The Effect of Nurse Competence, Motivation, and Workload on the Performance of Emergency Room (ER) Nurse in Regional Hospitals of Yogyakarta

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Abstract
Every hospital is required to have experienced and professional human resources. Emergency Room (ER) nurses are required to have more performance than nurses in other units, because ER is the main line as one of the entry points for patients in the hospital. The performance of nurses in improving service, several factors that influence it are the level of competency of nurses, their motivation in work and also the workload they bear. This study to analyze the effect of competence, motivation and workload on the performance of ER nurses in regional hospital of Yogyakarta. Type of this study was quantitative descriptive with a cross-sectional approach. The research sample amounted to 58 nurses, and determining sampling was by purposive sampling. The research instrument used a questionnaire that has been tested for validity and reliability. Data analysis used multiple linear regressions. The results of this study showed competence, motivation and workload had a positive and significant effect on nurses performance. Competence, motivation and workload have an influence of 50.7%, while the remaining 49.3% is explained by other factors not examined in this study. The results showed that competence has a positive effect on nurses performance, motivation has a positive effect on nurses performance, and workload does not significant affect nurses performance. The conclusion that competence, motivation and workload jointly influence the performance of nurses. Competence influences nurses performance, motivation influences nurses performance, and workload does not affect nurses performance.
Keywords: competence, motivation, workload, nurses performance

BACKGROUND

Hospital is an organization of health care providers that is required to always provide professional and comprehensive services based on the values of empathy, respect, responsiveness, accuracy, safety, and security to the public. It is undeniable, the quality of quality, effective, and efficient services is a must as well as a determining factor for the success of a hospital. Emergency Room (ER) is one of the main lines as an entry point for patients in hospitals who are then triage to be given help by health workers. ER is an integral unit in the hospital where every experience of patients who come to the emergency department can have a major influence on the views of the community about how the hospital actually looks (Sukmaretnawati, 2014).

Based on data from medical record unit, in 2017 every day the number of patient who come ER in RSUD Kota Yogyakarta as many as 73 people, RSUD Panembahan Senopati Bantul as many as 60 people, RSUD Sleman as many as 50 people dan RSUD Wates as many as 78 people. Because of many patient come to ER, every hospital required to have experienced and professional human resources. Nurse profession can act as one of the determinants of the quality of health services in the hospital, as the type of service provided is quite comprehensive, namely with a biological, psychological, social, spiritual approach and carried out sustainably (Ministry of Health, 2004). Human Resources is a key factor in the survival of an organization/company. Without a human being in an organization, it will not be possible for the organization to develop and advance in accordance with the expected goals and vision. Therefore, the success of a company/organization in achieving its objectives is largely determined by the performance of its employees (Mulyadi, 2010)

Nursing services are part of the health care system that is often used as a barometer of society in assessing the quality of hospitals. This requires the professionalism of nurses at work as indicated by the results of nurses performance. Good employee performance can be one of the determining factors in improving the quality of a hospital because employees are the main door in health services to the community (Mudayana, 2010). To improve the performance of nurses, human resources are very influential especially in the level of competency of nurses, their motivation in work and also the workload they carry.

Competent nurses who are able to provide safe care in accordance with the responsibilities set out in the nursing profession's standards can improve the quality of a hospital and generate patient/community satisfaction with the hospital. According to Budiawan's research, (2015) competency is significantly related to nurses performance which means good competency has the potential to provide good performance compared to those with less competence where competence is needed by a nurse as an encouragement to increase work motivation or motivation.

The step that can be taken to improve the quality of the company is to increase motivation. Motivation is an effort to optimize the potential of employees to be able to work well according to their responsibilities, willing to work together to encourage improvement in employee performance, so as to successfully realize the goals of the company/organization itself (Toode, 2015). The strength and weakness of work motivation of a workforce also determine the size of the performance achievements.

