

## RELATIONSHIP BETWEEN WORK MOTIVATION AND WORK SATISFACTION OF NURSES IN THE CENTRAL SURGERY INSTALLATION OF DR SAIFUL ANWAR HOSPITAL, MALANG

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### ABSTRACT

*The evaluation of the performance of nurses in hospitals should take into account the crucial factor of job satisfaction. Motivation has the potential to influence job satisfaction. The objective of this study was to ascertain the relationship between work motivation and job satisfaction among nurses at the Central Surgical Installation of Dr. Saiful Anwar Hospital in Malang. The research design employed was that of a correlational study, examining the relationship between variables. The cross-sectional approach was utilised. The study population comprised all nurses employed at the Central Surgical Installation Room (IBS) of Dr. Saiful Anwar Hospital in Malang, amounting to a total of 72 nurses. The sample size was determined using the Slovin formula and consisted of 42 nurses. The sampling technique employed was quota sampling. The data were collected via a questionnaire. The results demonstrated that the Somers' D correlation coefficient was 0.222, thereby accepting H1 ( $p$ -value  $< 0.05$ ). The Somers correlation coefficient is positive, indicating that as motivation increases, job satisfaction among nurses in the Central Surgical Installation of Dr. Saiful Anwar Hospital in Malang also rises. In light of the findings, it is recommended that the hospital implement strategies to enhance the motivation of nurses. One potential approach is the introduction of work motivation improvement programmes, such as refresher courses, to facilitate mutual understanding between superiors, subordinates, and colleagues. This could potentially lead to an improved work environment, greater job satisfaction, and enhanced job performance.*

## Introduction

Hospitals are health care institutions that organise comprehensive individual health care services, providing inpatient, outpatient and emergency services. The number of hospitals has grown rapidly in recent years. This has led to increased competition between public and private hospitals. Therefore, public hospitals need to have qualified human resources and improve the quality of health services (Purnomo et al., 2018).

Human resources or workforce is the most important element in hospital institutions. If the quality of labour is low, it is certain that the quality of hospital management and services will also be low (Ellyawati, 2019). In order to improve the quality of services in hospitals, it is necessary to support human resources, especially nurses, who are able to carry out their duties and continue to make changes. Nursing, as a form of professional service, is an integral part of the overall health service. This is emphasised in the Indonesian Law No. 36 of 2009 on Health, which is carried out through treatment and/or care. Nursing is an effort to achieve maximum health



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status based on the potential possessed in carrying out activities in the fields of promotive, preventive, curative and rehabilitative using the nursing process.

The Central Surgery Installation is one of the most high-pressure and high-demand work environments in a hospital. Nurses working in this setting face complex professional responsibilities, high stress levels, and a fast-paced environment where precision and collaboration are critical. Therefore, **work motivation** and **job satisfaction** among nurses in this unit are crucial factors that can directly influence the quality of healthcare services provided.

This study is important for several reasons:

1. **High levels of stress and burnout are common in surgical units.** Without adequate work motivation and satisfaction, nurses may experience decreased performance, increased absenteeism, or even medical errors, which can compromise patient safety.
2. **Job satisfaction is closely related to staff retention.** Hospitals frequently face high turnover rates among nurses due to dissatisfaction, which can disrupt surgical team dynamics and overall service continuity.
3. **There is a lack of local research specifically addressing the relationship between work motivation and job satisfaction in surgical settings.** This study will provide relevant contextual data that can be used by hospital management, especially at Dr. Saiful Anwar Hospital, a major regional referral center.
4. **It contributes to improving healthcare quality.** Understanding what affects nurses' motivation and satisfaction will allow hospital leadership to design effective strategies for staff well-being, which ultimately supports patient outcomes and service excellence.

The development of nurses in carrying out their duties and responsibilities is greatly influenced by several factors related to their work performance, including their ability to carry out their duties and their motivation. The ability to carry out tasks is the main element in assessing one's performance, but if it is not supported by willingness and motivation, the task will not be completed, whereas if someone has carried out their duties well, they will feel satisfaction. Satisfaction with the results achieved from his efforts and challenges during the implementation process (Hidayat, 2017).

