The Relationship between Education Levels and Attitudes and Motivations of the Nurses' Performance in Providing Patients and Family Education in a Mental Hospital of Jambi Province Year 2018

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Abstract:- The high rate of mental patients recurrence is the lack of patients and families understanding about how to treat patients at home after returning from a mental hospital. This understanding is obtained through the educational process provided by health workers like nurses. Education for patients and families is very necessary for patient independence after returning home, especially for patients with mental disorders. This study aims to find and analyze the relationship between education levels, attitudes and motivations of the nurses' performance in providing education for patients and families in a mental hospital. The study was tested using a cross-sectional correlational design with a sample of 117 nurses. The sampling technique was used propotional random sampling technique. This research was conducted from June 2017 to May 2018. The place of research was in the Inpatient Room of Mental Hospital of Jambi Province. Bivariate analysis was obtained from education levels (p-value: 0.025) and motivations (0.03) with the performance of nurses in providing education to patients and families. While the attitudes variable in the analysis data has no relationship (p-value: 0.302). It is expected that nurses as the spearhead of service in the Jambi Provincial General Hospital can improve their role and performance in providing education that contributes to improving the health status of patients.

Keywords:- The Nurses' Performance, Education Levels, Attitudes, Motivation.

I. INTRODUCTION

The way of nurses in providing nursing care has 3 types: direct care, indirect care and health sosialization. Patients and family care education is one of the nursing cares for nurses (Gillies, 2004). Nurse's performance can be performed by carrying out nursing care tasks, such as providing education to patients and families in order to improve nurses better in a certain period of time (Kurniadi, 2013).

According to Gibson et al (1987), there are factors that influence performance: individual factor, organizational factor and psychological factor. Individual factor is about demographics, it has characteristics of individual such as age, education level, employment period, and employment status. Organizational factor is in the form of resources, leadership, rewards and supervision. Psychological factor is in the form of attitudes, perceptions and motivations (Ilyas, 2013).

Ability or performance is interpreted as a level of individual achievement towards efforts to complete the work properly and efficiently, there are 2 psychological subvariables that affect performance, attitude and motivation. Attitude is a thought in a person not to do or do something as a part of excitement. Motivation can be defined as a condition that influences generating, directing and maintaining behavior related to the work environment (Mangkunegara, 2009).

Nurses as one of the care providers for patients have important roles and functions to help health care and nursing problems (Yosef, 2007). The provision of nursing care is a therapeutic process that involves a collaborative relationship between nurses and clients, families or communities to achieve optimal levels of health. One form of providing nursing care is providing education to patients and families with the competencies that nurses already have (Keliat, 2009).

II. METHODOLOGY

This research is a quantitative research with descriptive analytic type to analyze the relationship between education levels, attitudes, and motivation of the nurses' performance in providing patient and family education. The independent variables in this study are individual factors (education levels), and psychological factors (attitudes and motivations). Otherwise, the dependent variable is the nurses' performance in providing education for patients and families in a mental hospital in Jambi province. The approach used in this study is cross sectional where the dependent and independent variable data are carried out at any time or simultaneously.

The previous research instrument has been tested for the validity. The results of the validity test for 20 respondents conducted at Ernaldi Bahar Hospital

Palembang from March 3 to March 05 2018, with consideration of having the same characteristics as the place of research with the provisions of data processing> r table (0.468). The results of the validity test on attitudes variable obtained r count value of 0.269 <0.44 on item number 8 and declared invalid so that in the research item number 8 was omitted. The results of the validity test on the motivations variable obtained r count value of 0.114 <0.44 on item number 3 and declared invalid so that in the research item number 3 on the motivations variable was not included.

A. Population and Sample

The population in this study was all nurses who worked for Jambi General Hospital as many as 165 people. The number of samples used to measure the performance of nurses is done by purposive sampling, the sampling technique with the consideration of the researcher in accordance with the inclusion criteria determined by the researcher. This research was conducted for 11 months from June 2017 to May 2018. Data collection was carried out by using research instruments starting from March 12, 2018 to April 8, 2018 in the inpatient room of the RSJD Jambi Province.

