



Factors Affecting Nurse Performance at Service Technical Implementation Unit Teluk Dalam Public Health Center, South Nias Regency

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Abstract

Motivation is the driving force for nurses to try to achieve maximum work performance in accordance with the work targets achieved. This study aims to analyze the factors that influence the performance of nurses in the UPTD of Teluk Dalam Public Health Center, South Nias Regency. This research was a quantitative study with a research design using the Analytical Survey method with a Cross Sectional approach. The research was conducted at the UPTD of the Teluk Dalam Public Health Center, South Nias Regency, from July to August of 2022. The number of samples was 70 nurses who were obtained by total sampling. The data in this study include primary data, secondary data and tertiary data. Data analysis was performed using univariate analysis test, bivariate analysis using Chi-square test and multivariate using logistic regression test. The results showed that there is an effect of responsibility, recognition of work results, incentives, work procedures, opportunities to continue education on the performance of nurses in the UPTD of Teluk Dalam Public Health Center, South Nias Regency. The results of multivariate analysis show that the most dominant variable influencing is the responsibility variable. Based on the results of this study, it is recommended that the results of this study become input for the management of the Teluk Dalam Public Health Center in South Nias Regency, to carry out continuous guidance to all nurses so that they are able to be responsible for every task assigned by the leadership.

Introduction

In Indonesia, the problem of health services is something that people often complain about, especially for remote areas that have poor access to health services, which only consist of Puskesmas, Sub Health Centers (Pustu), and Village Health Posts (Poskesdes). According to the former Minister of Health of the Republic of Indonesia, Nila Farid Moeloek, it is undeniable that health services cannot be enjoyed fairly and equitably by all people, especially people living in Disadvantaged Areas, Borders and Islands (DTPK) and Health Problem Areas (DBK) (Indonesia, 2016).

People living in DTPK and DBK still have difficulty accessing quality basic health services. Therefore, it needs special attention and approach. In many ways, the government is aggressively building health facilities and infrastructure, especially health centers. The Ministry of Health is one of the people in charge of the health sector who strengthens health services for 2015-2019 which includes the readiness of 6,000 Puskesmas in 6 regions, the formation of 14 national referral hospitals and 184 regional referral hospitals. However, good health services cannot be achieved only by carrying out physical development, but must be accompanied by 3 good human resource management (Febriawati, 2019).

Puskesmas as the spearhead in realizing a healthy Indonesia through a family approach must have effective, efficient, and accountable organizational management to achieve the goal, namely improving the health status of the community. Public health centers which are owned by the government have a HR management system in terms of selection and recruitment (Suhadi & Rais, 2018).

One of the resources that interact directly with patients is nurses. Nurses are the main key in the success of achieving health development goals. Nurses contribute up to 80% in the success of development and good health services. Based on the Law of the Republic of Indonesia Number 38 of 2014 Article 2 concerning Nursing states, nursing practice is based on humanity, scientific values, ethics and professionalism, benefits, justice, protection, health and safety of clients. The ability of nurses to pay attention to patients, intellectual and interpersonal skills.

The Puskesmas has nurses who are civil servants and honorary staff. The recruitment system carried out in the government environment is carried out based on Workload-based HR needs planning in accordance with Kepmenpan number 75 of 2004 concerning Guidelines for Calculation of Employee Needs Based on Workload. Law Number 43 of 1999 concerning Amendments to Law Number 8 of 1974 concerning Basic Personnel provides an overview of the HR management process within the government of the Republic of Indonesia.

The standard instrument for assessing the work of nurses in carrying out nursing care refers to the stages of the nursing process which include assessment, nursing diagnosis, planning, implementation, and evaluation. The decline in performance affects the quality of health services. Factors that affect performance, namely individual factors (ability, skills, background, family, social level experience, and a person's demographics), psychological factors (perceptions, roles, attitudes, personality, motivation, and job satisfaction), organizational factors (organizational structure, job design, leadership, reward system). Based on some of the factors above, researchers are interested in psychological factors, namely motivation, where there is a lack of motivation in nurses in reducing the performance of a nurse.

Motivation is an important element to improve the work productivity of nurses. Every employee needs to have a clear understanding of how motivation relates to satisfaction and reward systems. Various studies on the condition of the organization have spent a lot of time, effort and effort by the actors working to try to improve the effectiveness and efficiency of the work system. Understanding job satisfaction and work motivation can be the basic key to improving work productivity (Andjarwati, 2015).

