



Analysis of Factors Affecting the Performance of Nurses in the Internal Room of Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City

M. Haikal Wahyudin^{1*}, Sabirin B. Syukur², Muriyati Rokani³

^{1,2,3}Program Studi Ilmu Keperawatan, Fakultas Ilmu Kesehatan, Universitas Muhammadiyah Gorontalo

*Email: mhaikalbekam@gmail.com

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ABSTRACT

Nurse performance is a measure of success in achieving nursing service goals. The performance of nurses in providing nursing care is influenced by several factors such as education, work motivation and job satisfaction. This study aims to analyze the Factors Affecting the Performance of Nurses in the Internal Room of Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City. The quantitative method with the research design used in the study was quantitative with correlational analytics with a cross sectional design. This is a cross sectional, where the sample is selected through the total sampling method, with a sample of 35 nurse respondents in the Internal Room. The sample in this study is all nurses in the Internal Room of Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City. Data analysis used the chi square test (χ^2) with a meaning (< 0.05). The results of the study showed that there was a relationship between the last education of nurses ($p.0.019$), work motivation ($p. 0.021$) and Nurse Job Satisfaction ($p. 0.015$) with Nurse Performance in the Internal Room of Prof. Dr. H. Aloei Saboe Hospital Gorontalo City is evidenced by a p-value (≤ 0.05). The suggestion in this study is the need for periodic evaluation related to the performance of nurses in improving the quality and quality of nursing services in the Internal Room.

INTRODUCTION

Nurse services, in this case health services to patients in hospitals, are one of the determining factors for the image of the hospital itself. Some examples of cases related to health services in hospitals are related to nurse performance. Nurse performance is a measure of success in achieving nursing service goals. Nurse performance in nursing care is the application of skills or learning that have been received during the completion of the nursing education program. Nurse performance is assessed from the satisfaction of patients who are or have been treated (Anwar et al., 2024).

The performance of nurses is not only seen from their appearance, but also from various other factors that affect their performance, because the main task of nurses requires nurses to be full-time in total care care. If nurses' performance is getting better and more capable in providing health services, it will increase the trust and satisfaction of patients and families (Khuluq et al., 2025).

The decline in nurse performance greatly affects the image of a hospital's services in the community. Poor nursing services cause a lack of public trust in the hospital's capabilities. The ability to carry out tasks is the main element in assessing a person's performance but without the support of an ability and motivation, the task will not be able to be completed (Kurniawan K & Khatimah, 2020).

In addition, the adverse effects of low performance of nurses include medical errors such as mismedication administration, increased risk of infection in patients, decreased patient satisfaction and trust, and the emergence of burnout syndrome in the nurses themselves due to stress and excessive workload, all of which reduce the overall quality of health services (Triarso, 2023).

The theory put forward by Mangkunegara defines performance as the result of quality and quantity work, which explains that factors that affect nurse performance include internal factors such as competence, education, knowledge, skills, motivation, and job satisfaction; external factors such as workload, leadership style, organizational culture, facilities, and work environment; as well as the patient's environmental factors which

include the patient's characteristics and their health condition (Anwar et al., 2024).

Poor performance achievement due to lack of knowledge, lack of motivation and lack of self-confidence and workload in the treatment room. In addition, it is also influenced by leadership, responsibility, discipline, initiative (Rosmalia et al., 2024), in an effort to provide good quality nursing care, a nurse needs to have motivation that leads to performance. To achieve a good level of performance, every nurse must be highly motivated (Rusmianingsih et al., 2021).

Education is related to the knowledge of nurses in carrying out important roles in nurse performance. Higher nursing education has a positive and significant influence on nurse performance, as education improves nurses' understanding, skills, and critical thinking abilities to provide quality nursing care, improve patient satisfaction, and achieve hospital service goals. Formal education also forms the maturity of nurses' thinking and professional attitude in facing professional challenges and can increase high motivation that will encourage nurses to provide optimal services.

A task will not be completed properly if there is no will or motivation. Motivation is an encouragement from within and outside to have a passion for work to be willing to work hard by providing all abilities and skills to realize better nurse performance. The decline in nurse performance can be influenced by several factors, especially the work motivation factor and job satisfaction of the nurse herself. (Asmaningrum et al., 2020).

The relationship between work motivation and nurses' job satisfaction is very close. High work motivation will increase job satisfaction, and vice versa, because satisfaction can be a motivational driver. Motivation allows nurses to work better, resulting in improved performance and, ultimately, providing better quality services to patients (Setiyadi et al., 2023).

