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## THE EFFECT OF MOTIVATION ON NURSE PERFORMANCE IN MODERATE WITH NURSE CREDENTIALS AT PKU MUHAMMADIYAH KUTOWINANGUN Hospital PAN ERA FOR COVID-19

Rio Dimas Sugiarta <sup>1</sup>, Fitri Arofiati <sup>2</sup>, Elsy Maria Rosa <sup>3</sup>

Master in Hospital Administration, University of Muhammadiyah Yogyakarta,  
Yogyakarta, Indonesia <sup>123</sup>

Email: riodimassugiarta@gmail.com <sup>1</sup>, fitri.arofiati@umy.ac.id <sup>2</sup>,  
elsye@umy.ac.id <sup>3</sup>

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### A RTICLE INFO A BSTRACT

*Power health wrong the only one nurses in the current COVID-19 era work bear heavy load \_ about many threat are you serious to health work . Burden work and problem mental health officer health in the COVID-19 pandemic has become attention . Problem this increase error medical and Dead patient as well as could lower performance officer health . Credential process also Becomes part important , because as base gift authority clinic to nurse , however on reality not yet fully done with good . Type research used \_ explanatory , with cross sectional design . Population study is whole nurse at PKU Muhammadiyah General Hospital Kutowinangun as many as 58 people. Technique taking sample i.e. total sampling, i.e. whole registered nurse \_ as employee permanent and already get credentials as many as 56 nurses . Instrument study use questionnaire . Data analysis using Structural Equation Modeling (SEM) analysis with PLS application . Results analysis influence direct show there is influence motivation to performance nurse , there influence credentials to motivation nurse , there influence credentials to performance nurse . Credentials capable moderate influence motivation work to performance nurse at PKU Muhammadiyah General Hospital Kutowinangun .*

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**KEYWORDS**

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**INTRODUCTION**

The 2015-2019 national health development strategy to reach quality health services in a fair and equitable manner is implemented by all components of the Indonesian nation. One of them is a hospital health service facility with the aim of increasing awareness, willingness, and ability to live a healthy life for everyone in order to realize the highest degree of public health . Meanwhile, the global pandemic of the coronavirus disease 2019 (COVID-19) has caused unprecedented psychological stress on healthcare workers (Temsah et al. 2020) Increased workload, poorer mental health and negative professional quality of life are serious challenges for health workers (Zhou 2020) . Health workers including nurses in the COVID-19 era at work bear a heavy burden of many serious threats to their occupational health ranging from those related to direct exposure to the virus to those reflecting the conflict between work and family demands. (Sinclair et al. 2020) The workload and mental health problems of health workers in the COVID-19 pandemic are a concern. This problem increases medical errors and patient deaths and can reduce the performance of health workers (Shoja et al. 2020) .

The performance of a nursing staff is very important where when the performance is done in service to patients is not good it will decrease the quality of service (Edison, Anwar, and Komariyah 2017) . Work motivation greatly affects performance, especially the intrinsic motivation factor; such as salary, relationships with friends, and work environment are considered more important than extrinsic motivational factors; such as payment, job security, and an environmentally friendly place (Sari, Arifin, and Daud 2017) . Another factor that affects the performance of nurses is credentials. According to Irayati et al., credentialing is an evaluation process for nursing staff in order to assess it as a reference to be given clinical authority (Hariyati and Irawati 2018) . Credentials for nursing staff are intended to provide clinical authority so that nursing staff can provide clinical services to patients.

Credentials for nursing staff are intended to provide clinical authority so that nursing staff can provide clinical services to patients. Evaluation of reliable, high-quality credentials to ensure nurses are safe and competent in practice (Tse 2015) . RSU PKU Muhammadiyah Kutowinangun is a hospital that is still young, namely 6 years old and the credentials are carried out to meet the requirements of hospital accreditation. The credential process as the basis for granting clinical authority to nurses, in fact has not been fully implemented properly. The implementation of nursing credentials by the hospital accreditation commission can be influenced by the assessment of hospital accreditation standards.

