



Work Motivation and Caring Behaviour: A Correlation Study in Nursing Practice

Nurainni Risqi¹, Silvia Ni Nyoman Sintari², Putu Gede Subhaktiyasa^{3,*})

STIKES Wira Medika, Bali, Indonesia

ainni.rn@gmail.com¹, silviasintari78@gmail.com², pgs@stikeswiramedika.ac.id³

*)Corresponding author

Keywords:

Work Motivation; Caring Behaviour; Nursing Practice; Nurse Motivation; Hospital Management

ABSTRACT

The primary purpose of this study was to determine and explain the relationship between work motivation and nurses' caring behaviour. The study was quantitative with a cross-sectional approach. The study sample consisted of 70 nurses in the surgical inpatient department at one of the central government hospitals in Bali Province, determined by purposive sampling technique. Data were collected by involving enumerators and analyzed using Kendall's Tau b test. The study results indicated a significant relationship between work motivation and nurses' caring behaviour. The higher the work motivation, the better the nurses' caring behaviour, but the relationship was not more than medium. This finding explains the importance of motivating nurses in providing nursing care. Hospital management can develop strategies that can encourage nurses' intrinsic and extrinsic motivation by considering the variables of this study.

INTRODUCTION

Caring behaviour can be interpreted as the fundamental essence of nurses at the core or central to every nursing care practice. Some caring behaviours that must be owned and demonstrated by every nurse are providing comfort, attention, compassion, care, health maintenance, encouragement, empathy, interest, love, trust, protection, presence, support, touch, and ready to help and visit clients (Watson, 2012). Caring is the core of nursing care practice, an essential interpersonal process that requires nurses to perform specific role activities in conveying certain emotional expressions to patients. Although caring behaviour can provide benefits in increasing patient satisfaction, there are still nurses with low caring behaviour. Several studies have proven that the number of nurses with good caring behaviour is lower than that of nurses with sufficient or insufficient caring behaviour (Damanik, 2017). Demur et al. (2019) found the % of nurses with low caring behaviour was found to be 53.8%. Yuliyanti et al. (2021) also reported that nurses' lack of caring behaviour reached 44.8%.

Neglected caring behaviour will result in a decrease in the capability of health services in the hospital. Patient dissatisfaction with ongoing care services will lead to decreased utilization of health services (Thapa & Joshi, 2019). Likewise, nurses implementing good caring behaviour toward patients will improve the quality of hospital health services (Puspita & Hidayah, 2019). Several factors influence caring behaviour in nurses, such as age, work experience, supervisor supervision, coworker

relationships, job type, and contingent rewards to the nurse's work motivation (Amalia et al., 2023; Putra et al., 2021; Sandiyah & Mustriwi, 2021). Work motivation is an essential aspect of realizing nurses' work ethic. Aty et al. (2020) and Dewi et al. (2022) explained that nurses' work motivation significantly impacts nurses' ability to demonstrate caring behaviour to patients. High work motivation will demonstrate an excellent response to work stress, open communication, decision-making, and responsible and committed behaviour in providing the best nursing services for patients (Sumarni, 2016). Therefore, high work motivation will support nurses in providing optimal nursing care by implementing care (Asadi et al., 2019).

Motivating nurses continuously is essential, as it aligns the interests of individual nurses, patients, and hospitals. Motivation arises from encouragement within oneself (internal motivation) and outside oneself or other parties (external motivation). Robbins and Judge (2012) explain motivation as a process that explains intensity, direction, and persistence. Furthermore, Subhaktiyasa (2024) defines work motivation as the drive to do work to achieve goals by integrating needs, expectations, reinforcement, justice, job design, and goal setting. Several previous studies have indicated the relationship between work motivation and caring behaviour, but different results were shown by Sutria et al. (2017). Variations in the differences in findings related to the relationship between work motivation and the caring behaviour of nurses can be influenced by various factors such as research location, sample size, and type of instrument to the analytical test (Aty et al., 2020; Dewi et al., 2022; Sutria et al., 2017). The inconsistency of these results is an opening to reassess the complexity of work motivation in encouraging nurses' caring behaviour in different objects with more comprehensive work motivation instruments. This study reviews the relationship between work motivation and nurses' caring behaviour. The study's results can contribute to designing practical strategies to encourage nurses intrinsically and extrinsically to improve services through caring behaviour. Based on the theoretical review, relevant research findings, and the framework described, this study hypothesizes a significant relationship between work motivation and nurses' caring behaviour in practical nursing services.

