


The Role of Motivation, Competence, and Workload for Completeness of Nursing Process Documentation At Class B Private Hospital In Jakarta

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Article information	Abstract
<p>Article history: Received; April 30th, 2023 Revised: May 06th, 2023 Accepted: June 20th, 2023</p> <p>Corresponding author: Name: Irine Monalisa Address: Jalan Arjuna Utara No.9, Kebon Jeruk, Jakarta 11510 E-mail: irinemonalisapangaribuan@esaunggul. ac.id</p> <p>International Journal of Nursing and Health Services (IJNHS), Volume 6, Issue 3, June 20th, 2023 DOI: 10.35654/ijnhs.v6i3.723 E-ISSN: 2654-6310</p>	<p>Background: Nursing care documentation is a vital electronic and manual record in the form of a series of activities carried out by nurses in each process of nursing care. Objective: This study examines the association between motivation, nurse competence, and workload in increasing the completeness of the nursing care process documentation at Class B Private Hospitals in Jakarta. Method: This study used a cross-sectional method involving 109 nurses. The sampling technique used is purposive sampling. Data processing and hypothesis testing using multiple linear regression analysis methods. Result: The results of this study found that motivation, competence, and workload simultaneously increased the completeness of the documentation of the nursing care process. Workload increases the completeness of the nursing care process documentation at Class B Private X Hospital in Jakarta. Conclusion: Thus, hospital management can increase motivation and competence, and pay attention to workload, to improve the completeness of nursing care documentation. Recommendation: Managers could provide appreciation to nurses who carry out the nursing care process correctly and periodically hold activities encouraging nurses to think critically in solving a problem, express their ideas, and ensure supervision goes well.</p> <p>Keywords: motivation, competence, workload, documentation of nursing care</p>
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Background

The hospital is the most essential part of the health care system. Its primary function is to serve every patient who needs health services. Currently, there are 2,925 hospitals in Indonesia (1). As a result of the increasing number of hospitals with a variety of excellent services, competition between hospitals is becoming increasingly stringent, both public and private hospitals, even general and special hospitals (2). Therefore, hospitals must create innovations in medical services to improve the quality of hospital services to face competitiveness.

Hospitals need to have fundamental service quality characteristics that align with patient expectations (3). Nursing service is good if the fulfillment of the needs of each patient goes well. This good service will create a culture of good handling for all patients and achieve patient satisfaction at the highest standard (4).

Nursing care documentation is part of the nursing care process, carried out systematically by recording the stages of the care process given to patients. This documentation could be a standard of nursing quality services (5).

The hospital of X Jakarta has strived to maintain and develop the quality of services in nursing care. However, the results of the internal audit found that the completeness of nursing care documentation still needed to be higher. Researchers also carried out preliminary observations; the results were that nursing staff with various competency backgrounds did not work to meet the standards of the nursing care documentation process.

In a preliminary survey conducted by researchers in January 2021, it was found from the medical record reports at home that the percentage of completeness of documentation in nursing care still needed to be improved. Only 69% are complete according to nursing care

standards. It was due to the minimum standard for completeness of documentation. Completeness of nursing care documentation is legal aspect to improve the nursing care services (6).

The interviews from nursing committee members to obtain more than 76% of nurses had been supervised to complete documentation of nursing care. Standard Operating Procedures have also been socialized to nurses up to the junior level. However, the completeness of the documentation of the nursing care process still needs to be improved.

The literature review found that limited studies focused on this issue. Whereas through this research, we hoped that researchers could understand and apply the knowledge obtained from academics, and the results of this study are expected to be a reference for further research to develop knowledge in general and hospital management in particular. This research could also contribute to increasing the completeness of the nursing care process documentation and improving service quality.

OBJECTIVE

The study aimed to determine the effect of motivation, nurse competence, and workload in increasing the completeness of the documentation of the nursing care process at class B private hospitals in Jakarta.

METHOD

Design

This study is associative quantitative research with a cross-sectional approach. This research is one method that could be used to collect data with a large population to be observed directly.

Sample, sample size, and sampling technique

The population in this study were all nurses at a Private hospital in Jakarta. One hundred fifty nurses were selected using the purposive sampling technique. This method was a technique for taking samples from the population based on specific considerations.

The variables consisted of dependent variables such as completeness of nursing care documentation. Whereas independent variables such as nurse motivation, nurse competency, and nurse workload.

Data collection process

Researchers assisted by research assistants collected data. The researcher carried out the data collection process within one month in stages. All respondents who were involved in this study were given informed consent as a form of consent to be involved in this study. All the respondents provided information related to the research process involved.

The instrument for data collection

Motivational questionnaire. The motivational questionnaire is used to measure the respondents' motivation level. This questionnaire consists of 5 dimensions, including 1) physiological, 2) security, 3) social, 4) appreciation, and 5) self-actualization. The questionnaire consisted of 18 questions with a Likert scale of 1=strongly disagree, 2=disagree, 3=neutral, 4=agree, and 5=strongly agree. This instrument has been tested for validity and reliability with a Cronbach alpha value of 0.94

Competency Questionnaire. This competency questionnaire is used to measure the competency level of nurses adopted by Spencer et al (7). This questionnaire consists of 4 dimensions, including 1) knowledge, 2) skills, 3) attitudes, and 4) clinical nurse competence. The questionnaire consisted of 20 questions with a Likert scale of 1=strongly disagree, 2=disagree, 3=neutral, 4=agree, and 5=strongly agree. This instrument has been tested for validity and reliability with a Cronbach alpha value of 0.97

The workload questionnaire measures nurses' perceptions regarding the workload experienced by nurses. This questionnaire was adapted from Hart & Staveland (8) and consisted of 6

dimensions, including 1) Mental demands, 2) physical demands, 3) temporary demands, 4) Performance, 5) Effort, and 6) frustration. The questionnaire consisted of 18 items with a Likert scale of 1=strongly disagree, 2=disagree, 3=neutral, 4=agree, and 5=strongly agree. This instrument has been tested for validity and reliability with a Cronbach alpha value of 0.92

Statistically analysis

The data obtained were analyzed using multiple regression to obtain a comprehensive picture of the relationship between the dependent and independent variables. The assumption of data normality is made before deciding on the use of this statistical test. The significance was alpha <0.05

Ethical consideration

This research has gone through an ethical review conducted at Esa Unggul University. All respondents involved in this study were asked to fill out informed consent as a form of consent.

