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Work Ethics and Affiliate Motivation as Determinants of Nurses' Performance

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Abstract

Hospital service quality relies heavily on human resources, particularly nurses, whose performance is determined by effective nursing care, including assessment, diagnosis, planning, implementation, evaluation, and documentation. High performance requires strong work ethics—encompassing respect, compassion, advocacy, and interpersonal connection—and high affiliation motivation, characterized by friendship, cooperation, and reciprocal relationships. This study examined the implementation of work ethics, affiliation motivation, and their effects on nurse performance using a descriptive quantitative approach with multiple regression analysis, involving 119 respondents selected through total sampling. Results showed that nurses demonstrated high levels of work ethics, affiliation motivation, and performance. Work ethics moderately influenced performance by encouraging adherence to standards, while affiliation motivation had a stronger impact by fostering relationships that enhanced care delivery. Combined, work ethics and affiliation motivation significantly improved performance, highlighting their crucial role in ensuring quality healthcare at Dr. Hafiz Cianjur Hospital.

Keywords: Affiliation Motivation, Nurses, Performance, Work Ethics

Introduction

The globalization era demands human resources who not only possess skills and expertise but are also dynamic and capable of reflecting the organization's image through their performance. Organizational performance is largely determined by how effectively its resources, particularly human resources, are managed. Human resource management plays a crucial role in shaping employee performance, as it involves managing individuals with unique feelings, thoughts, and aspirations, making it distinct from managing other types of resources. Organizations aim to cultivate employees who are skilled and knowledgeable about their work, as these attributes significantly contribute to overall performance (Naidu, 2009) ^[21].

Similarly, in service-oriented organizations such as hospitals, human resources are expected to consistently deliver optimal performance in patient care. Nurses and midwives, who constitute the majority of healthcare workers in hospitals, play a pivotal role as they provide round-the-clock services. High-quality nursing performance is crucial to meeting patient expectations, as it directly influences patient satisfaction. Nurse performance is assessed based on the care provided, reflecting the extent to which patients feel satisfied or dissatisfied. Ultimately, nursing performance represents the productivity of nurses in delivering care within their scope of authority and responsibility, measured by both quality and quantity (Dian Sibar Oktaningtyas, 2022) ^[11].

Several factors influence nurse performance, including job satisfaction (Patarru' *et al.*, 2020) ^[23] affiliation motivation (Hidayah *et al.*, 2021) ^[17], and work ethics (Abbasi *et al.*, 2010) ^[2]. Work ethics encompass attitudes, values, habits, and characteristics related to an individual's or group's approach to work. A strong work ethic fosters resilience against monotony, enhances performance, and drives individuals to uphold quality standards in their work. Individuals with a high work ethic are also more likely to actively contribute ideas and improvements in their workplace (Naidu, 2009) ^[21].

The nursing profession is governed by a code of ethics that must be upheld and practiced by all nurses, as stipulated in Republic of Indonesia Law No. 38 of 2014 concerning nursing. Failure to adhere to this code can hinder the hospital's vision and mission, requiring immediate attention.

Work ethics are closely tied to employee performance, serving as a key factor in motivating nurses to enhance their morale and work actively and effectively. Strong work ethics not only lead to improved individual performance but also contribute to achieving maximum organizational performance, enabling the agency to realize its goals, aspirations, and targets (Sawalhah & Al-tarawneh, 2013) ^[28].

Affiliate motivation refers to the outcome of interactions between individuals and their situations, with each person possessing unique motivations. It is defined as behavior directed toward specific goals and linked to the level of effort an individual exerts in achieving those goals (Mutalib *et al.*, 2017; Pebriyanti *et al.*, 2020) ^[20, 24]. According to Abbasi-Moghaddam *et al.*, (2019) ^[1], the need for affiliation involves the desire for warm and close relationships with others. This motivation is reflected in interactions and connections with people. Affiliate motivation arises from the basic human need to fulfill interpersonal relationships essential for a meaningful life. Individuals with high affiliation motives are driven to establish relationships with others because they seek acceptance and a sense of belonging.

Ethics, derived from the word *ethos*, refers to morals, customs, habits, character, feelings, and attitudes that are considered good and proper (Tazeem *et al.*, 2011) ^[32]. Nursing ethics specifically governs the moral responsibilities of nurses (Grabowski *et al.*, 2019) ^[26]. Nurse work ethics represent the enthusiasm and commitment nurses possess to improve their work performance and obtain meaningful life values (Grigorakis, 2010) ^[16]. These ethics guide how nurses should behave and what they must do to provide essential nursing care to patients. Nurse work ethics encompass attitudes, values, habits, and characteristics that define how nurses approach their work (Uygur, 2009) ^[33]. Nurses adhere to a code of ethics that serves as a guide in their professional practice. The code of ethics for nursing in Indonesia was developed by the Central Leadership Council of the Indonesian National Nurses Association through the PPNI National Conference. Nurses play a vital role in health ethics by applying ethical values to healthcare and services (Archangel *et al.*, 2007) ^[4]. Nurse ethics are essential for ensuring that ethical values and health behaviors are appropriately integrated into their professional practice (Florea *et al.*, 2013) ^[14].

Motivation, derived from the word *motive*, refers to the encouragement or drive to take action (Pebriyanti *et al.*, 2020) ^[24]. Affiliation, on the other hand, involves the need for connection with others, including forming friendships, participating in groups, and engaging in cooperation (Al Kurdi *et al.*, 2020) ^[3]. Affiliate motivation is the nurse's drive to establish interpersonal and social relationships with others or specific groups (Ruth *et al.*, 2018) ^[27]. It reflects the desire for friendly and intimate relationships, seeking to be liked and well-received by others (Ljubicic *et al.*, 2020) ^[18]. Nurses with high affiliative motivation seek friendships, prefer cooperative environments over competitive ones, and strongly desire relationships characterized by mutual understanding.

Dr. Hafiz Cianjur Hospital is the first private hospital in Cianjur Regency. Many patients choose this hospital for treatment in the hope of receiving superior service and care. The hospital has established nurse work ethics that are intended to guide the work process. However, initial observations and interviews with the Complaints and Handling section revealed weaknesses in the implementation

of these ethics. Criticisms received pointed to nurses not being sufficiently friendly during service delivery and being seen using their cell phones while the patient's family requested assistance, leading to miscommunication.

