The Influence of Work Experience and Motivation on Nurse Performance through Caring Behavior in the Inpatient Room of the Labuang Baji Regional General Hospital Makassar

Wildaningsih, Syahruddin and Abubakar Betan
Sekolah Tinggi Ilmu Ekonomi AMKOP Makassar, Indonesia
wildaplug@gmail.com, syahruddin@stieamkop.ac.id, abu.bakar.betan@gmail.com

Andi Ria Metasari
Akademi Kebidanan Lapatau Bone, Makassar, Indonesia
andiriametasaribone@gmail.com

Misnawati
Sekolah Tinggi Ilmu Hukum Pengayoman, Makassar, Indonesia
misnawati_amir@yahoo.com

M Chairul Basrun Umanailo
Universitas Iqra Buru
chairulbasrun@gmail.com

Nicodemus Bisse
Faculty of Teacher Training and Education Cendrawasih University-Papua Indonesia
nikobais@yahoo.co.id

Abstract

This study intends to analyze the effect of work experience and motivation on nurses' performance through caring behavior in the inpatient room of the Labuang Baji Makassar Regional General Hospital. The research design used in this study was a survey with a quantitative approach. The study population was the nurses in the inpatient room of the Regional General Hospital Labuang Baji Makassar. The method of determining the sample used in this study using an accidental sampling technique with a sample size of 122 respondents. This test uses a multiple linear regression test and path analysis. The results showed that the researcher gave 122 questionnaires according to the sample in the inpatient room and sent back 104 questionnaires with the results are: (1) work experience having a positive effect on caring behavior, (2) motivation has a positive impact on behavior, (3) affectionate behavior has a positive impact on performance, (4) work experience hurts nurses performance, (5) motivation harms the performance of nurses, (6) work experience indirectly through caring behavior harms the performance of nurses and (7) cause indirectly through watching the action in the inpatient room of the Regional General Hospital Labuang Baji Makassar hurts the performance of nurses.

Keywords: Work Experience, Motivation, Caring Behavior, Nurse Performance

1. Introduction

Hospitals are health facilities that provide health services to individuals/communities that play a strategic role in improving public health. The hospital can provide quality services to the community by preparing services in the hospital, including nursing services.

Directorate of Nursing Ministry of Health, in collaboration with WHO Year 2000 in four provinces in Indonesia, namely DKI Jakarta, North Sumatra, North Sulawesi, and East Kalimantan, found 47.4% of nurses still do not have a

description of the task in writing or clearly. At the same time, 70.9% of nurses who have worked have not attended training in the last three years. Also, 39.8% of some nurses are carrying out non-nursing tasks that are not his expertise and have not developed a monitoring system and evaluating nurses' performance (Ministry of Health RI, 2005).

Nurses are the spearhead of the hospital in providing patient services for hospital walking activities.   So, nurses are expected to work professionally and effectively in delivering health services to the patient. Performance is the achievement of a worker for the UK to accept and interact between one's goals and one's skill (Hadari, 2006).

The hospital's performance of the hospital is related to the quality of health services related to nursing services. Data recapitulation results obtained that the quality of patient satisfaction of the quality of nursing services in the inpatient room from July - September 2016 got 72.37% low is not by the standard 100%. Deviations that can affect nursing care in hospitals are the performance of nurses in providing health services. If the health service is low, it can affect the patient's trust and satisfaction towards the service and hospital.

Based on researchers' observations at Labuang Baji Regional General Hospital in November 2017 conducting the nursing profession's essential nursing practice (KDPK), most nurses are not caring indifferent patients. When passing in front of the nurse station room, rarely do nurses give smiles to patients and families. Even nurses are less friendly to patients and families. Then researchers get problems related to nurses' performance, the influence of caring nurse behavior on the account, and the impact of nurse motivation on performance.

2. Literature Review
2.1. Work Experience
Experience is one of the processes to understand disciplined behavior. It can be obtained from formal or non-formal education or considered a process that aims to create a better performance (Zainullah et al., 2013; Mu'adi et al., 2020; Nawawi et al., 2020). Nurses can be said to have work experience if they have done the work repeatedly. According to Gomes, 2002 in Indrawati 2018, the indicators of a Nurse's work experience are as follows: Length of time, Level of knowledge and skills possessed, ability to work and equipment, Types of work.