METHOD

This correlational quantitative research study examines the relationship between work motivation and nurses' caring behaviour (Creswell & Creswell, 2018). The population was 85 nurses in the surgical inpatient department at one of the central government hospitals in Bali Province. The population was determined in the inpatient department, considering the high intensity of nursing services provided by nurses. The number of research samples was 70 nurses, calculated using Krejcie & Morgan (1970), and the selection was determined through a purposive sampling technique. The characteristics of the respondents are shown in Table 1. This study has received ethical permission from the Health Research Ethics Committee. All respondents were informed about the study, and their informed consent was obtained before participating.

The main instrument used in this study was a closed questionnaire for respondents' characteristics and a questionnaire to measure the research variables. The work motivation questionnaire consists of 6 indicators: need, expectancy, reinforcement, equity, job description, and goal-setting, with 36 statement items referring to Subhaktiyasa et al. (2024). The caring behaviour questionnaire consists of 24 statement items referring to the caring behaviours inventory from Wolf et al. (1994). The measurement scale adopted a 5-point Likert scale from strongly disagree to strongly agree. The questionnaire was distributed directly by involving enumerators. The researcher provided a comprehensive explanation of the purpose and benefits of the study to the respondents. Participation in the study is voluntary with guaranteed confidentiality, where the data collected is only used for research. Those who agree will fill in the informed consent and complete the entire research questionnaire. The collected data were analyzed using Kendall's Tau b test. This approach refers to the data generated as ordinal data, non-normal data distribution, and resistance to outliers. Hypothesis testing is evaluated through the p-value, correlation coefficient, and direction of correlation.

Table 1
Characteristics of Research Respondents

Demographics	Classification	Frequency	Percentage (%)
Gender	Man	13	18.6
	Female	57	81.4
Age	Early workers (≤ 34 years)	42	60.0
	Middle-aged workers (35-44 years)	24	34.3
	Pre-retirement (45-55 years)	4	5.7
Education	D3 Nursing	32	45.7
	D4 Professional Nursing	1	1.4
	S1 Nursing Profession	36	51.4
	Master of Nursing	1	1.4
Status	Married	13	18.6
	Unmarried	57	81.4
Period of Service	1-5 year	51	72.9
	>5 year	19	27.1
Employment Status	Contract	30	42.9
	Civil	40	57.1

Table 1 illustrates that nurses' gender is predominantly female, with the highest age range being early workers or those under 34. Most nurses have completed professional nursing education, with a percentage of 51.4%, but there is still a reasonably high percentage, or 45.7%, who have a Diploma 3 Nursing education. 81.4% are unmarried, with a service period of more than five years, and only 27.1%. In addition, 57% of them have status as civil servants and 42.9% are just contract workers.

RESULTS AND DISCUSSION

Result

Data based on variables in the study were observed to describe nurses' caring behaviour and work motivation. Table 2 presents respondents' perceptions of work motivation and caring behaviour. These perceptions were categorized into high or good and low or poor.

Table 2
Categorization of Nurses' Work Motivation and Caring Behavior

Variable	Categories	Frequency	Percentage (%)
Work Motivation	High	25	35.7
	Low	45	64.3
Caring Behavior	Good	45	64.3
	Less	25	35.7

Table 2 explains that the majority of nurses have low work motivation. Data shows that 64.3% have poor intrinsic and extrinsic motivation. The caring behaviour demonstrated different results, where the majority, or 64.3%, had carried out their prominent role in providing optimal patient care. The analysis was continued to test the research hypothesis through Kendall's Tau b statistical test. The results of the analysis are presented in Table 4.