B. Research Procedure

The researcher gave information about the purpose of the study and participation in this study was asked to sign the research agreement sheet. The researcher divided the questionnaire sheet with the respondent and requested the respondent to answer all the questions provided in the questionnaire. To get the data about nurses' performance in the implementation of patient and family education, it was taken through a review of documentation with the assessment of nursing care documents (patient medical records) filled by nurses who were respondents in this study.

The data was obtained from the results of the data processing and the data analysis, the data processing was done based on four stages: editing, coding, scoring and data entry and the data analysis using a computer. The researcher then analyzed the collected data.

C. Data Analysis

Univariate analysis was done to describe the characteristics of each variable studied. In this study, each category of answers on independent variables: individual factors (education levels), and psychological factors (attitudes and motivations) and dependent variables (providing patient and family education) are showed in the form of distribution tables frequency and next analyzed the display of the data.

Bivariate analysis in this study was used to see the closeness of the relationship between the independent and dependent variables tested. The relationship of variables was tested using Kai Kuadrat Test (fisher exact). Kai Kuadrat Test (fisher exact) is an analysis test of the relationship between categorical data with categorical at a confidence level of 95% or α of 0.05.

III. RESULTS

The results of this study is univariate analysis which includes the nurses' performance in providing patients and family education, individual factors (age, years of service, education levels, employment status), organizational factors (rewards), psychological factors (attitudes and motivations), and organizational factors (policy of leadership, supervision and compensation) in Jambi Provincial General Hospital in 2018, then followed by bivariate analysis. The results of the research analysis that have been obtained are elaborated, as follows:

A. Univariate Analysis

➢ *Description of Providing Patients and Family Education in the Jambi Provincial Public Hospital in 2018*

Independent variable	Category	N	%
PPK Distribution	Poor	20	17,1
	Good	97	82,9

Table 1:- Frequency Distribution of respondents based on the nurses' performance in providing education for patients and families in RSJD Jambi Province in 2018 (n=117)

Based on table 1 showed that most of the nurses' performance in providing patient and family education was stated to be good at 82.9%.

➢ *Description of Education Levels, Attitudes and Motivations of the Nurses' Performance in the Inpatient Room of the Jambi Provincial Public Hospital in 2018*

No	Dependent variable	Category	N	%
1	Education Level	Vocational	99	84,6
		Professional	18	15,4
2	Attitudes	Negative	55	47,0
		Positive	62	53,0
3	Motivations	Low	48	41,0
		High	69	59,0

Table 2:- Frequency Distribution frequency of respondents based on education levels, attitudes and motivations of nurses in the Inpatient Room of RSJD Jambi Province in 2018 (n=117)

Based on table 2 showed that the majority of respondents were educated as vocational nurses (D3 & D4 Kep), as many as 99 (84.6%) respondents, more than half of respondents had a positive attitude as many as 62 (53.0%) respondents and more than as respondents who have high motivation as many as 69 (59.0%) respondents.

B. Bivariate Analysis

➢ *Relationship between education levels, attitudes and motivations of the nurses' performance by providing patients and family education in the Jambi Province General Hospital in 2018*

Independent variable	Implementation of Patient and Family Education						p value
	Poor		Good		Total		
	n	%	N	%	N	%	
Education level							
Vocational nurse	20	20,2	79	79,8	99	100	0,025
Professional nurse	0	0	18	100	16	100	
Attitude							
Negative	12	21,8	43	78,2	55	100	0,302
Positive	8	12,9	54	87,1	62	100	
Motivation							
Low	13	27,1	35	72,9	48	100	0,032
High	7	10,1	62	89,9	69	100	

Table 3:- Relationship between age, education levels, attitudes and motivations with the provision of patients and family education in RSJD Jambi Province in 2018 (n=117)

