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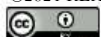
Fitra Mayenti [1], Aai Mustika [2], Romi Mulyadi [3]

UNIVERSITAS
FORT DE KOCK
BUKITTINGGI

Nursing Study Program
Universitas Fort de Kock Bukittinggi, Indonesia

The Relationship between Incentives and Years of Service with Nurses' Performance in Documenting Nursing Care

Fitra Mayenti [1], **Aai Mustika**[2], **Romi Mulyadi** [3]

Corresponding author:
Fitra Mayenti
Email:
fitra.mayenti@gmail.com

[1] Faculty of health, Al Insyirah Institute of Health and Technology Pekanbaru
[2] AMIK Mahaputra Riau
[3] Fakulty of Health Technology, Al Insyirah Institute of Health and Technology Pekanbaru

ABSTRACT

Background: Nurses are one of the professions in hospitals that have an important role in the provision of health services. Therefore, hospitals where nurses work are always making various efforts aimed at improving the quality of nurse professionalism. Nurse performance is a problem that must be addressed immediately, because nursing services determine the quality of hospital services.

Purpose: This study aims to determine the relationship between incentives and length of service with nurse performance in documenting nursing care at Indrasari Regional General Hospital.

Methods This type of research is quantitative with a cross-sectional approach. The number of samples in this study was 79 people. The sampling technique used was Probability Sampling with Proportionate Stratified Random Sampling. The statistical test used was the Pearson chi-square test.

Results : The results showed that the majority of nurses' incentives (71 respondents (89.9%) were categorized as available, the majority of nurses' length of service (64 respondents (81.0%) were ≥5 years, and the majority of nurses' performance was categorized as moderate (53 respondents (67.1%). The results of statistical tests show that there is a significant relationship between incentives and years of service with nurse performance in documenting nursing care (P value 0.02 and P value 0.03).

Conclusion: It is hoped that the hospital will prioritize the needs of nurses in improving competence, providing incentives according to workload, and adding facilities in order to improve the quality of health services to patients.

Introduction

Hospitals are health service institutions that must be accredited to improve the quality of services to the community and the quality of patient safety.(Ministry of Health of the Republic of Indonesia, 2017). With the improvement in hospital quality, there will also be an improvement in nursing services, in the form of improved nurse performance.(Manuho et al., 2019).

Nursing services provided to patients in the form of nursing performance based on competency(Nursalam, 2014). Nurse performance refers to compliance in providing nursing care, including assessment, diagnosis formulation, planning, implementation, and evaluation. Good nurse performance will improve the quality of care.(Tulasi et al., 2021)
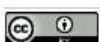
Nurse performance, in the form of performance assessments, can be seen from nursing care standards. Nurses, as professionals, must be able to provide nursing care to patients, as outlined in the implementation of predetermined action plans, with the aim of meeting patient needs to the maximum extent possible. Nursing practice in providing nursing care always uses the nursing process approach.(Tulasi et al., 2021)

Nurses' performance in documenting nursing care must be a serious concern so that problems in nursing care documentation can be resolved. Problems often develop when nursing is practiced in Indonesia, this is because nursing care documentation has not been implemented there according to the required standards, due to the complexity of the nursing care documentation system, the use of manual documentation and the lack of nurses' awareness of the value of documentation, there are problems with the availability of nursing care documentation in hospitals and other nursing departments. For this reason, new innovations are needed to fill the existing gaps through research and understanding of documentation (Sri Rezeki Sillalahi, 2018).

Several factors that impact the performance of nurses in documenting nursing care include abilities and skills, and experience (length of service), personal demographic factors (age, ethnicity, gender), psychology (perception, personality, learning, motivation), resources, leadership, rewards/incentives, structure, job design.(Gibson, J.; Ivancevich, J. M; Donnelly, 2012)

The most common complaint among nurses in the ward is the incentives, which they feel are unfair. Incentives are monetary rewards given by organizational leaders to employees to motivate them to work with high motivation and achieve organizational goals.(AA Anwar Prabu Mangkunegara, 2018).