Every workload received by a worker must be appropriate and balanced against the physical and psychological abilities of the worker. In the workforce in the field of nursing workload is influenced by its function to carry out nursing care and in accordance with the nursing care standard that he has. The handling of emergency patients at the emergency department has the philosophy that Time Saving is Life Saving, which means that all actions taken during emergency conditions must be truly safe, effective, and efficient (Wiyono, 2016).

Health workers, especially nurses in the emergency department, have a workload that is not easy. The workload at the Emergency Room (ER) needs to be known so that the quantity and quality requirements of health personnel can be determined so that there is no inappropriate workload that ultimately leads to work stress and affects the performance productivity of the nurse. Based on the descriptions above, it encourages researchers to study the effect of competency, motivation and workload on nurses on the performance of ER nurses in regional hospitals of Yogyakarta.

RESEARCH METHODS
Research Design
The type of research used in this study was descriptive quantitative, which analyzed the influence of independent variables on the dependent variable. While the design of this study used a cross sectional approach.

The study was conducted in the Emergency Room (ER) type B Hospital (RSUD Kota Yogyakarta, RSUD Panembahan Senopati Bantul, RSUD Sleman, and RSUD Wates in Yogyakarta in March 2018-October 2018.

Population and Samples
The population in this study were all nurses who worked ER type B regional hospitals of Yogyakarta (as many as 67 nurses. Sampling in this study used purposive sampling technique obtained as many as 58 respondents.

Research Instrument
This study used primary data which was one by providing a data collection instrument in the form of a questionnaire containing questions including competency, motivation, workload, and performance of nurses to ER nurses in regional hospitals of Yogyakarta.

Data Analysis
Descriptive analysis was conducted to describe the frequency distribution of each variable, both the independent variable, the dependent variable, and the characteristic description of the respondents. Parametric inferential statistical analysis in this study uses Multiple Linear Regression by fulfilling the assumptions set to produce coefficient values as unbiased estimators (Normality Test, Heterocedasticity, Autocorrelation, and Multilinearity).

RESEARCH RESULT
Description of Respondents

Table 1. Characteristics of respondents

Respondent Characteristics	F	%
Age (years old)		
a. 21-30	24	41,4
b. 31-40	23	39,7
c. 41-50	7	12,1
d. >50	4	6,9
Sex Type		
a. Male	37	63,8
b. Female	21	36,2
Education		
a. D3	40	69,0
b. D4	5	8,6
c. S1	13	22,4
Length of Work		
a. < 10 Years	32	55,2
b. 10-20 Years	13	22,4
c. > 20 Tahun	13	22,4
Workplace		
a. RSUD Sleman	10	17,2
b. RSUD Wates	12	20,7
c. RSUD Kota Yogyakarta	18	31,0
d. RSUD Bantul	18	31,0
Total	58	100,0

Based on the table above shows that the majority of respondents with ages 21-30 as many as 24 people (41.4%), male sex as many as 37 people (63.8%). The majority of respondents' education, namely D3 as many as 40 people (69.0%) and length of work ranged from 1-10 years as many as 32 people (55.2%). Most of the respondents work in RSUD Kota Yogyakarta and RSUD Panembahan Senopati Bantul each with 18 people (31.0%).

Descriptive statistics
1. **Competence**

Table 2. Category of Competency variable

Category	Interval	(n)	(%)
Less	20,0-46,6	0	0,0
Sufficient	46,7-73,2	2	3,4
Good	73,3- 100	56	96,6
Total		58	100

Mostly nurse competencies are in the good category as many as 56 respondents (96.6%), sufficient category as much as 2 respondents (3.4%) and no respondents with less category.

2. **Motivation**

Table 3. Category of motivation variable

Category	Interval	(n)	(%)
Los	16,0-37,2	0	0,0
Medium	37,3-58,6	14	24,1
High	58,7-80	44	75,9
Total		58	100

Of the 58 respondents, the motivation of nurses was mostly in the high category as many as 44 respondents (75.9%), the medium category was 14 respondents (24.1%) and there was no low category.

