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THE MOTIVATION OF NURSES IN APPLYING TECHNIQUE OF SBAR AT dr. ZAINOEL ABIDIN HOSPITAL ACEH, INDONESIA

Fajri R., Yuswardi

Faculty of Nursing, University Syiah Kuala, Indonesia

Corresponding author's email: rinafajri.darwis@gmail.com or Yuswardi@unsyiah.ac.id

Communication during handover process is considered very important to facilitate the achievement of patient safety as well as the fulfillment of accreditation standard of a hospital. World Health Organization (WHO) recommend an effective technique of communication among nurses at hospital which are pointed out as aspects of *Situation, Background, Assessment, Recommendation* (SBAR). In applying SBAR communication during *handover*, both intrinsic and extrinsic motivation, are required to confirm the continual treatment of patients is in high quality and improve the patient safety. The objective of this study was to identify the motivation of nurses in applying communication technique of SBAR at dr. Zainoel Abidin Hospital Banda Aceh. The design of this study was explorative descriptive with cross sectional study. The population in this research was 141 nurses. A random sampling technique was used to define 65 nurses to be the sample of this research. Questionnaire was used to collecting data in this research. The result indicate the motivation of nurses in applying communication technique of SBAR at dr. Zainoel Abidin Hospital Banda Aceh was generally in high category that were 41 people (63,1%), which implied the intrinsic aspect with 52 people (80,0%) and extrinsic aspect with 52 people (80,0%). According on the outcome, it is expected that communication technique of SBAR by nurses can be integrated with all team disciplines in one format so they can improve the patient safety.

Keywords: Motivation, Nurses, SBAR Communication Technique

1. INTRODUCTION

The very significant role of nurses is communicator. Particularly during their interaction with with the patients and their family, fellow nurses and other health professionals, the community or other resources (Potter& Perry,2005,p.287). Without a clear communication, all acts of nursing are seemingly impossible. By communicating, nurses can convey the informations not only to the patients but also to other health professionals, as in the communication between shifts. Communication can develop good cooperation around professionals in order to comply the health needs of patients in a comprehensive manner (Rahayu, 2013).

Communication among nurses and others became important issues discussed by the Joint Commission's National Patient Safety Goals and the Accreditation Council for Graduate Medical Education. The crucial timing of communication used in nursing care which also has been the center of attention of the world. Handover is a transference process involving the patient health care team of nurses and other health professionals in the implementation. This process has the potential for errors during the delivery of information, mostly are slips or mistake during communication, even though effective communication is needed at the time of handover (Tews,Liu & Treat, 2012).

Communication during handover is also an important concern in the implementation of hospital accreditation. Accreditation standard of RS 2012 SKP.2/JCI IPSC. 2 requires that hospitals prepare the way of communication that is effective, well-timed, accurate, complete, clear, and understandable to the addressee. Its purpose is to reduce errors and the improvement of patient safety as patients' outcome (Joint Commission on Accreditation of Healthcare Organization, 2007).

WHO (2007) recommend effective communication techniques to hospital as a strategic standard is a technique of communication that refers to Situation, Background, Assessment, Recommendation or better known as the SBAR communication technique. The Joint Commission Resources (2008) explains, it is developed by Patient Safety experts from Kaiser Permanente Oakland California to help communication between doctors and nurses.

Motivation is an individual deed to obtain the satisfaction of unmet needs. Motivation becomes providers to achieve a goal or an award in order to reduce the tension caused by these needs. In general, motivation is divided into two (2) categories: intrinsic and extrinsic motivation. Intrinsic motivation is directly related to the level of one's ideals. Extrinsic motivation is motivation that enhanced from the environmental encouragement or external rewards (Marquis & Huston, 2010, p.445).

Regional General Hospital of dr. Zainoel Abidin Hospital is a type A hospital and has become are feral hospital center for the Aceh province to apply the rules on documenting communication with SBAR technique. This communication technique is the newest method applied in this hospital during the implementation of the handover. Socialization of SBAR that has taken place in the hospital is an advancement of hospital policy and a process of adjustment that is performed in a hospital. In theory of the change proposed by Lippitt on matters to be considered in the process of changing, it includes assassing one's motivation ability to change. Therefore ,researchers interested in studying more about the motivation of nurses about the SBAR communication technique in the hospital.