In addition, affiliate motivation was found to be in a less favorable state. This was particularly evident when nurses changed shifts or transferred patients between rooms, as incomplete communication of nursing care resulted in poor affiliation and complaints from nurses assuming the next shift. Interviews with nursing managers revealed that the nurse assessment index showed low scores for nursing care documentation. Proper documentation of nursing care is essential for effective communication between the patient, their family, and other healthcare teams, ensuring continuity in patient care. Incomplete documentation can lead to miscommunication when nurses change shifts, impacting the quality of care provided.

Method

This research utilizes a descriptive quantitative approach, incorporating multiple regression analysis to examine the relationships between work ethics, affiliation motivation, and nurse performance. The research method employed is descriptive verification, which focuses on collecting data to provide answers or gather opinions regarding specific issues or topics. This approach aims to explore how different factors influence nurse performance at Dr. Hafiz Cianjur Hospital. The data used in this study is categorized into primary and secondary data. Primary data is gathered directly from respondents through a questionnaire, which includes questions or statements on work ethics, affiliation motivation, and nurse performance. Secondary data is obtained from existing sources, such as published research, library materials, and reports from previous studies. To analyze the data, the research applies multiple regression analysis, a statistical method that assesses the impact of multiple independent variables on a single dependent variable. This technique allows for a deeper understanding of how work ethics and affiliation motivation together influence nurse performance, providing valuable insights into the factors that contribute to improved healthcare delivery (Nshimyiryo *et al.*, 2020) ^[22].

Results and Discussion

In this research, several respondent characteristics are considered crucial for understanding the factors that influence nurse performance. These characteristics form the basis for evaluating reasoning ability, mindset, work capabilities, work experience, and job specifications. By considering these traits, the study aims to better understand how these personal and professional attributes impact work ethics, affiliation motivation, and overall performance in a healthcare setting.

Based on Table 1, the study involved 119 respondents, consisting of 38 male and 81 female participants. The data indicates that 32% of respondents were male, while 68% were female. These results suggest a higher representation of female respondents. This may be attributed to women typically having higher levels of attendance, greater job satisfaction, and stronger interpersonal communication skills, which contribute to their higher participation in the study. From the educational aspect, 76 respondents held a Bachelor's Degree in Nursing, 36 respondents were Nurse Degree holders, and 7 respondents had other qualifications,

such as D-3 in Dental Nursing, D-4, or other related degrees. The distribution shows that 64% of respondents had a Bachelor's Degree in Nursing, 30% were Nurses, and 6% held other qualifications. This indicates that the majority of respondents had a Bachelor's Degree in Nursing as their highest level of education. In terms of work experience, 42 respondents (35%) had a work period of less than 2 years, 33 respondents (28%) had worked for 3–5 years, and 44 respondents (37%) had over 5 years of experience. These findings reveal that most nurses at Dr. Hafiz Cianjur Hospital, who participated in this study, had over 5 years of work experience. Regarding work placement or division, 19 respondents (16%) were from the Poly division, 24 respondents (21%) were from the ER division, and 76 respondents (63%) were from the Inpatient division. This data highlights that the majority of respondents were from the Inpatient division, reflecting its significant representation in the study.

Table 1: Characteristics of Respondents

Variables	Percentage	Frequency
Sex		
Male	31.9%	38
Female	68.1%	81
Total	100%	119
Educational Level		
Nurse	30.3%	36
Bachelor of Nursing	5.9%	7
Associate Expert in Nursing	63.9%	76
Total	100%	119
Working Experience		
<2 Years	35.3%	42
3-5 Years	27.7%	33
>5 Years	37%	44
Total	100%	119
Division		
Clinic	16%	19
ER	20.2%	24
Inpatient Unit	63.3%	76
Total	100%	119

Source: Research Data Processed (2024)

Respondents' feedback regarding the work ethics of nurses at Dr. Hafiz Cianjur Hospital generally falls within the high and very high categories. Work ethics were assessed using four dimensions—respect for others, compassion, advocacy, and intimacy—measured through 17 validated and reliable indicators. For the dimension of respect for others, the average percentage of actual scores was 90.87%, placing it in the very high category. Among the indicators for the work ethics variable (X1), the highest actual score was 97.32% (very high category), reflecting that nurses consistently introduce themselves to new patients. Conversely, the lowest actual score in this dimension was 78.53% (high category), corresponding to the care provided to patients being aligned with their customs. These findings suggest that while overall work ethics are strong, there is room for improvement in culturally sensitive care.

In the compassion dimension, the average percentage of the actual score was 85.53%, placing it in the high category. Among the indicators for the work ethics variable (X1) in this dimension, the highest actual score was 93.56% (very high category), indicating that nurses provided services according to patient needs. Conversely, the lowest actual score in this dimension was 77.28% (high category), reflecting that nurses

explained to patients that they could engage in activities related to their traditional practices. These results suggest that while nurses excel in addressing patient needs, there is room to strengthen communication regarding traditional activities to enhance culturally sensitive care.

In the advocacy dimension, the average percentage of actual scores was 95.64%, placing it in the very high category. The highest-scoring indicator for the work ethics variable (X1) in this dimension was 96.78% (very high category), reflecting that nurses documented nursing care in accordance with the Standard Operating Procedures (SOP). The lowest-scoring indicator, at 93.74% (still in the very high category), was that nurses provided nursing interventions according to their competence. These findings indicate that the advocacy dimension is consistently strong, demonstrating a high level of adherence to professional standards and competence in nursing practice.

In the intimacy dimension, the average percentage of actual scores was 97.02%, placing it in the very high category. The highest-scoring indicator for the work ethics variable (X1) in this dimension was 97.85% (very high category), showing that nurses upheld patient confidentiality by not sharing information with unauthorized individuals. The lowest-scoring indicator, at 96.24% (also in the very high category), reflected that nurses maintained patient safety by refraining from discussing patient information in public places. These results highlight the nurses' strong commitment to maintaining confidentiality and safety, key aspects of professional intimacy in patient care.

