

Association Between Nurses' Work Motivation and Compliance with Nursing Care Documentation in the Inpatient Wards of Bhayangkara Hospital, Ambon

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ABSTRACT

Background: Nursing care documentation is an essential component of professional nursing practice, serving as a communication tool among healthcare professionals, legal evidence of nursing interventions, and an indicator of healthcare service quality. Despite its importance, incomplete and non-standardized documentation remains a common challenge in clinical practice. Work motivation is considered one of the key factors influencing nurses' compliance with nursing care documentation.

Objective: This study aimed to examine the association between nurses' work motivation and compliance with nursing care documentation in the inpatient wards of Bhayangkara Hospital, Ambon.

Methods: A quantitative study with a cross-sectional design was conducted among 62 nurses selected through simple random sampling from a population of 89 nurses working in the inpatient wards of Bhayangkara Hospital, Ambon. Data were collected using self-administered structured questionnaires assessing work motivation and compliance with nursing care documentation. The data were analyzed using the Chi-square test with a significance level of $p < 0.05$.

Results: Most respondents demonstrated moderate work motivation (46.8%), while 67.7% were categorized as compliant with nursing care documentation standards. The Chi-square analysis revealed a statistically significant association between work motivation and compliance with nursing care documentation ($p = 0.001$), indicating that nurses with higher levels of work motivation were more likely to comply with documentation standards.

Conclusion: Work motivation is significantly associated with nurses' compliance with nursing care documentation in the inpatient wards of Bhayangkara Hospital, Ambon. Strengthening nurses' work motivation may improve documentation compliance and contribute to enhancing the quality, continuity, and accountability of nursing care. Hospital management should consider implementing strategies that foster work motivation to optimize nursing documentation practices.

Keywords: Nursing Care Documentation, Work Motivation, Nurse Compliance, Inpatient Nurses, Cross-Sectional Study

INTRODUCTION

Nursing care documentation is a fundamental component of professional nursing practice, serving as written evidence of the care provided to patients and as a permanent record of healthcare services received. Comprehensive documentation benefits not only patients but also healthcare professionals by facilitating effective communication, ensuring continuity of care, and demonstrating professional accountability in the delivery of nursing services. Conversely, incomplete or non-standardized documentation may compromise the quality and safety of patient care and increase the risk of clinical errors (Rahmi, 2022).

Failure to document nursing care appropriately can result in fragmented, duplicated, or incomplete care, potentially leading to delayed recovery, preventable complications, and increased physical and financial burdens for patients. Furthermore, inadequate documentation limits the evaluation of nursing interventions and undermines the overall quality of healthcare services. Therefore, nursing practice in Indonesia should remain patient-centred and adhere to standardized nursing processes to ensure the delivery of safe and high-quality care (Cristianti & Marbun, 2019).

In contemporary healthcare settings, nursing care documentation has evolved into an integral

component of clinical governance and quality assurance. Beyond recording nursing interventions, documentation functions as legal evidence, a communication tool among multidisciplinary healthcare professionals, an indicator of service quality, and a valuable source of data for quality improvement, evaluation, education, and research. The completeness and accuracy of nursing documentation are also widely recognised as indicators of nurses' professionalism and commitment to delivering high-quality patient care (Putri et al., 2020; Suwignjo et al., 2022).

Advances in health information technology have transformed nursing documentation systems from traditional paper-based records to Electronic Nursing Records (ENRs). Electronic documentation has the potential to improve documentation accuracy, efficiency, accessibility, and continuity of care. However, successful implementation remains challenging in many healthcare settings due to heavy nursing workloads, limited technological competence, insufficient training, and inadequate organisational support. These challenges continue to affect the completeness and quality of nursing documentation despite ongoing digitalisation initiatives.

Previous studies have consistently reported that compliance with nursing care documentation

remains suboptimal across many hospitals. Non-compliance may arise from both organisational and individual factors. Organisational determinants, including managerial supervision, leadership, documentation systems, and workplace environment, have been shown to influence nurses' adherence to documentation standards (Wahyuni et al., 2023). In addition, individual characteristics, particularly work motivation, play an important role in determining nurses' performance and professional behaviour.

