

The correlation between working shifts and nurse's motivation in the implementation of handover in the surgical documentation room

La correlación entre la jornada de trabajo y la motivación del enfermero en la implementación de entrega en la sala de documentación quirúrgica

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SUMMARY

Introduction: Nurses have a shift divided into morning, afternoon, and night shifts. One of the nurse's duties is to do handovers. If the handover is not done effectively, there will be an impact on carrying out nursing care. One of the factors that influence the implementation of handovers is motivation. Poor motivation can cause the duties and roles of nurses will not to be carried out properly. This study aimed to determine the correlation between work shifts and nurses' motivation in implementing handover.

Methods: This research was a descriptive correlation study using a cross-sectional design approach with a sample of 43 respondents. This study used a modified motivation questionnaire. The analysis used was univariate analysis using descriptive test and tendency central, and bivariate analysis using an alternative

test, namely the Kolmogorov Smirnov test.

Results: The average age was 35.28 years old, and most females 76.7 %, had a professional nurse's education 58.1 %, and >10 years of working experience 37.2 %. The Kolmogorov-Smirnov correlation test obtained a p-value of 0.881, meaning there was no correlation between work shifts and nurses' motivation in implementing handovers.

Conclusion: This study suggests that for the hospital, it is expected that every head of the room always reminds the nurses to carry out handovers according to predetermined standards and always control each shift, especially during the night shift.

Keywords: Handover, Motivation, Nursing, Shift

RESUMEN

Introducción: Las enfermeras tienen los turnos divididos en mañana, tarde y noche. Uno de los deberes de la enfermera es hacer traspasos. Si el traspaso no se realiza de manera efectiva, habrá un impacto en la realización de los cuidados de enfermería. Uno de los factores que influyen en la implementación de los traspasos es la motivación. La falta de motivación puede provocar que los deberes y los papeles que ejercen las enfermeras no se lleven a cabo adecuadamente. Este estudio tuvo como objetivo determinar la correlación entre los turnos de trabajo y la motivación de las enfermeras en la implementación de la transferencia.

Métodos: Esta investigación fue un estudio correlacional descriptivo utilizando un enfoque de

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diseño transversal con una muestra de 43 encuestados. Se utilizó un cuestionario de motivación modificado. El análisis utilizado fue el análisis univariado mediante prueba descriptiva y central de tendencia, y el análisis bivariado mediante una prueba alternativa, a saber, la prueba de Kolmogorov-Smirnov.

Resultados: *La edad promedio fue de 35,28 años, siendo la mayoría del sexo femenino 76,7%, formación profesional de enfermería 58,1 % y >10 años de experiencia laboral cerca de 37,2 %. La prueba de correlación de Kolmogorov-Smirnov obtuvo un valor de p de 0,881, lo que significa que no hubo correlación entre los turnos de trabajo y la motivación de las enfermeras para implementar los trasposos.*

Conclusión: *Este estudio sugiere que, para el hospital, se espera que cada jefe de sala recuerde siempre a las enfermeras realizar los trasposos de acuerdo con estándares predeterminados y siempre controlen cada turno, especialmente durante el turno de noche.*

Palabras clave: *Traspaso, motivación, enfermería, turno.*

INTRODUCTION

Nurses are workers who play an important and responsible role in the health service process (1,2). Nurses are also workers who serve patients full-time (3-5). Every job or installation has a work shift division. Shift work is the method of setting work shifts chosen by a company or installation and is divided into three shifts: morning, afternoon, and night shifts. Based on Government regulations in 2021 Number 35 article 21 concerning working hours, it was stated that working hours had been stipulated in 2 provisions: the first provision is seven working hours in 1 day or 40 working hours for six working days in 1 week (6). In comparison, the second provision is eight working hours in 1 day or 40 working hours for five working days in 1 week. Handover is one of the nurses' duties in carrying out their role as health workers at every shift change (7,8). Handover aims to convey and receive information about the patient's condition (9,10). One of the factors that can affect the implementation of handover activities is motivation, and the task will not be carried out properly if there is no support from the will and motivation (11).