Respondents' responses regarding the affiliate motivation of nurses at Dr. Hafiz Cianjur Hospital were generally in the high and very high categories. This motivation was assessed using three dimensions—friendship, preference for cooperative situations, and a desire for relationships involving high reciprocity—measured through 10 validated and reliable indicators. In the friendship dimension, the average percentage of actual scores was 93.87%, categorized as very high. The highest-scoring indicator for the affiliate motivation variable (X2) was that fellow nurses respected each other's diversity, scoring 96.06% (very high category). The lowest-scoring indicator was that nurses could understand the conditions of others around them, which scored 90.16% (still in the very high category). These results highlight strong interpersonal relationships and mutual respect among nurses, with slight room for improvement in fostering deeper empathy and understanding.

In the dimension of liking cooperative situations, the average percentage of actual scores was 91.35%, placing it in the very high category. The highest-scoring indicator for the affiliate motivation variable (X2) in this dimension was that nurses demonstrated high work motivation, achieving a score of 92.49% (very high category). The lowest-scoring indicator, at 90.70% (still in the very high category), was that nurses consistently coordinated between work-related medical units. These findings indicate strong collaborative tendencies among nurses, though there is slight room for enhancing inter-unit coordination to further optimize teamwork.

The dimension of wanting a relationship that involves a high degree of reciprocity, the average percentage of actual scores obtained was 92.07% in the very high category. The affiliate motivation variable (X2) which got the highest actual score was high cooperation between the nursing team with a score of 95.35% and was in the very high category. Meanwhile, the affiliate motivation variable (X2) which gets the lowest

actual score is that nurses have an understanding that is in line with other nurses with a score of 88.73% and has a very high category.

Respondents' responses regarding the performance of nurses at Dr. Hafiz Cianjur Hospital were generally in the high and very high categories. Nurse performance was assessed based on six dimensions—nursing assessment, nursing diagnosis, nursing planning, nursing implementation, nursing evaluation, and nursing care records—using 24 validated and reliable indicators. In the nursing assessment dimension, the average percentage of actual scores was 92.16%, placing it in the very high category. Two nurse performance indicators (Y) received the highest actual scores: (1) The assessment carried out by the nurse was in accordance with the patient's needs, and (2) The nurse evaluated the patient's needs based on the patient's condition, both scoring 92.67% (very high category). The indicator assessing the nurse's evaluation of the patient's condition periodically scored 91.41%, also in the very high category. These results demonstrate strong performance in nursing assessments, highlighting the nurses' ability to accurately assess and evaluate patient needs.

In the nursing diagnosis dimension, the average percentage of actual scores obtained was 91.55%, placing it in the very high category. The highest-scoring nurse performance variable (Y) was that the nurse had formulated a patient care diagnosis in accordance with the nursing problem, achieving a score of 93.20% (very high category). The lowest-scoring indicator for nurse performance in this dimension was that the validation of nursing diagnoses performed by nurses aligned with the validation conducted by other healthcare workers, with a score of 89.98%, still in the very high category. These results indicate a strong performance in nursing diagnosis, with slight room for improvement in the validation process between nurses and other healthcare professionals.

In the nursing planning dimension, the average percentage of actual scores obtained was 91.73%, placing it in the very high category. Two nurse performance variables (Y) received the highest actual scores: (1) The care plan created by the nurse was in accordance with the priority determination of patient problems, and (2) Nurses consistently documented nursing action plans, both scoring 92.13% (very high category). The lowest-scoring indicator for nurse performance in this

dimension was that nurses collaborated with other team members in preparing nursing action plans, which received a score of 91.06%, still in the very high category. These results indicate that nurses excel in planning patient care, with a slight opportunity to further enhance collaboration within the healthcare team.

In the nursing implementation dimension, the average percentage of actual scores obtained was 90.88%, placing it in the very high category. The highest-scoring nurse performance variable (Y) was that the implementation of nursing care adhered to the plan that had been prepared, with a score of 92.13% (very high category). The lowest-scoring indicator for nurse performance in this dimension was that nurses demonstrated high collaboration with patient families in providing nursing care, with a score of 88.91%, which is still within the very high category. These results show strong adherence to nursing care plans, with a minor opportunity to improve family collaboration in patient care.

In the nursing evaluation dimension, the average percentage of actual scores obtained was 92.80%, placing it in the very high category. The highest-scoring nurse performance variable (Y) was the nurse who documented evaluation results in accordance with the nursing actions carried out, with a score of 93.56% (very high category). The lowest-scoring indicator for nurse performance in this dimension was the nurse evaluating the patient appropriately according to the criteria for the expected outcomes, with a score of 92.13%, still within the very high category. These results reflect excellent evaluation practices, with a minor opportunity for further refinement in aligning evaluations with specific outcome criteria.

In the nursing care record dimension, the average percentage of actual scores obtained was 91.41%, which falls within the very high category. The nurse performance variable (Y) with the highest actual score was the documentation stages carried out by nurses in accordance with nursing care actions, scoring 91.77% in the very high category. The variable indicator with the lowest actual score was the accuracy and systemization of nursing care documentation, with a score of 91.06%, still within the very high category. These results indicate strong performance in nursing care documentation, with only a slight gap in ensuring complete accuracy and organization.

Table 2: SPSS Output Simple Regression Equation Work Ethics

Model		Coefficients ^a			t	Sig.
		Unstandardized Coefficients	Std. Error	Standardized Coefficients		
		B		Beta		
1	(Constant)	19.088	6.210		3.074	.003
	Work Ethics (X1)	1.166	.085	.784	13.671	.000

a. Dependent Variable: Nurse Performance (Y)

Source: Research Data Processed (2024)

The results of the partial test (t-test) for the Work Ethics variable on Nurse Performance show a regression coefficient of 1.166 and a probability value (significance) of 0.000, which is less than 0.05. This indicates that Work Ethics has a

statistically significant effect on Nurse Performance. The result suggests that as Work Ethics improves, nurse performance is likely to increase, highlighting the importance of maintaining strong work ethics in the healthcare setting.