Job satisfaction is necessary in evaluating the work performance of nurses in hospitals. For this reason, creating job satisfaction in nurses can be influenced by motivation, work stress, workload, leadership and organisational/company culture. Job satisfaction is an element that is highly expected by nurses because if nurses feel satisfied in their work it is likely to provide benefits both within the nurse and in an environment in which they work. For nurses as implementers, perceived satisfaction is a motivation to work harder. Therefore, job satisfaction is an element that must be present in organisations such as hospitals. (Erlina & Mishbahatul, 2021).

Job satisfaction is a person's emotional response to his work that he does in relation to his expectations. Job satisfaction of nurses is a feeling of pleasure or displeasure of nurses with their work and this can affect the future behaviour of nurses towards their work. One of the things that increases job satisfaction is work motivation.

Motivation is a feeling or thought in a person that can encourage them to do work and to enjoy doing it, especially in the character of a nurse. In addition to self-motivation, motivation from others also plays an important role in increasing nurses' motivation. In measuring the quality of nursing services, standards of nursing practice are needed to guide nurses in the delivery of nursing care. Then, the output of nursing performance can be assessed from the quality of nursing care that nurses provide to patients. Regarding motivation, it is one of the factors that can affect the performance of a nurse (Muara & Yustiani, 2021).



Work motivation is necessary because with motivation, nurses will have more enthusiasm and also be responsible for all the tasks assigned to them so that the work can be done optimally. Motivation is a human psychological trait that contributes to an individual's level of commitment. It is a set of factors that can maintain and channel the actions of an individual in the desired direction. Motivation is a variety of things that can provide encouragement to an individual in doing work (Sinambela, 2021).

The issue of low levels of job satisfaction and motivation is common in developing countries, but recently the results of an international study of 43,000 nurses from 700 hospitals in the United States, Canada, England, Scotland, and Germany conducted by Aiken and colleagues showed that the number of nurses dissatisfied with their work ranged from 17% in Germany to 41% in the United States. The percentage of nurses wanting to leave their work presence varied from 17% in Germany to 39% in the United Kingdom. Indonesia is a developing country with similar issues of nurses' motivation and job satisfaction. The lack of relevant statistical data makes it difficult to monitor and develop programmes for human resources in the nursing sector nationally (Indriono & Zaenudin, 2015). The results of research at Marga Husada Hospital, Wonogiri Regency, showed that respondents who had high work motivation had high job satisfaction as much as 44.8% while respondents who had low work motivation with low job satisfaction were 34.3%.

RSUD dr. Saiful Anwar Malang is a hospital that provides health services of the highest quality and carries out the health education function in the hospital as well as possible devoted to the interests of improving the degree of public health. RSUD dr Saiful Anwar Malang set the Central Surgical Installation Room (IBS) as a place for surgery. Based on the data obtained in the IBS Room, there are 81 nurses. The phenomenon that occurs in the IBS Room of Dr Saiful Anwar Hospital Malang is that all nurses have the same obligations and responsibilities, but with different employment status. Data from the IBS Room shows that of the 81 nurses, 33 people have civil servant status, 43 people have BLUD status (contract workers) and 5 people have PPPK status (Government Employees with Work Agreements). This results in different incomes.

Based on the results of a preliminary study by the author through interviews conducted on 5-10 May 2023, to 9 nurses at IBS with 3 nurses with BLUD status, 3 nurses with PPPK status and 3 people with PNS status. It was found that 11% stated a lack of motivation, this was due to over-time work while manpower was limited, resulting in excessive workload and reduced job satisfaction. 22% felt quite motivated due to the lack of transparency of performance appraisals, but were still satisfied with their performance due to loyal friends in working together. Most, namely 67% (6 people) stated that they had good motivation because income was in accordance with performance and respondents also felt quite satisfied with the results of their work. The results of this study are in accordance with Sinambela, (2021) which states that one of the things that affects motivation is income.