2.2. Motivation
Gitosudarmo and audit (2000) state that motivation is a factor that exists in a person who moves, directing his behavior to meet a specific goal. In motivation, there are four elements, namely, needs, motivation, goals, and rewards (A.Ikhsan Kadir, 2014; Nuraini et al., 2019; Umanailo, 2020, 2019). According to Terry 2006, motivation is an effort, someone, to finish the job with passion because I want to carry it out. As for the opinion of Wibowo,2010 motivation is support on a set of human behavior processes in achieving hope. Indicators of work motivation based on the theory of Abraham Maslow needs (in Indrawati,2018) are described below:

a. Physiological Needs. Fissile needs are the most basic human needs, e.g., eating, drinking, babbling, oxygen, sleep, etc.
b. Sense of secure needs will arise after physiological conditions are met; the need for security protects from the dangers of work accidents, guaranteeing old days when they are no longer working.
c. Social Needs (social need). If physiological needs and security needs are met, there will be social needs, where feelings are established to establish relationships and interact more closely with others. Then it will produce a compact working group, comfortable and good supervision.
d. The Need for Respect. The ambition to be respected for the position appreciated for the achievements made, the appreciation for the skill and ability possessed, and the effectiveness of one's work.
e. The need for self-actualization. Self-actualization is Maslow's highest hierarchy of needs. A person's market is dominated by the need for self-actualization, his abilities, and skills, and he is happy with challenging tasks.

2.3. Caring Nurse
Caring is part of the nursing service to repeatedly provide physical to physical services to offer comfort and safety to patients (Watson, 2005). Hasriyani 2015 has improved caring nurses' terms; it involves ten rankings about caring nurses that show caring for patients. The ten behaviors include: Appreciate every patient, Calling the patient by his name, give time for patient complaints, giving respect for the actions given, always shake hands with patients, indicates sensitivity, Speak the truth, have patience, Responsible, and Provide information so that patients can make decisions

2.4. Nurse Performance

Performance is one illustration of improvement that implemented a plan of activities that have been in the program ideally and simple. And operational organization by a group of people in the organization both in quality and quantity. By the responsibility of and his job, legal and not violate the law, ethics, and morals. The performance itself is a description of the organization's vision, mission, objectives, and strategy. According to Kadir Iksan (2014), the nurse's performance includes Assessment, Diagnosis, Intervention, Implementation, Evaluation, and documentation.
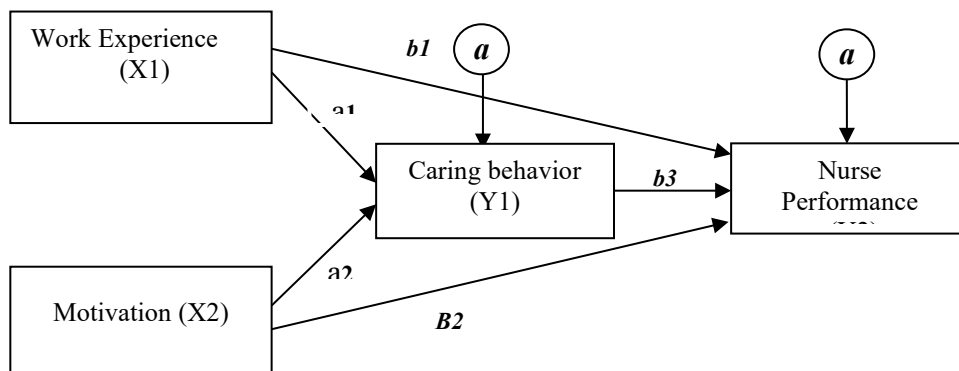
3. Methods

This study's design is a Survey with a quantitative approach by obtaining data in the form of numbers or qualitative data that is guessed. This research was conducted at Labuang Baji Makassar Regional General Hospital with the desired precision of 95% (or the tolerable error rate is 5%). The time of this research will be conducted from approximately September to October 2019. Nurses who worked at Labuang Baji Makassar Regional General Hospital numbered 319 nurses and worked in a hospital as many as 175 nurses using the Slovin formula obtained a sample number of 122 respondents.

The author uses a nonprobability sampling technique called accidental sampling, wherein this sampling technique is based on coincidence. Namely, nurses who work in the inpatient room by chance to meet with researchers can be used as samples and by the data source.

Researchers created a diagram of the path used to present the problem and determine structural equations to provide a relationship between the variable charts. For hypothesis testis conducted through t-test, where t count > t table then hypothesis accepted. The value used in the direct influence test is on the standardized coefficient Beta value, while the indirect influence test is done with the analysis path.