2. RESEARCH METHODOLOGY

Research was conducted in hospital ward of dr. Zainoel Abidin Hospital Banda Aceh in June 2015. Descriptive explorative method was used in this research with cross sectional study. The population was all nurses who works in hospital ward of dr. Zainoel Abidin Hospital at the time of research was conducting. 141 people was selected as samples by using total sample technique. Questionnaire sheets was used in respondents data collecting for this research. The data that has been collected then processed and analyzed by SPSS(Statistical Package for Social Science) and presented in tabular form and narrative.

3. RESULTS

3.1. Respondent Demographics Data

Respondents' demographic data showed that the distribution of nurses aged 21-27 years (Young Adult) are 26 nurses (40%), the majority of respondents' gender are female, that are 56 nurses (86.2%). The majority of the nurses has gone through higher academic education that are

65 nurses (100%). Most of the nurses has work experience of 0-5 years that are 42 nurses (64.6%) and the majority of the mare still not have the status of PNS (Civil Servant Officer)that are 44 nurses (67.7%). Nurses who get information related to SBAR generally from their superior are as much as 33 nurses (50.8%).

Table 1. Frequency Distribution of Nurse Motivation in the Implementation of SBAR Communication Technique in Hospital Ward of dr. Zainoel Abidin Hospital Banda Aceh(n=65)

| No | Motivation | Frequency | Percentage |
|-------|----------------------|-----------|------------|
| 1 | High | 41 | 63,1% |
| 2 | Low | 24 | 36,9% |
| No | Intrinsic Motivation | Frequency | Percentage |
| 1 | High | 52 | 80,0% |
| 2 | Low | 13 | 20,0% |
| No | Extrinsic Motivation | Frequency | Percentage |
| 1 | High Tinggi | 52 | 80,0% |
| 2 | Low | 13 | 20,0% |
| Total | | 65 | 100% |

Table 1 shows that 41 (63.1%) nurses have high motivation in implementing the SBAR communication technique in hospital ward of dr. Zainoel Abidin Hospital Banda Aceh. A total of 52 nurses (80.0%) have high intrinsic motivation of the SBAR communication in hospital ward of dr. Zainoel Abidin Hospital Banda Aceh and there are 52(80.0%) nurses who had high extrinsic motivation of the SBAR communication in hospital ward of dr. Zainoel Abidin Hospital Banda Aceh.

4. DISCUSSION

Results of the study which are presented in Table 2 shows that the motivation of nurses related to the SBAR communication technique in the hospital ward is in high category. There are as many as 41nurses(63.1%). Therefore, It can be concluded that the majority of nurses have a high motivation of the SBAR communication technique.

Results of this study areal so consistent with the research conducted by Murdyastuti (2010) about the motivation of nurses toward the implementation of patient safety program in hospital ward of Surakarta Hospital. Murdyastuti states that motivation has a significant impact on patient safety program. In addition, nurses motivation are able to make a positive contribution in maintaining and improving the quality of health services. For instance, nurses who have high motivation are able to demonstrate their professionalism in providing health care, including patient safety program based on the standards of health care that are independent, responsible and accountable. Moreover, nurses will be able to develop their knowledge in accordance with the development of science and technology. One factor that cause the high motivation of nurses is the existence of socialization and training of the SBAR communication that the nurses get which are beneficial to the improvement of their understanding and health services they provided.

Some theories suggest that motivation serves as a force that drive someone to take an action. It is influenced by factors of age which is in accordance with the concept mentioned by Siagian (1989, P.43). Siagian said that age affects one's motivation and that one's intellectual capability will degrade rapidly as one gets older. Young adults is an optimal growth stage of their body function, where the maturity level of their emotion, intellect, and socialization are still high with moderate enthusiasm for carrying out various activities in the work. This range of age, young adults, also has an influence on the raise of motivation. It is because young adults are quite

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productive at work and more likely to develop themselves and improve their skills toward an advancement of new things. In this case, it is the use of communication techniques SBAR as an international issue that is being enforced in the Regional General Hospital of dr. Zainoel Abidin Hospital Banda Aceh. This is in accordance with demographic data obtained by researchers where the number of nurses in the hospital ward of dr. Zainoel Abidin Hospital who are categorized as young adults are as many as 26 people (40%).