Based on the background explanation above, the researcher took the title of the Relationship Between Work Motivation and Job Satisfaction of Nurses at the Central Surgical Installation of RSUD dr. Saiful Anwar Malang.

## Methods

The research design in this study is correlational research which aims to reveal the relationship between variables. This study uses a Cross Sectional approach, which is a type of research that emphasises the observation time of independent and dependent variable data assessed simultaneously at a time and assessed only once.**1) Inclusion Criteria** The inclusion criteria for this study are: a) Nurses who have been working in the Central Surgery Installation of Dr. Saiful Anwar General Hospital, Malang, for at least one year



b) Willing to participate as respondents, c) Have a minimum educational background of a Diploma in Nursing (D3 in Nursing) **2) Exclusion Criteria** The exclusion criteria for respondents in this study are: nurses who are on leave, off duty, sick, or have been transferred to another unit during the data collection period.

This study was conducted to determine the relationship between work motivation and job satisfaction of nurses at the Central Surgical Installation of Dr Saiful Anwar Hospital Malang. The population in this study were all nurses in the Central Surgical Installation Room (IBS) of Dr Saiful Anwar Hospital Malang. The total population of the study was 72 nurses. The number of samples taken in this study were 42 people who met the inclusion and exclusion criteria. Sampling in this study using quota sampling. The research was conducted in the Central Surgical Installation Room (IBS) of Dr Saiful Anwar Hospital Malang from August to September 2023. The data analysis method used in this study used the Somers'd test, because the analysis was to measure the level of correlation between 2 variables on an ordinal scale.

This study utilizes a questionnaire as the primary data collection instrument, consisting of two parts: **1. Work Motivation**

Work motivation refers to the internal or external drive that influences the respondent's behavior in achieving predetermined goals. The questionnaire used in this study is adapted from Hidayat (2017) and consists of 6 items. Each item is rated on a 5-point Likert scale:

- 1 = Strongly Disagree,
- 2 = Disagree,
- 3 = Neutral,
- 4 = Agree,
- 5 = Strongly Agree.

Scoring interpretation:

- Good: if the respondent's score is > 80%
- Fair: if the score is between 50% and 80%
- Poor: if the score is < 50%

The questionnaire has undergone a validity test, and all indicators were found to be valid. A reliability test was also conducted, yielding a Cronbach's alpha value of 0.613.

## **2. Job Satisfaction**

The job satisfaction questionnaire is adapted from a study by Karimah (2017) and assesses nurses' satisfaction upon completing their work. The indicators of satisfaction are divided into two factors:

- **Motivator factors** (achievement, recognition, the work itself, responsibility, and promotion)
- **Hygiene factors** (salary, supervision, working conditions, company policy and administration, interpersonal relationships, group status, and job security)

This questionnaire consists of 36 items, measured using a 5-point ordinal scale:

- 1 = Very Dissatisfied,
- 2 = Dissatisfied,
- 3 = Fairly Satisfied,
- 4 = Satisfied,
- 5 = Very Satisfied.

Scoring interpretation:

- Satisfied: if the respondent's score is > 60%
- Dissatisfied: if the respondent's score is < 60%

All items in the questionnaire have been validated, and the instrument's reliability test resulted in a Cronbach's alpha value of 0.73.

If the P value  $< \alpha$  (0.05) is obtained, it can be concluded that there is a significant correlation between the two variables tested, while if the P value  $> \alpha$  (0.05) means that there is no significant correlation between the two variables tested. This study has received an ethical certificate from the Health Research Ethics Commission team of Dr Saiful Anwar Hospital Malang with Number: 400/169/K.3/102.7/2023.

## Results

The characteristics of the respondents are shown in tabular form.