Providing appropriate incentives can motivate nurses to work and deliver good performance. According to(Malayu SP Hasibuan, 2017)Incentives are rewards given to employees by the company in the form of material incentives and non-material incentives (spiritual satisfaction). Incentives take the form of other rewards outside of salary in the form of fixed compensation, used to improve employee performance and work motivation. This is in accordance with research.(Saragih et al., 2020)reported that there is a relationship between providing incentives and nurse performance in documenting nursing care.

Besides incentives, length of service is also a factor that influences nursing care documentation. Length of service is the amount of time an employee has worked for a company or organization, with the time frame beginning when they work for a specific period as an employee of that organization or company.(Handoko HT, 2017). According to research(Amaliah et al., 2024)shows that there is a relationship between length of service and nurse performance in documenting nursing care

A preliminary study was conducted on five nurses on duty. Respondents consisted of three female nurses and two male nurses. The results of the initial survey showed that 4 nurses (80%) had poor performance in documenting nursing care and 1 nurse (20%) had good performance in documenting nursing care. Furthermore, 3 nurses (60%) felt that the incentives they received were still insufficient. Based on the length of service, 4 nurses (80%) had a service period of ≥ 5 years and 1 nurse (20%) had a service period of ≤ 5 years.

Methods

The type of research used was quantitative research with a cross-sectional approach. This study was conducted in the inpatient ward of Indrasari Rengat Regional Hospital. The study was conducted from September 2023 to February 2024. The focus of this study was 98 nurses working in the inpatient ward of Indrasari Rengat Regional Hospital The instrument used in this study was a questionnaire, the questionnaire consisted of a standard work period and an incentive questionnaire taken from previous researchers.

Inclusion Criteria: (1) Nurses who are implementing inpatient care, (2) Nurses who are actively serving in health services, (3) Nurses who are willing to be

2.

respondents and participate in the research, which is indicated by signing the consent form to be respondents. Exclusion Criteria: (1) Nurses who are sick, (2) Nurses who are on maternity leave/work leave. The sampling technique used Proportionate Stratified random sampling. Data processing through editing, coding, data entry/processing and cleaning, was analyzed univariately using the Chi Square test.

Results

Based on results univariate analysis obtained results research as follows:

1. Nurse Incentives and Nurses Years of service

Table 1 Frequency Distribution of Incentives and Nurses' Years of service in the Inpatient Ward of Indrasari Rengat Regional Hospital

No	Variables	Category	f	%
1	Incentive	There is	71	89.9
		There isn't any	8	10.1
2	Years of service	≥ 5 Years	64	81
		< 5 Years	15	19
	Total		79	100

Based on the research results, it was found that the majority of nurses' incentives were in the category of 71 respondents (89.9%) and Based on results The research found that the majority of Years of service was in the ≥ 5 years category, as many as 64 respondents (81%).

3. Nurse Performance

Table 3 Frequency Distribution of Nurse Performance in the Inpatient Ward of Indrasari Rengat Regional Hospital in 2024

No	Category	f	%
1	Low	11	13.9
2	Currently	53	67.1
3	Tall	15	19
	Total	**79**	**100**

Based on results The research found that the performance of the majority of nurses was in the moderate category, as many as 53 respondents (67.1%).

4. The relationship between incentives and nurse performance in documenting nursing care at Indrasari Rengat Regional Hospital

Table 4 Relationship between Incentives and Nurse Performance in Documenting Nursing Care at Indrasari Rengat Regional Hospital in 2024

Incentive	Nurse Performance						Amount	%	P Value
	Low		Currently		High				0.02
	f	%	f	%	f	%			
There is	10	14.1	47	66.2	14	19.7	16	100	
There isn't any	1	12.5	6	75.2	1	12.5	51	100	
Total	11		53		15		79	100	

Based on table 4.10, it shows that of the 51 respondents who did not have incentives, 75% of the performance in documenting nursing care was in the moderate category and of the 16 respondents who did not have incentives, 75% of the performance in documenting nursing care was in the moderate category.

There are incentive respondents, 66.7% of performance in nursing care documentation is also in the moderate category.

The results of the statistical test show a p value <0.05, namely 0.02, meaning that there is a significant relationship between incentives and nurse performance in documenting nursing care in the inpatient ward of the hospital.

