

The Effects Of Work Motivation And Work Environment To Nurses Work Engagement During Pandemic Covid-19 At Hasanuddin University Hospital Makassar 2022 Year

Salwah Suardi¹, Andi Indahwaty Sidin^{1*}, Alimin Maidin², Fridawaty Rivai¹, Irwandy², Syamsudin³, Anwar Mallongi⁴

¹ Study Program of Hospital Administration, Faculty of Public Health, Hasanuddin University

² Study Program of Hospital Administration, Faculty of Public Health, Hasanuddin University, Hasanuddin University Hospital

³ Accountancy Department, Faculty of Economics and Business, Hasanuddin University

Correspondence: indahusman@gmail.com

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Abstract

Nurses have a high work motivation and a good work environment can be increasingly work engagement by giving a support, direction and an ideal work environment conditions until they can optimize their works in giving a health service during pandemic COVID-19. The aim of this research is to find the effects of Work Motivation and Work environment to Nurses Work Engagement during COVID-19 at Hasanuddin University Hospital of Makassar 2022 year and to discover indirect effects of work motivation on work engagement through work environment of nurses during Covid-19 pandemic at Hasanuddin University Hospital.

The research employed an observational quantitative method with a cross sectional study of design. These samples of this research are to use a total sampling amount 107 Nurses who handled COVID-19 at Hasanuddin University Hospital Makassar.

The results of this research is to show there is the effects of work motivation on work engagement ($p=0,000$), there is the effects of work motivation on work environment ($p=0,000$), there is the effects of work environment on work engagement ($p=0,000$), and there is not the effects of work motivation on work engagement through work environment (coefficient=0.092). Based on the results of this research is to know the work motivation and work environment still a minimum of nurses. As recommended to the hospital can be increasingly the work motivation and work environment of nurses by conducting discussions with superior and subordinate as well as fellow co-workers, giving rewards and support for making a good work motivation and work environment for nurses so that they are able to serve the patients during the pandemic and having a strong attachment on work and organization.

Keywords: Work Motivation, Work Environment, Work Engagement, COVID-19, Nurses, Hospital

1. Introduction

Nurses are having a professional obligation to take care of patients in various conditions, including The COVID-19 pandemic. They worries about work and other things on themselves can reduce their motivation in working (Yanti et al., 2020). Nurses as health workers who have always physical contact with patients have a risk of Covid-19 because they are directly involved and in contact with patients for 24 hours. There is a risk of disease that is causing fear and reluctance in nurses for physical contact and take care of COVID-19 patients (Lubis & Nurhayati., 2022). The nurses are giving their take care of patients are to the main factor in determining the success of services in hospitals (Kemenkes, 2020). The hospital employees to low-treatment, especially nurses can be influenced by Work Engagement. Work Engagement is one of the variables that is included in the factors can be influenced by psychological capital (Schaufeli et al., 2006). Psychological can be interpreted as something that encourages high self-confidence, optimism, strong

endurance of a nurse (Febrianti & Wibowo, 2022). Work Engagement is also related to health and a good worker of effectiveness for employees (Bakker et al. 2007). Work Engagement may help the individuals to obtain the benefit from working that made stressful and impactful on treatment of the work. Work Engagement as well as the main key that correlating a person with work results. Work Engagement creates a good work environment that is indispensable in an organization (Zhang et al., 2022; Cambu, et al., (2019). Gómez-Salgado et al., (2021) has written in his journal about vigor namely behavior that refers to the desire for investing the effort in one's work; dedication related to participation; and absorption have to do with concentration and being absorbed in one's work.

Additionally, the most important factor can be effectiveness the treatment of a health worker is work motivation. Work motivation has fulfilled their potential for the members of organization to commit on their capabilities (Siagian 2012). Work motivation is also one of the factors can be making certain about a person's treatment at work. Big or theirs small the influence of motivation on a person's treatment depends on how many intensity of motivation is given.

This research shown work environment variable has a very significant influence on the employee treatment (Novriani-Gultom & Nurmaysaroh, 2021). Work environment for health workers can be like a comfortable and safe situation makes health workers excited so that there is a high desire to work and work motivation for health workers can be formed (Putra & Darmastuti, 2020). According to Nitisemito (2000) work environment is everything that is around health workers can be affected by themselves in carrying out their duties. Work environment is conducive can give in peaceful (Nabawi, 2019).