Table 1. Characteristics of Respondents

Characteristics	Frequency (n)	Percentage (%)
Age		
≤ 30 years	5	11.9%
31-40 years	29	69.0%
41-50 years	4	9.5%
> 50 years	4	9.5%
Gender		
Female	20	47.6%
Male	22	52.4%
Education		
D3 Nursing	28	66.7%
D4/S1 Nursing	14	33.3%
Length of Service		
≤10 years	17	40.5%
11-20 years	19	45.2%
> 20 t years	6	14.3%
Employment Status		
BLUD	22	52.4%
PPPK	6	14.3%
PNS	14	33.3%

Based on Table 1, most of the nurse respondents were 31-40 years old, namely 29 people (69.0%). More than half of the respondents, namely 22 people (52.4%) were male. More than half of the respondents, namely 28 people (66.7%), had a D3 Nursing education background. Most of the respondents, namely 19 people (45.2%) have a length of work of 11-20 years. More than half of the respondents, namely 22 people, have BLUD employee status.

### Work Motivation of Nurses

The nurse work motivation questionnaire consists of 5 statements.

Table 2: Frequency of Nurses Based on Work Motivation

Criteria	Frequency (n)	Percentage (%)
Poor (score ≤50%)	0	0.00%
Good Enough (score 51-75)	18	42.9%
Good (score >80)	24	57.1%

Total	42	100
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The results showed that more than half of the respondents, namely 24 respondents, had good work motivation.

### Job Satisfaction of Nurses

Table 3. Frequency of Nurses Based on Job Satisfaction

Category	Frequency (n)	Percentage (%)
Dissatisfied (score $\leq 60$ )	4	9.5%
Satisfied (score $> 60$ )	38	90.5%
Total	42	100

The results showed that almost all respondents, 38 out of 42 respondents, were satisfied with their work.

The relationship between work motivation and job satisfaction of nurses in the Central Surgical Installation of Dr Saiful Anwar Hospital Malang.

Data from the cross tabulation between work motivation and job satisfaction of nurses in the Central Surgical Installation of RSUD dr. Saiful Anwar Malang is presented in Table 4.

Table 4. Cross tabulation between work motivation and nurses' job satisfaction

Work Motivation	Stisfication Level		Total n(%)
	Not Stisfied n(%)	Satisfied n(%)	
Poor (score $\leq 50\%$ )	0 (0.0)	0 (0.0)	0 (0.0)
Good Enough (score 51-75)	4 (22.2)	14 (77.8)	18 (100.0)
Good (score $> 80$ )	0 (0.0)	24 (100.0)	24 (100.0)
Total	4 (9.5)	38 (90.5)	42 (100)
Somers'D = 0.222		sig.=0.024	

Table 4. shows that 14 people (77.8%) out of 18 respondents who have good nurse work motivation, have a level of job satisfaction with a satisfied category and 4 people with an unsatisfied category. Meanwhile, all respondents with good work motivation have a satisfied category.

The test results of somers' d correlation coefficient of 0.222 with a sig value of 0.024  $< \alpha$  (0.05), so it can be concluded that there is a relationship between work motivation and job satisfaction of nurses in the Central Surgical Installation of RSUD dr. Saiful Anwar Malang. Somers'd correlation is positive and weak category, the higher the motivation, the higher the level of job satisfaction of nurses at the Central Surgical Installation of RSUD dr. Saiful Anwar Malang.

## Discussion

### Work Motivation of Nurses in the Central Surgical Installation of RSUD dr. Saiful Anwar Malang

The results of this study showed that more than half of the respondents, namely 24 respondents, nurses at the Central Surgical Installation of Dr Saiful Anwar Malang Hospital had good work motivation. These results are in line with Nurdiana's research, (2018) nurse motivation in the Makassar Regional Hospital Surgical Installation Room shows that most



respondents have motivation in the good category. In addition, the results showed that not all respondents had high motivation; there were several people who were quite motivated among the 18 respondents, but none of them showed less motivation to work. This is because the intrinsic (inner) and extrinsic (outer) factors are less stable; more durable motivation indicates that the motivation will remain even after the stimulus is gone, so the motivation that nurses have is more stable. Often people who do not want to act have no motivation, reason, or drive; this motivation can come from within or from external factors. (Purnomo et al., 2018).