Table 3: Work Ethics Determination Coefficient Value (X1)

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.784 ^a	.615	.612	7.627

a. Predictors: (Constant), Work Ethics (X1)

Source: Research Data Processed (2024)

Based on the table, the regression coefficient value shows that the influence of Work Ethics on Nurse Performance is 0.612, or 61.2%. This means that Work Ethics, which consists of the four dimensions (respect for others, compassion, advocacy, intimacy), has a moderate effect on Nurse Performance, which is measured across six dimensions (nursing assessment, nursing diagnosis, nursing planning,

nursing implementation, nursing evaluation, and nursing care notes). The remaining 38.8% of the variance in nurse performance is explained by other factors, such as the nurses' education level and length of service. This suggests that while Work Ethics plays a significant role in improving nurse performance, other variables also contribute to the overall performance outcomes.

Table 4: SPSS Output Simple Regression Equation of Affiliate Motivation

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	7.736	4.315		1.793	.076
	Affiliation Motivation (X2)	2.201	.099	.900	22.329	.000

a. Dependent Variable: Nurses' Performance (Y)
 Source: Research Data Processed (2024)

The results of the partial test (t-test) for the Affiliate Motivation variable (X2) on Nurse Performance (Y) show a regression coefficient of 2.201 and a probability value (significance) of 0.000, which is less than 0.05. This indicates that Affiliate Motivation has a significant effect on Nurse

Performance. The positive regression coefficient suggests that as affiliate motivation increases, nurse performance also improves, highlighting the importance of interpersonal relationships and collaboration among nurses in enhancing their work performance.

Table 5: Value of the Coefficient of Determining Affiliate Motivation

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.900 ^a	.810	.808	5.359

a. Predictors: (Constant), Affiliation Motivation (X2)
 Source: Research Data Processed (2024)

Based on the table above, the regression coefficient value for affiliate motivation on nurse performance is 0.808, or 80.8%, indicating a strong influence of affiliate motivation on nurse performance. Affiliate motivation, which consists of three dimensions—friendship, liking cooperative situations, and wanting a relationship involving a high degree of reciprocity—significantly impacts the performance of nurses,

which includes six dimensions: nursing assessment, nursing diagnosis, nursing planning, nursing implementation, nursing evaluation, and nursing care records. The remaining 19.2% of the variation in nurse performance is explained by other variables, including gender and division. This suggests that while affiliate motivation plays a crucial role, other factors also contribute to nurse performance outcomes.

Table 6: SPSS Output Multiple Linear Regression Equation

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.581	4.445		.805	.422
	Work Ethics (X1)	.272	.097	.183	2.813	.006
	Affiliation Motivation (X2)	1.845	.159	.754	11.619	.000

a. Dependent Variable: Nurses Performance (Y)
 Source: Research Data Processed (2024)

Based on the SPSS output above, the multiple linear regression equation can be formulated as follows:

$$Y = \alpha + \beta_1X_1 + \beta_2X_2$$

$$Y = 3,581 + 0,272X_1 + 1,854X_2$$

The interpretation of the SPSS output above can be explained as follows

1. A constant value of 3.581 indicates that if all independent variable scores, namely work ethics and affiliation motivation, are zero, then the nurse performance variable score is 3.581.
2. The work ethic coefficient is 0.272, indicating that there is a positive influence between nurse performance and work ethic. If the work ethics variable score increases by

- one unit, the nurse performance variable score will increase by 0.272. This explains that the higher the work ethic, the higher the nurse's performance, where the affiliation motivation variable is assumed to not change.
3. The coefficient of affiliation motivation is 1.854, indicating that there is a positive influence between nurse performance and affiliation motivation. If the affiliate motivation variable score increases by one unit, the nurse performance variable score will increase by 1.854. This explains that the higher the affiliation motivation, the greater the nurse's performance, where the work ethic variable is assumed to not change.

Table 7 SPSS Output Simultaneous F_{count} Effect Test

ANOVA ^a						
	Model	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	14533.888	2	7266.944	267.982	.000 ^b
	Residual	3145.608	116	27.117		
	Total	17679.496	118			
a. Dependent Variable: Nurses Performance (Y)						
b. Predictors: (Constant), Work Ethics (X1), Affiliation Motivation (X2)						

Source: Research Data Processed (2024)

The results of the F test show that F_{count} is 267.982 and the significance is 0.000. Using the formula to calculate the degrees of freedom ($df = n - k - 1$), we get $df = 119 - 3 - 1 = 115$. From this calculation, the F table value is found to be 2.700. Since F_{count} (267.982) is greater than the F table value (2.700), and the significance value (0.000) is less than 0.05, we reject H_0 (the null hypothesis) and accept H_1 (the alternative hypothesis). This indicates that both Work Ethics (X1) and Affiliate Motivation (X2) have a significant simultaneous effect on Nurse Performance (Y) at Dr. Hafiz Cianjur Hospital.

The results of the Fcount test demonstrate that work ethics and affiliate motivation together significantly influence nurse performance at Dr. Hafiz Cianjur Hospital. This means that by improving both the work ethics and affiliation motivation of nurses, their performance will also improve. Ethical behaviors such as respect for others, compassion, advocacy, and intimacy are crucial in nursing, as they ensure that nurses interact professionally and responsibly with patients and colleagues. Nurses with strong work ethics tend to be more focused, accountable, and committed to delivering high-quality care. Similarly, affiliatively motivated nurses foster better teamwork, effective collaboration, and stronger relationships with both patients and their families, leading to enhanced performance overall. This highlights the importance of supporting and developing these two factors to achieve optimal nurse performance.

When work ethics and affiliation motivation are combined, they collectively have a significant influence on the performance of nurses at Dr. Hafiz Cianjur Hospital. Nurses with strong work ethics are driven by a sense of professional responsibility, motivating them to provide high-quality care consistently. Their commitment to ethical principles, such as respect, compassion, and advocacy, enhances their ability to deliver safe and effective nursing services. On the other hand, affiliatively motivated nurses are more inclined to collaborate with their teams and establish meaningful relationships with patients and their families. This motivation fosters teamwork, empathy, and effective communication, all of which are critical for optimal patient outcomes. By working together, these two factors—strong work ethics and affiliation motivation—create a supportive and productive environment that improves overall nurse performance at the hospital.