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5. The Relationship between Length of Service and Nurse Performance in Documenting Nursing Care at Indrasari Rengat Regional Hospital

Table 5. Relationship between Length of Service and Nurse Performance in Documenting Nursing Care at Indrasari Rengat Regional Hospital in 2024

Years of service	Nurse Performance						Amount	%	P Value
	Low		Currently		High				
	f	%	f	%	f	%			
≥ 5 Years	10	15.6	41	66.1	13	20.3	16	100	0.03
< 5 Years	1	6.7	12	80	2	13.3	51	100	
Total	11		53		15		79	100	

Based on the table above, it shows that of the 51 respondents with a working period of <5 years, 80% of the performance in documenting nursing care is in the moderate category, and of the 16 respondents with a working period of ≥5 years, 64.1% of the performance in documenting nursing care is also in the moderate category.

The results of the statistical test show a p value <0.05, namely 0.03, meaning that there is a significant relationship between length of service and nurse performance in documenting nursing care in the inpatient ward of Indrasari Rengat Hospital.

Discussion

a. Nurse Work Incentives

Based on The results of the study showed that the majority of nurses in the category had incentives, with 71 respondents (89.9%).

This is in line with the results of research conducted(Saragih et al.,

2020)The majority of incentives awarded, 69.6%, were in the high category. In an institution, including a hospital, it is necessary to provide rewards in the form of incentives to employees, including nurses. Incentives can be in the form of material rewards, such as money or goods, or non-material rewards such as titles, medals, certificates, and commendations.(Sarwoto, 2020).

Factors influencing the size of incentives include, among other things, position or rank, work performance, and company profits. Similarly, the results of the researchers' interviews with nurses revealed that the size of the incentives received by nurses is determined by position, education, and length of service.(Sarwoto, 2020)

According to(Rivai, 2014)Nurses receive incentives within a specified timeframe, determined by the hospital. Incentives can also be awarded individually, with only one nurse receiving the incentive for a specific reason, making it uniquely deserving. Incentives can also be awarded to a team, based on the team's ability to achieve the hospital's goals and targets.

According to researchers, everyone has different assessments of things, including incentives. One person may perceive the incentive they receive as high, but another may consider it low. This can be influenced by living needs, which can lead to different assessments. Furthermore, there is unfairness in the distribution of incentives.

b. Nurse's Years of service

Based on results research obtained results that timeThe majority of nurses' work experience was in the ≥ 5 years category, with 64 respondents (81.0%). The results of this study are in line with research(Dewi, 2021)The results

showed that the majority (45.3%) of respondents had worked for 5-6 years. Length of service is one of the bases used in evaluating nurses' performance in documenting nursing care; senior nurses are more experienced than junior nurses.(Lismayanti, 2021).

Research shows that length of service significantly influences nurses' ability to document nursing care. The more experienced a nurse is, the better their performance will be, as experience makes them more reliable and confident in providing nursing care. This demonstrates that senior nurses can provide guidance to junior nurses on how to effectively provide nursing care and document it.

c. Nurse Performance

Based on results the research found that the performance of the majority of nurses was inmedium category as many as 53 respondents (67.1%). This research is in line with the research (Saragih et al., 2020)conducted, it was found that the majority of respondent Already 67.8% performed complete documentation. This is evidenced by the analysis of observation sheets that showed that 72% of respondents documented all interventions carried out in the patient's nursing care status, 70% wrote in the new format, and 67% collected and grouped bio-psycho-social-spiritual data about the patient.

Nurses who maintain complete documentation are one indicator of good performance. Nurse performance can be measured by the quality of nursing care and services, with nursing documentation scores as indicators. Every action taken on a patient must be error-free by using a nursing process approach and accurate and correct documentation in accordance with applicable standards.(Nursalam, 2017)

According to researchers, the completeness of documentation can be

influenced by a professional nurse who must continue to develop his/her abilities to improve his/her competence so that his/her performance in documenting nursing care also improves.

d. The Relationship between Incentives and Nurse Performance in Documenting Nursing Care

The results of the study obtained a p value of 0.02 < p value of 0.05, meaning there is a relationship. Incentive work against performance nurse In Documentation of Nursing Care at Indraasari Regional Hospital. The results of this study are also consistent with research conducted by (Dewi, 2021)shows that there is a relationship between rewards (incentives) and the influence of nurse performance at Sri Pamela Hospital.

