

The Influence of Education, Rewards and Motivation on Nurse Performance in Nursing Documentation Through Job Satisfaction at Puri Husada Tembilahan Regional General Hospital

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Abstract

Nursing documentation is one of the priorities of the nursing process, but in general nursing documentation is not completed properly, so that the results of nursing documentation are inaccurate and incomplete. To overcome the gap in the implementation of nursing documentation, this research examines the factors that influence nurses' performance in nursing documentation. Data was collected from 123 nurses in the Inpatient Room. This research uses the SEM-PLS technique to analyze data and test hypotheses to achieve research objectives, and the results show that education has no effect on nurses' performance in nursing documentation, but rewards and motivation influence nurses' performance in nursing documentation at Puri Husada Tembilahan Hospital. This article also recommends a nurse performance model in nursing documentation based on strengthening rewards, motivation and job satisfaction.

Keywords: Individual, Organizational, Psychology, Job Satisfaction and Nurse Performance

INTRODUCTION

Referring to Law no. 36 of 2014 that health workers have an important role in improving the maximum quality of health services to the community so that people are able to increase awareness, willingness and ability to live healthily so that the highest level of health can be realized as an investment for the development of productive human resources in an efficient manner. social and economic as well as an element of general welfare as intended in the Preamble to the 1945 Constitution of the Republic of Indonesia. One of the health workers who plays an important role in health services to the community is nurses.

Nurses according to Law no. 38 of 2014 is someone who has graduated from higher education in nursing, both at home and abroad, which is recognized by the Government in accordance with the provisions of the Legislative Regulations. Furthermore, article 37 explains that one of the nurses' obligations is to document nursing care in accordance with standards.

Nursing documentation is a record that can be proven or used as evidence for all kinds of claims, which contains complete, real and recorded data not only about the level of pain of the patient, but also the type, quality and quantity of health services in meeting the patient's needs (Hastuti, 2022). Nursing documentation is evidence of recording and reporting owned by nurses which is useful for the benefit of patients, nurses and the health team in providing health services on the basis of complete communication in writing and complete with the nurse's responsibilities. Nursing documentation is not only valid documentation and is complete information including the patient's health status, the patient's needs and the response he receives (Salim, 2020).

Nurses have an important role in carrying out nursing documentation. However, the facts show that the implementation of nursing documentation is less than optimal. Several research results show that poor implementation of nursing documentation occurs throughout the world, such as incomplete, inaccurate and poor-quality documentation. The results of research by Balang et al, 2017, which aims to explore nursing practice in Malaysia, explains that nurses are not able to document care well so that nursing practice as one of the professional providers of care in hospitals is of poor quality. Sumilat's research, 2017, regarding standards

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for documenting nursing care in the BLUD of Baubau City Hospital explains that documentation of nursing care is not running optimally. The results of research conducted by Tasew, Mariye, & Teklay, 2019 at Tigray Hospital in Ethiopia explained that the implementation of nursing care documentation was only 47.8%. Low quality of nursing documentation was also found in psychiatric hospitals in Norway where documentation of nursing diagnoses was 19%, documentation of nursing interventions was 5%, and treatment results were 14% (Instefjord et al, 2014).

The same condition also occurred at the Puri Husada Tembilahan Regional General Hospital (RSUD). The results of a preliminary survey conducted by researchers through limited observations and interviews with several sources showed that Nursing Documentation at Puri Husada Tembilahan Regional Hospital was not running optimally. At the time of observation, of the 128 samples of nursing documents, only 39% had complete nursing care documentation, while 61% were in the incomplete category, consisting of 93% intervention, 80% implementation and only 39% evaluation.

Based on the background of the problem above, the author feels interested in conducting research on Nurse Performance in Nursing Documentation at Puri Husada Tembilahan Hospital with the aim of designing a Nurse Performance Model in Nursing Documentation at Puri Husada Tembilahan Hospital.

LITERATURE REVIEW

According to Gibson, Ivancevich, and Donnelly, (1997) performance is the result of work related to organizational goals such as quality, efficiency, and other performance criteria. Robbins and Judge (2020) revealed that performance is a function of ability, motivation, and opportunity or work environment. Ability (can do factor) is built by a person's knowledge and skills, while motivation is built by attitudes and situations.

