



RELATIONSHIP BETWEEN NURSES' WORK MOTIVATION AND NURSES' INTERPROFESSIONAL COLLABORATION PRACTICE TOWARD PATIENT SATISFACTION

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ABSTRACT

Nurse work motivation is the internal and external forces that drive work behaviors, such as commitment and performance, by determining their direction, intensity, and duration. Interprofessional collaboration in nursing practice involves partnerships between nurses, healthcare teams, and patients with shared decision-making based on professional expertise. Patient satisfaction reflects perceptions of the quality of care compared to their expectations. This study aims to analyze the relationship between nurses' work motivation and patient satisfaction and the relationship between interprofessional collaboration in nursing practice. The study was quantitative with a correlation approach. 99 inpatients were involved in this study using convenience sampling. Data were collected using a questionnaire and analyzed using the Spearman rank statistical test. The results of the study showed that there was a relationship between nurse work motivation and patient satisfaction ($0.027 < 0.05$). There was a relationship between nurse interprofessional collaboration practice and patient satisfaction $0.007 < 0.05$. It is expected that the work motivation and interprofessional collaboration practice of nurses can be further improved in services so that patient satisfaction increases and patient needs are met well.

Keywords: nurses' work motivation; nurses' interprofessional collaboration practice; patient satisfaction

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INTRODUCTION

Good health is a basic human right because without health, a person cannot fulfill his/her life needs. Hospitals are important facilities in the healthcare system that provide services such as nursing, medical rehabilitation, medical assistance, and medical services (Kruk et al., 2018). This service is provided through emergency, outpatient, and inpatient installations by Law Number 44 of 2009 concerning the organization of hospitals. To improve patient satisfaction, hospitals in Indonesia must design effective strategies, with a minimum satisfaction standard set by the Indonesian Ministry of Health at 95%. If the level of satisfaction is below this standard, the service is considered not to meet the Minimum Service Standards (Fakrulloh & Lub, 2023).

Patient satisfaction serves as an outcome measure to evaluate service quality and is recognized by the Portuguese Association of Nursing Professionals as an important and valid indicator of care quality (Al-qudimat et al., 2024). Nurses play a vital role in the health care system, as they spend a lot of time with patients and provide about 80% of primary care in hospitals (Alsadaan et al., 2023). Motivation is a force of a person's energy that can increase their enthusiasm for carrying out something (Bandhu et al., 2024). In line with previous research, it states that low nurse work motivation can have a significant impact on the quality of service and patient safety. Low nurse work motivation has a major impact on the success of

the organization, and more specifically has a serious impact on the quality of nursing care which leads to a negative impact on patient outcomes and satisfaction (Alsadaan et al., 2023). As many as 70-80% of errors in health services are caused by poor communication and understanding within the team (Noviyanti et al., 2021).

Interprofessional collaboration models are essential to support the delivery of safe, efficient, and patient-centered health services (Reeves et al., 2017). Healthcare professionals working in multidisciplinary teams can provide quality, holistic care, and a good teamwork culture has been shown to improve performance levels and patient satisfaction (Tandan et al., 2024). DR. Pirngadi Regional General Hospital, Medan City is a regional general hospital owned by Medan City, the Medan City Government has great attention and determination for the progress of Pirngadi Hospital through improvements and repairs in all areas. The survey reflects fluctuations in patient satisfaction levels at DR. Pirngadi Regional General Hospital, Medan City during the period 2019 to 2023. In 2019, the patient satisfaction level was at 80% and experienced a significant increase to 85% the following year. However, there was a sharp decline to 78% in 2021. Improvements were seen starting in 2022 with the satisfaction level increasing back to 80% and the positive trend continued into 2023 with the satisfaction level reaching 83%. Therefore, the study aims to analyze the relationship between nurses' work motivation and nurses' interprofessional collaboration practice toward patient satisfaction at DR. Pirngadi Regional Public Hospital, Medan City.