Based on a preliminary data survey conducted by researchers in the Internal Room of Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City, there are a total of 35 nurses with a division of 6 people per *shift*, with a total of 46 beds, which is divided into class I with 8 beds, 10 beds with cardio HCU, 10 non-infectious HCU with 10 beds, Class III there are 16 beds and there are 2 action rooms in the internal room. Intern Nurses have a NERS education level of 18 people, DIII 16 people, and 1 DIV Nursing.

Based on an interview with the head of the internal room related to the work motivation of the nurse, he said that there was a work award to the nurse for additional points. The salary they receive is not in accordance with the UMR but they receive services, the provision of services is provided according to the number of working days, education, career path, besides that not all nurses have been promoted to a higher career level where there is no funds available by the hospital for DIII/DIV vocational nurses to continue the professional nursing level to become NERS, Hospital promotion policies are still less effective due to limited human resources and budget, besides that not all nurses get the opportunity to participate in career development training or seminars so that nurses feel less enthusiastic about their current work.

Based on an interview with the head of the room related to nurses' job satisfaction, he said that the current nurses' resources are in accordance with their educational background, abilities and expertise but feel that there is still a need to improve *skills* through training and seminars that have not been attended at this time, currently there are no awards for outstanding nurses. Appreciation for the success of nurses in completing job duties.

Based on the observation of nurses, nursing services in the internal room include 24-hour holistic nursing care which includes the management of patient needs such as oxygen, nutrition, fluids, elimination, safety, hygiene, comfort, and rest. Nurses are also responsible for reporting patients' conditions, administering medications, and conducting nursing interventions based on a predetermined plan, in addition to providing comprehensive nursing care to adult patients with internal diseases, such as wound care, observation of vital signs, administering medications, patient and family education, and collaboration with other medical teams.

Research conducted by (Sutriyati et al., 2021) shows that there is a relationship between knowledge and performance with *p value* (0.000), there is a relationship between work motivation and performance with *p value* (0.000). Other research conducted by (Lilis Rohayani et al., 2023) showed that 55% of nurses had a light workload, 57.5% of nurses carried out Askep documentation performance completely and there was a significant relationship between workload and performance with nurse performance in Askep documentation in the Inpatient Room of the Dustira Cimahi Hospital Pavilion, with *p-value* = 0.000.

Another study showed that job satisfaction conducted by Sugiri (2022) in the Nakula room of Sanjiwani Gianyar Hospital found that good job satisfaction will indirectly affect the performance of the employees themselves. The higher the nurse's job satisfaction, the higher their performance. The results of another study conducted by Sutarni (2008) showed that there was a meaningful relationship between workload and job satisfaction with an OR value = 17.333, meaning that heavy workload had a 17.333 times chance of job satisfaction compared to light workload.

The reason the researcher combines education, motivation, and job satisfaction is because these three factors are closely interrelated and are important pillars in shaping professional and high-quality nurse performance; Education improves competence, motivation encourages work morale, and job satisfaction creates a supportive environment, all of which aim to improve the quality of nursing services holistically, where good education increases confidence and competence (motivation), which in turn can increase job satisfaction. Based on the description of the problem above, the researcher took a study entitled "Analysis of Factors Affecting the

RESEARCH METHODS

Research Design

This research is a type of research *Quantitative* which is *Analytically*. Quantitative research is research that is based on the collection and analysis of numerical (numerical) data to explain, predict, and control the phenomenon of interest. Quantitative research emphasizes its analysis on numerical data processed by statistical methods, with quantitative methods will obtain the significance of the relationship between variables. This research uses a design *cross sectional*. *Cross-sectional* is a study to study the dynamics of the correlation between risk factors and effects, by way of approach, observational, or data collection. Research *Cross-sectional* only observed once and measurements were made on the subject variables at the time of the study (Nursalam, 2020). This study aims to analyze the factors that affect the performance of nurses at Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City.

Place and time of the research

This research was carried out at Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City. The time for this research is planned to be carried out in December 2025.

Population and Sample

Population is the whole object to be studied (Istania, 2021). In this study, the population was all nurses in the Intern Room of Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City, totaling 35 people. The sample in this study is the whole nurse in the room Interns of Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City totaled 35 people.

Data Collection Techniques

The primary data in this study is data obtained through observation techniques, interviews and questionnaires to see the relationship between knowledge factors, work motivation, and leadership style with the performance of nurses in the Intern Room of Prof. Dr. H. Aloei Saboe Hospital Gorontalo City.

Secondary data was also obtained from other parties, namely data collected through documents and archives in the internal room of Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City.