Work motivation refers to the internal and external forces that stimulate individuals to perform their duties and achieve organisational goals. Nurses with higher levels of work motivation are generally more committed to professional standards, demonstrate better job performance, and are more likely to comply with nursing care documentation requirements (Sari & Handayani, 2021). Consequently, work motivation has been recognised as an important determinant of documentation quality and compliance.

Empirical evidence supports this relationship. Amalia et al. (2022) reported that work motivation was significantly associated with the completeness of nursing care documentation among inpatient nurses. Similarly, Artanti et al. (2024) found that nurses with higher work motivation demonstrated better compliance with nursing assessment documentation in hospital settings (Amalia et al., 2022; Artanti et al., 2024). Nevertheless, documentation compliance remains inconsistent, as it is also influenced by other factors, including workload, supervisory practices, and organisational support (Yanti et al., 2021). These findings suggest that improving documentation quality requires not only effective documentation systems but also strategies that strengthen nurses' work motivation and professional commitment.

A preliminary assessment conducted in the inpatient wards of Bhayangkara Hospital, Ambon, revealed that nursing care documentation is still performed using a paper-based manual system. In addition, incomplete documentation and inconsistent adherence to documentation standards were observed among some nurses. These issues may be associated with several contributing factors, including nurses' work motivation. Therefore, investigating the relationship between work motivation and compliance with nursing care documentation is essential to identify potential strategies for improving documentation quality and nursing performance.

This study employed a quantitative cross-sectional design to examine the association between nurses' work motivation and compliance with nursing care documentation in the inpatient wards of Bhayangkara Hospital, Ambon. The findings are expected to provide evidence that can support hospital management in developing interventions to strengthen nurses' work motivation and improve compliance with nursing documentation standards, ultimately enhancing the quality and safety of nursing care.

METHODS

Study Design and Setting

This study employed a quantitative analytical observational design using a cross-sectional approach to examine the association between nurses' work motivation and compliance with nursing care documentation. The study was conducted in the inpatient wards of Bhayangkara Hospital, Ambon, Indonesia, in 2026.

Participants and Sampling

The study population comprised all registered nurses working in the inpatient wards of Bhayangkara Hospital (N = 89). The required sample size was calculated using the Slovin formula, resulting in a sample of 62 participants. Respondents were selected using a simple random sampling technique. Eligible participants were nurses who (1) worked in the inpatient wards, (2) agreed to participate voluntarily, and (3) provided written informed consent prior to data collection.

Data Collection and Instruments

Data were collected using structured self-administered questionnaires. The study instrument consisted of two sections: a work motivation questionnaire and a nursing care documentation compliance questionnaire. The work motivation questionnaire was used to assess nurses' levels of work motivation, whereas the documentation compliance questionnaire measured adherence to nursing care documentation standards across the stages of the nursing process.

Prior to data collection, the instruments underwent face validity assessment by subject-matter experts and reliability testing to ensure the validity and internal consistency of the measurements.

Data Analysis

The collected data were checked for completeness, coded, tabulated, and entered into the statistical software for analysis. Descriptive (univariate) analysis was performed to summarize respondents' demographic characteristics and the distribution of the study variables using frequencies and percentages. The association between work motivation and compliance with nursing care documentation was examined using the Chi-square test. Statistical significance was established at $p < 0.05$ with a 95% confidence level.

Ethical Considerations

This study received ethical approval from the Health Research Ethics Committee of the Nani Hasanuddin Institute of Health Sciences, Makassar, Indonesia (Approval No. 043/STIKES-NH/KEPK/I/2026), issued on 29 January 2026. Written informed consent was obtained from all participants before data collection, and participant confidentiality and anonymity were maintained throughout the study.

RESULT

Respondent Characteristics

Table 1 presents the demographic characteristics of the respondents. Of the 62 nurses included in the study, the largest proportion was aged 36–45 years (40.3%), followed by 26–35 years (33.9%) and 46–55 years (25.8%). Female nurses accounted for

66.1% of the respondents, while males represented 33.9%. Regarding educational attainment, 54.8% had completed the professional nursing (Ners) programme, whereas 45.2% held a Diploma III in Nursing. Most respondents (77.4%) had worked for at least five years, while 22.6% had less than five years of work experience.