Based on table 3 above showed that out of 99 respondents in the level of vocational nurse education with the provision of patient and poor family education is 20.2% and 79.8% is good, the 18 professional nurse respondents with the provision of education for patients and poor families is 0% and 100% is good. The results of statistical tests found that p value 0.025 <0.05 so that it can be stated that there is a significant relationship between education level with the provision of patients and family education. The 55 respondents who had negative attitudes the education of patients and families was not good at 21.8% and good at 78.2%. Whereas from 62 respondents who have a positive attitude by giving patient and family education is not good 12.9% and good 87.1%. This showed that the attitude of a positive nurse is greater having the provision of good patients and family education. The results of statistical tests found that p value (0.302)> 0.05, which means there is no significant relationship between attitude and the provision of patients and family education. The 48 respondents who were low motivated with poor patient and family education 27.1% and good 72.9%. Whereas from 69 respondents who were highly motivated by giving patients and families education was not good 10.1% and good 89.9%. This showed that nurses with high motivation have a large portion of the provision of good patients and family education. The results of the statistical test found that p value (0.032) <0.05, which means there is a significant relationship between motivation and the provision of patients and family education.

IV. DISCUSSION

A. Univariate Analysis

➢ *Description of Patients and Family Education*

The results of univariate analysis showed that more than half of the respondents had good performance in the education of patients and families in RSJD Jambi Province, that is, 82.9% of respondents. Saleem (2015) concluded that performance is a combination of existing, available, competent, productive and responsive staff. Nurses' performance in providing patients education implies the importance of the role of nurses. Nurses have a responsibility in health education which is to provide information needed by patients, clarify information from doctors and may be a major source of coping with health problems (Potter & Perry, 2015).

➢ *Description of Nurses' Levels, Attitudes and Motivations*

The results of univariate analysis of education level variables indicate that the majority of respondents had a level of education as vocational nurses about 84.6%. This is in accordance with the research of Yanti & Warsito (2013) that the education level of nurses for the majority of nursing D3 is 68.9%. The results of this study are also in accordance with the research of Dewi (2010) which states that the majority of respondents were educated in D-3 Nursing at 97.2%. Warsito's research results (2013) state that the majority of nursing education is D-3 Nursing, which is 68.9%. Education is an indicator that reflects a person's ability to complete a job. With an educational

background someone is considered capable of occupying a certain position (Hasibuan, 2011).

The results of the univariate analysis of attitude variables indicate that most respondents have a positive attitude in the provision of patients and family education, which is 53.0%. Alireza Syarief's research, et al (2015) found that from 200 samples as many as 70.4% nurses had positive attitudes and 87.5% nurses had good performance in Hand Hygiene procedures at Iranian Hospitals. This proves that positive attitudes help improve nurse performance. This attitude regarding work opens the way for positive and negative evaluations held by employees regarding aspects of their work environment (Robbins, 2015).

The results of this study indicate that the attitude of the implementing nurse will determine the behavioral tendencies that exist within a nurse; this is related to the object of the attitude she faces and is aware of her beliefs and feelings. If nurses believe that the provision of patients and family education is important and has an impact on the quality of services provided to the community and that is their responsibility, nurses will involve themselves in carrying out patients and family education to produce good performance.

The results of univariate analysis of motivational variables obtained motivation of nurses in providing patients and family education most of the respondents had a high motivation of 59.0%. In accordance with Polapa's research (2014) stated that nurses' motivation in implementing nursing care documentation was mostly good, about 79.4%. Motivation is a process where needs encourage a person to carry out a series of activities that lead to the achievement of a particular goal (Mangkunegara, 2009). One form of motivation that is very influential towards achieving optimal results is motivation that comes from oneself which drives him to be productive (Hasibuan, 2011). Motivation can also be defined as someone's special readiness to carry out or continue a series of activities aimed at achieving some set goals (Nursalam, 2012). Nurses have a low level of motivation. They are not motivated as a result of dissatisfaction with remuneration; Opportunities for growth and promotion; working conditions; recognition, appreciation and appreciation; as well as allowances and benefits (Onuoha, 2016).