Table 3
Relationship of Nurses' Work Motivation with Caring Behavior

Variable	p-value	Correlation Coefficient
Work Motivation	0,042	0,244
Caring Behavior		

Table 3 explains a relationship between nurses' work motivation and caring behaviour, referring to the p-value being smaller than 0.05. The correlation coefficient shows a value of 0.244, which indicates that the caring behaviour of nurses can be explained by nurses' work motivation, which is only 24.4%, while other factors can answer 75.6%. In addition, the correlation coefficient value presents a positive value, which means that the higher work motivation demonstrated by nurses will tend to increase their caring behaviour in providing nursing services to patients in health services.

Discussion

The primary purpose of this study was to examine the relationship between work motivation and caring behaviour in one of the central government hospitals in Eastern Indonesia. In addition, the study also provided an overview of work motivation and caring behaviour among nurses. The findings showed that nurses' work motivation is still low. This result aligns with the findings of Smama'h et al. (2023), who described the poor motivation of nurses in Jordan. Furthermore, Ghanem Atalla et al. (2023) demonstrated that most nurses have low perceptions of motivation towards their careers. However, different results were shown by Ashagere et al. (2023), Gunawan et al. (2019), and Negussie & Oliksa (2020). The poor work motivation in this study can be explained by the lack of perceived justice felt by nurses. Nurses feel less valued and recognized equally for the same performance.

In addition, the lack of praise for the work they do is likely to have an impact on the work motivation exhibited. These results emphasize the importance of hospital management's attention to each patient's achievements and contributions to providing patient services. The study results also provide insight into the good caring behaviour of nurses. Most of them have applied the basic principles in providing optimal patient service. This finding aligns with the research of Ashagere et al. (2023) and Fikre et al. (2022). Better caring behaviour tends to be explained by activities that increase patient and nurse trust. The findings showed that the knowledge and ability of nurses in practising nursing care gave a significant response in providing a touch of patient devotion to receive care.

The study results confirmed the relationship between work motivation and nurses' caring behaviour. Motivating nurses by integrating need, expectancy, reinforcement, equity, job description, and goal-setting is proven to have an impact on nurses' caring behaviour. The better the encouragement given will tend to increase their caring behaviour in nursing care. This finding confirms the research of Ashagere et al. (2023), which found that nurses dissatisfied with their work motivation were less likely to show proper care behaviour than those satisfied. Amalia et al. (2023) also reported a correlation with a positive direction between nurses' work motivation and caring behaviour. High work motivation will encourage nurses to provide optimal care by implementing caring (Asadi et al., 2019). However, the relationship between work motivation and nurse behaviour indicates a relationship that is no more than medium. It explains that there are still other factors, both internal and external, that affect the correlation results in this study. Tong et al. (2022) mentioned that motivational factors affect nurses' caring behaviour due to past experiences, characters, roles, and nurses' beliefs about their profession. Nurses will be motivated to provide services for patients due to the self-belief that their actions benefit patients. Furthermore, Asadi et al. (2019) explained that nurses are motivated to behave in a caring manner because of the nurses' sense of availability to provide helpful care. Nurses' belief in their profession will encourage nurses' motivation to provide maximum effort in patient care and recovery.

CONCLUSIONS

The study provides a meaningful understanding of the significance of work motivation for nurses' caring behaviour. The findings indicated that work motivation was related to nurses' caring behaviour. The better the work motivation shown by nurses, the better the tendency of nurses to provide nursing care. Although this relationship was no more than medium, the study could provide an explanation related to motivating nurses' work by integrating nurses' needs, expectancy, reinforcement, equity, job description, and relevant goal-setting. Therefore, hospital management needs to implement strategies by paying attention to nurses' work motivation indicators to optimize nurses' caring behaviour. However, several points need to be considered in this study. The study was conducted in one hospital involving nurses in one workspace. Future research needs a larger sample size from several hospitals to gain a generalizable understanding. In addition, the low relationship between work motivation and caring behaviour shows the need for assessment by involving other variables to produce a more comprehensive understanding.