Table 1. Demographic Characteristics of the Respondents (N = 62)

Characteristic	n	%
Age (years)		
26–35	21	33.9
36–45	25	40.3
46–55	16	25.8
Sex		
Male	21	33.9
Female	41	66.1
Educational Level		
Diploma III in Nursing	28	45.2
Professional Nurse (Ners)	34	54.8
Years of Experience		
< 5 years	14	22.6
≥ 5 years	48	77.4

Distribution of Work Motivation and Documentation Compliance

As shown in Table 2, most respondents demonstrated compliance with nursing care documentation standards (67.7%), whereas 32.3%

were classified as non-compliant. Regarding work motivation, the majority of nurses had a moderate level of work motivation (46.8%), followed by high motivation (37.1%) and low motivation (16.1%).

Table 2. Distribution of Work Motivation and Nursing Care Documentation Compliance (N = 62)

Variable	n	%
Documentation Compliance		
Compliant	42	67.7
Non-compliant	20	32.3
Work Motivation		
High	23	37.1
Moderate	29	46.8
Low	10	16.1

Association Between Work Motivation and Nursing Care Documentation Compliance

The association between work motivation and compliance with nursing care documentation is presented in Table 3. Among nurses with high work motivation, 19 (30.6%) were compliant with documentation standards, whereas only 4 (6.5%) were non-compliant. Similarly, among nurses with moderate work motivation, 21 (33.9%) demonstrated compliance, while 8 (12.9%) were non-compliant. In

contrast, nurses with low work motivation were predominantly non-compliant, with 8 respondents (12.9%) classified as non-compliant compared with only 2 respondents (3.2%) who were compliant.

The Chi-square test demonstrated a statistically significant association between work motivation and compliance with nursing care documentation ($p = 0.001$), indicating that higher levels of work motivation were associated with greater compliance in documenting nursing care.

Table 3. Association Between Work Motivation and Compliance with Nursing Care Documentation (N = 62)

Work Motivation	Compliant n (%)	Non-compliant n (%)	Total	p-value
High	19 (30.6)	4 (6.5)	23	0.001
Moderate	21 (33.9)	8 (12.9)	29	
Low	2 (3.2)	8 (12.9)	10	

DISCUSSION

Work Motivation Among Nurses

This study found that most nurses working in the inpatient wards of Bhayangkara Hospital, Ambon, demonstrated moderate to high levels of work motivation. These findings suggest that nurses generally possess sufficient intrinsic and extrinsic motivation to perform their professional

responsibilities, including nursing care documentation. High work motivation reflects nurses' commitment to delivering quality patient care and fulfilling their professional obligations, which are influenced by intrinsic factors such as responsibility and achievement, as well as extrinsic factors including the work environment, organisational support, and hospital policies.

The relatively favourable level of work motivation observed in this study may be attributed to nurses' professional commitment and awareness of their critical role in maintaining the quality and safety of healthcare services. Motivated nurses are more likely to demonstrate positive work behaviours, maintain professional standards, and perform both clinical and administrative responsibilities effectively.

The present findings are consistent with those reported by Amalia et al. (2022), who identified work motivation as one of the principal determinants of nurses' performance, particularly regarding the completeness of nursing care documentation in inpatient settings. Likewise, Sari and Handayani (2021) found that nurses with higher work motivation exhibited superior performance, especially in fulfilling administrative and documentation responsibilities. These studies collectively suggest that work motivation plays a pivotal role in promoting professional behaviour and improving nursing performance.

From a managerial perspective, maintaining and enhancing nurses' work motivation is essential for sustaining high-quality nursing services. Hospital management should therefore implement strategies such as performance recognition, supportive supervision, opportunities for professional development, and the creation of a positive work environment to strengthen nurses' motivation and professional engagement.

Compliance with Nursing Care Documentation

The findings indicate that most respondents demonstrated compliance with nursing care documentation standards, although a considerable proportion of nurses remained non-compliant. Nursing documentation compliance reflects nurses' professional responsibility to record each stage of the nursing process accurately, comprehensively, and promptly. Complete documentation is essential for ensuring continuity of care, facilitating interdisciplinary communication, supporting clinical decision-making, and providing legal protection for both patients and healthcare professionals.

