ordinal scale to an interval scale, this method is called Method of Succesive Interval (MSI).

Hypothesis Testing

In analyzing the data in testing the hypothesis of this study will be carried out through path analysis. The path analysis technique is used to test the amount of contribution (contribution) indicated by the path coefficient on each path diagram of the causal relationship between variables X1, X2, and X3 to Y and their impact on Z.

Before conducting path analysis, a model fit test (Goodness of Fit Test) is first carried out, which is to test whether the proposed model has a fit with the data or not (Riduwan and Engkos Achmad Kuncoro, 2011: 146). The test measures and criteria used in the Goodness of Fit Test are P-value ≥ 0.05, Root Means Square Error of Approximation (RMSEA) ≤ 0.08 and Comparative Fit Index (CFI) value ≥ 0.90

After the model is declared fit with the data, then the path analysis statistics are calculated with the following procedure (Kusnendi, 2008: 154-156):

a. Formulate the model to be tested in a complete path diagram so that it is clear which exogenous and endogenous variables, either as intermediate variables and or as dependent variables.

b. Calculate the correlation coefficient between research variables with the formula:

$$r = \frac{n \Sigma X_i Y_i - (\Sigma X_i)(\Sigma Y_i)}{\sqrt{[n \Sigma X_{i2} - (\Sigma X_i)^2][n \Sigma Y_{i2} - (\Sigma Y_i)^2]}}$$

Express the correlation coefficient between the research variables in a correlation matrix (R) as follows:

$$R = \begin{array}{c} \begin{matrix} Y_1 & Y_2 & X_1 & X_2 & \cdots & X_k \end{matrix} \\ \begin{bmatrix} 1 & r_{Y_1Y_2} & r_{Y_1X_1} & r_{Y_1X_2} & \cdots & r_{Y_1X_k} \\ & 1 & r_{Y_2X_1} & r_{Y_2X_2} & \cdots & r_{Y_2X_k} \\ & & 1 & r_{X_1X_2} & \cdots & r_{X_1X_k} \\ & & & 1 & \cdots & r_{X_2X_k} \\ & & & & \cdots & \cdots \\ & & & & \cdots & 1 \end{bmatrix} \end{array}$$

After calculating the correlation coefficient, the researcher will then interpret the correlation coefficient, namely, as follows:

Table 2. Correlation Coefficient Interpretation Guidelines

Interval Coefficient	Level of Relationship
0,00- 0,199	Extremely Low
0,20- 0,399	Low
0,40- 0,599	Moderately
0,60- 0,799	Strong
0,80- 1,000	Extremely Strong

c. Identify the model or sub structure that will calculate the path coefficient and formulate the structural equation so that it is clear what variables are imposed as causal variables and what variables are imposed as effect variables.

d. Identify the correlation matrix between causal variables that correspond to the sub-sub structure or model to be tested.

e. Calculate the inverse correlation matrix between causal variables for each model to be tested with the formula:

$$R_i^{-1} = \frac{1}{|R_i|}(\text{adj. } R_i)$$

f. Calculate all path coefficients in the model to be tested with the formula:

$$\rho_{Y_i X_k} = (R_i^{-1})(r_{i X_k})$$

g. Calculate the path coefficient of error variables (ρ_{ei}) through the formula:

$$\rho_{ei} = \sqrt{1 - R^2_{i X_k}}$$

h. Test of significance of individual path coefficients (partial)

In order to test the meaningfulness of the path coefficients on the hypothesis testing design using the IBM SPPS version 26 test criteria.

i. The decomposition of inter-variable effects is to separate the total effect into direct and indirect effect components. The general form of inter-variable effect decomposition can be stated:

- Direct effect (DE) = (ρ_{ik_f})
- Indirect effect (IE) = (ρ_{ik_f})(ρ_{ik_f})
- Total effect (TE) = DE + IE (ρ_{ik_f}) + (ρ_{ik_f})(ρ_{ik_f}) where:

ρ_{ik_f} = path coefficient of exogenous variable Xk on endogenous variable Yi

ρ_{ik_f} = path coefficient between endogenous variables Yi

CONCLUSION

The research conducted by the author has obtained research results where interviews have been conducted with 30 nurses serving in the Surgical Poly of Level II Iskandar Muda Banda Aceh Hospital as the opinion of respondents who give opinions to assess the work undertaken while handling patients from the highest value to the lowest value. Then the results of the data processing will be used as test material.Tangible to Service Of Quality indicators on work motivation and self-actualization variables with the research process of distributing questioners to 30 nurses and processed using SPSS version 25, resulting in the following values;

Score 1 with criteria Very not strong
Score 2 with criteria not strong
Score 3 with criteria less strong
Score 3 with moderately strong criteria
Value 5 with very strong criteria

To find out more about the research results, you can see the results by SPSS version 25 in the following table;

Tabel 3. Correlation Relationship Correlations

		X1	X2
X1	Pearson Correlation	1	.644**
	Sig. (2-tailed)		,000
	N	30	30
X2	Pearson Correlation	.644**	1
	Sig. (2-tailed)	,000	
	N	30	30

**. Correlation is significant at the 0.01 level (2-tailed).
Source: ***SPSS Ver.25***

With β = 0.05; α = 5% and ρ = 0.644, the minimum sample size (n) = 30. Based on the minimum sample size (n), in this study, the sample size (n) was determined to be 30 nurses. In this case the sample size (n) represents the population so that the research conclusions apply or can be generalized to the population. As for the sampling technique used is simple random sampling, because the existing population unit has the same opportunity to be selected as a sample.