Handover is a technique or way to convey and receive something (report) related to the patient's

condition. For example, caring for patients is delegated from nurses who have done service to nurses who will carry out further service. Patient handover must be implemented as effectively as possible by briefly, clearly, and thoroughly explaining the nurse's independent actions, collaborative actions that have been carried out or not, and the patient's progress at that time. Handovers that are carried out effectively will improve patient safety (9). One of the factors that can affect the implementation of handover activities is motivation, and the task will not be carried out properly if there is no support from the will and motivation (11). The factors that can affect motivation are intrinsic and extrinsic. Intrinsic motivation comes from within a person, not external rewards such as gifts, money, or values. Extrinsic motivation comes from the happiness that a person gets from satisfaction in completing or doing a job. This motivation refers to motivation that comes from outside the individual. It can be in the form of awards such as rewards, money, and values. This award provides satisfaction and pleasure for someone (12).

The impact can occur if everyone does not have motivation, such as less than optimal or maximal individuals doing everything and achieving something. The low performance of individual work is caused by low abilities and skills, lack of motivation, weak instructions, and lack of support for administrative implementation services. Someone whose work motivation is not good and has poor performance is due to a lack of work motivation (13). Work motivation is an important factor for nurses to carry out the tasks that have become their responsibility; without work motivation, the work will not be able to run well. If nurses' work motivation is high, then nurses can work properly. Hence, they can produce a good performance as well. Respondents whose work motivation is lacking and have poor performance are caused by a lack of work motivation, resulting in a decrease in performance results in their duties (14).

Based on the results of a preliminary study conducted by researchers related to work shifts and nurses' motivation to implement handovers in each shift. The researcher does not find handovers done at the nurse station but are carried out by a team and go directly to the patient's room. Sometimes handovers are no longer carried out in

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the rooms; only the team knows the information. Moreover, when nurses were treating the patient, they also had to do a handover. As a result, the handover was done a little late. Based on the description above, the results obtained are that the implementation of handovers in the afternoon and evening shifts has not been carried out following the Standard Operating Procedures (SOP). Therefore, this study analysed the correlation between shift work and nurse motivation in handover implementation.

METHODS

The study was a quantitative method with a description of the correlation. This study used a cross-sectional design approach. This research was conducted at a hospital in Riau Province in the surgical inpatient room. The sample population was all nurses in the surgical inpatient room, with a total sample of 46 nurses from the two rooms. The inclusion criteria of this study were registered nurses who were willing to be respondents. The sampling technique used by the researcher was consecutive sampling. In this study, the independent variable was shift work, and the dependent variable was the motivation of nurses in the implementation of handover. The data instrument used in this study was a questionnaire. Univariate analysis in this study was conducted on research variables that include the characteristics of nurses consisting of age, gender, length of work, work shifts, and motivation of nurses in the implementation of handover using a frequency distribution table. The bivariate analysis in this study aimed to examine the correlation between work shifts and nurses' motivation in implementing handover. This study was declared to have passed the ethical test by the Sekolah Tinggi Ilmu Kesehatan Hang Tuah Pekanbaru committee with the number: 214/KEPK/STIKes-HTP/III/2022.

RESULTS

Based on Table 1, it is found that the average respondent was 35.28 years old. The minimum age of the respondent was 25 years, while the maximum age was 57 years.