The individual variable group consists of skill and ability variables, personal background and demographic variables. According to (Gibson, Ivancevich, and Donnelly, 1997), among these variables, abilities and skills are the most important factors that influence individual behavior and performance. Psychological variables consist of observation, attitudes, personality, learning models and motivation variables. This variable is strongly influenced by family, social class, previous work experience and demographic variables. The group of organizational variables consists of resource, leadership, reward, organizational structure and workload variables. The reward subvariable increases work motivation, which in turn directly increases individual performance. Individual performance or achievements contribute to group success and group performance contributes to organizational performance. Individual performance is the basis of organizational performance. Ineffective performance at each level is a sign for management to immediately make improvements.

Luthans (2012) states that job satisfaction is an emotion which is a response to work situations, so that job satisfaction cannot be seen but can be felt and will be reflected in attitudes such as being more loyal to the organization, working optimally, and complying with the regulations made in the organization.

According to Robbins & Judge (2020) job satisfaction is "a general attitude towards a person's work that shows the difference between the amount of reward workers receive and the amount they believe they should receive".

Armstrong & Baron (1998) stated that job satisfaction is related to a person's attitudes and feelings towards their work. According to him, a positive attitude and enjoyment of work indicates job satisfaction. On the other hand, a negative attitude and dissatisfaction with work indicates job dissatisfaction.

Luthans (2012) states that the main influence of job satisfaction is shown from the following five dimensions, namely: work itself, salary, promotion opportunities, supervision, and coworkers. Then he also added working conditions as a dimension of job satisfaction.

Nursing services are seen from the quality of services provided. Quality service can describe the performance of nurses in providing nursing care. Performance from the quality aspect of nurses' work can be seen in terms of the completeness of nursing documentation (Watmanlussy, 2020).

Documentation standards are a service regarding the quality of documentation that is considered adequate in a particular situation. If there are standards that measure the quality of nursing documentation. Nurses need

documentation standards to validate the record model and as a guide or practical guide for documentation in the delivery of nursing work (Fischbach, 1991).

Good nursing documentation is based on facts (Factual Base), Accurate (Accuracy), Complete (Completeness), Concise (Briefness), Organized (Organization), Timely (Timelines), and Easy to Read (Readability) (Potter & Perry, 2010).

METHODOLOGY

The type of research used is quantitative research using explanatory research methods. This research was carried out in the Inpatient Room of Puri Husada Hospital, Tembilahan. The population in this study were all nurses at Puri Husada Tembilahan Hospital, totaling 288 people. The sampling technique in this research used purposive sampling with inclusion and exclusion criteria. The sample was 123 respondents with the instruments used in the form of questionnaires and observation sheets.

Data analysis in this study will use a multivariate non-parametric statistical approach. The type of multivariate test used is structural equation modeling (SEM) with a partial least squares (PLS) approach. In this research, analysis will be carried out to see the relationship between exogenous (independent) variables and endogenous (dependent) variables using the SEM-PLS analysis technique.

Theoretical Framework

Therefore, this research expects the following hypothesis:

H1: There is an influence of education on nurses' performance in nursing documentation.

H2: There is an influence of rewards on nurses' performance in nursing documentation.

H3: There is an influence of motivation on nurses' performance in nursing documentation.

H4: There is an influence of job satisfaction on nurses' performance in nursing documentation.

H5: There is an influence of education on nurses' performance in nursing documentation through job satisfaction.

H6: There is an influence of rewards on nurses' performance in nursing documentation through job satisfaction.

H7: There is an influence of motivation on nurses' performance in nursing documentation through job satisfaction.

Sample

Based on primary data that was collected from nurse respondents at Puri Husada Tembilahan Hospital, the distribution of respondents' characteristics was obtained, consisting of nurse gender, employment status and nurse age.

Based on the results of the findings in the field, the distribution of characteristics of respondents was obtained as follows. The gender of the nurses who were respondents consisted of 94 respondents (76.4%) women, while 29 respondents (23.6%) were men. So, it can be concluded that the respondents were dominated by women compared to men.