Based on previous studies had conducted at Hasanuddin University Hospital Makassar there were found the number of nurses who handled COVID-19 patients amount 107 people in 2020-2021 years, which the dominated employee by nurses with non-Civil Servant status, then can be found the number of nurses' treatment what they were achievement in 2020 year amount 54% and in 2021 year amount 76% (still below the PPNI standard were 100%). Set of problems can be seen low-treatment by nurses in the hospital right now is to a problem that must be resolved it because treatment is having an assessment indicator for the quality of a health service in a hospital. Low-treatment will ultimately have an impact on patients satisfaction (Silalahi & Siregar, 2021). Therefore, the organizations must pay attention their need of nurses, so that they can improve their qualities in giving the services. The factors are to the most influence that work motivation, and work environment in increasing work engagement so that can be expected to improve nurse treatment.

2. Objective of the Research

Based on the previous section, the objective of this study is formulated as follows: 1) to find the effects of Work Motivation and Work environment to Nurses Work Engagement 2) To discover indirect effects of work motivation on work engagement through work environment of nurses during Covid-19 pandemic at Hasanuddin University Hospital. The data will be categorized in work motivation by George & Jones, work engagement by Bakker & Scaufeli and work environment by Sedarmayanti.

3. Theoretical Framework

3.1. Overview of Work Engagement

According to Widarko & Anwarodin, (2022) performance is a level role of the organizational members in achieving organizational goals, the role in the implementation of actions to carry out and complete the assigned task. Work Engagement is motivational and positive thinking related to work characterized by vigor, dedication and absorption. Someone who has three characteristics engaged in work.

Brown (in Robbins, 2008) provides a definition of Work Engagement. Employee can be identified psychologically with their work and feel that their performance can be important not only for the organization but also for them. Highly engaged employees are focused and interested in the kind of work they do. Furthermore, Schaufeli et al., (2006) stated there are several things that can be important predictors for Work Engagement are as follows: work demands, job resources, and personal resources.

3.2. Overviews of Work Motivation

Work motivation is one of factors can be determines a person's performance at work. How big or small of motivated influences on a person's performance depends on how much intensities the motivation is given. According to George and Jones (2005:175–176) there are three indicators of work motivation, namely: direction of behavior, level of effort, level of persistence.

Siagian (2001) motivation is influenced by several factors, both internal and external, which include internal factors, namely one's perception of self-esteem, personal expectations, needs, desires, job satisfaction, and work performance produced. While the external factors can be affecting a person's motivation include: the type and characteristic of work, the work group where a person is joining, the organization where the person is working, the situation of the work environment, and salary.

3.3. Environment

A comfortable and safety in work environment for health workers makes health workers enthusiastic so that there is a high desire to work and work motivation of health workers can be formed (Putra & Darmastuti, 2020). Furthermore, Nitisemito (1991:2728) stated that work environment consists of several indicators, namely: Work atmosphere, the facilities on availability for employee, correlate with colleagues. The affected factors of work environment as follows: employee relations, the noisy level of work environment, work rules, lighting, air circulation, and safety.

4. Method and Materials

4.1 Location and Research Design

This research has conducted at Hasanuddin University Hospital Makassar. The type of research used is an analytic observational with a cross sectional approach.

4.2 Population and samples

The population is all of those nurses who do the treatment to service with the status of civil servants and non-civil servants and having schedules to serve at Hasanuddin University Hospital Makassar can be used a total sampling of 107 people.

4.3 Method of collecting data

The instrument used in collecting data are a standard questionnaire which modified and has tested for validity and reliability, the independent variable is work motivation and work environment, while the dependent variable is work engagement.

4.4 Data Analysis

Univariate analysis conducted to obtain an overview the research problem by describing each variable used in the study and the characteristics of the respondents. Univariate analysis consisted of descriptive analysis on characteristic of respondents, descriptive analysis of research variables and cross tabulation analysis between independent and dependent variables. Bivariate analysis carried out to see the correlation between two variables, namely the independent variable and the dependent variable with the statistical test can be used a Chi Square test. Multivariate analysis is Path Analysis with an AMOS Program.