In addition, gender is in fact a factor of high motivation. Researcher also found that nurses at dr. Zainoel Abidin Hospital are generally women, that are as many as 56 nurses (86.2%). This is consistent with what is expressed by Yatiningsih, (2002, Q25 in Ananda, 2012) whose states that a person's motivation can also be affected by the difference of gender, especially in their education and training. Women are more likely to have higher commitment in training compared to men. This is because woman faces greater challenges in achieving her career either in accepting the challenge, as in implementing new programs such as the application of the SBAR communication techniques, or other performance enhancements. Based on these descriptions, it can be concluded that female tends to have high motivation. In this case the

Researcher find evidence of the demographic data of the respondents that the majority of nurses are female as many as 56 people (86, 2%).

Nurses with the status of non-PNS (not Civil Servant Officer) are more likely to have higher motivation due to their desire to improve their knowledge and skills in order to get the security of career to become permanent workers. Respondents with work experience range between 0-5 years are mostly have high motivation because of their period of work makes them more enthusiastic in applying the new things including communication SBAR.

Slavin (2009) says that intrinsic motivation is influenced by one's interest and curiosity. A person's interest in doing a job is an inner urge inside one's mind. One part of the interest is self development. By developing one's desire, a person can be more competent and keener to apply new things in the hospital including SBAR communication technique. This is in relation with what is proposed by Herzberg (1966Swanburg&Swanburg,2002,p.413), who said that intrinsic motivation is the driving force that arises from within one self such as responsibilities, achievements, recognition of others, thework itself, development and progress.

In addition to interest, curiosity is also part of intrinsic motivation. In this case the level of education affects a person's curiosity because the higher one's education, the greater the understanding of information to do something. Based on demographic data, it was also found that the education level of nurses at the Hospital are highly educated.

Researchers assumed that the extrinsic motivation of the nurses is at the high category. This is because the nurses have lots of desire to be involved in the application of SBAR communication technique as a new issue in hospitals as well as in participating in other community activities to increase knowledge and skills. Besides, the nurses also hope that SBAR communication technique can lead them to be a professional nurse. Another thing that also affects the extrinsic motivation is the opportunity for nurses to develop themselves by accepting something new through the SBAR communication training provided by their superiors. Consequently, the superior holds a crucial role in increasing the motivation of nurses regarding the SBAR communication. This is in accordance with demographic data of respondents regarding the source of information they obtained, which are mostly informed by their superior. In addition, the nurses also have an expectation to improve their nursing care and be better as stated in the vision and mission of the hospitals.

5. CONCLUSION

Based on the results of research and the discussion described in chapter V, it can be concluded as follows, nurses' motivation about SBAR communication technique in hospital wards of dr. Zainoel Abidin Hospital is at high category which is 41(63.1%). The motivation of nurses about the SBAR communication technique in hospital wards of dr. Zainoel Abidin Hospital in terms of intrinsic motivation is at high category, 52(80.0%). The motivation of nurses about SBAR communication technique hospital wards of dr. Zainoel Abidin Hospital in terms of extrinsic motivation are at high category, 52 (80.0%).

6. SUGGESTION

For nurses, they are expected to keep developing their knowledge and skills regarding the recent issues that emerges in hospitals. It is beneficial to the nursing practice so that the act of service will be more qualified. For educational institutions, they should continue to improve the quality of learning and encourage their students to move forward in developing competence in nurse degree. For hospitals, they should provide support to nurses in the hospital wards, increase nurses' knowledge with training and facilitate the quality advancement of health services. For the next researchers, they are expected to develop further research regarding the effectiveness of the training of the SBAR communication techniques to increase nurses understanding.

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