B. Bivariate Analysis

➢ *The Relationship between Education Levels, Attitudes and Motivations of Nurses with Patients and Family Education in RSJD Jambi Province*

The results of bivariate analysis on education variables showed that out of 99 respondents the level of education in nursing D3 (vocational) with poor performance of patients and family education 20.2% and good 79.8%, of the 18 respondents who were professional (all) education produce good performance for patients and family education, which is 100%. The results of statistical

tests found that p value 0.025 <0.05 so that it can be stated that there is a significant relationship between education levels and the performance of nurses in providing patients and family education. This study is not in accordance with the research conducted by Yanti & Warsito (2013) that there is no relationship between education levels and the performance and quality of nursing care documentation. Education remains an important indicator in an effort to improve the performance of nurses so that they will have a tendency to have better performance, cognitive abilities and increase skills. Education is an indicator that reflects a person's ability to complete a job. With an educational background someone is considered capable of occupying a certain position (Hasibuan, 2011).

The results of bivariate analysis between attitudes and the provision of patients and family education showed that respondents who had a negative attitude with the provision of patients and family education were less good at 21.8% and 78.2% good. While respondents who have a positive attitude with the provision of patients and poor family education are only 12.9% and 87.1% good. The results of statistical tests showed that there was a significant relationship between attitudes and providing patients and family education (p-value = 0.302).

This study is not in accordance with Suarni's (2013) study which found that in attitude variables showed that nurses in the operating room that had a positive attitude tended to have good performance in documenting nursing care 24 people (82.8%). While nurses who have negative attitudes tend to have less performance as many as 12 people (54.5%) higher than having good performance as many as 10 people (45.5%).

Jeffrey (2011) defines attitude as a mental or nerve state of readiness, organized through experience, exerts a command or a dynamic influence on an individual's response to all objects and situations associated with it. A simpler definition of attitude is a mindset or tendency to act in a certain way because of individual experience and temperament.

The results of bivariate analysis between motivation and the provision of patients and family education showed that respondents who had low motivation with the implementation of patients and family education were not good 27.9% and 72.1% good. While respondents that have high motivation with the performance of providing poor patients and family education are only 10.1% and 89.9% good. The results of statistical tests found that there was a significant relationship between motivation and providing patients and family education (p-value = 0.032).

The results of this study are in line with the research of Yanti & Warsito (2013) which states that there is a relationship between motivation and the quality of nursing care documentation (p value = 0.036). It is also in line with Mudayana (2010) that higher work motivation makes nurses have high enthusiasm to provide the best service

comparable to the motivation to do high documentation will produce good quality documentation.

Research conducted by Onuoha (2016) found that nurses in Trinidad and Tobago have a low level of motivation. They are not motivated as a result of dissatisfaction with remuneration; Opportunities for growth and promotion; working conditions; Recognition, appreciation and appreciation; As well as benefits (Onuoha, 2016). Gomes Research F & Froenca T (2015) state there is a lot of evidence that can illustrate how performance and motivation are related. There are studies that show improved performance on workers with satisfactory compensation.

Motivation is a process in which needs encourage a person to carry out a series of activities that lead to the achievement of a particular goal (Mangkunegara, 2009). Hasibuan (2011) states motivation as a force that drives an employee to generate and direct behavior. Motivation can also be defined as someone's special readiness to carry out or continue a series of activities aimed at achieving some set goals (Nursalam, 2012).

V. CONCLUSION

The conclusion of this study is that providing patients and family education carried out by nurses has largely been carried out well, most of the respondents have educational levels as vocational nurses (DIII Nursing), have a positive attitude and have high motivation in providing patients education and family. From the independent variables assessed education level and motivation variables have a significant relationship with the performance of nurses in providing patients and family education (p value <0.05). While the attitude variable in statistical analysis does not have a significant relationship with nurse performance in providing patients and family education (p value> 0.05). It is expected that nurses as the spearhead of service can continue to improve their roles and duties in providing patients and family education that can contribute to improving public health and reduce the risk of recurrence due to lack of understanding of patients and families in caring for patients while at home.

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