5. Findings

Table 1 Respondent Distributions Based on Characteristics of Respondent Nurses during COVID-19 Pandemic at Hasanuddin University Hospital Makassar in 2022

Respondent Distributions Based on Respondent Characteristics at Hasanuddin University Hospital Makassar in 2022					
No.	Respondent Characteristics		Total (n)	Percentages (%)	Total
1.	Ages	20-35 year	101	94.4	107
		36-45 year	6	5.6	
		> 45 year	0	0	
2.	Sexs	Male	33	30.8	107

Respondent Distributions Based on Respondent Characteristics at Hasanuddin University Hospital Makassar in 2022

	Female	74	69.2	
3. Working Times	1-5 year	58	54.2	107
	6-10 year	46	43.0	
	11-15 year	3	2.8	
	> 15 year	0	0	
4. Last Educations	Diploma	6	5.6	107
	S1	21	19.6	
	S2	4	3.7	
	etc.	76	71.0	
5. Employment status	Civil Servant	14	13.1	107
	Non Civil Servant	93	86.9	
6. Service Units	Inpatient	84	78.5	107
	Emergency Room	10	9.3	
	Hemodialysis	10	9.3	
	OK	3	2.8	

Sources: Primary Data

Table 1 showing the frequency distribution based on the respondent characteristics at the location showing that the majority of respondents are at the age level of 20-35 years, namely 101 respondents (94.4%). In terms of sex, the majority of respondents were female, namely 74 respondents (69.2%). Based on length of work, most of the respondents worked for <5 years, namely 58 respondents (54.2%). Seen from the last education most of the respondents had professional education, namely 76 respondents (71.0%). And seen from the employment status, the majorities are non-Civil Servant employees 93 respondents (86.9%).

Table 2 Respondent Distribution based on Work Motivation of Nurses during COVID-19 Pandemic at Hasanuddin University Hospital Makassar in 2022

Work Motivation	Total	(%)
High	49	45.8
Low	58	54.2
Total	107	100,0

Sources: Primary Data

Table 3 shows that from 107 respondents at Hasanuddin University Hospital Makassar, 45.8% (about 49 respondents) with high work motivation and 54.2% (58 respondents) with low work motivation.

Table 3 Respondent Distributions Based on Work Environment Nurses during COVID-19 Pandemic at Hasanuddin

University Hospital Makassar in 2022

Work Environment	Total	(%)
Good	45	42.1
Poor	62	57.9
Total	107	100,0

Sources: Primary Data

Based on Table 3, it shows that from 107 respondents at Hasanuddin University Hospital, 42.1% (45 respondents) had a good work environment and 57.9% (62 respondents) had a bad work environment.

Table 4 Respondent Distributions Based on Work Engagement Nurses during COVID-19 Pandemic at Hasanuddin University Hospital in 2022

Work Engagement	Total	(%)
Good	43	40.2
Poor	64	59.8
Total	107	100,0

Sources: Primary Data

Table 4 It shows that 107 respondents at Hasanuddin University Hospital, 40.2% (43 respondents) with work engagement is classified as good and 59.8% (64 respondents) with work engagement is classified as poor.

Table 5 Effects between Work Motivation with Work Engagement Nurses during COVID-19 Pandemic at Hasanuddin University Hospital Makassar in 2022

Work Motivation	Work Engagement				Total	p-value
	Good		Poor			
	N	%	N	%		
High	34	65.4%	18	34.6%	52	0.00
Low	10	18.2%	45	81.8%	55	
Total	44	41.1%	63	58.9%	107	

Sources: Primary Data

Table 6 Effects between Work Motivation with Work Environment Nurses during Covid-19 Pandemic at Hasanuddin University Hospital Makassar in 2022

Work Motivation	Work Environment				Total	p-value
	Good		Poor			
	N	%	N	%		
High	39	75.0%	13	25.0%	52	0.00
Low	17	30.9%	38	69.1%	55	
Total	56	52.3%	51	47.7%	107	

Sources: Primary Data

Table 7 Effects between Work Environment with Work Engagement Nurses during Covid-19 Pandemic at Hasanuddin University Hospital Makassar in 2022

Work Environment	Work Engagement				Total	p-value
	Good		Poor			
	N	%	N	%		
Good	33	58.9%	23	41.1%	56	0.00
Poor	11	21.6%	40	78.4%	51	
Total	44	41.1%	63	58.9%	107	

Sources: Primary Data

The table above shows correlated between an independent variable and a dependent variable. Based on the analysis results can be known the correlate work motivation variable, work environment and work engagement nurses during COVID-19 pandemic at Hasanuddin University Hospital Makassar in 2022. The results of the bivariate analysis using the correlation Pearson's test showed that there was a relationship between the dimensions of work motivation and work engagement with a value of $p=0.000$, work motivation variables and work environment variables with a value of $p=0.000$ and work environment variable with a value of $p=0.000$.

