Relationship of Work Motivation with Nurse's Compliance in Identifying Patients on Drug Administration

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Abstract: Nurses must have experience and knowledge in serving patients. One way to prevent potentially fatal errors, such as administering the wrong medication, drawing lousy blood, or medical procedures inappropriate to the patient's condition, is to identify the patient. This study aimed to determine the relationship between nurses' work motivation and compliance when identifying patients receiving medication. This research was designed observationally and used a cross-sectional approach. At the Faisal Islamic Hospital Makassar, 43 nurses were sampled. Nurse compliance observation sheets and work motivation questionnaires were used. The Chi-Square statistical test was used with a confidence level of $\alpha = 0.05$. The results showed that, with a value of $p = 0.035$, there was a relationship between nurses' work motivation and their compliance in identifying patients when administering medication. The recommendation from this research is that the head of the room must carry out regular supervision regarding nurses' compliance in administering medication according to standard hospital operational procedures.

Keywords : Patient Identification, Nurse Compliance, Work Motivation, Medication Administration

INTRODUCTION

Patient safety is defined by the Hospital Patient Safety Committee (KKPRS) as the absence of injury or injury that should not occur or potential injury due to errors in health services, such as planning errors or inappropriate strategies to achieve goals. The patient safety system aims to reduce risks, prevent consequences from the patient care process, and prevent patient safety incidents from recurring (1). Standard Operating Procedures (SOP) are procedures or steps established to complete a task. SOPs help a group achieve organizational goals (2).

One of the standards set for hospital accreditation in Indonesia is patient safety. According to PMK No. 1961, there are six patient safety objectives: correct patient identification, better communication and drug safety, patient accuracy, procedures, and surgical locations in health services where falls and risk of infection occur (3). Weaknesses in the medication system or hospital services can cause medication errors. Medication errors can also be caused by a lack of employees, a non-conducive environment, and fatigue (4).

Medication support is needed to reduce the number of patients who suffer from errors in medication administration in our workplace. A minimum of three identifiers are used to identify a patient: name, date of birth, and medical record number. Identification is carried out to avoid misidentification, which can harm the patient if the procedure is inappropriate, such as medical procedures, taking blood, and administering the wrong medication (5). All patients must be identified precisely because some cannot determine their identity. This can be caused by the patient being sedated, losing consciousness, changing rooms, beds, or hospital (3).

The lack of an optimal Hospital Patient Safety Team (TKPRS), high workload, culture, and lack of socialization and culture can hinder patient identification. According to Yudhawati and Listiowati's research, the causes of patient safety incidents at RSI Siti Aisyah Madiun were errors in administering medication, communication, wrong identification, and not providing procedures (6).

Based on data from the Islamic Faisal Hospital Makassar, medication administration errors occurred. Therefore, this research aims to determine the relationship between work motivation and nurses' compliance in identifying patients when administering medication.

METHODS

Observational research design with a cross-sectional research approach in hospitals. Islam Faisal Makassar from July to August. This research involved 43 nurses as a population. The sampling technique was total sampling with a total sample of 43 nurses. The method used is a questionnaire, which is used to test the credibility and validity of previous research. Nurse identity and ten questions were included in the work motivation questionnaire. The medication administration observation sheet has seven facts: correct dose, patient, method of administration, time, type of medication, documents, and information. Data analysis is univariate and bivariate in the form of work motivation and nurse compliance variables. Data were evaluated using SPSS with the chi-square statistical test at a significance 0.05.

RESULT AND DISCUSSION

Table 1. Characteristics of Respondents

Characteristics	Total	
	(n)	(%)
Age		
25-40 years	24	55,8
>41 years	19	44,2
Gender		
Woman	26	60,5
Man	17	39,5

Table 1 shows that of the 43 nurses, 24 (55.8%) were aged 25-40, and 19 (44.2%) were aged> 41. The majority of nurses were female, namely 26 (60.5%) and 17 (39.5%).

Table 2. Bivariate analysis of the relationship between work motivation and nurse compliance in Identifying Patients in Medication Administration

Work Motivation	Nurse Compliance in Identifying Patients in Medication Administration				Total		ρ
	Obedient		Lack of Compliance				
	n	%	n	%	n	%	
High	24	77,4	7	22,6	31	100,0	0.035
Low	5	41,7	7	58,3	12	100,0	
Total	29	67,4	14	32,6	43	100,0	

Table 2 shows that of the 43 nurses, work motivation was high in 31 people, of which 24 nurses (77.4%) were compliant in administering medication, and 7 nurses (22.6%) were less compliant in identifying medication administration. Meanwhile, 12 people had low work motivation, of which 5 people (41.7%) were compliant in administering medication, and 7 people (58.3%) were less compliant in identifying medication administration. The Chi-Square test results obtained a $p = 0.035$, less than $\alpha = 0.05$.

