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The Relationship Between Nurses' Motivation and Compliance with Case Reflection Discussions on Standard Operating Procedures for Pain Management in the Darmawan Pavilion Care Unit at RSPAD Gatot Soebroto

Ita

STIKes RSPAD Gatot Soebroto, Indonesia
Corresponding author email: itacahyanto@gmail.com

Lilis Kamilah

STIKes RSPAD Gatot Soebroto, Indonesia

Didin Syaefudin

STIKes RSPAD Gatot Soebroto, Indonesia

Muhammad Iqbal

STIKes RSPAD Gatot Soebroto, Indonesia

Azizahra Hisannur Hanif

STIKes RSPAD Gatot Soebroto, Indonesia

Abstract---Motivation is a psychological characteristic of humans that contributes to their level of commitment. This study aims to analyze the relationship between nurses' motivation and compliance with case reflection discussions on the standard operating procedures for pain management in the Darmawan Pavilion Care Unit at RSPAD Gatot Soebroto. The independent variables are nurses' motivation and compliance, while the dependent variable is case reflection discussions on the standard operating procedures for pain management. The research design uses a cross-sectional quantitative approach with a sample of 57 respondents selected through purposive sampling, comprising implementing nurses assigned to case reflection discussions. Bivariate analysis was conducted using the chi-square test. The results indicate a relationship between nurses' motivation and compliance with case reflection discussions on the standard operating procedures for pain management in the Darmawan Pavilion Care Unit at RSPAD Gatot Soebroto. The bivariate test results show that nurses' compliance is the most dominant variable, with a p -value = 0.028 ($\alpha < 0.05$), indicating that nurses' compliance has the most significant influence on the dependent variable. Future researchers are encouraged to further develop and conduct research on the implementation of case reflection discussions across all other standard operating procedures in line with current cases, thereby exploring nurses' motivation and compliance concerning all standard operating procedures in case reflection discussions.

Keywords---case reflection discussions, compliance, motivation, standard operating procedure (sop) for pain management.

Introduction

Management is a dynamic and proactive approach to carrying out activities within an organization. It includes planning, organizing, actuating, and controlling (POAC) staff, facilities, and infrastructure to achieve organizational

goals. Management is also understood as a business organization focused on production and other factors aimed at generating profits. Nursing management must be applied in healthcare settings, particularly in hospitals, so nurses need to understand the concept and its application.

The concepts that must be mastered include nursing management concepts, planning in the form of strategies through data collection, SWOT analysis, the formulation of planning steps, implementing professional nursing models, and performing supervision and control. Planning is an organic function of management, serving as the foundation or starting point for executing activities to achieve organizational goals.

A hospital is a healthcare facility that meets the needs and demands of service users, particularly patients, who expect recovery and healing of their illnesses with the best quality of service so that patients feel safe and comfortable. The quality of healthcare services has entered a global era today, with demands for healthcare services, including professional nursing care, adhering to established international standards (Budiono et al., 2014).

Case Reflection Discussions (CRD) are used as a learning method that guides nurses in a discussion group, either in hospitals or community health centers, to share knowledge and clinical experiences based on established standards. In these CRD sessions, current and past nursing issues are discussed, along with successful experiences in carrying out service tasks by utilizing available resources (Burhan-Horasanlı & Ortaçtepe, 2016; Wolfensberger et al., 2010).

Literature review

Motivation is a psychological characteristic of humans that contributes to an individual's level of commitment. It includes factors that cause, direct, and sustain human behavior toward a certain determination (Nursalam, 2015). Compliance has two basic perspectives: instrumental and normative. The instrumental perspective means that individuals have personal interests and respond to changes related to behavior. The normative perspective is linked to morality and contrasts with personal interests. A person is more likely to comply with laws that are considered to align with and be consistent with their norms. Normative commitment through morality means complying with the law because it is considered an obligation, while normative commitment through legitimacy means complying with regulations because of the authority of those who make the law and their right to dictate behavior (Sulistyo & Syafruddin, 2010). Case Reflection Discussion is a learning method in the form of a group discussion aimed at sharing clinical experiences.