Data Analysis Techniques

Univariate Analysis

Univariate analysis aims to explain or describe the characteristics of each research variable. Univariate analysis is a single-variable analysis. Analysis can be done with frequency distribution or frequency tables are the arrangement of data in a table that has been classified according to a specific class or category. Univariate analysis was carried out to get an overall picture by describing each variable in the review with the percentage formula, namely (Sarwono & Handayani, 2021) :

$$P = \frac{f}{N} \times 100\%$$

Description :

p : Percentage.

f : Number of applications according to the procedure (value 1).

N : Number of observation items.

Bivariate Analysis

Bivariate analysis is intended to analyze the relationship between two variables can be depicted in the form of a cross table. In making this cross-table, the researcher must know how the relationship in the bivariate relationship is directional *Bivariate* analysis is carried out to see the relationship of the free variable to the bound variable using the *Chi Square* () formula. χ^2 *Chi Square*() is used to test the hypothesis that there is a significant relationship between independent variables and dependent variables. χ^2

However, given that this statistical test is only an independence test, it provides little information about the strength or shape of the relationship between the two variables. This c-square value will also depend on the sample size. The larger the sample size, the c-square value will increase, and vice versa, the smaller the sample size, the smaller the chi-square value will also be. (Sarwono & Handayani, 2021):

$$\chi^2_{hitung} = \sum \frac{(f_o - f_h)^2}{f_h}$$

Description :

χ^2_{hitung} : *Chi Square*.

f_0 : Frequency of observation.

f_h : Frequency of expectation (Sugiono, 2012).

RESULTS

Distribution of Respondent Characteristics

Table 1 Distribution of Respondents by Characteristics

Yes	Respondent Characteristics	Classification	Frequency (n)	Present (%)
1.	Age	<25 Years	9	25.7
		26 – 35 Years	20	57.1
		36 – 45 Years	4	11.4
		46 – 55 Years	2	5.7
2.	Gender	Male – Male	5	14.3
		Women	30	85.7
3	Length of Work	< 5 Years	15	42.9
		>5 Years	20	57.1
Total			35	100.0

(Source: Primary Data, 2025)

Based on the table above, it shows that the majority of vulnerable nurses aged 26-35 years are 20 people (57.1%), with an average female gender of 30 people (85.7%), and the majority have a working period of >5 years of 20 people (57.1%).

Univariate Analysis

Overview of Nurse Education in the Internal Room at Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City.

Table 2 Overview of Nurse Education in the Internal Room at Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City

Yes	Nurse Education	Frequency (n)	Present (%)
1	DIII Nursing	15	42.9
2	DIV Nursing	1	2.9
3	NERS	19	54.3
Total		35	100%

(Source: Primary Data, 2025)

Based on table 2 above, it shows that the majority of nurses have the last NERS education of 19 people (54.3%), and the lowest is the nursing DIV of 1 person (2.9%).

Overview of Nurses' Work Motivation in the Internal Room of Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City.

Table 3. Overview of Nurses' Work Motivation in the Internal Room of Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City.

.Yes	Nurse Work Motivation	Frequency (n)	Present (%)
1	Good	24	68.8
2	Less	11	31.4
Total		35	100%

(Source: Primary Data, 2025)

Based on table 3 above, it shows that the majority of nurses have good work motivation of 24 people (68.8%), and the lowest is nurses with poor work motivation of 11 people (31.4%).

Overview of Nurses' Job Satisfaction in the Internal Room of Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City.

Table 4. Overview of Nurses' Job Satisfaction in the Internal Room of Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City.

.Yes	Nurse Job Satisfaction	Frequency (<i>n</i>)	Present (%)
1	Good	20	57.1
2	Less	15	42.9
Total		35	100%

(Source: Primary Data, 2025)

Based on table 4 above, it shows that the majority of nurses have good job satisfaction of 20 people (57.1%), and the lowest is nurses with low job satisfaction of 15 people (42.9%).

Overview of Nurse Performance in the Internal Room of Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City.

Table 5 Overview of Nurse Performance in the Internal Room of Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City.

.Yes	Nurse Performance	Frequency (<i>n</i>)	Present (%)
1	Good	24	68.8
2	Less	11	31.4
Total		35	100%

(Source: Primary Data, 2025)

Based on table 5 above, it shows that the majority of nurses have good nursing performance of 24 people (68.8%), and the lowest is nurses with poor nurse performance of 11 people (31.4%).

Bivariate Analysis

The Relationship between Nurses' Last Education and Nurses' Performance in the Internal Room of Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City.

Table 6 The Relationship between Nurses' Last Education and Nurses' Performance in the Internal Room of Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City.