RESULT

Characteristic of respondents

Table 1 shows the characteristics of the respondents. The results showed that most nurses were female (70%), and the rest were male (30%). Nearly half of the respondents were aged <26 years (44%). Most nurses are still at the Clinical Nurse I level (64%). Related to the educational background of the respondents. Half of them have a degree in Nursing (50.5%).

Table 1. Characteristic of Respondents

Variables	n	%
Gender		
Men	33	30
Women	76	70
Aged		
<26 year	48	44
26 - 30 year	31	28
31 - 35 year	12	11
36 - 40 year	10	9
>40 year	8	7
Level of clinical nurses		

Clinical nurses I	70	64
Clinical nurses II	18	17
Clinical nurses III	16	15
Clinical nurses IV	4	4
Clinical nurses V	1	1
Education level		
Diploma 3 of nursing	55	50.5
Bachelor of nursing	54	49.5

Multiple Regression Test

Hypothesis testing was carried out to determine whether there is a relationship between motivation, competence, workload, and the completeness of the documentation of the nursing care process.

Table 2 shows the multiple regression test. The results show an influence between work motivation, competence, and workload on the completeness of nursing care documentation with a p-value <0.01.

Model	Sum of square	df	Mean square	F	p-Value	Note:
1 Regression	56869.050	3	18956.350	3243.005	.000	a
Residual	613.757	105	5.845			b1,b2,b3=
Total	57482.807	108				X1 = Motivation

a. Dependent Variable: TOTCOMPL
b. Predictors: (Constant), WLTOT, MKTOT, KKTOT

Analysis of the Coefficient of Determination

Table 3 describes the analysis of the coefficient of determination. The results show that the analysis of the determination coefficient was $r^2=.989$. It was indicated that work motivation, competency, and workload were associated with the completeness of nursing care documentation by 98.9%, while other factors outside this study influenced 1.1%.

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.995 ^a	.989	.989	2.41771

Partial test results

Table 4 shows the relationship between the independent variables and

the dependent variable partially. The statistical results show that 1) There is a relationship between motivation and the completeness of the documentation of the nursing care process (p-value <.01); 2) There is a competency relationship to the completeness of the nursing care process documentation; 3) There is a relationship between workload and the completeness of the documentation of the nursing care process.

Model	Unstandardized Coefficient		t	p-value
	B	Std. Error		
1 (Constant)	34.703	1.904	18.230	.000
MKTOT	.999	.029	34.036	.000
KKTOT	1.025	.035	29.706	.000
WKTOT	1.013	.040	25.138	.000

The regression equation of this study is as follows:

$$Y' = a + b_1X_1 + b_2X_2 + b_3X_3$$

$$Y' = 34.703 + 0.999X_1 + 1.025X_2 + 1.013X_3$$

Y' = Documentation completeness
a = Constanta
b1,b2,b3= Regression coefficient
X1 = Motivation
X2 = Competence
X3 = Workload

The constant score is 34.703. Thereby, if motivation (X1), competence (X2), and workload (X3) are 0, then the completeness of nursing care documentation (Y') is 34.703. All coefficients are positive, which illustrates that motivation, competence, and workload simultaneously will make nursing care documentation's completeness stronger when compared to motivation, competence, or workload that stands alone.

DISCUSSION

This study shows that motivation increases the completeness of nursing care documentation in X Hospital. It was consistent with previous studies showed that motivation significantly increases the desire of nurses to complete documentation of the nursing care process (9).

Another predictor factor including

competence. It also plays a role in increasing the completeness of nursing care documentation at the hospital. Competence could improve the ability of nurses to complete nursing care documentation. This aligns with a study which shows competence issue to completeness of the documentation of the nursing care process (10). The higher the competence of nurses could improve the completeness of the documentation of the nursing care process.

This study also found that workload played a role in increasing the completeness of nursing care documentation at X Hospital. This is in line with a study explain that higher workload influenced the incomplete patient information in documentation (11).

It also supported by a study conducted in emergency room found that high workload could increase the completeness of nursing care documentation (12). Another study also explain that workload affects the quality of the provided nursing care by affecting implicit rationing of nursing care (13)

This is due to the strict supervision from the head of the room and the team leader, as well as the high awareness of nurses in being responsible for their work and patients (10). It needs to be studied more deeply whether a high workload can improve the performance of nurses in all aspects of work outside the completeness of the documentation of the nursing care process.

CONCLUSION AND IMPLICATION

Recommendations for clinical practice Hospital managers need to consider several important aspects, including increasing nurses' motivation, competence, and workload. Hospital management is considering evaluation feedback to be used to improve nurse performance in various aspects of nursing. Current nursing record formats should be reviewed and updated, and auditing techniques should be expanded in the

patient care area.

Future researchers should add other variables that may play a role by testing the effect/relationship using path analysis or structural equation models.

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