Meanwhile, based on employment status, most of the nurses who were respondents were honorary staff with 78 respondents (63.4%) while those with ASN status were 45 respondents (36.6%). This shows that the sample in this study had more nurses with honorary staff status than nurses with ASN status.

Based on the age of the respondents, there were 74 respondents (60.2%) aged 20-40 years, more than respondents aged 41-60 years, namely 49 respondents (39.8%). This means that the respondents in this study were dominated by nurses aged 20-40 years compared to nurses aged 41-60 years.

Based on research data obtained from distributing questionnaires, data was obtained regarding the education of respondents, namely the nursing profession, as many as 60 people or 49%. Then there were 45 respondents with a final education of DIII Nursing or 37%. Meanwhile, there were 18 respondents with a Bachelor's Degree

in Nursing or 15%. This condition shows that the respondent's educational level is quite high, this is because the recruitment carried out for both ASN and honorary nursing staff requires professional nurse education. Meanwhile, respondents who are still studying Bachelor of Nursing are respondents who are DIII Nursing graduates who have continued their education to Bachelor of Nursing but have not yet completed the nursing profession stage.

The work period of respondents in this study consists of three categories, namely New Work Period (<6 years), Medium Work Period (6-10 years) and Old Work Period (>10 years). Based on research findings, it can be seen that respondents with a long work period (>10 years) have the largest percentage, namely 37.4% or 46 respondents, then respondents with a medium work period (6-10 years) are 45 respondents or 36.6% and respondents with new work experience (<6 years) had the lowest percentage, namely 26% or 32 respondents. This means that the majority of respondents have a long tenure and of course long work experience.

RESULT AND FINDINGS

Multivariate analysis was carried out to find out which independent variable had the greatest influence on the endogenous (dependent) variable. The type of multivariate test used is structural equation modeling (SEM) with a partial least squares (PLS) approach (Haryono, 2016).

Analysis of research data was carried out using the PLS method, which is a variance-based structural equation analysis. This method can simultaneously test measurement models as well as test structural models. The measurement model is used to test validity and reliability, while the structural model is used to test causality (testing hypotheses with prediction models).

Analysis of the Measurement Model or Outer Model

A measurement model or outer model is a measurement model or indicator test that connects indicators with latent variables, in other words, an indicator test that specifies the relationship between latent variables and their indicators so that they explain other variables.

The test carried out on the outer model is convergent validity, where the value is the loading factor value on the latent variable with indicators/The expected value is > 0.7 or 0.50 to 0.60 which is considered sufficient. Furthermore, the discriminant validity value is the cross loading correlation value with the latent variable which is useful for finding out whether the construct has adequate discriminant, namely by knowing whether the targeted construct must be greater than the correlation value for other latent constructs. A composite reliability value > 0.7 is said to have good reliability. The expected average variance extracted value is >0.5 while the expected Cronbach alpha test value is >0.6 for all constructs.

This outer model data analysis is used to explain the relationship that the statements in each latent variable in this study can be understood by respondents in the same way as intended by the researcher. An indicator is said to be Reliable in the good category if the Outer Loading or Loading Factor is > 0.7. Based on the results of the analysis, it can be explained that indicators that meet or are categorized as good are declared feasible and can be used for further analysis and have a relationship between the latent variables and the indicators.

The next step is to carry out an analysis by comparing the root value of Average Variance Extracted (AVE) with the correlation between constructs. The recommended result is that the AVE root value must be higher than the correlation between constructs. The model is declared to have good discriminant validity if the AVE square root value for each indicator is greater than the correlation between the two constructs in the model. The required AVE value must be >0.5. Based on analysis using SmartPLS, the AVE values obtained for each indicator are as follows:

Table 1 Average Variance Extracted (AVE) Test Results

Variable	AVE	Interpretation
Education (X ₁)	0,558	Valid
Rewards(X ₂)	0,775	Valid
Motivation (X ₃)	0,668	Valid
Job Satisfaction (Y ₁)	0,676	Valid

Based on the results of Table 1, the results show that each AVE value is > 0.5 . Thus, it can be stated that each variable has good discriminant validity (good model).