The highest questionnaire result in this study is point 4, namely, 'I have a great responsibility towards work because it is related to humanity'. These results indicate that the highest indicator of nurses' work motivation at the Central Surgical Installation of RSUD dr. Saiful Anwar Malang is intrinsic motivation. Intrinsic motivation includes responsibility in carrying out tasks, carrying out tasks with clear targets, having clear and challenging goals, having feedback on the results of their work, having a sense of pleasure in working, always trying to outperform others, prioritising the achievements of what they do (Putri, 2018). While extrinsic motivation includes always trying to meet the needs of life and work needs, receiving feedback on the results of their work, having a sense of pleasure in working, always trying to outperform others, and prioritising the achievements of what they do (Astuti, 2017).

The researcher found that nurses at the Central Surgical Installation of RSUD dr. Saiful Anwar Malang have good work motivation because they try to take good care of patients and enjoy doing the tasks assigned to them. However, the lack of clarity about performance appraisal causes sufficient motivation. In addition, point 5 of the nurses' work motivation questionnaire states that 'The hospital provides recognition for any nurse who produces above average work performance.' Most of the nurses who responded, 29 (69.0%), were between 31 and 40 years old, the productive age. Nurses' responsibility in performing their duties will increase if they are committed to their work.

In addition, more than half of the respondents had a D3 nursing degree, 28 people (66.7%). Education is the process of developing all human abilities and behaviours through teaching. Accepting new technologies and ideas can be influenced by one's level of education. Experience will increase along with one's limit, which has an impact on insight and knowledge.

### **Job Satisfaction of Nurses in the Central Surgical Installation at RSUD dr. Saiful Anwar Malang**

Almost all respondents, 38 out of 42 respondents, were satisfied with their work. This finding is in line with research by Karimah (2017), who found that of 68 people who registered at the hospital, 57 (83.8%) were satisfied with their work at the hospital. Job satisfaction is an attitude that is pleasant and loves what he does. Work morale, discipline, and job performance reflect this perspective. As everyone has different standards of job satisfaction, there is no absolute measure of job satisfaction. In addition, research results show that overtime leads to increased workload and decreased job satisfaction.

The existence of a reward system, promotions, and favourable working conditions lead to high job satisfaction. Supportive colleagues are given the widest possible freedom to use their skills and abilities when carrying out tasks, and they receive positive feedback on the results of their work (Rizany et al., 2022). Nurses' job satisfaction is influenced by many factors, including responsibility, achievement, rewards, promotion, and the job itself. Sources of job dissatisfaction include working conditions, salary, co-workers, administrative policies, safety, and quality of supervision.

Some respondents stated that they were satisfied with their work, because their income was in accordance with their performance. According to researchers, in terms of the salary/wage



system, nurses at RSUD Dr Saiful Anwar Malang already have a payroll system managed by the Government for nurses who are civil servants and PPPK. Determination of salary / wages based on the level of class and also allowances in accordance with the class of position. As for nurses who have BLUD status, it is regulated internally by the hospital based on the level of education and length of service. Salary is a service fee given to each employee that is paid on a fixed monthly basis. Nurses are also given several additional incentives according to the type of work that has been done such as over time and on call. When salary is given fairly according to job demands, individual skill levels and community wage standards, it is likely to result in worker satisfaction (Indriono & Zaenudin, 2015).

According to researchers, realising job satisfaction in employees (nurses) is not an easy thing to achieve. Many factors influence the creation of job satisfaction, and the realisation of these various factors is necessary in order to obtain job satisfaction. One of the causes of high job satisfaction in this study is due to the work itself, respondents gave the highest score to the point 'The work I do is in accordance with my level of education, talents and skills'. This is also supported by the length of service of the respondents, most of the respondents, namely 19 people (45.2%) have a length of service of 11-20 years. Someone has more than 10 years of service, this is due to job satisfaction. Job satisfaction is obtained from the work environment situation, both from work colleagues, the salary earned and the comfort obtained. This is also evidenced by the status of employees who are still BLUD, more than half of the respondents, namely 22 people with BLUD employee status.