RSU PKU Muhammadiyah Kutowinangun is a hospital that is still young, namely 6 years old and the credentials are carried out to meet the requirements of

hospital accreditation. Credentialing is carried out in the nurse career path system, the majority of which are D3 and PKI. The process for credentialing at the PKU Muhammadiyah Kutowinangun General Hospital was carried out by assessors consisting of the nursing field, nursing committee administrators and the head and secretary of the collegium. All nurses at PKU Muhammadiyah Kutowinangun Hospital have credentials and work based on their competencies, but there are still nurses who do not pay attention to the credential component, performance is not in accordance with standard operating procedures (SOP) nurses are often unfocused and afraid of getting punished (punishment). Based on the background above, the researcher will conduct a study entitled "The effect of work motivation on the performance of nurses mediated by credentials at PKU Muhammadiyah Kutowinangun Hospital in the Era of the Covid-19 Pandemic".

### RESEARCH METHOD

This research is a quantitative research based on the philosophy of positivism with a *cross sectional design* . The research subjects were health nurses and nursing committee staff at RSU PKU Muhammadiyah Kutowinangun, totaling 58 people . The research population was all nurses at PKU Muhammadiyah Kutowinangun Hospital as many as 58 people. The sampling technique used is total sampling, namely all nurses who are registered as permanent employees and have received credentials as many as 56 nurses . Quantitative data were collected using a questionnaire instrument. The instrument used in this study was a questionnaire on nurses' work motivation, nurse performance and assessment of credentials. The instrument in assessing the research credentials is based on the instrument used by the PKU Muhammadiyah Hospital Kutowinangun . Quantitative analysis using *Structural Equation Modeling* (SEM) analysis . The next step, the theoretical model that has been built in the first step will be described on a path diagram. The constructs built in the flowchart are divided into exogenous constructs, endogenous constructs, and model evaluation. The evaluation of the model uses the *Inner Model* , which describes the relationship between latent variables based on *substantive theory* , as follows.

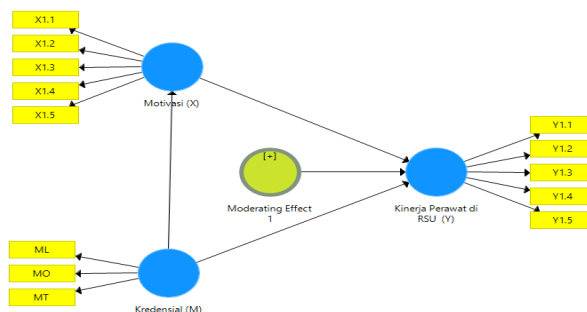


Figure 1. SEM Model with *smartPLS* Application

## RESULTS AND DISCUSSION

### A. Results

#### 1. Peng test Outer Model

The measurement model or outer model with reflective indicators is evaluated with the convergent validity and discriminant validity of the indicators .

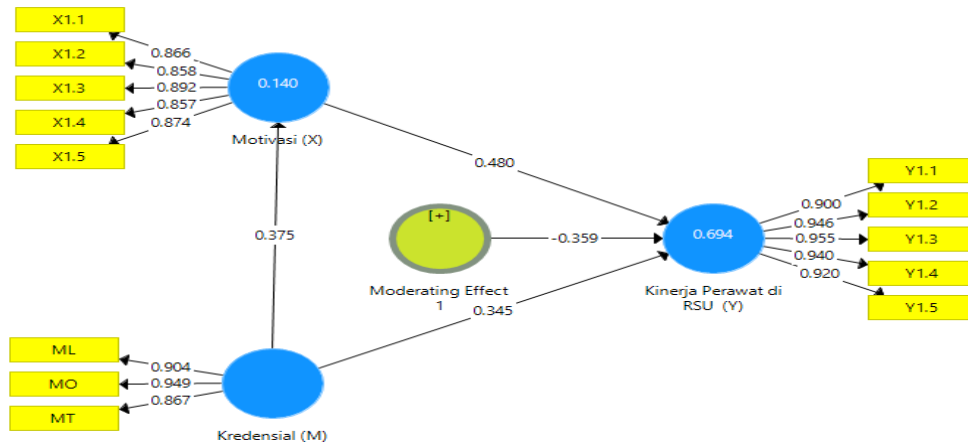


Figure 2. Output PLS Algorithm

#### a. Convergent Validity

**Table 1. Validity Test Results for Motivation (M) and Credentials (M) and Performance (Y) variables**

Indicator	Motivation	Credentials	Performance
X1.1	0,866		
X1.2	0,858		
X1.3	0,892		
X1.4	0,857		
X1.5	0,874		
ML		0,904	
MO		0,949	
MT		0,867	
Y1.1			0,900
Y1.2			0,946
Y1.3			0,955
Y1.4			0,940
Y1.5			0,920