Safety in administering medication is the nurse's responsibility to prevent medication errors. Incorrect medication administration can hurt both patients and hospitals, with consequences such as increased risk of disability/death and health care costs. Improving the safety of medicines and applying the six correct principles in administration can prevent medication errors. One of the six correct principles is correct patient, drug, dose, route, timing, and documentation (9).

The principle of correct medication administration is a principle that applies in hospitals to evaluate and prevent errors in administering medication to patients. This ensures patient safety and drug administration. Several factors that influence the implementation of the six true principles are nurses' knowledge, education, and desire to work. The motivation in a person will trigger behavior directed at a specific goal, in the case of this research, namely patient safety. Therefore, increasing nurses' motivation to avoid medication errors is necessary, especially in applying the six correct principles (10-14).

According to patient identification guidelines, upon arrival at the hospital and during treatment, every inpatient and patient undergoing a procedure must be appropriately identified. Patients must bring an identification bracelet containing at least three pieces of information: name, date of birth/age, and medical record number. To determine the quality of health services one aspect of patient safety is patient identification, which determines the quality of services, treatment, and procedures provided to patients. When patients are identified with non-adherence, they are at risk of experiencing physical and mental disorders or even death (15).

According to Apriliawati's 2010 research, a barcode on the patient's wrist should be used to ensure the patient receives the medication correctly. Patient bracelets must meet quality, durability, and safety standards (16-17). Compliance is when a person moves from behaving against the rules to behaving by the rules. A person's compliance can affect their performance. The patient's safety is compromised if the nurse does not identify the patient before administering a nursing procedure. These threats indicate that service quality is still low (18). Some factors that contribute to disobedience between individuals are as follows: individual factors, which include a person's abilities and skills; demographic and background factors, such as gender, ethnicity, and age; organizational factors, such as leadership, human resources, employment, organizational structure, and rewards; psychological factors, which include personality, motivation, attitudes, perceptions, and desire to learn (18-20).

The number of respondents over 41 years was less than those aged 25 to 40. According to growth and development theory, age shows mental and physical maturity and the way a person thinks about making decisions. Erikson defined the age range from 25 to 45 years as a developmental stage of generativity versus stagnation, where individuals focus on ideas, want to share knowledge, and increase creativity (21) Work production is associated with age because there is a belief that productivity and performance decrease with age due to a lack of intellectual stimulation, boredom, decreased speed, and strength (22).

This research shows that the majority of nurses are female. Research by Bawelle et al. at RSU Liun Kendage Tahuna found that most respondents were women (23). While women have the maternal instincts or qualities needed to provide services, psychologically, men's behavior is more aggressive. It is hoped that female nurses will be more patient and attentive when helping their patients. "Gender" is a term referring

to gender that differentiates men and women.24 There are no differences in gender or productivity in problem-solving (24-25).

The results of this research show that Ha is accepted and Ho is rejected. This shows a relationship between work motivation and nurse compliance in identifying patients when administering medication. The research results showed that 7 people had high work motivation but were less obedient in identifying medication administration. This was due to the high demand for medication for patients, so there were errors in administering medication. Meanwhile, 5 people were less motivated but obedient because all patients hoped to get the best service. Patients who need medication because if they give the medication incorrectly, it will hurt the patient. Nurses play an essential role in preparing medications, so they must be vigilant in preventing patient medication errors.

According to other research findings, there is a significant relationship between guidance, communication, and motivation, communication and the compliance of implementing nurses in carrying out standard operational procedures for patient identification. These results found that the role of the head of the room in supervision is very important for increasing nurses' compliance in identifying patients based on standard operating procedures (26). According to other research, there is a significant correlation between ability and knowledge and compliance with patient identification by health workers according to standard hospital operational procedures at 21.6% (p=0.004) (27).

However, Angela's 2018 research findings do not align with this one; This study found that nurses' work motivation was not related to the application of patient safety targets during the drug administration process in the inpatient treatment room at Tanjungpura University Hospital, Pontianak (p value = 0.715). Most of the people who answered showed 56.3% low work motivation and 54.2% patient safety goals at the stage of good drug administration (28).Because nurses need external and internal needs to carry out their duties, work motivation is behavior that encourages them to achieve certain goals. Nurses who have higher work motivation tend to carry out relevant procedures and principles compared to nurses with lower work motivation (29). Motivation is a voluntary action, a psychological process that directs the achievement of certain goals. The head of the room needs to consider and know the characteristics of his employees. They should also try to give tasks to their employees to make them more motivated (30).

Researchers found that a sense of responsibility or internal aspects of nurses can cause motivation in nurses. Therefore, nurses who have a great sense of responsibility towards patients will try their best to solve patient problems quickly, precisely and in a targeted manner. such as administering medication correctly.

CONCLUSION

This research concludes that there is a relationship between work motivation and nurse compliance in identifying patients when administering medication. It suggests the need for regular supervision by the head of the room regarding nurses' compliance in administering medication according to the hospital's standard operating procedures.

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