Although the overall level of compliance was satisfactory, incomplete documentation remains an important concern. Heavy workloads, time constraints, and the perception that documentation is an administrative burden may contribute to inconsistent compliance among nurses. Similar findings have been reported by Putri et al. (2020), who identified nursing documentation compliance as an ongoing challenge, particularly in inpatient units with high patient workloads. Likewise, Wahyuni et al. (2023) demonstrated that organisational factors, including inadequate supervision and suboptimal documentation systems, significantly influence nurses' compliance with documentation standards.

In addition to organisational support, psychological interventions may contribute to improving documentation practices. Suarnianti et al. (2020) reported that psychoeducational interventions incorporating motivational strategies and professional appreciation effectively enhanced nurses' compliance with healthcare service

standards. These findings suggest that behavioural interventions should complement organisational improvements to optimise documentation quality.

Based on these findings, improving documentation compliance requires a multifaceted approach involving continuous education, regular clinical supervision, simplified documentation procedures, and institutional policies that facilitate accurate and timely nursing documentation. Such strategies may strengthen professional accountability and improve the overall quality of nursing care.

Association Between Work Motivation and Compliance with Nursing Care Documentation

The present study demonstrated a statistically significant association between work motivation and compliance with nursing care documentation. Nurses with higher levels of work motivation were significantly more likely to comply with documentation standards than those with lower motivation. This finding suggests that work motivation functions as an important behavioural determinant influencing nurses' adherence to professional documentation requirements.

Motivated nurses are generally more committed to maintaining professional standards and recognise documentation as an integral component of high-quality patient care rather than merely an administrative obligation. Consequently, they are more likely to complete nursing documentation accurately, comprehensively, and consistently.

The findings are consistent with previous studies. Dewi et al. (2024) reported a significant association between work motivation and nursing documentation practices among nurses in primary healthcare settings ($p = 0.001$). Similarly, Artanti et al. (2024) found that nurses' motivation was strongly associated with the completeness of nursing assessment documentation among inpatient nurses, demonstrating both statistical significance ($p = 0.001$) and a strong correlation coefficient. These findings reinforce the importance of motivation as a key determinant of nursing documentation performance.

Nevertheless, previous evidence has not been entirely consistent. A study conducted in outpatient primary healthcare centres in the coastal region of Berau Regency found no significant relationship between work motivation and nursing documentation practices ($p = 0.259$). This discrepancy may reflect differences in clinical settings, patient characteristics, workload, organisational culture, and documentation systems. In outpatient settings, documentation practices may be influenced more strongly by limited consultation time and high patient turnover than by individual motivational factors.

The present findings can also be interpreted within established motivational theories. Herzberg's Two-Factor Theory proposes that motivator factors—including achievement, recognition, responsibility, and opportunities for professional growth—enhance job satisfaction and work performance (Potter & Perry, 2020). Likewise, Maslow's Hierarchy of Needs suggests that individuals whose fundamental needs have been

fulfilled are more capable of achieving self-actualisation through professional excellence and adherence to organisational standards. These theoretical perspectives provide a plausible explanation for why highly motivated nurses demonstrate greater compliance with nursing care documentation.

Overall, this study indicates that strengthening nurses' work motivation may contribute to improving compliance with nursing documentation standards and, ultimately, the quality of nursing care. Hospital administrators should therefore consider implementing comprehensive motivational strategies, including performance-based recognition systems, continuous professional education, supportive leadership, constructive feedback, and improvements to documentation systems. Such interventions may foster greater professional commitment and promote sustainable improvements in nursing documentation practices.

CONCLUSION

This study demonstrated a statistically significant association between nurses' work motivation and compliance with nursing care documentation in the inpatient wards of Bhayangkara Hospital, Ambon. Nurses with higher levels of work motivation were more likely to comply with nursing documentation standards than those with lower motivation. These findings highlight the importance of fostering work motivation as a strategy to improve documentation compliance, strengthen professional nursing practice, and enhance the quality and continuity of patient care. Hospital management should implement supportive policies, including continuous professional development, supportive supervision, and performance recognition programmes, to promote nurses' motivation and optimise nursing care documentation.

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