Source: Smart PLS Output, 2022

Convergent Validity ( *Convergent validity* ) of the measurement model with reflexive indicators is determined based on the correlation between *item scores/component scores* estimated with *PLS Software* . *The loading value measurement scale of 0.5 to 0.6 is considered adequate. All measuring items*

have *loading factors* greater than 0.5 so that the variables of work motivation, credentials and nurse performance are all declared valid.

**b. Discriminant Validity**

The measurement of the discriminant validity of the model is assessed based on *cross loading* measurement by construct or by comparing the AVE root for each construct with the correlation between the construct and other constructs in the model. Furthermore, to ensure discriminant validity, it can be seen in the following table.

**Table 2. AVE Value and AVE . Root**

Variable	AVE	AVE . root
Performance	0, 870	0.933
Credentials	0, 823	0.907
Motivation	0.756	0.870

Source: SmartPLS Output, 2022

Based on the table above, it shows that the AVE root of each construct is greater than the correlation between the constructs and other constructs in the model, so it can be said that this model has high discriminant validity.

**c. Reliability**

Reliability test done by looking at the value of *Cronbach's Alpha and Composite Reliability* .

**Table 3. Reliability Test Results**

Variable	Composite Reliability	Cronbachs Alpha
Performance	0, 971	0, 962
Credentials	0, 933	0.894
Motivation	0, 939	0, 919

Source: SmartPLS Output, 2022

The results of the analysis show that Composite Reliability and Cronbach's Alpha on all constructs have a satisfactory value, namely the value of each variable is above the minimum value of 0.70. Based on this value , the consistency and stability of the instrument used is very high. In other words, it can be concluded that the reliability of the instrument is met

**1) Structural Model Testing (Inner Model)**

Testing of the inner model or structural model is carried out to determine the relationship between the constructs, as has been hypothesized in this study. The structural model was evaluated using R-square for the dependent construct, t-test and the significance of the coefficients of the structural path parameters. The research model is for testing the first to fourth hypotheses using the picture below. The step of assessing the model with PLS

begins by looking at the R-square for each dependent variable whose interpretation is the same as the interpretation of the regression. Changes in the value of R-square can be used to assess the effect of certain independent latent variables on the dependent latent variable and whether it has a substantive effect.

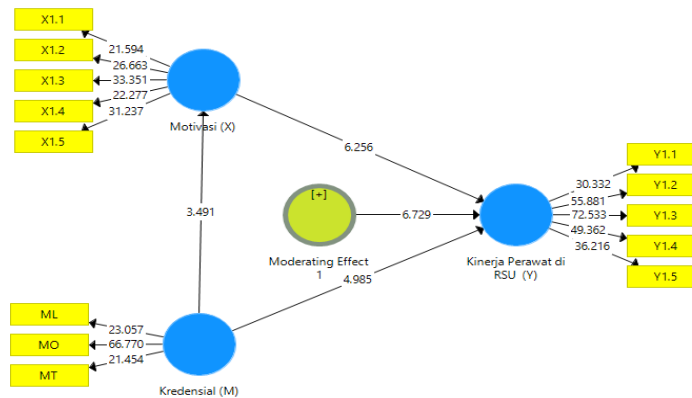


Figure 3. PLS Bootstrapping Output

Table 4 . R-Square Nilai Value

Variable	R Square
Performance	0.694 _
Work motivation	0.140 _

Source: SmartPLS Output, 2022

Based on the table above, it shows that the R-square value for the motivation variable is 0.140, meaning that motivation is explained by the credential variable of 14%. The predicted R-square value for the performance variable is 0.694 , meaning that performance is explained by the motivational and credential variables of 69.4 %. The assessment of the inner weight can be done by looking at the relationship between latent constructs by taking into account the results of the estimated path parameter coefficients and their significance level. The inner weight also shows the results of hypothesis testing. To test the proposed hypothesis, it can be seen the magnitude of the t-statistic value. If the P Value < 0.05 then the hypothesis can be accepted. The results of the t-statistical estimation can be seen in the *results for inner weight* which are presented in the following table.