Method

This study employs a cross-sectional approach aimed at determining the relationship between nurses' motivation and compliance with case reflection discussions on standard operating procedures for pain management (Yıldız et al., 2009). The sampling technique used in this study is random sampling, with respondents selected based on inclusion criteria. The inclusion criteria are as follows: Nurses managing each unit (Head of Unit), Nurses responsible for managing specific cases (Head of Team), Nurses with more than 5 years of experience at RSPAD Gatot Soebroto, and those willing to participate in the study by signing a consent form.

The research was conducted at RSPAD Gatot Soebroto in February 2024, with a total of 57 respondents. Data collection was done using questionnaires, which consist of Questionnaire A: Which contains demographic data of nurses. Questionnaire B: Contains questions about nurses' motivation. Questionnaire C: Contains questions about nurses' compliance. Questionnaire D: Contains questions about case reflection discussions. Questionnaire E: Contains questions about standard operating procedures for pain management.

Result and Discussion

The results of this study, based on univariate and bivariate analysis, were obtained. The univariate analysis revealed the distribution data for each variable, including respondent characteristics (age, gender, education, employment status, and length of service), nurse motivation, nurse compliance, and case reflection discussion related to the Standard Operating Procedure (SOP) for pain management in the Pavilion Darmawan Ward, RSPAD Gatot Soebroto. The results of the univariate analysis can be described as follows:

Table 1
Frequency Distribution of Respondents Based on Age, Gender, Education, Employment Status, and Length of Service in the Paviliun Darmawan Inpatient Unit at RSPAD Gatot Soebroto in 2024 (n=57)

No	Variable	Frequency (n)	Percentage (%)
1	Age		
	≤ 40 years	35	61,4
	> 40 years	22	38,6
	Total	57	100
2	Gender		
	Male	10	17,5
	Female	47	82,5
	Total	57	100
3	Education		
	D3 Nursing	38	66,7
	S1 Nursing	18	31,6
	S2 Nursing	1	1,8
	Total	57	100
4	Employment Status		
	Civil Servant	33	57,9%
	Honorary	24	42,1%
	Total	57	100
5	Length of Service		
	≤ 5 years	16	28,1
	> 5 years	41	71,9
	Total	57	100

Based on Table 1, the majority of respondents are aged ≤ 40 years, with 35 respondents (61.4%). Most respondents are female, totaling 47 respondents (82.5%). The majority of respondents have a D3 Nursing education, with 38 respondents (66.7%). The majority of respondents are civil servants (PNS), with 33 respondents (57.9%). The majority of respondents have more than 5 years of work experience, with 41 respondents (71.9%).

Table 2
Frequency Distribution of Respondents Based on Independent Variables (Nurses' Motivation and Compliance) in the Paviliun Darmawan Inpatient Unit at RSPAD Gatot Soebroto in 2024 (n=57)

No	Variable	Frequency (n)	Percentage (%)
1	Nurses' Motivation		
	Low	13	22,8
	High	44	77,2
	Total	57	100
2	Nurses' Compliance		
	Non-compliant	15	26,3
	Compliant	42	73,7
	Total	57	100

Based on Table 2, shows that the majority of nurses in the Paviliun Darmawan inpatient unit at RSPAD Gatot Soebroto have high motivation, with 44 respondents (77.2%), while most nurses are categorized as compliant, with 42 respondents (73.7%).

Table 3
Frequency Distribution of Respondents Based on Dependent Variable (Case Reflection Discussion of Pain Management SOP) in the Paviliun Darmawan Inpatient Unit at RSPAD Gatot Soebroto in 2024 (n=57)

No	Variable	Frequency (n)	Percentage (%)
1	Case Reflection Discussion of Pain Management SOP		
	Not conducted	16	28,1%
	Conducted	41	71,9%
	Total	57	100

Based on Table 3, shows that the majority of nurses in the Paviliun Darmawan inpatient unit at RSPAD Gatot Soebroto engage in case reflection discussions of the pain management SOP, with 41 respondents (71.9%).