The results of testing the implementation of nurse work ethics at Dr. Hafiz Cianjur Hospital indicate that the overall nurse work ethics variable (X1) has an average value of 92.27%, which falls within the very high category. This reflects a strong commitment to maintaining high standards of professional behavior among the nurses. The highest-rated indicator of work ethics (X1) was that nurses maintained the confidentiality of patient information, ensuring that such information was not shared with unauthorized individuals. This received an outstanding score of 97.85%, reflecting the

nurses' dedication to upholding patient privacy and trust—key ethical values in healthcare. On the other hand, the indicator that received the lowest score (though still within the high category) was that nurses always explain to patients that they are able to carry out activities related to traditional practices. This scored 77.28%, suggesting there may be room for improvement in ensuring that patients fully understand their care options, including traditional practices, within the context of their treatment. Nonetheless, the overall high score reflects the nurses' strong adherence to ethical standards.

Nurse work ethics refer to the expected behaviors and actions of nurses, particularly in the context of providing critical nursing services to patients. According to the Indonesian Ministry of Health, these work ethics encompass how nurses should interact with patients, ensuring professional and compassionate care. In the case of Dr. Hafiz Cianjur Hospital, the research findings indicate that the nurses have been successful in implementing these work ethics effectively. This is demonstrated through the ways that the nurses show respect for patients, display compassion, provide protection, and maintain close relationships with their patients. These behaviors align with the ethical standards expected of nurses in healthcare settings, reflecting that the nurses at Dr. Hafiz Cianjur Hospital are adhering to the principles of work ethics as outlined in their professional guidelines. Such behaviors not only improve the quality of patient care but also foster trust and rapport between the nurse and the patient, which is essential for effective healthcare delivery. When nurses demonstrate these qualities, it signifies their commitment to the core values of nursing, including respect, compassion, and responsibility.

Nurses at Dr. Hafiz Cianjur Hospital demonstrated a very high level of work ethics, particularly in maintaining the confidentiality of patient information. This aligns with fundamental ethical principles in healthcare, where privacy and confidentiality are considered core moral values (Silva-Aravena *et al.*, 2020) [30]. The duty to protect physical privacy and confidentiality is seen as a *prima facie* duty, meaning it is an obligation that should be respected unless there is a stronger moral conflict that justifies breaching it (Shukla *et al.*, 2023) [29]. The nurses' high compliance with confidentiality practices can be attributed to their close relationships with patients. Such relationships foster a strong sense of trust and responsibility, compelling nurses to safeguard sensitive patient information. This ethical behavior not only ensures patient privacy but also enhances the overall quality of care by reinforcing the trust patients place in healthcare professionals. Maintaining confidentiality is integral to upholding patient dignity and respect, which are essential for effective healthcare delivery.

The questionnaire item that received the highest actual score but the lowest score compared to other items was that nurses always explain that patients can carry out activities related to

traditional practices. This suggests that while nurses at Dr. Hafiz Cianjur Hospital show a strong commitment to respecting patients' cultural beliefs and supporting traditional practices that patients consider beneficial for their healing process, there are still areas for improvement. The nurses recognize the significance of accommodating cultural and traditional practices in the care process. However, the relatively lower score on this particular indicator compared to others may reflect a tendency for nurses to focus more on the medical and procedural aspects of care. This may result in cultural considerations being secondary or not given as much attention as other dimensions of nursing care, such as clinical procedures or direct patient needs. In healthcare, it is essential to integrate both medical knowledge and cultural sensitivity to offer holistic care. Nurses should be encouraged to prioritize cultural values more consistently, ensuring that traditional practices are incorporated into the care plan when possible, while still adhering to evidence-based medical guidelines. By optimizing this balance, nurses can provide care that is not only clinically effective but also culturally respectful and supportive, leading to better patient outcomes and satisfaction.

The results of testing the Nurse Affiliate Motivation level at Dr. Hafiz Cianjur Hospital indicate that the average score for the nurse affiliate motivation variable (X2) is classified as very high, with a score of 92.43%. This suggests that nurses at the hospital exhibit a strong sense of affiliation motivation, which is an important factor in creating a collaborative and supportive work environment. The indicator that received the highest actual score, 96.06%, was that fellow nurses respected each other's diversity. This reflects the positive environment in which nurses at Dr. Hafiz Cianjur Hospital interact, showing respect and valuing diverse backgrounds, ideas, and perspectives. Such an environment fosters strong relationships and encourages teamwork, which can improve overall nurse performance. However, the indicator with the lowest actual score, 88.73%, was that nurses have an understanding that is in line with other nurses. While this score is still in the very high category, it suggests that there may be some room for improvement in achieving complete alignment or consensus among nurses on certain issues or practices. Differences in perspectives or communication gaps could be contributing to the slight variation in understanding among the nurses, which may affect the quality of collaborative efforts in certain situations. Overall, the high level of affiliate motivation observed at Dr. Hafiz Cianjur Hospital reflects a positive and collaborative work culture among nurses. However, further efforts to ensure alignment and clear communication among the nursing staff could further enhance teamwork and performance.

Affiliate motivation plays a critical role in shaping the dynamics of the nursing team and the quality of care provided. Affiliate motivation is the desire for friendly and intimate interpersonal relationships, with the goal of being liked and accepted by others. Nurses who exhibit this motivation are driven by a need for strong social connections, which ultimately fosters positive relationships with their colleagues, patients, and other healthcare providers.

In a hospital setting like Dr. Hafiz Cianjur, affiliate motivation among nurses can lead to several benefits. For example, when nurses are motivated by a desire to form supportive and cooperative relationships, they are more likely to engage in open communication, share knowledge, and collaborate effectively on patient care. These interactions not

only strengthen teamwork but also contribute to creating a more positive work environment, which can enhance overall nurse performance and job satisfaction. The high levels of affiliate motivation observed in the nurses at Dr. Hafiz Cianjur Hospital likely contribute to the development of a strong sense of camaraderie, mutual respect, and collaboration. Nurses with strong affiliate motivation are often more willing to offer help, work together to solve problems, and create a harmonious work atmosphere. This, in turn, promotes better care for patients and improved outcomes for the healthcare facility. By understanding and nurturing this motivation, the hospital can further enhance nurse engagement, teamwork, and job satisfaction, ultimately improving both the work environment and the quality of patient care.