Final Education	Nurse Performance						<i>p.value(x2)</i>
	Good		Less		Total		
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	
DIII Nursing	5	14.3	10	28.6	15	42.9	0.019
DIV Nursing	1	2.9	0	0	1	2.9	
NERS	15	42.9	4	11.4	19	54.3	
Total	21	60.0	14	40.0	35	100.0	

(Source: Primary Data, 2025)

Based on table 6 above, it shows that the majority of nurses with the latest NERS education have good nursing performance of 15 people (42.9%), and the lowest is nurses with NERS education but have poor performance of 4 people (11.4%).

In the group with the last education of DIII Nursing had a low performance of 10 people (28.6%), and the lowest was a nurse with the last education of DIII nursing and had a good performance of 5 people (14.3%).

Based on the results of statistical analysis using *the chi square (x2)* test, the *p-value* was 0.019 (≤ 0.05), which means that there is a relationship between the last education of the nurse and the performance of the nurse in the Internal Room of the Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City.

The Relationship between Nurse Motivation and Nurse Performance in the Internal Room of Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City.

Table 7 The Relationship between Nurses' Work Motivation and Nurses' Performance in the An-Internal Room of Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City.

Nurse Work Motivation	Nurse Performance						<i>p.value(x2)</i>
	Good		Less		Total		
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	
Good	18	51.4	6	17.1	24	68.6	0.021

Less	3	8.6	8	22.9	11	31.4
Total	21	60.0	14	40.0	35	100.0

(Source: Primary Data, 2025)

Based on table 7, it shows that the majority of nurses with good work motivation have good performance of 18 people (51.4%), and the lowest are nurses with good work motivation with poor performance of 6 people (17.1%).

In the group with less work motivation, the average nurse had poor performance of 8 people (22.9%), and the lowest was nurses with low work motivation but had good performance of 3 people (8.6%).

Based on the results of statistical analysis using *the chi square* (χ^2) test, it was obtained *that the p-value* was 0.021 (≤ 0.05), which means that there is a relationship between Nurses' Work Motivation and Nurse Performance in the Internal Room of Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City.

The Relationship between Job Satisfaction and Nurse Performance in the Internal Room of Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City.

Table 8 The Relationship between Nurses' Job Satisfaction and Nurses' Performance in the Internal Room of Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City.

Nurse Job Satisfaction	Nurse Performance						<i>p.value</i> (χ^2)
	Good		Less		Total		
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	
Good	18	45.7	4	11.4	20	57.1	0.015
Less	5	14.3	10	28.6	15	42.9	
Total	21	60.0	14	40.0	35	100.0	

(Source: Primary Data, 2025)

Based on table 8, it shows that the majority of nurses with good job satisfaction have good performance of 18 people (45.7%), and the lowest are nurses with good job satisfaction but have poor performance of 4 people (11.4%).

In the group with low job satisfaction, the average nurse had a low performance of 10 people (28.6%), and the lowest was a nurse with low job satisfaction but had good performance of 5 people (14.3%).

Based on the results of statistical analysis using *the chi square* (χ^2) test, the *p-value* was 0.015 (≤ 0.05), which means that there is a relationship between Nurse Job Satisfaction and Nurse Performance in the Internal Room of Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City.

Path Analysis (Multivariate)

Table 8 *Total effect* (Direct and Indirect Combination)

Independent Variables	Direct Effects on Burnout	Indirect Effects (via Nursing Services)	Total Effect ($\Sigma\beta$)	Remarks
Length of Work	-0.56	-0.15	-0.71	The strongest negative total influence
Work Motivation	+0.37	+0.11	+0.48	Moderate positive total effect
Job Satisfaction	+0.40	+0.20	+0.60	Strong positive total influence

*Double Linear Regression

1. Length of Work (total $\beta = -0.71$) – The Strongest Negative Influence
The length of work variable showed the strongest negative total effect ($\beta = -0.71$), which means that the lower the length of work was a significant factor in the performance of nurses.
2. Work Motivation (total $\beta = +0.48$) – Moderate Positive Total Effect
The work motivation variable has a positive total effect on nurse performance ($\beta = +0.48$), which means that the higher a person's work motivation, the better the nurse's performance in the nursing services she provides.
3. Job Satisfaction (total $\beta = +0.60$) – Strong Positive Total Effect
Variable Job satisfaction shows m the effect of a strong positive total on job satisfaction ($\beta = +0.60$), making it Dominant Factors in this research model. This very strong positive effect shows that the higher the satisfaction of eating work, the higher or better the performance of nurses in nursing services.

DISCUSSION

Overview of Nurse Education in the Internal Room at Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City.