REFERENCES

- Amalia, S., Marlina, & Fithria. (2023). Relationship of characteristics and motivation of nurses with caring behavior in regional public hospital Aceh. *International Journal of Nursing Education*, 15(1), 99–104. <https://doi.org/10.37506/ijone.v14i3.18343>
- Asadi, N., Memarian, R., & Vanaki, Z. (2019). Motivation to care: A qualitative study on Iranian nurses. *Journal of Nursing Research*, 27(4), 1–7. <https://doi.org/10.1097/jnr.0000000000000294>
- Ashagere, M., Yeheyis, T., Addisu, D., Abera, W., Amlaku, T., Tadesse, F., Beyene, B., Samuel, T., & Daba, A. K. (2023). Caring behaviour and its associated factors among nurses working at public hospitals in Gamo zone, southern Ethiopia: a cross-sectional study. *BMJ Open*, 13(10), e072183. <https://doi.org/10.1136/bmjopen-2023-072183>
- Aty, Y. M. V. B., Herwanti, E., Mau, A., Ayatullah, M. I., & Asriwardani, F. (2020). Factors affecting nurse caring behavior. *Jurnal Info Kesehatan*, 18(2), 171–181. <https://doi.org/10.31965/infokes.Vol18Iss2.396>
- Creswell, J. W., & Creswell, D. J. (2018). *Research Design: Qualitative, Quantitative and Mixed Methods Approaches* (5th ed.). Sage Publications, Inc.
- Damanik, H. (2017). Hubungan kualitas kehidupan kerja dengan kinerja perawat di rumah sakit swasta Kota Medan tahun 2015. *Jurnal Ilmiah Keperawatan IMELDA*, 3(2), 348–353.
- Demur, D. R. D. N., Mahmud, R., & Yeni, F. (2019). Beban kerja dan motivasi dengan perilaku caring perawat. *Jurnal Kesehatan Perintis (Perintis's Health Journal)*, 6(2), 164–176.
- Dewi, L., Santoso, D., & Septiwi, C. (2022). Factors affecting nurse's caring behavior towards chronic kidney failure patients who are taking hemodialysis at PKU Muhammadiyah Gombong Hospital. *University Research Colloquium*, 71–82.
- Fikre, A., Egata, G., Abdisa, L., Yadeta, E., Eyeberu, A., & Dheresa, M. (2022). Perception of caring behaviors and associated factors among nurses working in Harar Hospitals, Eastern Ethiopia. *SAGE Open Nursing*, 8. <https://doi.org/10.1177/23779608221143909>
- Ghanem Atalla, A. D., Sharif, L. S., Katooa, N. E., Kandil, F. S., Mahsoon, A., & Mahmoud Elseesy, N. A. (2023). Relationship between nurses' perception of professional shared governance and their career motivation: A cross-sectional study. *International Journal of Nursing Sciences*, 10(4), 485–491. <https://doi.org/10.1016/j.ijnss.2023.09.016>
- Gunawan, N. P. I. N., Hariyati, R. T. S., & Gayatri, D. (2019). Motivation as a factor affecting nurse performance in Regional General Hospitals: A factors analysis. *Enfermeria Clinica*, 29, 515–520. <https://doi.org/10.1016/j.enfcli.2019.04.078>
- Krejcie, R. V., & Morgan, D. W. (1970). Determining sample size for research activities. *Educational and Psychological Measurement*, 30(3), 607–610.