Table 5 . Parameter Coefficient Values and P Values

Hypothesis	Coefficient	Tstatistics	P Value
Direct influence			
H1 Motivation → Performance	0.480	6,256	0.000

H2	Credentials	→	Motivation	0.375 _	3,491	0.001
H3	Credentials	→	Performance	0.345 _	4,985	0.000
Moderating effect Credentials						
H4	Motivation	→	Performance	0.359 _	6,729	0.000

Source: SmartPLS Output, 2022

## B. Discussion

### 1. The Effect of Work Motivation on Nurse Performance at PKU Muhammadiyah Kutowinangun Hospital in the Era of the COVID-19 Pandemic

The results showed that there was an effect of work motivation on the performance of nurses at PKU Muhammadiyah Kutowinangun Hospital in the era of the COVID-19 pandemic. This means that the higher the work motivation, the higher the nurse's performance. High motivation can be seen from the sense of security and social security due to insurance coverage for nurses and social needs that are met because of cohesiveness in the work team. This encourages nurses to provide quality and timely services. Nurses also feel the physical needs and self-actualization provided by the hospital with a salary that meets their needs and self-esteem needs with bonuses and opportunities for promotions. This gives enthusiasm in working so that performance also becomes better and of quality.

Research studies conducted by Hakman et al., show that there is an influence of work motivation on the performance of patient nurses, with work motivation being the most influential variable on nurse performance (Hakman, Suhadi, and Yuniar 2021). Research conducted by Halawa shows that there is a positive influence and significant motivation variable on performance variable means that there is a direct influence or relationship between motivation on performance significantly (Diana et al. 2021)

Work motivation is proven to be able to improve the performance of nurses (Halawa 2021). Work motivation greatly affects performance, especially the intrinsic motivation factor; such as salary, relationships with friends, and work environment are considered more important than extrinsic motivational factors; such as payment, job security, and an environmentally friendly place (Sari et al. 2017) Hospitals need qualified nurses to achieve the goals that have been set. A qualified nurse is a human being who has the knowledge and skills in accordance with his job as carrying out nursing activities, has the energy, talent and high professionalism. Therefore, the hospital needs to know how much a nurse is willing to work diligently to meet her needs. This is determined by the work motivation of each nurse, so that the hospital can make wise decisions in meeting the wishes and needs of nurses in general and without harm. (Kapantow, Luddin, and Kambey 2020).



The influence of credentials on the work motivation of nurses at PKU Muhammadiyah Kutowinangun Hospital in the COVID-19 Pandemic Era

The results showed that there was an influence of credentials on the work motivation of nurses at PKU Muhammadiyah Kutowinangun General Hospital in the era of the COVID-19 pandemic. Credentials in this study are a combination of credential assessment scores seen from written, oral and observational tests with a minimum score of 70. The highest assessment is found in the results of oral test scores and observations. The existence of a credential process by conducting competency and skill assessments increases the enthusiasm for work and learning for nurses. In addition, a high credential value can also be a stepping stone to have a higher career path. This will increase the motivation of nurses, especially in the need for self-esteem.

In line with research conducted by Ainnisya & Susilowati, it shows that performance appraisal has an effect on work motivation (Ainnisya and Susilowati 2018) . Another study conducted by Hidayat & Syaifudin found that there was a significant relationship between the nurse's performance appraisal system and the work motivation of nurses at PKU Muhammadiyah Gamping Sleman Hospital with a product moment ( $r$ ) value of 0.888 and  $p=0.000$ . Tana's research shows that HR Certification has little influence on HR professionals' motivation to learn and proactive behavior (Tana 2019) . According to Garza & Margeson, an employee's decision to obtain HR certification is influenced by the values of the organization. For example, organizations that value innovation will want to use HR certification as a tool to screen their candidates because it assures them that their new hires are equipped with pre-existing knowledge of HR and will be kept up to date with the various requirements necessary to maintain certification. (Garza and Morgeson 2012).

Performance appraisal is a process of assessing a person's work in accordance with predetermined indicators to determine the ability of nurses in the field of knowledge and skills, especially in the implementation of nursing care, as a basis for developing nurses, assisting in determining compensation and detecting deviations in service implementation (Ritonga and Damanik 2018) . Credentials become one of the career paths. As stated by Lesmana et al. that the new nurse career path begins with the recruitment and selection process, the internship process, competency assessment, credentialing and clinical assignments. While the old nurse career paths are mapping, competency assessment, credentialing, clinical assignments, and continuing education (Lesmana and Setiawan 2020) .