The high level of affiliate motivation among nurses at Dr. Hafiz Cianjur Hospital is an important factor contributing to strong teamwork, collaboration, and a positive work culture. Helping one another and respecting each other's diversity creates a supportive environment where nurses can bond and form meaningful relationships. This sense of connection among nurses enhances not only their interpersonal relationships but also their job satisfaction and overall performance. However, while the motivation to understand and respect one another is strong, the lowest score on the item related to understanding between nurses indicates a gap in non-technical aspects of care, especially communication. Nurses at Dr. Hafiz Cianjur Hospital tend to prioritize technical and medical aspects of patient care, which can sometimes lead to a neglect of other essential elements, such as cultural sensitivity and effective communication. While medical expertise is undoubtedly crucial, these other dimensions—especially understanding the cultural backgrounds and personal needs of patients—are just as important for holistic patient care. Improving understanding among nurses in these areas could help achieve a more balanced approach to care, where technical proficiency and interpersonal skills are equally emphasized. Strengthening communication and cultural competence training could help nurses at Dr. Hafiz Cianjur Hospital enhance their ability to meet the diverse needs of patients, fostering an environment of inclusivity and respect. This would not only improve team dynamics but also ensure more comprehensive and personalized care for the patients.

The nurse performance at Dr. Hafiz Cianjur Hospital is generally classified as very high, with an average score of 91.14%. This indicates that nurses at the hospital perform their duties effectively and efficiently, ensuring that patient care meets high standards. Among the indicators of nurse performance, the highest score was for the nursing evaluation process, where nurses documented their evaluation results in accordance with the nursing actions carried out, receiving a score of 93.56% in the very high category. This suggests that nurses are diligent in documenting patient progress and evaluating care outcomes, which is a critical component of nursing practice. However, the lowest score within the nurse performance indicators was for collaboration with patient families in providing care, which had a score of 88.91%. While this score is still classified as very high, it indicates that there may be areas for improvement in the level of communication and coordination between nurses and patient families. Strong collaboration with families is essential for delivering holistic care, as families often play a vital role in supporting patients' emotional and physical well-being.

Nurses can enhance patient outcomes by improving their communication and collaborative efforts with families, ensuring that all aspects of care are thoroughly addressed and that families are more actively involved in the care process. Overall, while the nurse performance at Dr Hafiz Cianjur Hospital is commendable, focusing on strengthening collaboration with patient families can further enhance the quality of care and promote a more comprehensive, patient-centered approach.

Nurse performance is a reflection of both the quantity and quality of work that a nurse produces, based on established guidelines and standards. These standards serve as benchmarks for health services and ensure that nursing practices contribute to optimal patient care (Patarru' *et al.*, 2020) ^[23]. At Dr Hafiz Cianjur Hospital, nurses have demonstrated exceptional performance, as evidenced by their very high average scores across critical dimensions such as assessment, diagnosis, planning, implementation, evaluation, and nursing care records. The very high performance of nurses at Dr Hafiz Cianjur Hospital indicates that they have effectively implemented their authority, duties, and responsibilities. Their work aligns closely with the hospital's goals and objectives, ensuring that the care they provide is both effective and patient-centered. The comprehensive approach taken by nurses, from assessment to evaluation, demonstrates their commitment to providing high-quality care at every stage of the nursing process. This strong performance is a result of nurses' dedication to adhering to established guidelines, which helps in achieving optimal patient outcomes. Moreover, their ability to integrate the various components of nursing care – from developing accurate assessments and diagnoses to planning and implementing care effectively – ensures that patients receive the best possible treatment and support. This performance not only supports the goals of Dr Hafiz Cianjur Hospital but also reinforces the hospital's reputation for providing excellent healthcare services. In summary, the nurses at Dr Hafiz Cianjur Hospital have showcased exemplary work performance, which is a testament to their professionalism, commitment, and ability to deliver high-quality care in line with the hospital's standards and objectives.

One of the key aspects of nurse performance at Dr Hafiz Cianjur Hospital is the formulation of accurate nursing diagnoses, which are aligned with the patient's identified nursing problems. A nursing diagnosis plays a critical role in nursing practice as it helps to clearly identify the patient's needs and problems, guiding the planning of appropriate interventions to meet those needs. At Dr Hafiz Cianjur Hospital, nurses have demonstrated their ability to formulate nursing diagnoses accurately. This ensures that the treatment plan is focused, targeted, and tailored to the patient's specific condition. A well-formulated diagnosis allows for more effective care delivery by directing interventions that address the root causes of the patient's health issues. The ability to make accurate nursing diagnoses reflects a nurse's competency and knowledge, which in turn contributes to their high performance. By identifying patient problems correctly, nurses can work towards the best possible outcomes and improve the quality of care provided. As a result, this contributes significantly to the overall very high-performance level of nurses at Dr Hafiz Cianjur Hospital, demonstrating their professionalism and expertise in the clinical setting.

The fact that the care plan developed by nurses at Dr Hafiz Cianjur Hospital aligns with the priority of the patient's health

problems is commendable. It reflects the nurses' ability to identify and address the most urgent issues, ensuring that patient care is focused and responsive to the patient's immediate needs. However, the fact that this indicator has the lowest score when compared with other statement items suggests that there is room for improvement in this area. Even though the nurses are able to prioritize patient problems effectively, the gap in scores may indicate challenges in refining their care planning processes. It may be helpful to look at factors such as communication within the care team, the availability of resources, or training in holistic patient care that can enhance the nurse's capacity to develop more comprehensive and tailored care plans. To improve this area, ongoing education and training could be beneficial to ensure that nurses continuously enhance their clinical judgment and expand their knowledge in assessing patient needs. Furthermore, fostering a deeper understanding of both the medical and psychosocial aspects of a patient's condition can help nurses better address all aspects of care, ensuring that treatment plans are both effective and comprehensive. By strengthening these areas, nurses can improve not only their ability to prioritize patient problems but also enhance the overall quality of care and performance at Dr Hafiz Cianjur Hospital.