- Negussie, B. B., & Oliksa, G. B. (2020). Factors influence nurses' job motivation at governmental health institutions of Jimma Town, South-west Ethiopia. *International Journal of Africa Nursing Sciences*, 13, 100253. <https://doi.org/10.1016/j.ijans.2020.100253>
- Puspita, S., & Hidayah, A. (2019). Hubungan motivasi kerja perawat dengan perilaku caring perawat di Rumah Sakit Umum Daerah Jombang. *Jurnal Keperawatan Dan Kebidanan*, 11(2), 7–11.
- Putra, K. R., Andayani, T., & Ningrum, E. H. (2021). Job satisfaction and caring behavior among nurses in a military: A cross-sectional study. *Journal of Public Health Research*, 10(2), 1–4. <https://doi.org/10.4081/jphr.2021.2212>
- Robbins, S. P., & Judge, T. A. (2012). *Organizational Behavior* (S. Yagan (ed.); 15th ed.). Prentice-Hall International, Inc.
- Sandiyah, C. D., & Mustriwi. (2021). Sikap caring perawat terhadap pasien rawat inap. *Jurnal Kesehatan Hesti Wira Sakti*, 9(2), 81–89. <https://doi.org/https://doi.org/10.47794/jkhws.v9i2.333>
- Smama'h, Y., Eshah, N. F., Al-Oweidat, I. A., Rayan, A., & Nashwan, A. J. (2023). The impact of leadership styles of nurse managers on nurses' motivation and turnover intention among Jordanian nurses. *Journal of Healthcare Leadership*, 15, 19–29. <https://doi.org/10.2147/JHL.S394601>
- Subhaktiyasa, P. G. (2024). *The Effect of Spiritual Leadership, Work Motivation, Organizational Culture, and Organizational Commitment on Lecturer Performance of Private Higher Education in Bali Province* [Universitas Pendidikan Ganesha]. <https://repo.undiksha.ac.id/19537/>
- Subhaktiyasa, P. G., Agung, A., Agung, G., Jampel, I. N., & Dantes, K. R. (2024). Spiritual Leadership and Lecturer Performance: Mediating Role of Work Motivation. *International Journal of Evaluation and Research in Education*.
- Sumarni, T. (2016). Hubungan faktor individu dan motivasi kerja dengan perilaku caring perawat pelaksana. *Jurnal Ilmu Kesehatan Bhamada*, 7(2), 1–14.
- Sutria, E., Ulfah Ashar, M., & Syisnawati. (2017). Faktor-faktor yang berhubungan dengan perilaku caring perawat di ruang perawatan interna. *Journal of Islamic Nursing*, 2(2), 82–92. <https://doi.org/https://doi.org/10.24252/join.v2i2.3977>
- Thapa, S., & Joshi, A. (2019). Patients' satisfaction with quality nursing care at teaching hospital, Chitwan. *Journal of Nursing and Health Science (IOSR-JNHS)*, 8(3), 71–75. <https://doi.org/10.9790/1959-0803077175>
- Tong, L. K., Zhu, M. X., Wang, S. C., Cheong, P. L., & Van, I. K. (2022). Factors influencing caring behaviour among registered nurses during the COVID-19 pandemic in China: A qualitative study using the COM-B framework. *Journal of Nursing Management*, 30(8), 4071–4079. <https://doi.org/10.1111/jonm.13855>
- Watson, J. (2012). *Human caring science*. Jones & Bartlett Publishers.
- Wolf, Z. R., Giardino, E. R., Osborne, P. A., & Ambrose, M. S. (1994). Dimensions of Nurse Caring. *Image: The Journal of Nursing Scholarship*, 26(2), 107–112. <https://doi.org/10.1111/j.1547-5069.1994.tb00927.x>
- Yuliyanti, S., Khairari, N. D., & Supriadi. (2021). Pengaruh beban kerja terhadap perilaku caring perawat di rawat inap interna I dan II RSUD DR. R. Soedjono Selong. *Wellness and Healthy Magazine*, 3(2), 299–306. <https://doi.org/10.30604/well.263322021>.