The formulas used in the analysis path are:

Where:

Y1 x f (X1, X2)
And1 x α0 + α1 X1 +α2 X2 +e1
Y2 x f (X1, X2, Y1)
And2 x β0 + β1X1 + β2X2 + β3Y +e2
Y2 = β0 + β1X1 + β2X2 + β3 (X0 + X1X1 + X2X2 + e1) + e2
X0xβ0 = Constant
a1, X2, b1, b2, b3 = Path Coefficient Description:

Y1 = Caring behavior
Y2 = Nurse Performance
X1 = Work Experience
X2 = Motivation
B0 = Constant
e1, e2 = Error Term

4. Discussion

4.1. The Effect of Work Experience on Caring Behavior

From the result obtained the value of $\beta X1 = 0.484$ obtained from the coefficient of equation model I work experience with a significant deal of 0.000 ($p < 0.05$). The author's first hypothesis was accepted that there is a positive and significant influence between X1 variables on Y1 in Labuang Baji Makassar Regional General Hospital's inpatient room. The profile descriptions of respondents found that most nurses have a long working time of 99 (95.2%) respondents and nurses who have an education level of S1 / Profession News as much as 68 (65.4%) respondents. This study is in line with the nursing field's caring theory that distinguishes nurses from other health professions (Watson, 2005 in Kusmiran 2015). Evidenced in the study with the questionnaire statement Y1.8, "Nurses ask for the opinion of patients in performing treatments/actions," which answered as many as 86 (82.7%) respondents.

Table 1. Distribution of Work Experience on Caring Behaviour

| Item | Score | | | | | | | | | | Mean |
| | STS | | TS | | R | | S | | SS | | |
	f	%	f	%	f	%	f	%	f	%	
$X_{1.1}$	0	0	1	1,6	2	5,0	35	60,9	18	32,1	4,23
$X_{1.2}$	0	0	2	5,0	2	5,0	26	45,7	25	44,0	4,28
$X_{1.3}$	1	1,5	1	3,3	3	6,7	32	55,8	18	32,1	4,13
$X_{1.4}$	0	0	1	3,3	6	11,8	34	59,2	14	25,3	4,05
$X_{1.5}$	0	0	1	3,3	5	10,4	27	47,4	22	38,9	4,21
$X_{1.6}$	1	1,5	1	3,3	0	1,6	31	54,1	22	38,9	4,24

Source: Primary Data Processed

So, nurses who are experienced and have a long working period then one's caring behavior will grow and trusting relationships between nurses and patients and families of patients. The development of mutual trust relationships between nurses and patients applies communication to establish relationships in nursing. Nurses act openly and honestly. Empathy means the nurse understands what the patient is feeling. Friendly indicates positive acceptance of others that is often expressed through body language, speech pressure, openness, facial expressions, etc.
This is in line with Wahyudi's research (2017) with the title Factors Related to Caring Behavior of Nurses in Interna Care Room with a significance value (p) = 0.008, and this study gives the results there is a positive influence between the variable length of work to caring behavior nurses.

4.2. The Influence of Motivation on Caring Nurse Behavior
Nilai $\beta X2 = 0.192$ Obtained the motivational significance value is 0.025 ($p < 0.05$) using the model I line coefficient. This result is that the researchers' hypothesis means a positive influence between X2 and Y1.

Table 2. Frequency Distribution of Motivation

| Item | Score | | | | | | | | | | Mean |
| | STS | | TS | | R | | S | | SS | | |
	f	%	f	%	f	%	f	%	f	%	
$X_{2.1}$	0	0	1	3,0	3	5,8	39	65,8	11	20,0	3,08
$X_{2.2}$	0	0	1	3,0	3	5,8	41	72,9	9	14,9	3,03
$X_{2.3}$	0	0	0	1,3	4	7,5	37	60,1	8	20,7	3,12
$X_{2.4}$	0	0	1	3,0	4	7,5	34	60,0	14	24,1	3,12

Source: Primary Data Processed

This research is in line with marquis & Houston's theory (2010). Motivation is a psychological journey that arises, and each one's behavior to achieve a specific vision and mission. Psychologies is a journey that raises each and closely voluntary actions aimed at a particular direction. According to Sunarto (2005:13), Motivating is gives employees to do the desire to complete the nod. You are motivating yourself is to provide advice to yourself and aim towards the goal. Employees will be encouraged if their actions are indifferent to the achievement of mission vision and valuable rewards that will satisfy their needs; motivation can also be defined as goal-oriented behavior on the given task.