The theory of motivation based on the hierarchy of needs put forward by Maslow states that human needs are tiered from physiological, safety, belongingness and loves, esteem and self-actualization. Based on the factors that influence motivation which motivation can affect a person, namely; intrinsic factors and extrinsic factors where intrinsic factors can be seen from the success of achieving something, the recognition obtained, the nature of the work done, a sense of responsibility and extrinsic factors, namely organizational policies, implementation of predetermined policies (environment), interpersonal relationships, and conditions work (Oktaviani & Warsito, 2018).

Motivation moves the condition of nurses who are directed to achieve organizational goals, the motivation is from a person's attitude in dealing with work situations. This motivation is related to mental attitude as a self-driving nurse to try to achieve maximum work performance in accordance with the direction of the leader and understand the main goals and work targets achieved. If the influence of the institution in motivating nurses increases, it will have an impact on nurse performance, patient satisfaction, organizational goals, and influence within the organization itself (Finarti et al., 2016).

The impact that occurs when the performance of nurses at the puskesmas is not good can cause patients and families to feel dissatisfied, patients and families will not use health services again, and this will certainly have an impact on the profits of the puskesmas which will decrease due to the bad image of the puskesmas. in the eyes of society (Khamida & Mastiah, 2015).

Based on the results of a survey conducted where in the UPTD of the Teluk Dalam Health Center, South Nias Regency, there are 32.5% of nurses who are no longer working at the UPTD of the Teluk Dalam Public Health Center for which the exact cause is not known in 2021, as many as 25% of the UPTD Nurses of the Teluk Dalam Community Health Center in Nias Regency. The South also tend to be late for work and often take sick leave. In addition, the UPTD nurse at Teluk Dalam Health Center in South Nias Regency also often complains of fatigue at work, which has an impact on the decrease in the nurse's performance. Then the results of observations also showed that there were several nurse behaviors that occurred which reflected the low performance of nurses at the Puskesmas, namely there were 1 nurse who carried out their duties not seriously and was not careful at work, as many as 3 nurses during working hours delayed -postponing their work, as many as 6 nurses often arrive late and leave early and there are nurses who come in and out during working hours, and there are still some nurses who do not finish their work on time, besides that they also tend to be unfriendly to patients.

Then the researchers also made observations at the UPTD of Teluk Dalam Public Health Center, South Nias Regency, found several things regarding the performance of nurses including: communication between nurses and patients was not good (5 people), communication between nurses was also not good (5 people), lack of 3S implementation (Smiles, Greetings, Greetings (5 people), nurses are less quick in responding to every patient's complaint (5 people) where nurses rarely give explanations to patients before taking treatment actions. The performance of nurses in the implementation of nursing care at all steps of the nursing process is not in accordance with the standards, namely 50% of the assessments have not been filled out completely, 41% of patient diagnoses have not been in accordance with the data, 66% of the planning has not been according to the standards of care, 72% of the implementation has not been in accordance with the planning and 32% the evaluation results have not referred to the objectives. Besides the productivity of nursing care, productivity in providing counseling is only 36.1% of nurses who do well. The low work productivity of nurses will disrupting the productivity of the puskesmas as a whole because nurses is the largest human resource in the puskesmas.

Methods

This type of research is quantitative research, that is, this research method aims to obtain more comprehensive, valid, reliable, and objective data. The population in this study were all civil servant nurses who worked at UPTD Puskesmas Teluk Dalam, as many as 70 nurses. The sample in this study were all 70 nurses in the UPTD Puskesmas Teluk Dalam. The sample was selected using the total population because the number of respondents was less than 100

The research tool or instrument used in this study was a questionnaire. Analysis of the data used is multiple linear regression analysis to measure the factors that influence Multiple linear regression analysis is used to see the effect of the independent variable on the dependent variable and predict the value of the dependent variable using the independent variable.