Based on the results of the study, it shows that the majority of nurses have the last education of NERS as many as 19 people (54.3%), and the lowest is the nursing DIV of 1 person (2.9%).

According to (Nabila, 2025) that education is related to nurses' knowledge in carrying out an important role in nurse performance. Higher nursing education has a positive and significant influence on nurse performance, as education improves nurses' understanding, skills, and critical thinking abilities to provide quality nursing care, improve patient satisfaction, and achieve hospital service goals. Formal education also forms the maturity of nurses' thinking and professional attitude in facing professional challenges and can increase high motivation that will encourage nurses to provide optimal services.

Based on the description above, the researcher assumes that education has a significant and positive effect on nurse performance, because a higher level of education improves knowledge, professional mindset, and ability to implement quality nursing practices, including caring behavior and health education in patients, which has a direct impact on the quality of service. Education forms the solid foundation of knowledge and professional attitude necessary to provide optimal nursing care.

Overview of Nurses' Work Motivation in the Internal Room of Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City.

Based on the results of the study, it shows that the majority of nurses have good work motivation as many as 24 people (68.8%), based on the findings of the researcher, this is associated with nurses who work with full responsibility, strive to meet the needs of patients to the maximum, feel appreciated and recognized by their superiors in the implementation of their performance, and are satisfied with the current culture and work environment that they have.

According to (Risna, 2022) that work environment culture, often also called organizational culture or company culture, is a collection of values, beliefs, norms, habits, and ways of behaving that are shared by all members in an organization or work environment. A culture that values work-life balance and provides support for nurses' well-being helps reduce stress and prevent burnout, thereby improving nurses' performance.

Based on the above description, researchers assume that a positive and supportive culture can increase motivation, job satisfaction, and, ultimately, the quality of patient care, on the contrary, a negative culture can lead to stress, burnout, and poor performance

In the lowest group were nurses with less work motivation of 11 people (31.4%), based on the findings of the researcher, this was associated with nurses who had low responsibility in the implementation of comprehensive care for patients, and felt dissatisfied with the salary received because they felt that it was not in accordance with the workload currently being worked.

According to (Paneo, 2020) an adequate and fair salary increases motivation, job satisfaction, and discipline, which leads to improved performance; However, salary is not the only factor, as motivation (rewards, recognition), workload, and facilities also greatly affect performance, where low compensation can risk lowering performance.

Based on the description above, the researcher assumes that nurses' salaries should be a concern because this is the right of nurses to support in achieving the goals that have been planned because income is one of the urgent indicators for the performance of honorary nurses so that employees can be more motivated to work. If the income can be adjusted to the workload of employees, this has a positive impact to be able to improve the performance of nurses to a higher level.

Overview of Nurses' Job Satisfaction in the Internal Room of Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City.

Based on the results of the study, it shows that the majority of nurses have job satisfaction as many as 20 people (57.1%), based on the findings of the researcher, this is associated with nurses who always feel appreciated at work by their colleagues, get the same opportunity for promotion and improvement in their career path, and their superiors always appreciate the results of the work done by giving awards and praise.

According to (Royani, 2024), awards and praise from superiors have been proven to be effective in improving nurses' performance because they function as intrinsic (recognition, achievement) and extrinsic (bonuses, promotions) motivations that increase job satisfaction, enthusiasm, and a sense of belonging, thereby encouraging nurses to work better and provide high-quality services. The impact is significant because it meets the psychological and professional needs of nurses.

Based on the description above, the researcher assumes that the award provides a positive encouragement for nurses to work harder, provide the best results, and actively participate. Recognition (praise, certificates) and rewards (financial) increase job satisfaction, which is directly correlated with improved performance.

In the lowest group were nurses with less job satisfaction of 15 people (42.9%), based on the findings of the researcher this was associated with, based on the findings of the researcher this was associated with nurses who did not make the most of their time in completing their duties during working hours, feeling that currently in the hospital

every nurse did not have the same opportunity for promotion.

According to Career Opportunities for Nurses are very wide, including career promotion (moving up the ranks such as head of room, nursing manager, specialist, or to higher education), health promotion (as educators, role models, community facilitators), and self-promotion (developing specialties, mastering technology such as telenursing). Promotional opportunities greatly affect nurses' performance, encouraging them to be more motivated, develop skills (such as continuing education and certification), work harder, improve the quality of service, and ultimately increase job satisfaction and loyalty, as promotion is seen as a form of reward and an avenue for professional growth.

Based on the above description, the researcher assumes that the push for promotion makes nurses more focused on high-quality work outcomes and better service to patients.

Overview of Nurse Performance in the Internal Room of Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City.