Bivariate Analysis

Bivariate analysis in this study used the Chi-Square Test to examine the relationship between nurses' motivation and compliance with case reflection discussions of the pain management SOP. The results of the analysis are as follows:

Table 4
Relationship Between Nurse Motivation and Case Reflection Discussions of the Pain Management SOP in the Paviliun Darmawan Inpatient Unit at RSPAD Gatot Soebroto in 2024

Independent Variable	Case Reflection Discussion of Pain Management SOP				Total		Odd Ratio (95% CI)	p-value
	Not conducted		Conducted		n	%		
	n	%	n	%				
Nurse Motivation								
Low	7	53,8	6	46,2	13	100	4,537	0,045
Good	9	20,5	35	79,5	44	100	(1,220-16,876)	
Jumlah	16	28,1	41	71,9	57	100		

Based on Table 4, it is found that among the 13 respondents with low nurse motivation, 7 (53.8%) did not conduct case reflection discussions of the pain management SOP, while 6 (46.2%) did. Among the 44 respondents with good motivation, 9 (20.5%) did not conduct case reflection discussions, while 35 (79.5%) did. The statistical test result showed a p-value of 0.045 ($\alpha < 0.05$), indicating a significant relationship between nurse motivation and case reflection discussions of the pain management SOP in the Paviliun Darmawan inpatient unit at RSPAD Gatot Soebroto.

The risk factor results show an Odd Ratio (OR) of 4.537, with a 95% Confidence Interval (CI) of 1.220-16.876. This means that respondents with low nurse motivation are 4.537 times more likely not to conduct case reflection discussions on the pain management SOP compared to those with good motivation.

The interpretation of the results aims to explain the research objectives, which are to determine the relationship between nurses' motivation and compliance with case reflection discussions of the pain management SOP in the Paviliun Darmawan Inpatient Unit at RSPAD Gatot Soebroto.

Based on the study conducted by the researcher on nurses in the Paviliun Darmawan Inpatient Unit at RSPAD Gatot Soebroto, it was found that the majority of nurses (44 respondents, 77.2%) had good motivation and compliance, with 42 respondents (73.7%) demonstrating a high level of compliance. This indicates that motivation and compliance among nurses at RSPAD Gatot Soebroto are highly valued, particularly in fostering professionalism among the nurses.

Additionally, the study shows that most nurses (41 respondents, 71.9%) conducted case reflection discussions of the pain management SOP. This reflects the nurses' sense of responsibility and commitment to carrying out the case reflection discussions during their work at RSPAD Gatot Soebroto.

The research results also revealed a significant relationship between nurse motivation and case reflection discussions of the pain management SOP. The p-value obtained from the statistical test was 0.045, which is less than the significance threshold of 0.05. This indicates a significant relationship between nurse motivation and case

reflection discussions of the pain management SOP in the Paviliun Darmawan Inpatient Unit at RSPAD Gatot Soebroto.

This finding suggests that higher motivation among nurses is associated with a greater likelihood of participating in and conducting case reflection discussions, which is an essential part of improving clinical practices and maintaining high standards of care in pain management (Gandamayu et al., 2022).

This can be linked to Herzberg's Two-Factor Theory, which posits that while motivating factors (e.g., achievement, recognition) may be positive if maintenance factors (such as work conditions, job security, and salary) are not in place, job satisfaction will not be achieved. Therefore, to increase motivation, improving maintenance factors should be prioritized, and only then can motivating factors be fully effective. In this case, ensuring that the working conditions for nurses, such as their access to appropriate resources, training, and support, are improved will enhance their motivation to engage in activities like case reflection discussions, which, in turn, contribute to better clinical practices and patient care (Herzberg, 2015; case reflection discussions, 1971).

This concept also aligns with McGregor's Theory X and Theory Y. McGregor's Theory X presents a negative view of people, assuming that employees have little ambition, dislike work, avoid responsibility, and need close supervision to be effective. On the other hand, Theory Y presents a more positive view, assuming that employees are self-directed, seek responsibility, and view work as a natural activity. McGregor believed that Theory Y assumptions better reflected the true nature of workers and should guide management practices (McGregor, 1960; Kopelman, 2008; Gannon, 2013).