In this research, reliability testing was carried out using the Composite reliability method. Composite reliability measures the true value of the reliability of a construct. Composite reliability is considered better in estimating the internal consistency of a construct.

The next stage is to assess whether the model formed has construct validity. Used to show the internal consistency of an indicator in a latent variable. A variable can be declared to meet composite reliability if it has a composite reliability value > 0.7 . The following are the composite reliability values for each variable used in this research:

Table 2 Composite Reliability Test Results

Variable	Composite Reliability	Interpretation
Education (X_1)	0,844	Reliable
Rewards (X_2)	0,935	Reliable
Motivation (X_3)	0,948	Reliable
Job Satisfaction (Y_1)	0,922	Reliable

Based on the results of Table 2, it can be seen that the composite reliability value for all research variables is > 0.7 . These results indicate that each variable has met composite reliability so it can be concluded that all variables have a high level of reliability or meet the criteria for good construct reliability.

Structural Model Evaluation (Inner Model)

The inner model is a structural model used to predict causal relationships (cause-effect relationships) between latent variables or variables that cannot be measured directly. The structural model (inner model) describes the causal relationship between latent variables that has been built based on the substance of the theory.

Tests on the structural model were carried out to test the relationship between latent constructs. There are several tests for the structural model, including the Determinant Coefficient Test (R Square) on endogenous constructs. The R Square value is the coefficient of determination on the endogenous construct.

Evaluation of the coefficient of determination is used to show how strong the effect or influence of the independent variable is on the dependent variable. The following is the coefficient of determination (R^2) of each variable used in this research:

Table 3 Research Hypothesis Test Results

Variable	Value R^2	Value R^2 Adjusted
Job Satisfaction (Y_1)	0,714	0,707
Nurse Performance (Y_2)	0,845	0,840

From the results of Table 3 above, the value of the coefficient of determination shows that individual, organizational and psychological variables influence job satisfaction by 70.7% while the remaining 29.3% is influenced by other variables outside those examined in this research. Meanwhile, individual, organizational and psychological variables influence nurse performance by 84.0%, while the remaining 16% is influenced by other variables outside those examined in this study.

Research Hypothesis Testing

The results of complete hypothesis testing using Smart-PLS analysis are divided into two, namely hypothesis testing to determine direct effects and indirect effects.

Table 4: Research Hypothesis Test Results

Hypothesis	Original Sample (O)	Sample Mean (M)	Std Deviation	T-Statistics	P-Values	Note
Education -> Performance	-0.001	0.003	0.018	0.066	0.474	Not Significant
Compensation -> Performance	0.228	0.225	0.055	4.128	0.000	Significant
Motivation -> Performance	0.538	0.534	0.039	13.638	0.000	Significant
Job Satisfaction -> Performance	0.132	0.130	0.032	4.130	0.000	Significant
Education -> Job Satisfaction -> Performance	0.001	0.000	0.008	0.155	0.438	Not Significant
Compensation -> Job Satisfaction -> Performance	0.088	0.085	0.024	3.616	0.000	Significant
Motivation -> Job Satisfaction -> Performance	0.027	0.028	0.015	1.734	0.042	Significant

Based on the results of the hypothesis test in Table 4, it shows the results of the direct influence between variables, namely that there is no significant influence of the education variable on nurse performance with a p-value of 0.474 and a t-statistic value of 0.066. However, there is a significant influence of reward variables on nurse performance with a p-value of 0.000 and a t-statistic value of 4.128 and there is a significant influence of motivation variables on nurse performance with a p-value of 0.000 and a t-statistic value of 13.638 and There is a significant influence of the job satisfaction variable on nurse performance with a p-value of 0.000 and a t-statistic value of 4.130.

Based on the results of the hypothesis test on the influence of indirect variables in Table 4, it can be concluded that there is no indirect influence of educational variables on nurse performance through job satisfaction with a p-value of 0.438 and a t-statistic value of 0.155, then there is a significant indirect influence of the variable rewards for nurse performance through job satisfaction with a p-value of 0.000 and a t-statistic value of 3.616 and there is an indirect but not significant influence of the motivation variable on nurse performance through job satisfaction with a p-value of 0.042 and a t-statistic value of 1,734.