From the results of the researcher questionnaire data in statementX2.3 "In doing the work of nurses prefer to do their work than groups/teams" nurses. Who answered less agreed as much as 59 (56.7%) respondents and in statement X2.4, "When I do a task with good results? The head of the room /team leader did not give an award" the nurse replied firmly disagreed as much as 1 (1.0%) respondent. this statement shows that nurses who work get motivation from the head of the room and the team leader, so that nurses' caring behavior affects the reason given by the head of the room/team leader with the statement on Y1.4. "A nurse helps to improve the health of patients." Nurses who answered agreed as many as 59 (57.7%) and who responded firmly decided as many as 43 (41.3%) respondents. In statement Y1.9, "Nurse's respect patient decisions," nurses answered a maximum of 83 (79.8%) Respondents.

From the observation of research interviews to respondents in the state of temporary hospitals in renovations and treatment rooms, Labuang Baji Makassar Regional General Hospital, in the development stage of nurses and other health workers are more alert to the accident rate and can adapt to the current conditions. The nurse, who has high motivation, will show the quality of behavior he displays, both in learning, working, and other lives.
This research is in line with Kurniadi (2013), Buheli (2012), with the same variables, get motivation and caring behavior has a positive effect.

4.3. Effect of Caring Behavior on Nurse's Performance
The value $\beta Y1=0.599$ with a significant deal of caring behavior is 0.000 (p < 0.05), which is obtained in the model II path coefficient. The test result (Path Analysis) shows the accepted hypothesis that there is a positive influence between caring behavior and nurses' performance. Reinforced by Mayer off's theory in Morrison & Burnard (2015), However, Mayer off's analysis is by no means limited to caring in a clinic or a health care environment. Still, it covers all aspects of relationships, i.e., personal, interpersonal, family, spiritual, therapeutic, emotional, etc.

Table 3. Frequency Distribution of Caring Behaviour

| Item | Score | | | | | | | | | | Mean |
| | STS | | TS | | R | | S | | SS | | |
	f	%	f	%	f	%	f	%	f	%	
$X_{2.1}$	0	0	2	3,2	7	4,8	35	62,8	10	18,0	2,08
$X_{2.2}$	0	0	3	3,4	4	4,8	39	70,9	7	13,9	2,03
$X_{2.3}$	0	0	1	1,5	5	6,5	35	59,1	7	19,7	2,12
$X_{2.4}$	0	0	3	3,4	6	6,5	30	57,0	10	20,1	2,12

Source: Primary Data Processed

According to the researchers, caring behavior in nursing services to patients is not listening, presence, and patient understanding. A nurse's company helps the client meet basic needs that cannot be done alone by the patient or family. Touch is one of the approaches that can supported by Watson's theory (Tomey & Alligood, 2006). This is in line with Nurhayati's research results (2016), which examine the same variables.

Diagram line II obtained the value $\beta X1=0.006$ with a significant value is 0.946 (p>0.05). That the author's hypothesis is rejected that there is a negative influence between X1 to Y2. The results are in line. Hartini's theory (2008) states that many experiences will improve good performance and vice versa. If the background is lacking, then performance will decrease and will likely fail. This research is not in line with previous research conducted by Tarigan (2010), Komang et al. (2016), Elviera et al. (2017), researching the same variables. This shows that nurses who are experienced in work do not all have good work performance, as evidenced by the questionnaire—the last education of DIII nursing as many as 34 (32%) respondents.

5. Discussion

From the observations of researchers obtained, nurses who guard the night do not write down the defects of documenting nursing care by the patient's condition. The patient died at 4 am and the nurse who defended the night did defects entering nursing care at noon before the watch was completed. The action gave in the sincere without observation of the patient's condition to write (general shape) patient well without changing before the change of night guard to the morning to make the nurse who took care of the morning begging because did not find the patient in the room. After it was confirmed that the nurse who guarded the night forgot to change the documenting records, this proves that experienced nurses underestimate the condition of the patient and do not do the recording according to the hospital SOP".