Based on the results of the study, it shows that the majority of nurses have good nurse performance of 24 people (68.8%), based on the findings of the researcher, this is associated with nurses who always pay attention to the needs of patients, are ready to be responsive in the implementation of nursing care, in providing attentive services to patients according to the patient's needs.

In the lowest group were nurses with less than 11 nurse performance (31.4%), based on the findings of the researcher, this was associated with nurses who solved problems themselves, without involving family or patients, in providing services to patients according to the patient's needs, but patient complaints were rarely considered because there were several patients who were fussy so that they hindered nursing actions

According to (Nabila, 2025) that paying attention to the needs of patients means providing holistic health services with a focus on comfort, effective communication, empathy, and the fulfillment of physical-psychosocial needs (such as hygiene, safety, and emotional support) to build trust and increase satisfaction, including aspects such as speed of service, clarity of information, and adequate infrastructure.

Based on the description above, the researcher assumes that paying attention to the patient's needs holistically (physical, psychological, social, spiritual) greatly improves nurse performance because it has a direct impact on the patient's performance. Patient satisfaction, buildTrust, facilitateHealing process, and encourage nurses to applyHigh-quality nursing care, which are all indicators of good nurse performance. Nurses who are able to meet these needs show superior performance in providing comprehensive services.

The Relationship between Nurses' Last Education and Nurses' Performance in the Internal Room of Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City.

Based on the results of the study, it shows that the majority of nurses with the latest NERS education have good nursing performance of 15 people (42.9%), and the lowest is nurses with NERS education but have poor performance of 4 people (11.4%), based on the findings of the researcher, this is associated with nurses who even though they have higher education (NERS) but have poor performance due to nurses who are less responsive in completing actions, and lack of honesty in thoughts and actions in the implementation of nursing care, where nurses often involve emotions such as being sympathetic rather than empathetic to patients.

According to Nurses who involve too much sympathy (feeling pity) is often not good because it can obscure professional objectivity, make nurses get carried away by the client's emotions (not understanding), and hinder the focus on therapeutic solutions, so what is needed is empathy (understanding the client's feelings from the client's point of view) to build a strong therapeutic relationship, not sympathy (feeling sadness) which can cause emotional exhaustion of the nurse. which can affect the performance of nurses.

In the group with the last education of DIII Nursing had a low performance of 10 people (28.6%), and the lowest was a nurse with the last education of DIII nursing and had a good performance of 5 people (14.3%). Based on the findings of the researcher, this is associated with nurses who have low education on average have less performance due to lack of capacity and meeting the needs of patients and families, the speed of service delivery tends to have a long waiting time, and less attention to patient needs

Education is related to the knowledge of nurses in carrying out important roles in nurse performance. Higher nursing education has a positive and significant influence on nurse performance, as education improves nurses' understanding, skills, and critical thinking abilities to provide quality nursing care, improve patient satisfaction, and achieve hospital service goals. Formal education also forms the maturity of nurses' thinking and professional attitude in facing professional challenges and can increase high motivation which will encourage nurses to provide optimal services (Yuko, 2025)

Based on the results of statistical analysis using *the chi square* (χ^2) test, the *p-value* was 0.019 (≤ 0.05), which means that there is a relationship between the last education of the nurse and the performance of the nurse in the Internal Room of the Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City.

This research is in line with research conducted by (Budiargo, 2024) that the highest proportion of respondents was in the DIII education level category of 93.6% and nurse performance was good 57.7% and the smallest proportion was at the nurse education level 6.3% and poor performance was 45.2%. However, based on the results of a statistical test using chi square, a *p value* = 0.020 ($\alpha = 5\%$) was obtained, H_0 was rejected, meaning

that in this study there was a relationship between the level of education and the performance of nurses in the inpatient installation room of Indramayu Hospital.

Nursing services can be assessed through the performance of nurses. The performance of nurses can be seen from the way of working enthusiastically, disciplined, responsible, carrying out tasks according to the set standards, having high motivation and work ability and directed at achieving the hospital's goals. Education is one of the demographic characteristics that can affect a person both to the environment and certain objects. In addition, education is an indirect factor that affects performance. The higher a person's education, the greater the desire to utilize the knowledge and skills they have so that they can produce high performance.

Based on the description above, the researcher assumes that education has a positive and significant relationship with nurse performance, where higher education improves knowledge, skills, and understanding of nursing theories (such as *caring* and *patient safety*), which has a direct impact on improving the quality of nursing care, patient satisfaction, and professionalism, although some studies have found that there is no Significant relationships, underscore the importance of other factors such as motivation and training to support overall improvement of nurse performance.