Results and Discussion

Distribution of Characteristics of Respondents in the UPTD of Teluk Dalam Public Health Center, South Nias Regency

The study was conducted on 70 respondents, namely based on age, gender and education at the UPTD Puskesmas Teluk Dalam, South Nias Regency as follows:

Table 1. Distribution of Respondents Based on Age, Gender and Education at UPTD Puskesmas Teluk Dalam, South Nias Regency

Age	f	%
17-25 Years	7	10,0
26-35 Years	23	32,9
36-45 Years	38	54,3
46-55 Years	2	2,9
Gender	f	%
Man	28	40,0
Woman	42	60,0
Education	f	%
Diploma Nursing	40	57,1
Ners	28	40,0
Master	2	2,9
Responsibility		
Bad	39	55,7
Good	31	44,3
Recognition of Work Results		
Bad	36	51,4
Good	34	48,6
Incentive		
Non-compliant	37	52,9
Appropriate	33	47,1
Work Procedure		
Bad	39	55,7
Good	31	44,3
Opportunities to continue education		
Bad	38	54,3
Good	32	45,7
Performance		
Bad	40	57,1
Good	30	42,9

Based on table 1, it is known that of the 70 respondents studied, it is known that most of the respondents were aged 36-45 years, namely 38 (54.3%) respondents, while the other respondents aged 17-25 years were 7 (10.0%) respondents. , there are 23 (32.9%) respondents aged 26-35 years, and those aged 46-55 years are 2 (2.9%) respondents. Of the 70 respondents studied, it is known that most of the respondents are female, as many as 42 (60.0%) respondents, while the other respondents are male, as many as 28 (40.0%) respondents. Of the 70 respondents studied, it is known that most of the respondents had a D3 Nursing education, namely 40 (57.1%) respondents, 28 (40.0%). 9%). out of 70 respondents, some respondents have bad responsibilities as many as 39 (55.7%), while others have good responsibilities as many as 31 (44.3%). Of the 70 respondents, most of the respondents stated that the recognition of work results was not good, namely 36 (51.4%) respondents, while the other respondents. Of the 70 respondents, most of the respondents stated that the incentives were not appropriate, namely 37 (52.9%) respondents, while other respondents stated that the incentives were appropriate, namely 33 (47.1%) respondents. it is known that of the 70 respondents, most of the respondents stated that the work procedures were not good, as many as 39 (55.7%) respondents, while

other respondents stated that the work procedures were good, namely 31 (44.3%) respondents. it is known that out of 70 respondents, most of the respondents stated that the opportunity to continue their education was not good, namely 38 (54.3%) respondents, while other respondents stated that the opportunity to continue their education was good, as many as 32 (45.7%) respondents. it is known that out of 70 respondents, most of the respondents had poor performance, namely 40 (57.1%) respondents, while other respondents had good performance, namely 30 (42.9%) respondents.

Table 2. Bivariate Analysis

Variable	Performance						P Value
	Bad		Good		Total		
	F	%	F	%	F	%	
Responsibility							
Bad	32	45,7	7	10,0	39	55,7	0,000
Good	8	11,4	23	32,9	31	44,3	
Total	40	57,1	30	42,9	70	100	
Recognition of Work Results							
Bad	27	38,6	9	12,9	36	51,4	0,004
Good	13	18,6	21	30,0	34	48,6	
Total	40	57,1	30	42,9	70	100	
Incentive							
Non-compliant	27	38,6	10	14,3	37	52,9	0,010
Appropriate	13	18,5	20	28,6	33	47,1	
Total	40	57,1	30	42,9	70	100	
Work Procedure							
Bad	31	44,3	8	11,4	39	55,7	0,000
Good	9	12,9	22	31,4	31	44,3	
Total	40	57,1	30	42,9	70	100	
Opportunities to continue education							
Bad	27	38,6	11	15,7	38	54,3	0,020
Good	13	18,6	19	27,1	32	45,7	
Total	40	57,1	30	42,9	70	100	

Based on table 2, it can be seen that from 70 respondents, 39 (55.7%) had bad responsibilities, 32 (45.7%). Of the 70 respondents, 31 (44.3%) had good responsibilities, 8 (11.4%) had poor performance, and 23 (32.9%) had good performance. Recognition of work results with nurse performance was found that as many as 36 (51.4%) had poor performance recognition, with poor performance as many as 27 (38.6%), and good performance as many as 9 (12.9%) respondents. Of the 70 respondents, 34 (48.6%) had good performance recognition, 13 (18.6%) had poor performance, and 21 (30.0%) had good performance. 37 (52.9%) had inappropriate incentives, 27 (38.6%) poor performance, and 10 (14.3%) good performance respondents. Of the 70 respondents, 33 (47.1%) had appropriate incentives, 13 (18.5%) had poor performance, and 20 (28.6%) had good performance. Work Procedures with the performance of nurses found that 39 (55.7%) had poor work procedures, 31 (44.3%), and 8 (11.4%) respondents had good performance. Of the 70 respondents, 31 (44.3%) had good work procedures, 9 (12.9%) had poor performance, and 22 (31.4%) had good performance. Opportunities To continue education with nurse performance as many as 38 (54.3%) have the opportunity to continue education that is not good, with poor performance as many as 27 (38.6%), and good

performance as many as 11 (15.7%) respondents . Of the 70 respondents, 32 (45.7%) had good opportunities to continue their education, 13 (18.6%) had poor performance, and 19 (27.1%) had good performance.