In addition, the high value of job satisfaction of nurses in the Central Surgical Installation is also influenced by work environment conditions, 'The level of satisfaction with work environment conditions (temperature, lighting, air circulation, cleanliness, etc.)'. Job satisfaction is beneficial for the interests of individuals, hospitals and society. For individuals, knowing about the causes and sources of job satisfaction allows efforts to increase their happiness. For hospitals, job satisfaction can improve quality through improving employee attitudes and behaviour, then the community will certainly enjoy the results of maximum hospital services.

### **The Relationship Between Work Motivation and Job Satisfaction of Nurses in the Central Surgical Installation at RSUD dr. Saiful Anwar Malang**

The test results of somers' d correlation coefficient of 0.222 with a sig value of 0.024 < 0.05, so it can be concluded that there is a relationship between work motivation and job satisfaction of nurses at the Central Surgical Installation of RSUD dr. Saiful Anwar Malang. Somers' d correlation is positive and weak category, the higher the work motivation, the higher the level of job satisfaction of nurses in the Central Surgical Installation of RSUD dr. Saiful Anwar Malang. The results of this study are in line with Hidayat et al., (2018) which shows that there is a relationship between work motivation and job satisfaction of nurses in the inpatient room. These results are also in line with There is a relationship between motivation and job satisfaction, according to Perdana's research conducted at Marga Husada Hospital, Wonogiri Regency. The results showed that respondents with high motivation had high job satisfaction as much as 44.8%, while respondents with low motivation had low job satisfaction as much as 34.3%. Thus, there is a relationship between motivation and job satisfaction (Purnomo et al., 2018).

Hospital management must always pay attention to work motivation. If a nurse wants to contribute to realising the hospital's vision and mission, they must have work motivation. With work motivation, a nurse will have high enthusiasm to perform the tasks assigned to him. Work motivation is something that encourages, channels, and supports the human desire to work and be passionate about achieving the desired results. That is why work motivation is very important (Sinambela, 2021).



Meanwhile, according to Purnomo et al., (2018) work motivation is important because with it a person is expected to be willing to work hard, be disciplined in complying with rules and policies, and be enthusiastic in achieving high productivity. Motivation begins with recognising that there are unmet needs. Needs can create a goal, and the expected action can help achieve that goal. Job satisfaction is a general attitude towards one's job as the difference between the amount of compensation received by an employee and the amount of compensation the employee thinks he or she should receive. Job satisfaction can come from encouragement within the employee or from colleagues (Hasni et al., 2020).

According to researchers, work motivation is a situation that influences, arouses, drives, and maintains a person's behaviour to carry out their work to achieve certain goals. There is no strong or weak work motivation, which will ultimately affect how well the work is done. The satisfaction of nurses in the Central Surgical Installation of RSUD dr. Saiful Anwar Malang is associated with their motivation to work as a nurse. Hospitals must succeed. To achieve that, qualified nurses are needed. Hospitals must encourage qualified nurses. This encouragement can be in the form of providing work incentives with the aim of increasing nurses' satisfaction with their work. High job satisfaction is expected to encourage employees to become more loyal to the organisation, increase their motivation to work, and increase productivity.

## Conclusion

Based on the results of the research, the following conclusions there is a relationship between work motivation and job satisfaction of nurses in the Central Surgical Installation of RSUD Dr Saiful Anwar Malang. Somers'd correlation is positive and weak, the higher the motivation, the higher the level of job satisfaction of nurses in the Central Surgical Installation of RSUD dr. Saiful Anwar Malang. The hospital is expected to increase the work motivation of nurses can be done by implementing a programme to increase work motivation such as holding refreshing so that superiors and subordinates and colleagues can understand each other, it can increase the closeness and comfort of the environment at work. Because job satisfaction is one of the factors that can affect the productivity of nurses' performance.

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