Study (Saragih et al., 2020)reported that there was a relationship between providing incentives and nurse performance in documenting nursing care. According to (Sarwoto, 2020) In hospitals, it is necessary to provide rewards in the form of incentives to employees, including nurses. Incentives can be in the form of material rewards, such as money or goods, or non-material rewards such as titles, medals, certificates, and praise. Incentives received by nurses are given within a predetermined time period determined by the hospital. Incentives can also be given individually, with only one nurse receiving an incentive for a specific reason, making it the only nurse who deserves it. Incentives can also be given to a team, as the team is able to achieve the goals and targets expected by the hospital.(Rivai, 2014)

According to researchers, proper documentation of nursing care is a nurse's legal and ethical duty. Providing incentives will support nurses' performance in terms of completeness of nursing care documentation. The higher the incentive, the more complete the documentation of nursing care. Conversely, the lower the incentive, the poorer the documentation.

e. Relationship between Length of Service and Performance Nurses in Documenting Nursing Care

The results of the statistical test obtained a p value of 0.003 < p value of 0.05, meaning that there is a relationship between length of service and nurse performance in documenting nursing care at Indrasari Regional Hospital. In line with research (Amaliah et al., 2024)shows that there is a relationship between the length of service of nurses in documenting nursing care in inpatient care at the Regional General Hospital in Banjarmasin.(Rosnawati et al., 2023)reported that there is a relationship between length of service and nurse performance in documenting nursing care in inpatient wards.

Strengthened by opinion Hermanto (2015), tenure is also referred to as employee loyalty to an organization or company. A person has extensive experience, sufficient tenure, and experiences both obstacles and successes. Tenure can shape individual experience and be beneficial, making employees responsive, skilled, and calm in solving problems, improving their knowledge and skills.

A factor that influences a person's productivity at work is length of service. The longer a person works, the more their skills and abilities should improve. Continuous experience in performing a job can increase their technical maturity.(Sarwoto, 2020).

According to the researcher's opinion, length of service is a factor that influences nurse performance in providing nursing care documentation.. With a long work period, nurses generally become more experienced in developing strategies and carrying out their duties in providing nursing care. Therefore, in understanding and implementing existing standard operating procedures, nurses with longer work periods are more experienced compared to nurses with shorter work periods, including in the implementation of nursing care documentation. The more time a person works, the more their clinical skills will improve. Therefore, they will have more experience in providing services compared to new nurses. With a long work period, nurses are accustomed to documenting nursing care. The longer a nurse has worked, the more they will master their work, so they can complete it correctly.

Implications and recommendations for nursing

Implications for Indrasari Rengat Regional General Hospital are that the results of this study are expected to provide additional information and input for hospitals to improve good services for patients, especially by prioritizing the needs of nurses, such as improving nurse competence, adding facilities needed to improve health services for patients, training nurses, and increasing incentives according to workload and Recommendations for the nursing field to increase incentives for nurses in the ward and pay attention to rewards for nurses who have worked for more than 5 years.

Conclusion

The results of the study showed that the majority of nurse incentives were in the existing category, as many as 71 respondents (89.9%), the majority of nurses' work period was in the ≥ 5 years category, as many as 64 respondents (81.0%) and the majority of nurses' performance was in the moderate category, as many as 53 respondents (67.1%). There is a relationship between incentives and nurse performance in documenting nursing care. with a value (p value 0.015) and There is a relationship between length of service and nurse performance in documenting nursing care with a value (p value 0.03)

Author contribution

The chairperson is responsible for creating and designing research manuscripts according to the template. Member 1 (one) is tasked with assisting the chair in creating and designing research manuscripts according to the template. The third member helps the chairman translate the script into English

Conflict of interest

During the manuscript writing process, there was no conflict of interest between the authors.

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