Diagram line obtained the value of $\beta X2 = 0.069$ dander significant value of variable X2 0.399 (p>0.05). The above results are not in line with the theory hierarchy developed by Abraham Maslow, who is well known for his Physiological, Safe, Affectionate, Self-Esteem, and Self-Actualization needs. According to Maslow, a person will be motivated if the X2.2 questionnaire statement evidences the most prominent or most potent conditions for them at any given time. "Lack of hospital facilities makes me was - was doing the actions I handled" nurses who responded agreed 48 (46.2%) respondents and strongly agreed 8 (7.7%), respondents and in statement X2.4. "When I do a task with good results. The head of the room/team leader did not give an award" nurse who answered agreed as many as 39 (41.3) respondents of this tensioner statement in line with the theory according to Wibowo (2010) that motivation is an encouragement to a series of processes of human behavior on achieving goals. Thus, in carrying out a job, a nurse must have high motivation to incentivize nurses to work diligently and ultimately improve nurses' performance.

In tables 4.14 and 4.16 "coefficients" in the path chart l I with the value $\beta X1 = 0.484$ and the significant value X1 is 0.000, (p<0.05) and in the path II charts with a value of $\beta Y1 = 0.599$ with a value necessary Caring behavior is 0.000 (p<0.05). The direction II chart with a weight of $\beta X1 = 0.006$ with a significant valueofX1 is 0.946 (p>0.05), the result that variable X1 against Y2 through Y1 is partially negatively influenced.

This result indicates that the variable between or caring behavior is nonmediator. Namely, work experience positively affects affectionate behavior. Work experience to nurses' performance through caring behavior negatively affects means managing behavior cannot mediate work experience to a nurse's account.

From the distribution of respondents who have long work experience of more than three years as much as 99 (95.2%) respondents and educated S1 / Profession News as much as 68 (65.4%) respondents. But caring behavior of nurses has a positive impact on the performance of nurses. If affectionate behavior of nurses can be held means the version of nurses more and more opening at and work experience negatively affects nurses' performance, meaning that not all nurses who have a lot of work experience can improve nurses' performance.

In tables 4.15 and 4.16 "coefficients" in The Diagram Line, I with the value $\beta X2 = 0.069$ dandsignificantX2 0.399 (p>0.05,), on the Diagram line II with a value of $\beta Y1 = 0.599$ with a significant deal of Y1 is0.000 (p<0.05). Indicating a direct influence on the path II charts with a value of $\beta X2 = 0.069$ with a substantial discount of X2 is 0.399 (p < 0.05). This result gives the meaning of variable X2 to Y through Z negative and insignificant effect.

These results give the meaning of caring behavior or variable between in this study is mediator, namely motivation has a significant effect on affectionate behavior; motivation negatively affects the performance of nurses and basis to performance through caring behavior negatively affects means indirectly caring behavior cannot mediate stimulation to version. This study's results align with Siti Khodijah (2014) and Waskiyah (2011) with nurses' variable work motivation and caring behavior.

From the results of the questionnaire, statement X2.2 "Lack of hospital facilities made me was - was doing the actions I handled" nurses who answered agreed 48 (46.2%) respondents and strongly agreed 8 (7.7%) respondents and in statement X2.4. "When I do a task with good results. The room head/team leader did not give an award" nurse who answered agreed as many as 39 (41.3) respondents tensioner statement is in line with the theory According to Wibowo (2010) that motivation is an encouragement to a series of human behavior processes on achieving goals. This, in carrying out a nurse's work, they must have a high motivation to provide an incentive for nurses to work diligently and ultimately can improve the performance of nurses at Labuang Baji Makassar Regional General Hospital.

5. Conclusion

Based on the results of discussions and studies in the previous chapter, the researchers concluded that work experience positively affects caring behavior in the inpatient room; Motivation positively affects affectionate behavior in the inpatient room. Loving action has a significant effect on the performance of nurses. In contrast, experience negatively affects nurses' performance, and motivation negatively affects nurses' version in the hospital room in the path analysis path obtained. Work experience through caring behavior negatively affects the understanding of nurses. Motivation through managing behavior negatively affects nurses' performance. To improve work experience, inspiration, and caring behavior to enhance nurses' performance and the quality of nursing services professionally. Nurses can continue their education from diploma to a higher-level equivalent to undergraduate to gain formal work experience to improve nurses' performance.