METHOD

This study was quantitative with Spearman rank correlation which aims to analyze the relationship between nurses' work motivation and patient satisfaction and nurses' interprofessional collaboration practice with patient satisfaction at DR. Pirngadi Regional Public Hospital, Medan City. Data collection was carried out from 1 to 30 November 2024. The sample in this study was 99 patients and inpatient nurses at Dr. Pirngadi Regional Hospital, Medan City using convenience sampling. Data collection in this study used a questionnaire on nurses' work motivation and nurses' interprofessional collaboration practice after being tested for reliability and validity. In this study, the results of the validity test for the work motivation instrument, nurse interprofessional collaboration practice, and patient satisfaction, the CVI value =1 ($1 \geq 0.80$), so the three instruments in this study are valid. In this study, the work motivation questionnaire had a Cronbach alpha coefficient of 0.897, the interprofessional collaboration practice instrument had a Cronbach alpha coefficient of 0.859, and the patient satisfaction instrument had a Cronbach alpha coefficient of 0.904, so all three instruments were reliable. Data were analyzed using Spearman rank correlation. This study has received ethical approval from the Health Research Ethics Committee, Universitas Sumatera Utara No.1350/KEPK/USU/2024.

RESULT

Table 1 highlights the demographics of nurse and patient respondents. Most nurse respondents were female (96%), aged 31–40 years (51%), and married (94.9%). They predominantly held a D-III education (52.5%) and had over 5 years of work experience at Dr. Pirngadi Regional Hospital, Medan (60.6%). Among patient respondents, the majority were female (61.6%), aged 41–50 years (54.6%), and married (94.9%). Most had elementary to high school education (48.5%), were employed (45.5%), and had been hospitalized for more than 3 days (64.6%).

Table 1.
Respondent characteristics (n=99)

Respondent characteristics	f		%	
	Nurse	Patient	Nurse	Patient
Gender				
Male	4	38	4.0	38.4
Female	95	61	96.0	61.6
Age (year)				
20-30	6	14	6.0	14.1
31-40	50	31	51.0	31.3
41-50	42	54	43.0	54.6
Marital status				
Unmarried	5	31	5.1	31.3
Married	94	54	94.9	54.5
Divorced		13		14.1
Educational				
No school		29		29.3
Elementary/junior high/high school		48		48.5
D-III	52	12	52.5	12.1
Bachelor/Profession/Magister/Doctoral	47	10	47.5	10.1
Occupation				
Not Working		40		40.4
Student		14		14.1
Working		45		45.5
Length of work (year)				
1-3	37		37.4	
3-5	2		2.0	
>5	60		60.6	
Length of care				
3 days		10		10.1
>3 days		64		64.6
1 week		8		8.1
>1 week		17		17.2

Table 2.
Work motivation of nurses (n=99)

Nurses Work Motivation	f	%
High	76	76.8
Moderate	23	23.2

Table 2 shows that 99 nurse respondents based on the nurse work motivation variable, most of them were high, namely 76 people (76.8%), and 23 nurse respondents had moderate work motivation (23.2%).

Table 3
Interprofessional collaboration practice of nurses (n=99)

Interprofessional collaboration practice nurses	f	%
Good	58	58.6
Sufficient	41	41.4
Less	0	0

Table 3 shows that 99 nurse respondents for the interprofessional collaboration practice variable for nurses were mostly in the good category, with as many as 58 people (58.6%), while 41 people (41.4%) were in the sufficient category.

Table 4 shows that 99 respondents mostly had high patient satisfaction (58 people (58.6%) and moderate patient satisfaction (41 people (41.4%).

Table 4.
Patient satisfaction (n=99)

Patient satisfaction	f	%
High	58	58.6
Moderate	41	41.4
Low	0	0

Table 5 shows that the results of the Spearman rank correlation test obtained a ρ -value of 0.027 which is smaller than 0.05, so there is a significant relationship between nurses' work motivation and patient satisfaction at Dr. Pirngadi Hospital, Medan City in 2024. Based on the correlation coefficient obtained, it is 0.222, which means that the relationship between nurses' work motivation and patient satisfaction at Dr. Pirngadi Hospital, Medan City in 2024 is included in a low relationship. Based on the criteria for the direction of the relationship where the correlation coefficient number in the results above is positive the relationship between the two variables is in the same direction, which means that the more nurses' work motivation increases, the more patient satisfaction increases.