Fulfillment of physiological needs, sense of security, appreciation, and self-actualization by management can change perceptions to be good so that it affects the motivation and work performance of nurses. The work motivation of nurses also has a role in improving the performance of nurses. In health organizations, work motivation is an important measure of health professional responses to increasing challenges and demands (Baljoon, Banjar, and Banakhar 2018) . Motivation is known as a process that starts with inspiration to perform and energizes to the end. Motivation is a concept used to describe



the external circumstances that inspire a particular behavior and the internal responses that reveal that behavior. In the organizational context, motivation is explained as a stimulus for work behavior, which channels the efforts of workers to achieve organizational goals. Work motivation is the result of interactions between individuals (internal psychological processes), their work environment (transactional processes) and the suitability of these interactions with the social context (Baljoon et al. 2018)

## **2. The Effect of Credentials on Nurse Performance at PKU Muhammadiyah Kutowinangun Hospital in the Era of the COVID-19 Pandemic**

The results showed that there was an effect of credentials on the performance of nurses at PKU Muhammadiyah Kutowinangun General Hospital during the Covid-19 pandemic era. The better the nurse's credentials, the better the nurse's performance. High credentials can improve the performance of nurses because the credential process is an assessment of the ability to practice nursing services so that nurses directly try to improve knowledge and education skills according to the field of work. This will have an impact on effective, efficient and quality services.

The results of research conducted by Ida et al., there is an effect of credentialing on the performance of nurses from a Growth perspective, a Customer focus perspective, a Business Process perspective, a Learning and Growth perspective, an additional activity perspective (Hastuti 2022) . knowledge, attitudes, and behavior of nurses in the surgical ward of the Aceh Government General Hospital (Asnawi et al. 2021) The credential provides an opportunity to evaluate the relationship between key elements such as nursing practice, the environment in which nursing care is provided, and the nursing program with outcomes that are attractive to the profession. such as safety, quality of care, and patient output (Chappell et al. 2021) . Previous research studies have shown that ongoing professional development and credentialing systems help maintain nurse competence. Support from nurse managers is needed to improve quality and safety and reduce missed nursing care (Rahmah, Hariyati, and Sahar 2022) .

Credentialing is a formal process that uses a set of established guidelines to ensure that patients receive the highest level of care from healthcare professionals who have undergone the most rigorous screening of their ability to practice medicine. The credential also assures patients that they are being cared for by a provider whose qualifications, training, license, and ability to practice medicine are acceptable. The credential also ensures that all healthcare workers are of the same standard (Patel and Sharma 2021) . The credential demands the competence of nurses in patient care as a whole and holistically as a concept of nursing practice which includes knowledge, skills, performance, attitudes and values that are claimed to be in accordance with the holistic concept and can be accepted by the community and can be developed into a standard of competence. So that the credential of implementing nurses

is one way to improve the quality and maintain standards of nursing care services. (Hariyati and Irawati 2018)

There are several advantages to conducting education and training programs for employees and these benefits will ultimately bring benefits to the organization. Some of the benefits in question include encouraging the achievement of employee self-development, increasing knowledge related to work professionalism, changing work attitudes or behavior in a positive direction, helping employees in dealing with conflicts and tensions, increasing job satisfaction and work performance, being a way to improve skills in socializing and communicating, helping to eliminate fear of trying new things at work and moving employees to achieve organizational goals (Ghozali 2018)

Credentialing is actually a process of matching between the doctor's desire to perform medical procedures at the hospital at a certain time and his competence to do the job. Competency assessment during the credentialing process is carried out by peer groups. Professional development and medical audit are two other things that are the duty and authority of the medical committee. Previous research studies that research shows that the performance in this aspect is still low. Whereas patient safety can be improved by improving the system, especially in routine habits in hospitals such as: rounds, how to make medical records, meetings, training programs, policy implementation instructions, and reviewing patient handling protocols because this prevents medical errors. The medical committee needs to pay attention to this task because it is a function of maintaining the professionalism of medical practitioners in hospitals (Tyas and Rosa nd) .