The finding that work ethics significantly positively influence the performance of nurses at Dr Hafiz Cianjur Hospital, with a calculated t value of 2.813 and a significance level of 0.006, underscores the importance of work ethics in the healthcare environment. Nurses who uphold strong work ethics—such as respect for others, professionalism, responsibility, and compassion—are likely to exhibit higher performance levels in their roles. This aligns with the research by Patarru' *et al.* (2020) ^[23], which also demonstrated the positive and significant impact of work ethics on nurse performance. The results suggest that improving the work ethic of nurses can have a direct and beneficial effect on their ability to deliver high-quality care, manage their responsibilities effectively, and contribute to the overall success of healthcare delivery at Dr Hafiz Cianjur Hospital. By focusing on reinforcing work ethics, the hospital can foster an environment where nurses feel more motivated and committed to providing excellent patient care, which will ultimately improve the quality of services provided. In light of these findings, strategies to further enhance the nurses' work ethic—such as ongoing training, mentorship programs, or fostering a positive work culture—could prove beneficial in optimizing nurse performance and patient outcomes.

The importance of work ethics in nursing cannot be overstated, as it directly impacts the quality of care provided and patient safety. Nurses with a strong work ethic are committed to performing their duties with high professionalism, which includes being responsible, honest, and upholding professional standards in every aspect of their work (Azzolini *et al.*, 2019) ^[7]. This not only results in better patient care but also ensures that nurses are continuously focused on delivering high-quality services. By prioritizing integrity and responsibility, nurses are more likely to foster positive relationships with patients, offering them the necessary respect, empathy, and individualized care (Swain & Kar, 2018) ^[31]. These qualities build trust with patients, which is essential for effective healthcare delivery. Furthermore, nurses who adhere to strong work ethics are more attentive to patient safety. Their carefulness in carrying out medical procedures, compliance with safety protocols,

and attention to detail significantly reduce the likelihood of accidents or medical errors (Pourteimour *et al.*, 2021) ^[25]. These behaviors not only improve the clinical outcomes for patients but also contribute to a safer, more reliable healthcare environment. In this context, reinforcing work ethics among nurses at Dr Hafiz Cianjur Hospital can contribute to both improved nurse performance and enhanced patient satisfaction, creating a foundation for high standards of care and patient safety.

Nurses who apply strong work ethics tend to demonstrate greater productivity and efficiency in their work, as they are more focused, disciplined, and committed to providing the highest level of care (Rice, 2006) ^[26]. This commitment to excellence extends to every aspect of their duties, ensuring that patients receive the best possible service. By adhering to high standards of professionalism, nurses not only contribute to the direct care of patients but also enhance the overall functioning of the hospital. Trustworthiness, honesty, and responsibility are key components of a nurse's work ethic. When nurses embody these qualities, they earn the trust and respect of their patients, families, and colleagues (Arumsari *et al.*, 2017) ^[5]. This trust-building is crucial for creating a positive and supportive care environment, which ultimately fosters better patient outcomes. Moreover, the trust nurses establish with patients and their families strengthens the public perception of the hospital, helping maintain a positive image and ensuring ongoing trust from the community. A hospital known for its ethical and professional nursing staff is likely to attract more patients and retain their loyalty. Therefore, work ethics significantly impact nurse performance across several dimensions, including patient service, safety, team collaboration, productivity, and professional reputation. Upholding high work ethics in nursing not only improves clinical outcomes but also enhances the overall success and reputation of the hospital.

The results of testing the effect of affiliate motivation on nurse performance at Dr Hafiz Cianjur Hospital, with a calculated t value of 11.619 and a significance of 0.000, indicate that affiliate motivation has a significant positive effect on nurse performance. This aligns with previous researches which also found a positive and significant relationship between affiliate motivation and nurse performance (Asghar *et al.*, 2022; Firew *et al.*, 2022; Maulana *et al.*, 2020) ^[6, 13, 19]. Affiliate motivation, which encompasses the desire for interpersonal relationships, collaboration, and acceptance by others, plays a crucial role in the performance of nurses. Nurses who are motivated by these social factors tend to collaborate more effectively with their colleagues, build stronger team dynamics, and contribute to a positive work environment. This, in turn, enhances their overall performance in patient care and other nursing responsibilities. The finding that higher affiliation motivation leads to better nurse performance suggests that fostering a work culture that emphasizes teamwork, support, and mutual respect can significantly improve the quality of care provided by nurses. When nurses feel connected and supported within their team, they are more likely to perform at a higher level, contributing to better patient outcomes and more efficient hospital operations. In conclusion, enhancing affiliate motivation among nurses at Dr Hafiz Cianjur Hospital can have a direct and positive impact on their performance, leading to improved patient care, better teamwork, and a stronger organizational culture.

Affiliation motivation is indeed a key factor in shaping the

behavior and performance of nurses. It reflects a person's desire to engage in social and interpersonal relationships, which is especially important in healthcare settings where teamwork, communication, and empathy are critical for providing high-quality patient care (Azzolini *et al.*, 2019) ^[7]. For nurses, affiliation motivation fosters a cooperative and collaborative environment, where they are not only working for their individual success but also for the collective well-being of the healthcare team and the patients. Motivated nurses are more likely to actively engage with their colleagues, share knowledge, and offer support, all of which contribute to a better work atmosphere and enhanced patient care outcomes (Danquah-amoa & Charan, 2017) ^[9]. Moreover, affiliation motivation can help nurses build meaningful relationships with patients and their families. By being motivated to connect and support others, nurses can create an environment of trust, which is crucial for ensuring that patients feel heard, respected, and cared for (Fadhil, 2021) ^[12]. This strengthens the therapeutic relationship between the nurse and the patient, improving both the patient's experience and the outcomes of care. In conclusion, affiliation motivation plays a vital role in improving nurse performance by encouraging collaboration, communication, and strong interpersonal relationships. By fostering a supportive and cohesive work environment, affiliation motivation not only enhances team dynamics but also directly influences the quality of patient care and overall hospital performance.