References

Dangkua, A. N. Pengaruh Service Climate Terhadap Caring Behavior Perawat Kepada Pasien Melalui Mediasi Occupational Commitment. [Tesis]. Magister Psikologi Profesi. Universitas Padjadjaran. Bandung

Fitriani Nur (2017) Hubungan Kepuasan Kerja Terhadap Kinerja Perawat Di Instalasi Rawat Inap Rumah Sakit Umum Daerah Labuang Baji Provinsi Sulawesi Selatan. Skripsi Fakultas Kesehatan Masyarakat Universitas HasanuddinMakassar

Hadari, Nawawi. (2006). EvaluasiadanManajemenKinerja di Lingkungan Perusahaan danIndustri. Yogyakarta: UGM Press.

Indrawati, Ria (2018). Kecerdasan Emosional Merupakan Parsial Mediator Pengalaman Kerja Terhadap Kinerja Perawat Rumah Sakit Umum Daerah Labuang Baji Makassar. Program PascasarjanaStieAmkop Makassar

Mu'adi, S., Maksum, A., Hakim, M. L., & Umanailo, M. C. B. (2020). Transfer of function agricultural land. Proceedings of the International Conference on Industrial Engineering and Operations Management, 0(March), 2568–2574.

Nawawi, M., Ali, A., Irawan, B., Ahmad, B., Mukramin, S., Marsuki, N. R., Umanailo, M. C. B., & Kaya, I. R. G. (2020). The village kalesang program as a poverty alleviation community. International Journal of Scientific and Technology Research, 9(3), 3103–3107.

Ningsih, 2013 Analisis Kinerja Perawat Pelaksana Dalam Penerapan Proses Keperawatan di Ruangan Rawat Inap RUMAH SAKIT UMUM DAERAH Labuang Baji Makassar

Norma Arindri Dangkua. (2013) Pengaruh Service Climate Terhadap Caring Behavior Perawat Kepada Pasien Melalui Mediasi Occupational Commitment Studi pada Perawat Instalasi Rawat Inap Bedah RUMAH SAKIT UMUM DAERAH Dr.Soetomo Surabaya. (Magister Psikologi Profesi Universitas Padjajaran bandung).http: // repository. usu.ac.id/ bitstream/ 123456789 / 40425/3/ Chapter% 20II. pdf

Nuraini, N., Riadi, A., Umanailo, M. C. B., Rusdi, M., Badu, T. K., Suryani, S., Irsan, I., Ismail, I., Pulhehe, S., & Hentihu, V. R. (2019). Political Policy for the development of Education. International Journal Of Scientific & Technology Research, 8(10).

Nursalam. (2014). Manajemen keperawatan : aplikasi dalam praktik keperawatan profesional. Jakarta : Salemba medika.

Oertle, K. M. (2007). Interagency collaboration: The importance of rehabilitation professionals' involvement in transition. The Journal of Rehabilitation, 73, 36-44. www.lww.com

Peterson, M.F., (eds) & Ashkanasy, N.M.,Wilderom,C.P.2000.Dalam (Norma Arindri Dangkua. 2013) Pengaruh Service Climate Terhadap Caring Behavior Perawat Kepada Pasien Melalui Mediasi

Ritzer, George dan Goodman, Douglas J. 2004. Sociological Theory, New York: Macgraw-Hill. Terjemahan Nurhadi, 2009. Teori Sosiologi; Dari Teori Sosiologi Klasik Sampai Perkembangan Mutakhir Teori Sosial Postmodern, Yogyakarta: Kreasi Wacana.

Sanjaya Hendi (2017) Pengaruh Kompetensi Dan Motivasi Terhadap Kinerja Perawat Pada Dokumentasi Asuhan Keperawatan Di Ruang Rawat Inap Rsu Wisata Universitas Indonesia Timur Makassar. Program Pascasarjana Stie Amkop Makassar. diakses pada tanggal 24, Mei 2019 pukul 20.20 WITA

Sulistyo, H. 2009. Pengaruh Kepemimpinan Spritual dan Komunikasi Organisasi terhadap Kinerja Karyawan. Jurnal ekonomi dan bisnis.Vol 6.Hal.21-28.