3. **Workload**

Table 4. Category of Workload variable

Category	Interval	(n)	(%)
Light	0,0-33,2	0	0,0
Medium	33,3-66,6	15	25,9
Heavy	66,7- 100	43	74,1
Total		58	100

Mostly nurses' workloads is in the heavy category were 43 respondents (74.1%), medium categories were 15 respondents (25.9%) and there were no light category.

4. **Performance**

Table 5. Category of Performance variable

Category	Interval	(n)	(%)
Less	24,0-56,0	0	0,0
Sufficient	56,1-88,0	1	1,7
Good	88,0- 120	57	98,3
Total		58	100

Of the 58 respondents, the performance was mostly in the good category as many as 57 respondents (98.3%) and in the sufficient category as many as 1 respondent (1.7%) and none in the less category.

5. **Hypothesis Testing**

Table 6. Hypothesis Testing

F Test			
constant	= 32,881		
Adjusted R^2	= 0,507		
F count	= 20,525		
Sig.	= 0,001		
t-test			
Variable	Coeff.	t-count	Sig.
Competence (X1)	0,753	4,841	0,001
Motivation (X2)	0,299	2,133	0,038
Workload (X3)	-0,420	-1,359	0,180

The results of the t-test statistic show the competency variable (X1) with nurses performance (Y) of 4.841 with a significance level of 0.001, because the significance is smaller than 0.05 (p <0.05), this result indicates that there is influence of competency (X1) on performance (Y). Motivation variable (X2) with performance (Y) t count value of 2.133 with a significance level of 0.038, because the significance is smaller than 0.05 (p <0.05) indicating that there is an influence between motivation (X2) and nurses performance (Y) The t-test statistic of workload variable (X3) with nurses performance (Y) is 1,359 with a significance level of 0.180, because the significance is greater than 0.05 (p> 0.05), this result indicates that there is no effect of workload (X3) on nurses performance (Y).

The test results of the F test obtain a calculated value of 20,525 with a significance of 0.001. The significance value is smaller than 5% (p <0.05), then competence (X1), motivation (X2) and workload (X3) affect performance (Y). Adjusted R2 value of 0.507 indicates that the variables of competence, motivation and workload contribute to the performance of 50.7%, while the remaining 49.3% is explained by other factors not analyzed in this study.

DISCUSSION

1. **The Effect of Competence, Motivation and Workload on the Performance of ER Nurse in Regional hospitals of Yogyakarta**

Competence, motivation and workload have a positive and significant effect on the performance of ER nurses in regional hospitals of Yogyakarta. The results of the study are in line with Budiawan's research (2015) which show that nurse's performance is related to competence and motivation but not significantly related to workload.

Competence, motivation and workload have an influence of fifty-three percent while the rest is influenced by other factors not examined in this study. Other factors including those related to performance include leadership, organizational culture, work experience (Karyo, 2016).

The most dominant factor in this study is competence. This can be a carrying capacity to improve performance to emphasize more indicators of competence. Pundati et al (2018) revealed that nurses performance can be improved through increasing nurses competency. Competence shows that knowledge, attitudes and

professional behavior will produce work that is in accordance with existing procedures.

Nurses who have performed nursing diagnoses with good knowledge of nurses performance based on the analysis of the highest trends. Nursing diagnoses are statements or conclusions taken from the assessment of the patient's health status. Nursing diagnoses describe signs and symptoms that indicate a patient's health problems. This shows that if the diagnosis is not done correctly, the nursing diagnosis will not mean even threatening patient safety so it is important for nurses to make a diagnosis.

Nurses performance that still needs to be improved is related to writing each evaluation result of nursing actions. Efforts can be made with socialization or education to evaluate nursing actions by nurses. Maximum nurse work implementation in quality health services occurs when the system of implementing nursing care is carried out to support professional nursing practices according to standards (Budiawan, 2015).

Increasing the performance of nurses, human resources are very influential, especially in the level of competency of nurses, their motivation in work and also the workload they bear. The nurse's ability to carry out work responsibly in accordance with the standards of the nursing profession can provide support in providing care to patients. In addition, high motivation will also have a positive impact on carrying out work with enthusiasm to optimize the potential of nurses and be willing to cooperate with other nurses.