### **3. The Effect of Motivation on Nurse Performance Moderated by Credentials at PKU Muhammadiyah Kutowinangun Hospital during the COVID-19 Pandemic Era**

Results study show there is influence motivation work to performance nurse moderated credentials at PKU Muhammadiyah Hospital Kutowinangun the era of the Covid-19 pandemic . Motivation capable increase performance listen credentials as variable moderation . If given motivation \_ to nurse tall so cause performance employee also high , however Thing the also depend on credentials . This thing also could interpreted that motivation that comes from from needs for develop competence and skillsand also opportunity for To do promotion position could influence performance more nurses \_ effective , efficient and also quality service . \_ However Thing the also depend on evaluation credentials because credentials is most stringent inspection about ability nurse for practice care nursing .

Credentials Becomes mediator variable in influence motivation work to performance . Credentials is a process for Fulfill standard as effort put forward safety patient , have competence and good accountability \_ so that could give professional service and quality (Tyas and Rosa nd) . Credentials is wrong one step for increase authority clinical nurse in give service nursing . Credentials effective in increase competence clinical nurse , competence professional and competence general that can used in service nursing . Credential process could

used for increase quality service based nursing \_ on enhancement competence nurse so that could impact on satisfaction customer (Fajarsiwi, Nursalam, and Wahyudi 2021) . As expressed \_ Shafeer & Dutca that evaluation credentials could help authority regulator in determine appropriateness nurse this for enter to practice (Shaffer and To Dutka nd)

Study previously show that motivation take effect to performance , training could moderate influence motivation to performance . Study Ruminta state nurse could show assessment knowledge , attitude and good skills \_ in work , then nurse will easy in To do assessment patient , will easy in make a diagnosis, and could with good planning , implementing and evaluate every Duty and function as nurse with good (Sirait 2020) . Study Halawa showing \_ performance employee influenced by motivation work . Motivation work is encouragement for somebody for To do job . If employee have strong urge \_ from in herself or encouragement from outside himself ( eg from party company ), then employee will stimulated or pushed for To do something with good . Study else to do by Karmadi there is positive influence \_ and significant motivation work nurse to performance nurse at home Sick House Waluyo Surakarta. (Karmadi 2019) . Lejeune's research shows connection significant positive \_ Among factor supporter individual ' study and reflection employees ' and implementation activity study and perceived performance \_ and Among briefing self employee and implementation activity study and perceived performance \_ (Lejeune et al. 2016) Staff nurse with level high career \_ commitment and motivation intrinsic will more possible chase education next . By because that very important for push and support nurse for maintain career they commitment on high level , for \_ make they motivated for grow and learning (Reyes and Conde 2017) .

In world work motivation and productivity each other related one each other. Where enhancement motivation work will influence enhancement productivity and vice versa . \_ The purpose of giving rewards for give and explain right and accepted obligation \_ by a employees , for Fulfill desire to be desire employee in accordance with signed agreement , for \_ describe authority company that capable pay rewards and various other forms of rewards by appropriate time , as explanation to stakeholders that \_ company capable doing obligation liquidity by appropriate time , and capable raise reputation company as loyal company and dedicated tall in build concern and well-being employees . Staff nurse with level high career \_ commitment and motivation intrinsic will more possible chase education next . By because that very important for push and support nurse for maintain career they commitment on high level , for \_ make they motivated for grow and study (Reyes and Conde 2017) .

## CONCLUSION

Based on the above analysis, it can be concluded that: Work motivation has a positive and significant effect on the performance of nurses at PKU Muhammadiyah Kutowinangun Hospital as evidenced by a significance value of  $0.000 < 0.05$  ; Credentials have a positive and significant effect on the work

motivation of nurses at PKU Muhammadiyah Kutowinangun Hospital, as evidenced by the acquisition of a significance value of  $0.001 < 0.05$  ; Credentials have a positive and significant effect on the performance of nurses at PKU Muhammadiyah Kutowinangun Hospital, as evidenced by the acquisition of a significance value of  $0.000 < 0.05$  ; Credentials are able to moderate the effect of work motivation on the performance of nurses at PKU Muhammadiyah Kutowinangun Hospital as evidenced by a significance value of  $0.000 < 0.05$ . The nurse 's performance is explained by the motivation and credential variables of 69.4 %.

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