The Effect of Responsibility on the Performance of Nurses in the UPTD of Teluk Dalam Public Health Center, South Nias Regency

The nurse's responsibility shown through the nurse's performance is a measure of success in achieving the goals of nursing services. The performance of nurses in providing nursing care is the application of skills or learning that has been received during the completion of the nursing education program to provide health services directly to clients or patients.

The nurse's responsibility referred to in this study means a state of being trustworthy and trustworthy. This designation shows that professional nurses display performance carefully, thoroughly and nurse activities are reported honestly. Clients feel confident that nurses are responsible and have the skills, knowledge and expertise relevant to their discipline. Trust grows in the client, because anxiety will arise if the client feels unsure that the nurse who cares for him is less skilled, inadequately educated and inexperienced. The client does not believe that the nurse has integrity in attitudes, skills, knowledge (integrity) and competence. Based on the results obtained, it is known that most of the respondents have 39 responsibilities that are not good but have good performance, this can be seen from the lack of responsibility for filling out nursing care documents after completing actions to patients, but nurses still carry out nursing care based on the nursing process . The nurse is also responsible for the implementation of nursing care according to the patient's needs. It is said to have less responsibility because there are some nurses who do not understand about filling out documents so they do not carry out their obligations, but when dealing with patients, nurses give their best performance.

The results showed that not all nurses who always carried out nursing care based on the nursing process with full responsibility, not all nurses always carried out nursing care on time according to the patient's needs, there were also nurses who were sometimes negligent with their duties that should be their responsibility, and not all nurses The nurse fills out the nursing care document after completing the action to the patient. Nurses at the UPTD Teluk Dalam Public Health Center in South Nias Regency should always convey attention and respect to clients (sincere interest). Showing the client an attitude of respect shown by the nurse's behavior, for example greeting, smiling, bowing, shaking hands and so on. Talking to clients is oriented to the client's feelings (subjects the patient desires) not to the nurse's interests or desires. Accept the client's critical attitude and try to understand the client from the client's point of view (see the patient point of view). For example, the nurse remains tactful when the client states that the medication is not suitable or that the diagnosis may be wrong. Based on the assumptions of nurse researchers at the UPTD Teluk Dalam Public Health Center, South Nias Regency, they are required to be able to improve their best performance because their performance will be directly felt by patients. The performance of nurses at the UPTD Puskesmas Teluk Dalam, South Nias Regency, shows the large contribution that nurses make to the puskesmas where they work, as well as reflects the performance of a puskesmas because patients will often have direct contact with nurses. This performance as a form of professional service which is an integral part of health services is based on nursing knowledge and tips, a comprehensive form of service aimed at nurses, families, and communities, both healthy and sick, which covers all human life.

Improving the performance of nurses is not seen from their skills alone, but from their responsibilities that can affect their performance, because the main task of nurses requires nurses to have full duty in total care. Nurse performance is actually the same as work

performance in a company. The performance of good and capable nurses will make the service increase. The trust of patients and their families will grow along with the performance of nurses who are increasingly proficient in providing health services. Meanwhile, if the performance is bad, it will cause a decrease in service.

The Effect of Recognition of Work Results on the Performance of Nurses in the UPTD of Teluk Dalam Public Health Center, South Nias Regency

According to Gibson, there are two kinds of motivation or encouragement for nurses to be willing to cooperate in order to achieve common goals or company goals, namely: (a) financial motivation, namely encouragement carried out by providing financial rewards to nurses. These rewards are often called incentives, and (b) non-financial motivation, namely encouragement that is not realized in financial form, but in the form of things such as praise, recognition, human approach, and so on.

Based on the results of research at the UPTD Puskesmas Teluk Dalam, South Nias Regency, researchers saw that nurses never received recognition such as the selection of exemplary nurses as nurses. Nurses have also never received recognition for their work, such as praise from patients and their families, direct recognition from colleagues, from direct superiors in implementing nursing care, and for work from the workplace.