The results of this research are in line with Tua & Mardhiyah's (2022) research. From the results of the research conducted it was not proven that the level of education had a significant effect on the nursing department of the Padangsidempuan Regional General Hospital, meaning that the higher the level of education, the less significant the effect on employee performance. Andoko & Putri (2020) stated that there is an influence of infrastructure on nurse performance (p value 0.002. OR 9.8). Likewise, the research results of Mose (2020) who conducted research on class III nurses at Husada Hospital, Jakarta, stated that the results of a simple research analysis showed that the contribution of leadership was considered important and had a significant effect in improving nurse performance, namely 91.3%. Then in another study conducted by Aswad & Ferrial (2016) which stated that partial compensation had a significant effect on the performance of nurses at UIT Makassar Hospital. And the research results of Rosyidawati, Noor, & Zulkifli (2020) show that there is an influence of workload on the performance of nurses at RSUD dr. Tadjuddin Chalid and Makassar City Hospital. Meanwhile, the research results of Afthina & Hidayat (2022) revealed that the results of the training variable test had an influence on the performance of nurses at Pambalah Batung Amuntai Hospital, South Kalimantan. Likewise, research conducted by Kapantow, Luddin, & Kambey (2020) shows that work motivation has a significant direct influence on nurse performance. Research by Dinc, Kuzey, & Steta (2018) is also in line with the results of this study which states that job satisfaction has a strong influence on performance. So, it is hoped that hospitals can pay attention to aspects of nurse job satisfaction in making policies.

Therefore, this needs to be a serious concern for the management of RSUD Puri Husada Tembilahan so that they can take appropriate steps to pay attention to reward factors, namely that the rewards given must be in accordance with performance, giving periodic salary increases, rewards given in accordance with educational

level, then the management must also provide additional bonuses for nurses who carry out complete documentation and provide promotions for nurses who have good performance.

Apart from that, it is important for the management of Puri Husada Tembilihan Hospital to increase nurses' motivation both in terms of achievement needs, strength needs and relationship needs. This is done as an effort to continue to improve the performance of nurses at Puri Husada Tembilihan Hospital. Increasing nurses' motivation can be done by entrusting nurses to carry out more challenging tasks, giving awards to nurses' achievements and hard work, supporting nurses to participate in nurses' associations or hospitals and also carrying out activities that can strengthen the sense of family between nurses and eliminate the boredom of their work. Having work motivation makes nurses enthusiastic about working. Modern management believes that human behavior is driven by certain motives, and work will be successful if it is based on existing motivation.

Then, what is no less important is for the management of Puri Husada Tembilihan Hospital to take appropriate steps to pay attention to nurses' job satisfaction and increase nurses' job satisfaction based on the indicators so that they can improve nurses' performance in nursing documentation. This is important for the management of Puri Husada Tembilihan Hospital to do because based on this research the level of job satisfaction of nurses is very low as well as the performance of nurses in nursing documentation being low because one of the influencing factors is the low level of job satisfaction of nurses.

Referring to the results of the research hypothesis test, it can be concluded that the performance of nurses in nursing documentation is influenced by reward factors and motivation factors as well as job satisfaction factors which consist of indicators of satisfaction with the job itself, rewards, co-workers, promotions, supervision and working conditions while educational factors Either directly or through job satisfaction, there is no significant influence on nurses' performance in nursing documentation.

So, based on the findings in this research, it can be said that the novelty of this research is the creation of a nurse performance model in nursing documentation based on strengthening reward, motivation and job satisfaction factors.



Figure 2. Nurse Performance Model in Nursing Documentation

CONCLUSION

Based on the results of this research, the variables that have a significant influence on nurses' performance in nursing documentation are the reward variable then the motivation variable and the job satisfaction variable which consists of satisfaction with the work itself, satisfaction with rewards, satisfaction with promotion opportunities, satisfaction with colleagues, satisfaction with supervision, and satisfaction with working conditions. Meanwhile, the educational variable does not have a significant influence on nurses' performance in nursing documentation.

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