Table 5.
Relationship between nurses' work motivation and patient satisfaction (n=99)

		Nurses' work motivation	Patient Satisfaction	<i>p-value</i>
Nurses' work motivation	<i>Correlation Coefficient</i>	1.000	.222	
	<i>Spearman's Rho</i>		.027	.027
	N	99	99	
Patient Satisfaction	<i>Correlation Coefficient</i>	.222	1.000	
	<i>Sig.(2-tailed)</i>		.027	.027
	N	99	99	

Table 6 states that the results of the Spearman rank correlation test obtained a ρ value of 0.007 which is smaller than 0.05, so there is a significant relationship between nurses' interprofessional collaboration practice and patient satisfaction at Dr. Pirngadi Hospital, Medan City in 2024. Based on the correlation coefficient obtained 0.270, which means that the relationship between nurses' interprofessional collaboration practice and patient satisfaction at Dr. Pirngadi Hospital, Medan City in 2024 is included in a low relationship. Based on the criteria for the direction of the relationship where the correlation coefficient number in the results above is positive the relationship between the two variables is in the same direction, which means that the more nurses' interprofessional collaboration practice is improved, the more patient satisfaction will increase.

Table 6.
The relationship between interprofessional collaborative practice of nurses and patient satisfaction (n=99)

		Interprofessional collaboration practice nurses	Patient Satisfaction	<i>p-value</i>
Interprofessional collaboration practice nurses	<i>Correlation Coefficient</i>	1.000	.270	
	<i>Spearman's Rho</i>		.007	.007
	N	99	99	
Patient Satisfaction	<i>Correlation Coefficient</i>	.270	1.000	
	<i>Sig.(2-tailed)</i>		.007	.007
	N	99	99	

DISCUSSION

Based on the research results, it is known that from 99 respondents based on the nurse work motivation variable, it was found that the majority of respondents had high nurse work motivation, namely 76 people (76.8%). Another study conducted by Rosdiana and Ramadhani (2021) at Sundari Hospital Medan showed that the work motivation of nurses was mostly good, with as many as 52 people (83.9%) and the motivation of nurses was in the poor category, as many as 2 people (3.2%). In another study conducted by Ariyanti (2022) at Condong Catur Hospital, Yogyakarta, namely from the results of the study, data was obtained from 42 respondents, showing that 29 people (69%) had high work motivation for nurses, and 13 people (31%) had low work motivation.

Based on the results of research on interprofessional collaboration practice for nurses, the majority of respondents stated that it was good, as many as 58 people (58.6%). This is by research Haryani et al. (2023) on the description of the implementation of interprofessional collaboration at Fatmawati General Hospital based on the Respondent Achievement Level (RAL) of 87.95% for the aspect of communication implementation, 84.69% for the aspect of bureaucracy implementation, 80.51% for the aspect of resource implementation, and 83.89% for the aspect of disposition implementation for the total Respondent Achievement Level (RAL) >80.1% is included in the very good category. The researcher stated that the implementation of interprofessional practice collaboration is important to be carried out in handling patients in hospitals, this indicates that professionals at Fatmawati General Hospital are professionals who understand the definition and purpose of interprofessional practice collaboration and realize that the implementation of interprofessional practice collaboration is an important thing to have. This is in line with research conducted by Dulahu et al. (2022) regarding the description of the implementation of interprofessional collaboration according to the perceptions of nurses from 129 respondents, most of whom were in the good category as many as 117 people (90.7%) and the sufficient category as many as 12 people (9.3%), this is because most of them have joint participation in the decision-making process for patient treatment and care. Another study conducted by Murdiany (2021) regarding the relationship between interprofessional communication and nurse-doctor collaboration in the Inpatient Installation of H. Damanhuri Barabai Regional Hospital showed that the collaboration between nurses and doctors was mostly good, as many as 129 people (80.6%) and lacking as many as 31 people (19.4%).

Based on the results of research on patient satisfaction, the majority of patient satisfaction was in the high category, with as many as 58 people (58.6%), and the moderate category, as many as 41 people (41.6%). This is to the results of the study by Yunita and Hariadi (2019) at Permata Bunda Hospital Medan, which stated that most of the patients were very satisfied as many as 37 people (88.1%) and a small portion were less satisfied as many as 5 people (11.9%). The researcher assumed that this was obtained because Permata Bunda General Hospital has a patient satisfaction standard with a customer satisfaction index of >70% to achieve this standard, the management of Permata Bunda General Hospital has a vision of becoming a hospital with quality, safe, affordable, and family-based services. This is also in line with research (Nurhanifah, 2022) which shows that the majority of patient satisfaction is in the satisfied category, as many as 60 people (93.8%) and 4 patients are dissatisfied (6.2%). This is because the nurse's therapeutic communication has been carried out well.