Applying this theory suggests that nurses with high motivation (aligned with Theory Y) are more likely to take the initiative in participating in and carrying out case reflection discussions of the pain management SOP, contributing to a positive and responsible work environment (Toode et al., 2011; Yardimci et al., 2017).

Regarding the relationship between nurse compliance and the case reflection discussions of the pain management SOP, the analysis showed a significant relationship, with a p-value of 0.028, which is less than the significance level of 0.05. This indicates that nurse compliance with the SOP is significantly associated with the frequency and quality of case reflection discussions in the Paviliun Darmawan Inpatient Unit at RSPAD Gatot Soebroto. Higher compliance is likely to correlate with better implementation of the SOP and greater engagement in reflective practices that enhance patient care (Weidlich et al., 2011; Salguero-Caparrós et al., 2020).

This concept can be connected to Compliance Theory, which discusses the notion of compliance as the act of adhering to rules, regulations, or guidelines. According to the Kamus Umum Bahasa Indonesia, the term "patuh" means to be obedient, to comply with orders or regulations, and to show discipline. In this context, compliance refers to the behavior of individuals who follow policies, rules, and laws, reflecting their adherence to established standards. Compliance ensures that activities are conducted according to valid guidelines, rules, and regulations, while "kepatutan" (appropriateness) concerns the ethical and moral dimensions of leadership decisions. Violation of appropriateness doesn't necessarily equate to a violation of compliance.

In the context of healthcare, particularly in nursing practices, compliance ensures that nurses follow the Standard Operating Procedures (SOP) and clinical guidelines, which are essential for maintaining quality care. The nurse's adherence to pain management SOPs and their participation in case reflection discussions can be seen as a measure of compliance with institutional and professional standards. This level of compliance can influence the overall healthcare outcomes, improving the quality of care provided to patients (Cramer et al., 2008).

Compliance can be understood from two basic perspectives. Instrumental Perspective: This view emphasizes personal interests and responses to changes in behavior, often tied to external rewards or punishments. Nurses may comply with SOPs due to career advancement, recognition, or avoiding penalties. Normative Perspective: This perspective emphasizes moral and ethical considerations, often aligned with personal values or societal norms. Nurses who have a normative commitment through morality view adherence to SOPs as a moral obligation because they believe it is the right thing to do. Normative commitment through legitimacy occurs when nurses comply because they recognize the authority of the institution and its regulations, seeing the rules as legitimate and necessary for maintaining professionalism and quality care.

Thus, understanding compliance from both the instrumental and normative perspectives provides a comprehensive view of why nurses in the Paviliun Darmawan RSPAD Gatot Soebroto might engage in reflection discussions and adhere to pain management SOPs. Their compliance not only depends on external factors like regulations and supervision but also their intrinsic values and commitment to ethical care practices (Sudaryanti, 2008).

Conclusion

The results of this study on the relationship between nurses' motivation and compliance with the case reflection discussion of the pain management SOP in the Darmawan Pavilion Ward at RSPAD Gatot Soebroto can be outlined as follows: The majority of the nurses are over 40 years old, female, with a DIII Nursing education, a civil servant (PNS) employment status, and more than 5 years of work experience. The percentage of respondents with good motivation is 77.2%, with 73.7% compliance, and 71.9% of nurses engage in case reflection discussions of the pain management SOP. A significant relationship was found between nurses' motivation and the case reflection discussion of the pain management SOP in the Darmawan Pavilion Ward at RSPAD Gatot Soebroto with a p-value of 0.045. The risk factor analysis shows an Odds Ratio (OR) of 4.537, 95% CI (1.220-16.876), meaning respondents with lower motivation are 4.537 times more likely not to engage in the case reflection discussion of the pain management SOP compared to those with higher motivation. A significant relationship was also found between nurses' compliance and the case reflection discussion of the pain management SOP, with a p-value of 0.028. The risk factor analysis shows an Odds Ratio (OR) of 4.857, 95% CI (1.359-17.358), meaning respondents with lower compliance are 4.857 times more likely not to engage in the case reflection discussion of the pain management SOP compared to those with higher compliance (Jarzyna et al., 2011; Chen et al., 2016).

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