Table 8 Path Analysis between Work Motivation, Work Environment and Work Engagement Nurses during Covid-19 Pandemic at Hasanuddin University Hospital Makassar in 2022

Variables	Coefficient	Value P	Keterangan
Work Motivation--> Work Environment	0.441	0.000	Direct
Work Motivation --> Work Engagement	0.382	0.000	Direct
Work Environment --> Work Engagement	0.205	0.025	Direct
Work Motivation-->Work Environment -> Work Engagement	0.092	0.039	Indirect

Sources: Primary Data

Table above shows the result of path analysis directly effects of work motivation on work engagement amount 0.382 while indirectly path coefficient of work motivation on work engagement through work environment amount 0.092 So directly path coefficient is greater than indirectly path coefficient of $0.382 > 0.092$ means that work motivation there is not having influenced on work engagement of nurses through work environment.

6. Discussion

The research hypothesis 1 (H1) is declared accepting as work motivation on work engagement nurses during Covid-19 pandemic at Hasanuddin University Hospital Makassar in 2022. Based on the statistical analysis conducted, it showed a significance value of 0.000, so in this case the alternative hypothesis (H1) is accepted, meaning the first hypothesis "there is an influence of work motivation on work engagement nurses during COVID-19 pandemic at Hasanuddin University Hospital Makassar in 2022".

The research hypothesis 2 (H2) is declared accepting as work motivation towards work environment nurses during COVID-19 pandemic at the Hasanuddin University Hospital in Makassar in 2022. Based on the statistical analysis carried out, it showed a significance value of 0.000, so in this case the alternative hypothesis (H1) is accepted. It means the first hypothesis "there is an influence of work motivation on work environment nurses during COVID-19 pandemic at Hasanuddin University Hospital Makassar in 2022".

The research hypothesis 3 (H3) is declared accepting by work environment on work engagement nurses during Covid-19 pandemic at Hasanuddin University Hospital Makassar in 2022. Based on the statistical analysis conducted, it showed a significance value of 0.000, so in this case the alternative hypothesis (H1) is accepted, it means the first hypothesis "there is an influence of work environment on work engagement nurses during COVID-19 pandemic at Hasanuddin

University Hospital Makassar in 2022".

The research hypothesis 4 (H4) stated work motivation on work engagement of nurses through work environment at Hasanuddin University Hospital Makassar. Based on path analysis conducted, it was found that indirectly path coefficient between work motivation and work engagement through work environment is 0.092 and directly path coefficient between work motivation and work engagement was 0.382. Then directly path coefficient is greater than indirectly path coefficient, namely $0.382 > 0.092$ so that (H4) is rejected, it means work motivation has no effect on work engagement through work environment compared to directly effect of work motivation on work engagement nurses during Covid-19 pandemic at Hasanuddin University Makassar Hospital in 2022".

7. Conclusion

The result of this research is to know work motivation and work environment still a minimum of nurses. As recommended to the hospital can be increasingly the work motivation and work environment of nurses by conducting discussions with superior and subordinate as well as fellow co-workers, giving rewards and support for making a good work motivation and work environment for nurses so that they are able to serve the patients during the pandemic and having a strong attachment on work and organization. The hospital should pay attention to work motivation and work environment nurses especially during pandemic, where in a pandemic situation forcing nurses are to be able adapting to strict health protocols and changing work environment conditions resulting in nurses not having an adequate work environment during pandemic conditions and low motivation to work during a pandemic. As well as the need to hold training activities for managers in the form of leadership skills in terms of training and giving feedback, coaching subordinates for managers. The hospital can be increasingly the effectiveness commitment of nurses, in an effort that can be made by hospitals to increase work engagement, provide strong direction and motivation the importance of a nurse's responsibilities in work and organization.

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