Table 1

Frequency distribution of Respondent's Characteristics by Age

Age	Mean	Median	Std. Deviation	Min-Max
	35.28	34.00	7.826	25 – 57

Table 2

Frequency distribution of Respondents' Characteristics by Gender, Last Education, Length of Work, Shift Work, Nurse's Motivation

Characteristic	Frequency	Percentage
	(f)	(%)
Gender		
Male	10	23.3
Female	33	76.7
Education Background		
Professional Nurses	25	58.1
Vocational Nurses	18	41.9
Length of Work		
< 6 years	15	34.9
6 - 10 years	12	27.9
> 10 years	16	37.2
Work Shift		
Morning	15	34.9
Afternoon	14	32.6
Night Shift	14	32.6
Motivation		
High	30	69.8
Low	13	30.2
Total	43	100.0

Based on the table above, the study's results indicate that most nurses were 33 female (76.7 %). The most recent education was professional nurses, with 25 people (58.1 %). The length of work with >10 years was 16 people (37.2 %). This study divided the number of nurses in each work shift into morning shifts for 15 respondents (34.9 %), afternoon shifts for 14 respondents (32.6 %), and night shifts for 14 respondents (32.6 %). The motivation of nurses was high motivation of 30 respondents (69.8 %), and the low motivation was 13 respondents (30.2 %).

Table 3
Results of the Correlation between Work Shift and Motivation

		Work Shift Distribution
Most Extreme Differences	Absolute	0.195
	Positive	0.195
	Negative	0.000
Kolmogorov-Smirnov Z		0.587
Asymp. Sig. (2-tailed)		0.881

The study’s results in Table 3 show that the p-value was $0.881 > 0.005$, which means that there is no correlation between work shifts and nurses’ motivation in implementing handovers in the surgical inpatient room.

DISCUSSION

Age has an important role in influencing one’s knowledge and experience; the older one gets, the more mature the way of thinking. Maturity can also increase motivation. If motivation increases, the work will also be completed well (15). Previous research states that women’s work motivation is approximately 57.1 % higher than men. This is because women have a much better level of patience, and nurses are also a job based on the love of a woman. Thus women have a high enough work motivation (16). The level of education is also elevated one’s knowledge. The higher a person’s education, the easier it is to receive information to increase their knowledge (15). The longer the work, the better the caring behaviour of nurses compared to nurses whose tenure is still new. The longer the working period, the better their skills and work experience and the responsibility in carrying out their duties (17).

The results of the research conducted in the surgical inpatient room obtained the motivation of nurses in the morning shift in the high category. The results of statistical tests indicate that there is no significant correlation between shift work and nurses’ motivation to implement handovers. This study is also in line with the previous

research on the motivation of nurses to nurse compliance in the implementation of handovers which states that there is no significant correlation between nurses’ motivation and compliance in the implementation of handovers (18). This is because the higher motivation of nurses has not determined that nurses carry out their duties well. Another possible thing is other factors that influence nurses in the implementation of handovers.

Based on Trinesa et al., in 2020 research on factors related to the implementation of handovers, it is stated that high motivation in implementing handovers can be caused by several factors such as the leadership of the head of the room, support from colleagues, and the surrounding environment (19). This is because the role of a good head of the room in guiding and paying attention to nurses in carrying out handovers will affect the motivation of nurses. In addition, colleagues who provide a positive response during the handover process will also increase enthusiasm for being responsible for carrying out their duties on the shift. This study’s results align with research by Revalicha and Samian in 2013 on the level of work fatigue in each shift, which explains that night shifts cause more fatigue and decrease motivation in carrying out work (20). This is because the night shift negatively impacts the worker’s body, namely, fatigue, sleepiness, and lack of enthusiasm in their duties.

Based on the description above, the result of this study is that there is no correlation between work shifts and nurses’ motivation to undertake handovers. This is since each shift: morning shift, afternoon shift, and night shift, nurses have high motivation, which is more dominant. This is because the role of the head of the room, supervisors, and other senior nurses motivate their colleagues in undertaking handovers every morning. Thus, the implementation of handovers remains under supervision and control.

CONCLUSION

In conclusion, it can be drawn that the motivation of nurses is high. Most high motivation is on the morning shift, and the

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majority of low motivation is on the night shift. It was discovered that nurses in the inpatient room have high motivation. This study finds no correlation between work shifts and nurses' motivation to implement handovers in the surgical inpatient ward.

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