The Relationship between Nurse Motivation and Nurse Performance in the Internal Room of Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City.

Based on the results of the study, it shows that the majority of nurses with good work motivation as nurses, have good performance of 18 people (51.4%), based on the findings of the researcher, this is associated with nurses who work with full responsibility, strive to meet the needs of patients to the maximum, feel appreciated and recognized by their superiors in the implementation of their performance, and are satisfied with the current culture and work environment that they have.

According to (Risna, 2022) that work environment culture, often also called organizational culture or company culture, is a collection of values, beliefs, norms, habits, and ways of behaving that are shared by all members in an organization or work environment. A culture that values work-life balance and provides support for nurses' well-being helps reduce stress and prevent burnout, thereby improving nurses' performance.

Based on the above description, researchers assume that a positive and supportive culture can increase motivation, job satisfaction, and, ultimately, the quality of patient care, on the contrary, a negative culture can lead to stress, burnout, and poor performance

The lowest group was nurses with good work motivation with poor performance of 6 people (17.1%), based on the findings of the researcher, this was associated with nurses who worked in full responsibility for the patient's needs, but only worked with colleagues and other medical personnel in solving client problems without involving clients or families.

According to (Nengsih, 2022) that Nurses do not involve patients in problem solving often because Communication barriers (language, lack of empathy), Perception of Lack of Ability (the patient is considered not to understand), Time Pressure & Workload, Lack of Education & Knowledge Regarding the rights of patients, Culture or customs paternalistic, as well as Ethical Dilemma where the nurse feels that he knows best, although in the end this violates the principle of patient autonomy.

In the group with less work motivation, on average, nurses had poor performance of 8 people (22.9%), based on the findings of the researcher, this was associated with nurses who had low responsibility in the implementation of comprehensive care for patients, and felt dissatisfied with the salary received because they felt that it was not in accordance with the workload currently being done.

According to (Paneo, 2020) an adequate and fair salary increases motivation, job satisfaction, and discipline, which leads to improved performance; However, salary is not the only factor, as motivation (rewards, recognition), workload, and facilities also greatly affect performance, where low compensation can risk lowering performance.

Based on the description above, the researcher assumes that nurses' salaries should be a concern because this is the right of nurses to support in achieving the goals that have been planned because income is one of the urgent indicators for the performance of honorary nurses so that employees can be more motivated to work. If the income can be adjusted to the workload of employees, this has a positive impact to be able to improve the performance of nurses to a higher level.

Based on the results of statistical analysis using the *chi square* (χ^2) test, it was obtained that the *p-value* was 0.021 (≤ 0.05), which means that there is a relationship between Nurses' Work Motivation and Nurse Performance in the Internal Room of Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City.

This research is in line with research conducted by (Mellisa, 2020) that nurses' motivation was 55.0% good and 45.0% was bad, nurses' performance was good 63.8%, nurses' performance was not good 36.3%. The results of bivariate analysis showed that there was a significant relationship between each variable, namely work motivation and nurse performance. Conclusion There is a relationship between work motivation and nurse performance at GMIM Bethesda Tomohon General Hospital.

According to (Mellisa, 2020), the quality of service of a hospital can be seen from the performance of the hospital. Nurse performance is the work behavior displayed by nurses in providing nursing care to patients, which is described in the implementation of a determined action plan with the intention that the patient's needs are met

optimally based on cognitive implementation, interpersonal implementation, and technical implementation. A task will not be completed properly if there is no will or motivation. Motivation is an encouragement from within and outside to have a passion for work to be willing to work hard by providing all abilities and skills to realize better nurse performance. The decline in nurse performance can be influenced by several factors, especially the work motivation factor of the nurse herself.

Based on the description above, the researcher assumes that in optimizing the quality of performance and health services, there must be efforts to increase work motivation, namely by giving rewards to those who have more abilities, creating a conducive environment, establishing good relationships with colleagues, establishing good relationships between superiors and subordinates so that they can improve the performance of nurses in providing professional nursing care.

The Relationship between Job Satisfaction and Nurse Performance in the Internal Room of Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City.

Based on the results of the study, it shows that the majority of nurses with good job satisfaction have good performance of 18 people (45.7%), based on the findings of the researcher, this is associated with nurses who always feel appreciated at work by their colleagues, get the same opportunity for promotion and improvement in their career path, and their superiors always appreciate the results of the work done by giving awards and praise.

According to (Robbins, 2024), Promotion is meaningfully related to the performance of the implementing nurse in carrying out nursing care. The relationship that occurs is positive, has the same direction, this means that the better the promotion, the higher the performance of the implementing nurse, thus it can also be concluded that the hypothesis in the study is that the relationship between promotion and the performance of the implementing nurse in carrying out nursing care is acceptable.