Based on this study, the results of the Spearman rank correlation test obtained a ρ -value of 0.027, which is smaller than 0.05, so there is a significant relationship between nurse work motivation and patient satisfaction at Dr. Pirngadi Regional Hospital, Medan City in 2024. According to the researcher's assumption, nurses' work motivation should have a level of

relationship. The higher nurse's work motivation will affect the services provided by nurses because quality service or excellent service is the best service that meets standards so it is expected to increase patient satisfaction according to Sanita (2018), a nurse must have good skills in working in a health institution both in terms of performance and work achievement. The level of performance and quality of implementation of the nursing service system depends on the level of motivation of nurses in the care unit. Nurses who have good motivation are nurses who have the energy to do something to achieve the expected goals (Rakhim et al., 2021).

This is in line with research conducted by Safitri and Herlina (2019) regarding the relationship between caring behavior and nurse motivation with patient satisfaction at L. A Samarinda Regional Hospital, which showed a significant relationship between nurse motivation and patient satisfaction from the results of the relationship analysis obtained a chi-square value of 0.000 ($p < 0.05$), so it can be concluded that there is a statistically significant relationship, most patients stated that they were satisfied with nursing services because nursing services were by patient expectations. Another study conducted by Rakhmawati and Suhartini (2023) regarding Dr. Haryoto Lumajang Hospital showed that respondents who had high motivation with high responsiveness were 16 respondents (84.2%), respondents who had high motivation with moderate responsiveness were 3 respondents (15.8%), respondents who had moderate work motivation with moderate responsiveness were 3 respondents, the results of the statistical test obtained p value = 0.001 with $\alpha = 0.05$ so it was concluded that H_0 was rejected and H_1 was accepted, namely there was a relationship between work motivation and nurse responsiveness in this study, high nurse work motivation apart from the influence of leadership style can also come from psychological processes within a person, including physiological needs, a sense of security at work, social needs, appreciation, self-actualization or fulfillment of self-needs can be supported by adequate salary. The researcher also stated that the responsiveness of nurses has a positive influence and significance on patient satisfaction so that the better the patient's perception of the responsiveness, the higher the patient satisfaction will tend to be (Wahyuni et al., 2024).

Based on the results of the Spearman rank correlation test, the ρ value obtained was 0.007, which is smaller than 0.05, so there is a significant relationship between nurses' interprofessional collaboration practice and patient satisfaction at Dr. Pirngadi Regional Hospital, Medan City in 2024. According to Wallace et al. (2021), interprofessional collaborative care can result in improved patient outcomes and satisfaction through greater access, lower costs, better patient choice, and higher quality care. This is in line with previous research on the relationship between interprofessional communication and nurse-doctor collaboration, showing that the majority of respondents have good interprofessional communication relationships with good nurse-doctor collaboration, namely 120 respondents (93%). The results of the chi-square test between interprofessional communication and nurse-doctor collaboration obtained a significance value with a p -value of 0.000 with a confidence level of 5% or 0.05 ($\alpha < p$ -value) so that it can be concluded that there is a relationship between interprofessional communication and nurse-doctor collaboration (Shaqra et al., 2024).

The relationship between communication and collaboration research conducted by (Nurwahyuni et al., 2024) regarding the relationship between nurses' therapeutic communication and patient satisfaction, showed that nurses whose therapeutic communication skills were ineffective and patients felt dissatisfied 16 people (80%) and 4 people (20%) were satisfied. Meanwhile, in those whose therapeutic communication was effective, patients felt dissatisfied as many as 1 people (10%), and those who felt satisfied were 9 people (90%),

based on statistical tests using chi-square, a p-value of 0.000 (p-value $< \alpha$ 0.05) was obtained, meaning that there is a significant relationship between nurses' therapeutic communication and patient satisfaction. The better the therapeutic communication implemented, the more satisfied the patient is in receiving it (Adrian et al., 2023).

CONCLUSION

There is a significant relationship between nurses' work motivation and patient satisfaction at Dr. Pirngadi Regional Hospital, Medan City in 2024 and there is a significant relationship between nurses' interprofessional collaboration practice and patient satisfaction at Dr. Pirngadi Regional Hospital, Medan City in 2024. It is expected that the work motivation and interprofessional collaboration practice of nurses can be further improved in services so that patient satisfaction increases and patient needs are met well. Suggestions from researchers are expected to be used as material for further study for hospitals.

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