Determination of the sample, namely all Nurses who work in the Surgical Poly of Level II Iskandar Muda Hospital which has been carried out in a month in October 2022 by the author in this study, totaling 30 respondents or nurses in this case after the researcher did a simple random selected from the entire population, thus the results of the data processing above obtained there is a correlation relationship because it is below 0.05 or 5%, namely the results with p = 0.644 or 64.4% have a large correlation value.

Validity Test

Tabel 4. Validity Test X¹
Reliability Statistics

Cronbach's Alpha	N of Items
,786	5

Source: ***SPSS Ver.25***

Tabel 5. Validity Test X²
Reliability Statistics

Cronbach's Alpha	N of Items
,742	8

Source: ***SPSS Ver.25***

Tabel 6. Validity Test Y
Reliability Statistics

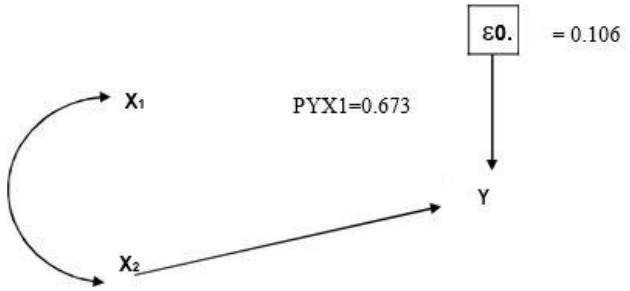
Cronbach's Alpha	N of Items
,802	9

Source: ***SPSS Ver.25***

Looking at the results of the tables above shows the results of the validity test of variables X1, X2 and Y where the three of the results of the validity test each show where the variable X1 = 0.786 X2 = 0.742 and Y = 0.802 with the results obtained, the researcher can say that the results are valid / statistically reliable because they are above 0.5 thus what has been researched and the data has been processed using SPSS version 25 the data shows valid and detailed results are more complete in the attachment.

Path Analysis

The results of the SPSS version 25 Path Analysis data can be seen in the table below:



R2 = 0,894

PYX2=0.360

Picture 1. Path Diagram

Description:
X1 = Work Motivation
X2 = Self-Actualization
Y = Work Productivity of Nurses

Tabel 7. Regresi Path Analysis

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.946[a]	,894	,887	1,74429

a. Predictors: (Constant), X2, X1

Source: SPSS Ver.25

Tabel 8.

ANOVA[a]

Model		Sum of Squares	df	Mean Square	Sig.
1	Regression	696,471	2	348,236	.000[b]
	Residual	82,149	27	3,043	
	Total	778,620	29		

a. Dependent Variable: Y

b. Predictors: (Constant), X2, X1
Source: ***SPSS Ver.25***

Tabel 9. Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	,908	1,734		,524	,006
	X1	1,056	,128	,673	8,233	,000
	X2	,426	,097	,360	4,411	,000

a. Dependent Variable: Y
Source: ***SPSS Ver.25***

The author explains from the results of data processing in the Regression Part Analysis Table, Frequency and Coefesiensi above after being processed using SPSS version 25, it explains that the relationship between variable X1 and variable X2 to Y is 0.894, which means that the epsilon is a variable that is not studied by 0.106, thus meaning that a lot is studied.
As for the hypothesis test after the author has processed the data, it produces a frequency of 114.455 the calculation results of t count can be said to be significant when compared to the t table of 2.750 so that means that the relationship between variable X1 and variable X2 to variable Y is significant.
Furthermore, the results of data processing coefficients the authors get the magnitude of the influence of variable X1 to variable Y is 0.673 and variable X2 to variable Y amounted to 0.360
Thus, the results of this research can be said to be the result:
Ho = accepted
H1 = rejected

CONCLUSION

Based on the results of data processing and the author presents the discussion, it can be conveyed that to determine the Effect of Work Motivation and Self-Actualization on the Work Productivity of Nursing Personnel in the Surgical Poly of Level II Iskandar Muda Hospital Banda Aceh, the authors can draw the following conclusions:

1. Work Motivation variables that are implemented, especially in the Surgical Poly of Level II Iskandar Muda Banda Aceh Hospital, should be carried out by the leadership or the employee development / HRD section periodically to determine the motivation program. This can be seen from the results of the respondent's data processing resulting in 0.673 which has received the respondent's opinion. So thus these results become input to continue to be motivated by management or leaders, especially in the Surgical Poly that has been studied.
2. Self-Actualization variables that are always applied in daily services by nurses at the Surgical Poly of Level II Iskandar Muda Banda Aceh Hospital should always be carried out routinely in carrying out services in the surgical poly according to their fields. It can be seen from the results of research data processing that has been carried out by questionnaires where the nursing staff as respondents is 0.360 value nurses who have been questioned during service must be applied and always developed optimally so that patients get a sense of comfort in being served by good nurses so that good relationships will be created and get full trust from patients to get back services where patients often and want

to always get the best service by themselves nurses must improve performance indicators in carrying out their service duties at the Level II Iskandar Muda Banda Aceh Hospital Surgery Clinic.

3. The performance ability of nurses needs to be made a service training schedule so that they are trained in serving patients outside of the nurse's professional training, judging from the research indicators, there are still respondents' opinions for service improvement.
4. The Work Motivation variable and the Self-Actualization variable both simultaneously affect the variable Work productivity of nurses who should have a positive impact so that they gain the trust of the community. While partially the Work Motivation variable is more dominant in influencing the work productivity variable of nurses than the Self-Actualization variable, it can be seen from the results of the questioner that has been studied that the results are greater, namely 0.673 for the Work Motivation variable while the work Actualization variable results in 0.360.
5. The variables studied see the results of data processing partially of 0.894, which is greater than the variables that are not studied simultaneously of 0.106, and the final result Ho is accepted while H1 is rejected because almost all calculations are more than the value of 0 (zero).

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