Affiliation motivation is a powerful factor that not only enhances nurses' interpersonal relationships but also has a profound impact on the quality of care provided. Nurses who are motivated by affiliation are often more attuned to the emotional and psychological needs of their patients and their families. This leads them to go beyond just providing medical care—they build rapport, offer emotional support, and create a comforting environment for patients, which significantly boosts patient satisfaction (Bahri & Patimah, 2023) ^[8]. Moreover, the sense of belonging and connection that comes with affiliation motivation is crucial in fostering positive relationships among coworkers. Nurses who experience social support from their colleagues are more likely to have better psychological well-being, which directly affects their performance in the workplace (De-La-calle-durán & Rodríguez-Sánchez, 2021) ^[10]. A supportive and collaborative work environment allows nurses to solve problems more efficiently, manage stress better, and provide higher-quality care to patients. This teamwork is essential in adapting to changes in patient conditions or addressing challenges in patient care. The sense of connection not only strengthens individual nurse performance but also has a ripple effect, improving the overall functioning of the healthcare team. As nurses work more cohesively, they can better navigate complex medical situations, share knowledge, and support each other, ultimately improving patient outcomes and enhancing the hospital's overall performance. Thus, affiliation motivation plays a critical role in driving nurse performance and improving the quality of care in healthcare settings.

The results of the analysis show a significant positive impact of both work ethics and affiliation motivation on the performance of nurses at Dr Hafiz Cianjur Hospital, as indicated by the calculated F value of 267.982 and a significance of 0.000. This suggests that these two factors, when improved, lead to higher nurse performance, supporting

the findings of other studies that demonstrate the important role of both work ethics and affiliation motivation in enhancing nursing performance. In particular, the results align with previous research that emphasizes the positive effects of work ethics, such as responsibility, professionalism, and attention to detail, on nurse performance.

When nurses possess both a strong work ethic and high affiliation motivation, they are more likely to provide exceptional patient care. As noted, work ethics help nurses maintain high professional standards, ensuring they adhere to ethical guidelines, prioritize patient well-being, and perform their duties with responsibility, discipline, and integrity. This commitment directly impacts the quality of care patients receive, creating a safer and more reliable healthcare environment. On the other hand, affiliation motivation fosters strong interpersonal connections among healthcare workers, which is crucial for building a supportive and collaborative work environment. Nurses who are motivated by affiliation are more likely to engage in meaningful interactions with colleagues, share valuable insights, and create a cohesive, efficient team. This collaboration ultimately enhances patient outcomes by improving communication and streamlining the care process. Moreover, when nurses feel connected to their patients and colleagues, they are more likely to provide compassionate, patient-centered care. This dual impact—strong professional standards and collaborative, empathetic relationships—ensures that nurse performance is maximized, leading to better patient satisfaction, improved health outcomes, and a positive work environment for the healthcare team. In essence, work ethics and affiliation motivation are key drivers in elevating nurse performance and achieving excellence in patient care.

A strong work ethic and high affiliation motivation are critical factors in enhancing the quality of care and fostering a positive work environment in healthcare settings. Nurses who exhibit a robust work ethic are characterized by their adherence to ethical standards, professionalism, and a commitment to patient-centered care. Such behaviors enable them to communicate honestly, empathetically, and ethically with both patients and colleagues, which is essential for establishing trust and rapport. This is particularly important in nursing, where patients' well-being and safety depend significantly on effective communication and professional conduct. In parallel, affiliation motivation—the desire to form positive interpersonal relationships with colleagues and patients—further strengthens the delivery of healthcare. Nurses who are motivated by affiliation tend to engage in cooperative teamwork, which is vital for holistic patient care. By fostering a sense of belonging and mutual respect among healthcare providers, affiliation motivation enhances collaboration, knowledge sharing, and problem-solving within the care team. This collaborative approach leads to more comprehensive care, as nurses are better equipped to address the diverse and complex needs of patients. When combined, a strong work ethic and high affiliation motivation have a profound impact on patient outcomes. Nurses who are committed to their professional responsibilities are more likely to provide high-quality services that prioritize patient safety and satisfaction. Moreover, affiliation motivation contributes to a supportive and positive work environment, which is essential for maintaining high morale and improving overall job satisfaction among nursing staff. This dynamic results in better patient outcomes, as nurses are not only technically proficient but also invested in the emotional and

psychological well-being of their patients. Additionally, the synergy between work ethics and affiliation motivation enhances the hospital's reputation and strengthens its relationship with the community. Satisfied patients are more likely to view the hospital positively, leading to increased trust and confidence in the healthcare services provided. A hospital that consistently delivers high-quality care, underpinned by ethical practice and strong interpersonal relationships, can expect to build a favorable reputation in the community, thereby attracting more patients and fostering a deeper sense of trust.

Conclusion

The research findings highlight several key conclusions regarding the performance of nurses at Dr Hafiz Cianjur Hospital. Nurses demonstrate strong work ethics, as seen in their commitment to patient care, confidentiality, and professionalism. This dedication to ethical standards is essential in maintaining a high-quality healthcare environment. Additionally, nurses show high levels of affiliation motivation, emphasizing cooperation, mutual respect, and teamwork, which fosters a supportive work culture and enhances patient care. Nurse performance at the hospital is also very good, with strong performance in nursing assessment, diagnosis, planning, implementation, evaluation, and care records. This is reflected in their adherence to healthcare standards and their ability to provide quality care. The study also reveals that work ethics significantly impact nurse performance, with a moderate influence of 61.2%. Nurses with strong ethical principles contribute to better quality care and patient safety. Likewise, affiliation motivation has a substantial effect, with an 80.8% influence on performance. Motivated nurses collaborate more effectively, which leads to improved patient outcomes and a positive work environment. The combined effect of work ethics and affiliation motivation on nurse performance is even greater, with an 81.9% influence. This indicates that when both strong ethical values and high affiliation motivation are present, nurse performance is significantly enhanced. In conclusion, fostering a work environment that upholds high ethical standards and encourages positive relationships will further improve nurse performance and patient-centered care at Dr Hafiz Cianjur Hospital.

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