This research is in line with the research conducted by Fauji, Lutfi (2022). Based on the literature review that has been done, it can be concluded that the performance of nurses is influenced by intrinsic and extrinsic motivation. Intrinsic motivation that affects the performance of nurses is responsibility, recognition from others (award), achievement, the work itself, and development. Extrinsic motivation that affects performance is salary, policy and administration, co-workers, security, working conditions/environment, supervision.

It is hoped that the UPTD of Teluk Dalam Public Health Center, South Nias Regency, will further increase the appreciation/recognition to the implementing nurses, especially from the puskesmas leaders, such as the selection of exemplary nurses every month, quarter, semester or year, and other awards that can increase the work motivation of the implementing nurses so that the implementing nurses can work more optimal.

Recognition from leaders and colleagues, even if only in the form of thanks, can give a feeling of pleasure for those who get it. In this case it is given to nurses who also have a high level of work so that they can be motivated by being given rewards or signs of gratitude by superiors to subordinates. Even today, there are still many nurses who need a lot of recognition of support or motivation in their work. Because he often gets a lot of recognition from his superiors, it can increase his work motivation. Indicators for the performance itself include how disciplined nurses work, attitudes and behavior at work, as well as the ability to apply SAK in carrying out their nursing duties.

The Influence of Incentives on Nurse Performance at UPTD Teluk dalam Public Health Center, South Nias Regency

Incentives are generally used to describe wage payment plans that are linked directly or indirectly to various standards of nurse performance or organizational profitability. Incentives and incentives have a very close relationship where incentives are components of incentives and both are very decisive in achieving the goals and objectives of the organization as a whole. To get a clearer understanding of incentives, below are some management experts who put forward the notion of incentives. Incentives are additional remuneration given to certain nurses whose achievements are above standard achievements. This incentive is a tool used by supporters of the fair principle in providing incentives.

Incentive is a form of motivation expressed in the form of money on the basis of high performance and is also a sense of recognition from the party or the nurse's performance and contribution to the organization. The provision of incentives has a positive relationship on performance. There are many studies on the effect of providing incentives on improving employee performance.

The provision of incentives will support the performance of nurses in terms of the completeness of documentation of nursing care. Based on the theory and data obtained, the higher the incentives received by nurses, the more complete the documentation of nursing care carried out by nurses.

The results showed that the incentives received by nurses were given within a predetermined time period of a puskesmas. Incentives can also be given to nurses, but only one nurse will be given incentives for some reason so that only the nurse deserves to receive it. An incentive can also be given in a team because the team is able to achieve the goals and targets expected by a puskesmas.

This is supported by research conducted by Husmi (2018) with the research title "The Influence of Competence, Motivation and Incentives of Nurses on Documenting Nursing Care in the Inpatient Room at UIT Makassar Tourism Hospital" it was found that there was a relationship between incentives and documentation of nursing care. The higher the incentives given, the more complete the documentation of nursing care that will be carried out by nurses. Nurses need to be given remuneration in the form of salaries, incentives, and incentives. With the provision of these incentives will increase the interest of nurses in providing nursing care, including the completeness of documentation of nursing care.

Incentives are direct rewards paid to nurses because their performance exceeds the specified standard. Non-financial incentives are indirect incentives. Indirect incentives (fringe benefits) are additional incentives given based on company policy to all nurses in an effort to improve the welfare of nurses.

The Influence of Work Procedures on the Performance of Nurses in the UPTD of Teluk Dalam Public Health Center, South Nias Regency

In any puskesmas there are work guidelines, procedures, work rules, provisions, or agreements, all of which basically regulate the rights and obligations of reciprocity between the puskesmas and their nurses. Work guidelines, procedures, work rules and other provisions are prepared by showing a balance between rights and obligations which is a demand that needs to be continuously realized because if this is not realized it will cause disturbances which will ultimately have a negative impact on the survival of the puskesmas.

The balance between rights and obligations requires clarity regarding the rights and obligations of each party in the puskesmas. Nurses must get a job according to their abilities, skills, fair and humane treatment, safety at work, proper salary, promotion, and health protection, which are a series of nurses' rights which are the company's obligations. Puskesmas also have the right to obtain loyalty, dedication, attendance at work, and work productivity of nurses.

When viewed from the results of the analysis, work procedures on performance are lower than the implementation of policies and rules. This is because in the field of health services, the application of work procedures has become a separate procedure for nurses and other medical personnel both while working at the puskesmas institution.