Sulistyowati, 2012 Analisis Faktor Faktor Yang Mempengaruhi Pencapaian Target Kinerja Individu Perawat Pelaksanaan Berdasarkan Indeks Kinerja Individu Di Gedung A Rumah Sakit Umum Pusat Nasional Dr. Cipto Mangkusumo

SumadewiNi Putu Asri (2017) Pengaruh Pengalaman Kerja, Prestasi Kerja, Pendidikan Dan Pelatihan Terhadap Pengembangan Karir. Jurnal Manajemen Unud, Vol. 6, No. 8,: 4070-4098

Sunarto dan Budi Cahyono, 2005. Pengaruh Budaya Organisasi, Kepemimpinan dan Motivasi Kerja Terhadap Kinerja Sumber Daya Manusia, di Sekretariat DPRD Propinsi Jawa Tengah, JRBI. Volume 1, Nomor 1, Nomor, hal 13-30

Suroso. (2011). Penatan Sistem Jenjang Karir Berdasar Kompetensi untuk Meningkatkan Kepuasan Kerja dan Kinerja Perawat di Rumah Sakit; Explanasi; Vol.6 No.2 Edisi September 2011

Umanailo, M. C. B. (2019). Structure of Social Change in Industrial Society. Proceedings of the International Conference on Industrial Engineering and Operations Management Riyadh, 668–672.

Umanailo, M. C. B. (2020). The energy in the context of social. Proceedings of the International Conference on Industrial Engineering and Operations Management, 0(March), 2503–2508.

Ument_downloads/direct/61750375?extension=pdf&ft=1479930550&lt=1479934160&user_id=295096833&uahk= GQTj1zPnOx7r31dPlwzpHE2YEdU, di unduh tanggal 24 Mei 2019 jam 03.49 WITA

Utomo Joko, 2011, Pengaruh Motivasi Kerja, Kepuasan Kerja Dan Komitmen Organisasional Terhadap Kinerja Pegawai (Studi PadaPegawai Setda Kabupaten Pati), Analisis Manajemen Vol. 5 No. 1 Juli 2011.

Wasis P, Widyo Deni. Pengaruh motivasi dan pengalaman kerja terhadap kinerja perawat pada rumah sakit nadhotul ulama jombang. Jurnal riset manajemen dan Bisnis Dewantara Volume 1 No 1, Juli2018

Watson,J. 2005. Assessing And Measuring Caring In Nursing And Health Science 2nd Edition. New York : Springer Publishing Company Inc

Zees Rini Fahriani (2011) Analisis Faktor Budaya Organisasi Yang Berhubungan Dengan Perilaku Caring Perawat Pelaksana Di Ruang Rawat Inap Rumah Sakit Umum Daerah.Prof. Dr. H. Aloei Saboe Kota Gorontalo

Biographies

Wildaningsih is a student at Magister Program of Economic Science of STIE AMKOP, Indonesia. Her areas of interest and research include social science and economic. She has published some articles in national journals.

Syahruddin is a lecturer at Economics Department of STIE AMKOP, Indonesia. His areas of interest and research include economic, management, management human resource. He has published some books and many articles in national and international journals.

Abubakar Betan is a lecturer at Economics Department of STIE AMKOP, Indonesia. His areas of interest and research include economic, management, management human resource. He has published some books and many articles in national and international journals.

Andi Ria Metasari is one of the university lecturers in Bone Regency, precisely at the Lapatau Bone Midwifery Academy campus. She has been a lecturer for six years. As a lecturer, she has published several scientific articles in national journals and 2020 passed a research grant; she is also active in the IBI organization (Indonesian Midwives Association).

Misnawati is a lecturer in the Department of Law at the Sekolah Tinggi Ilmu Hukum Pengayoman, Indonesia. She earned a master's degree through scholarship assistance from the Ministry of Youth and Sports of the Republic of Indonesia. In addition to being a lecturer, she is also a social worker who assists the poor in empowering themselves to get out of the poverty line. She has published a book about his profession as a social worker. Besides that, she has also published many international and national journals through collaboration with several other lecturers who focus on multidisciplinary science.

M Chairul Basrun Umanailo has worked as a Lecturer at Iqra Buru University since 2011 until now he is still active in the University's academic activities. has served as head of the Centre for Planning and Community Development Studies (PSP2M) since 2018. Completed his master's program at Sebelas Maret University in 2016, is currently still completing research on the conversion of agricultural land functions.

Nicodemus Bisse is a lecture at English Teaching Program of Faculty of Teacher Training and Education Cendrawasih University Papua Indonesia. Currently he is a Ph.D. student at State University of Makassar. He obtained him M.Ed. from State University of Makassar, Indonesia. His research interest is in the area of Language Learning and Acquisition of Foreign Language in Education. He can be contacted at nikobais@yahoo.co.id