Based on the theory and the results of previous studies that the performance of emergency nurses can be influenced by motivation and workload competency factors where to improve the performance of ER Nurses in regional hospitals of Yogyakarta must have good competence, high motivation and effective workload. Efforts to improve performance can be carried out by training or workshops so that knowledge and skills are better, the provision of rewards for nurses, especially those who excel and also the division of the workload of nurses is fair.

2. The Effect of Competence on the Performance of ER Nurses in Regional Hospitals of Yogyakarta

Competence has a positive and significant effect on patient performance in Yogyakarta. Previous research by Puspitasari (2013) showed that there was a relationship between the competence of emergency nurses based on diagnostic functions, providing therapeutic implementation and organizing work roles with nurses performance.

Competence can be interpreted as the ability of a person who can be observed includes knowledge, skills and attitudes in completing a job or task with a set of performance standards (performance) (PPNI, 2012). Competent nurses are able to provide safe care in accordance with the responsibilities set by the standards of the nursing profession (Sutarto et al., 2016).

The existence of competency suitability is supported by the acquisition of the highest trend value in the statement "I try to establish social relations in order to create a warm and friendly work environment". The ability to build relationships with fellow employees is needed to support performance, especially in a team. According to Ritter (2011) the health work environment involves the practice of cooperation, accountability, credible leadership, positive communication, adequate staffing, joint decision making, recognition, and benefits capable of fostering subordinate professional attitudes.

The value of the tendency of the highest competency variable is the motive dimension. The dimension is what drives behavior that leads to and is chosen for certain activities or goals. The self-concept in this research is related to the efforts made by nurses to have a comfortable working relationship so that collaboration between nurses to improve nurses performance has an impact on satisfying services for patients.

Nurse competency that needs to be improved based on tendency values related to giving input to colleagues so that he can develop his potential. Support from coworkers will have a positive impact on nurses to improve their knowledge, attitudes and skills. Positive nurse attitudes to coworkers can be demonstrated by having the ability to communicate for patients and other nurses.

The existence of a positive influence of competence on the performance of ER nurses, meaning that employee competencies can support the performance of nurses in providing services to patients. Efforts to improve the performance of nurses, hospitals must pay attention to employee competencies, especially in carrying out their duties and responsibilities in accordance with their profession.

3. The Effect of Motivation on the Performance of ER Nurses in Regional Hospitals of Yogyakarta

Motivation has a positive and significant effect on the performance of ER nurses in regional hospitals of Yogyakarta. These results are in accordance with the study by Budiawan et al. (2015) which showed that nurses' performance was related to motivation with adjusted OR = 61.71 (95% CI: 7.15-532.59).

This study supports the theory of Jackson, et al. (2011) where motivation is one of the factors that influence performance where even highly reliable workers will not have good performance, unless they are motivated to do so. Higher work motivation makes a person has a high enthusiasm to provide the best service in order to achieve maximum performance (Sutarto et al., 2016).

The highest value of the tendency of the motivation variable is the dimension of expectancy. Expectancy reveals opportunities for success that depend on one's ability to achieve performance. A person will be more willing to get involved in work if he believes that his efforts will help him achieve performance (Suci et al, 2013).

One of the motivations of nurses of health workers is that nurses have confidence in nurses. Analysis of trends in motivation variables in the high category related to confidence with maximum effort, will improve

performance productivity in this hospital. Motivation is characterized by the enthusiasm in carrying out work. Someone who has high motivation in work will strive to be better, have a sense of responsibility for the work provided and always strive to produce productive performance and work performance (Gultom, 2018).

The low tendency value of the motivation variable is in the valance dimension. Valance is the values that describe the person's concern for appreciation. One of the motivations that need to be addressed by hospital management is the bonus given to nurses.