The reward system / opportunity to get a promotion through the rank level affects employee job satisfaction. Job satisfaction affects employee job productivity, thus to increase employee job productivity, it is necessary to pay attention to employee job satisfaction. Promotion is an opportunity to grow personally, take on more responsibility and an enhanced social status, therefore individuals who perceive that promotion decisions are made in a fair *and just* manner are more likely to experience satisfaction from their work

Based on the description above, the researcher assumes that the promotion carried out will have a positive impact on the hospital, namely it will improve the quality of services in the hospital with further education and nursing training provided to the implementing nurses. This will also improve the image of the hospital in the eyes of the public. In addition, the award is meaningfully related to the performance of the implementing nurse in carrying out nursing care. The relationship that occurs is positive, this means that the better the award, the higher the performance of the implementing nurse.

The lowest group was nurses with good job satisfaction but lacking performance of 4 people (11.4%), Based on the findings of the researcher, this was associated with nurses who had met the needs of patients, carried out nursing care quickly and appropriately but felt fatigued due to the same activities carried out every day, with the number of patients continuing to increase.

According to (Cesilia, 2024), work fatigue significantly affects nurse performance by decreasing efficiency, productivity, skills, and increasing the risk of *human error*, which has a direct impact on the quality of service and patient safety; this is due to high job demands, heavy workloads, long shifts, and stress, which requires hospital management to evaluate workload and provide support.

Based on the description above, the researcher assumes that nurses become less effective and productive in completing their tasks, the ability of nurses to provide nursing care decreases. Prolonged fatigue will reduce work efficiency in nurses so that it will directly reduce nurse performance.

In the lowest group were nurses with low job satisfaction but good performance as many as 5 people (14.3%), based on the findings of the researcher, this was associated with nurses who felt dissatisfied with the results they did but were not comparable to promotions or opportunities to improve their career level by the hospital, but still provided professional and optimal nursing care to patients based on their needs.

Based on the results of statistical analysis using *the chi square* (χ^2) test, the *p-value* was 0.015 (≤ 0.05), which means that there is a relationship between Nurse Job Satisfaction and Nurse Performance in the Internal Room of Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City.

This research is in line with research conducted by (Syafitri, 2022) that the performance of implementing nurses reached 67%, job satisfaction reached 61%. Job satisfaction is meaningfully related to the performance of the implementing nurse in carrying out nursing care.

Job satisfaction is a subjective state based on a comparison of what a person actually receives from his job compared to what he expects, desires and thinks is appropriate or entitled to him. This subjective consideration is related to the conditions of the work environment, supervision of relationships between individuals at work (leaders/managers) and future opportunities (promotion) (Marquis, 2022).

Satisfied nurses tend to perform better, be more motivated, and be more engaged at work, while dissatisfaction can lead to poor performance, high absenteeism, and *turnover*. Factors such as salary, workload, work environment, supervision, and rewards greatly affect satisfaction and performance, with adequate supervision

often being key to performance improvement.

Based on the description above, the researcher assumes that nurses' job satisfaction is closely related and has been shown to significantly improve their performance, as satisfied nurses tend to be more motivated, committed, and engaged, which results in better quality of nursing care, efficiency, and compliance with SOPs, although factors such as salary, workload, and supervision also affect satisfaction which has a direct impact on performance.

Based on the description above, it can be concluded that there is a Relationship between the Last Education, Work Motivation and Job Satisfaction with the Performance of Nurses in the Internal Room of Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City.

CONCLUSION

There is a Relationship between the Last Education of Nurses and the Performance of Nurses in the Internal Room of Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City, as evidenced by a *p-value* of 0.019 (≤ 0.05). There is a Relationship between Nurses' Work Motivation and Nurse Performance in the Internal Room of Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City, as evidenced by a *p-value* of 0.021 (≤ 0.05). There is a Relationship between Nurses' Job Satisfaction and Nurses' Performance in the Internal Room of Prof. Dr. H. Aloei Saboe Hospital, Gorontalo City, as evidenced by a *p-value* of 0.015 (≤ 0.05).

SUGGESTIONS

It can be used as a reference in improving the quality of service to patients in the internal room in improving nurse performance.

It is expected to add insight for students and also as a reference for student understanding, especially in the nursing management stage in improving nurse performance.

It is expected to explore other factors that affect nurses' performance, including personal factors such as age, gender, life experience, and work experience, as well as professional and environmental factors such as training, work culture, and affective commitment.

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