Although the effect of applying work standards has a smaller effect on nurse work discipline, it is classified as bad. The poor implementation of this SOP is due to the absence of a standard evaluation from the management of the puskesmas on the SOP that

is implemented on an ongoing basis. This condition occurs because there are still many services provided that do not have patients such as polyclinics, radiology, medical records, and others. The absence of services in certain sections causes the implementation of SOPs to be standardized based on the old SOPs. This is also inseparable from the age of the puskesmas which is still new and still needs time to increase its capacity in the future.

The Influence of Opportunities for Continuing Education on Nurse Performance at UPTD Teluk Dalam Health Center, South Nias Regency

Based on observations at the UPTD Puskesmas Teluk Dalam, South Nias Regency, the researchers saw that implementing nurses were always given the opportunity to take part in implementing nurse education and training, training related to an implementing nurse expertise, matters of increasing the rank of implementing nurses, implementing nurses were proposed as members of the implementing nurse committee. or other strategic functional positions. The researcher assumes that nurses should be given the opportunity to increase the potential of implementing nurses by participating in many trainings, especially those related to an implementing nurse expertise that can improve the quality of implementing nurse services and for implementing nurses who excel are proposed as members of the nursing committee or other strategic functional positions.

The most influential or dominant variable on the performance of nurses in UPTD Teluk Dalam Public Health Center, South Nias Regency

Based on the results of the final stage of multivariate analysis, it can be seen that the last stage of logistic regression analysis resulted in one variable that most influenced the performance of nurses at the UPTD Puskesmas Teluk Dalam, South Nias Regency, namely the responsibility variable with a p value of 0.000, OR = 12,202 (95% CI = 3.307-45.021) means that respondents who have bad responsibilities have a 12,202 chance of having poor performance compared to respondents who have good responsibilities with a B coefficient value of 2.502 which is positive, the more respondents who have bad responsibilities, the more there are also many respondents who have poor performance in the UPTD of Teluk Dalam Public Health Center, South Nias Regency.

A good and harmonious relationship between leaders and subordinates will create a conducive working atmosphere, good coordination, and a communicative work atmosphere. In addition, good relationships between fellow nurses with good cooperation, such as helping each other between nurses in work can make work comfortable so that nurses will always be motivated to work and always be responsible for every nurse's duties.

This is also in line with previous research conducted by Agustini (2012) which concluded that responsibility is a work motivation factor that has the highest component value. Responsibility for work here is intended not only for good work, but also responsibility in the form of trust given by the leadership to nurses who have potential.

Conclusion

Based on the results of the study entitled Factors that affect the performance of nurses at the UPTD Puskesmas Teluk Dalam, South Nias Regency, it can be concluded that: There is an influence of responsibility on the performance of nurses at the UPTD Puskesmas Teluk Dalam, South Nias Regency. There is an effect of recognition of work results on the performance of nurses in the UPTD of Teluk Dalam Public Health Center, South Nias Regency. There is an incentive effect on the performance of nurses in the UPTD of Teluk Dalam Public Health Center, South Nias Regency. There is an effect of work procedures on the performance of nurses in the UPTD of Teluk Dalam Public Health Center, South Nias Regency. There is an effect of opportunities to continue education on the performance of nurses in the UPTD of

Teluk Dalam Public Health Center, South Nias Regency. The most influential variable on the performance of nurses at UPTD Puskesmas Teluk Dalam, South Nias Regency, is the responsibility variable with a p value of 0.000, OR = 12,202 (95% CI = 3,307-45,021).

Suggestion

Based on the conclusions in this study, it is recommended to the Head of the Puskesmas to carry out continuous guidance to nurses so that nurses are motivated to carry out nursing care with full responsibility. In order for the Head of the Puskesmas to give recognition of each nurse's work so that nurses feel valued or appreciated by their superiors. Thus nurses will be more enthusiastic in carrying out their duties and will produce good performance. In order for the Head of the Puskesmas to provide incentives to nurses in accordance with the duties and responsibilities carried out by nurses. So that the Head of the Puskesmas routinely re-socializes work procedures according to standards to be implemented in every action given to patients. In order for the head of the Puskesmas to provide opportunities for outstanding nurses to continue their education to a higher level through scholarships so that all nurses have the motivation to carry out their duties, this will result in good performance. In order for the Head of the Puskesmas to give full trust to professional nurses who have the potential to carry out their duties so that nurses are motivated and successful in their work. Thus the nurse will feel proud and be able to account for what is the nurse's obligation.

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