Motivation influences the performance of ER nurses in regional hospitals of Yogyakarta. The enthusiasm and support of work can improve the performance of nurses at the Hospital. If the hospital can review and pay attention to these factors, then the performance of health workers in the emergency department will be higher

4. The Influence of Workload on the Performance of ER Nurses in Regional Hospitals of Yogyakarta

The workload does not have a negative and significant effect on the performance of ER nurses in regional hospitals of Yogyakarta. These results are in line with Budiawan's research (2015) which shows the influence of workload on nurses performance. The negative influence shows the higher workload borne by the nurse, the lower the nurse's performance because of the burden that must be resolved.

Nurses who have high or low workloads do not affect nurses performance. Some things can reduce the workload of nurses such as a conducive work environment, good cooperation between nurses, appropriate work schedules, so that even though the work is felt heavy but does not affect its performance. In addition, a light burden also does not affect the performance of nurses because nurses have good physical and psychological conditions. These conditions make the workload has no effect on nurses performance.

MacPhee et al (2017) states that perceptions of occupational levels from heavy workloads and task level interruptions have an effect on work outcomes that are resolved through nurses performance. Every workload received by a person must be appropriate and balanced against the physical and psychological abilities of the worker who receives the workload. At nursing staff workload is influenced by its function to carry out nursing care and its capacity to perform this function.

The first highest trend value of the workload variable is on the dimensions of Physical Demand, Physical Demand (PD), which is the amount of physical activity needed (eg encouraging, interesting control, running, and others). This means that the nurse feels the physical activity that he is carrying out in carrying out daily work as a nurse is the heaviest workload he feels. The nurse felt a high workload because the nurses in this study were nurses who worked in the emergency room. The workload of ER nurses is heavier than poly nurses and inpatient nurses. Nurses who work in the ER are required to have dexterity, skills, and preparedness at all times (Said and Mappanganro, 2018).

The performance of ER nurses in regional hospitals of Yogyakarta is inseparable from the effort that the nurses spend in completing their work. The higher the nurse's effort in completing work the faster the job is finished, so the workload is reduced. Workload is one of the elements that must be considered to get harmony and high work productivity.

The low tendency value of the workload variable is in the frustrated dimension. Frustration related to how insecure, hopeless, offended, is disturbed, compared to feeling safe, satisfied, comfortable and perceived self-satisfaction. This shows the nurse feels a sense of security, satisfaction, comfort and also complacency in carrying out his responsibilities as an emergency nurse.

Activities that make nurses feel a burden are because nurses at the ER have a great responsibility in providing nursing services. Nurses must strive in physical and mental work so as to get optimal work results. The combined physical and mental work activities of nurses can cause a heavy and burdensome mental workload (Susanti et al., 2017). Physical and mental burdens that are too heavy at work can lead to fatigue and stress, the effects of which will not be optimal in producing work. Especially ER nurses who will have an impact on implementing inappropriate care standards.

Efforts that can be done to minimize nursing workload are understanding the workload itself so that the workload becomes more visible and recognizable. Increasing the visibility of nursing workloads must have a positive impact on nursing workload management and on providing patient care (Morris et al, 2007). Nurses are expected to always be consistent in carrying out nursing care according to the main tasks, functions and job descriptions that are charged in carrying out the tasks.

Asamani et al (2016) states that although the level of workload of health workers is considered moderate, nurses are still considered to have the highest workload because of work interruptions, procedures and processes involved in caring for patients, and facing uncertainties related to work. For this reason, health institutions need to review and improve organizational procedures and processes to ensure smooth workflows and eliminate or minimize unnecessary interruption work to add workload and damage performance.

CONCLUSION

1. Competence, motivation and workload jointly have a significant positive effect on the performance of ER nurses in regional hospitals of Yogyakarta with a contribution of 50.7% while 49.3% is influenced by other

factors.

2. Competence has a positive and significant effect on the performance of ER nurses in regional hospitals of Yogyakarta.

3. Motivation has a positive and significant effect on the performance of ER nurses in regional hospitals of Yogyakarta.

4. The workload does not significant affect on the performance of ER nurses in regional hospitals of Yogyakarta.

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