

# Fatigue Determines Work Motivation

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**Abstract**—The hospital officer potentially experience fatigue caused by work, especially the medical records staff. Many of work less ergonomics, monotonous, and less rest time impact on work motivation. So needed research aimed at work know the effect of fatigue on work motivation on medical record officers at Dr. Arif Zainudin Hospital. This quantitative research uses the correlation method with cross sectional approach, population all medical records officers in Dr. Arif Zainudin Hospital. Research result show that age categories characteristics of respondents in the most 31-39 as much 41%, temporary employee status as much 54%, the highest level of education is diploma as much 59%, fatigue rates at medium level is 50%, and work motivation rates at a high level is 68%. Through fisher exact test shows that results  $p = 0.00$  in significance 5%. The conclusion of this research there is a significant relationship between fatigue and work motivation on medical record officers at Dr. Arif Zainudin Hospital. Fatigue determines work motivation on medical record officers. The researcher's suggestion is that the hospital staffing department should redesign the work station, make variations in the work so that it is not static or monotonous, and provide sufficient rest time for the staff, so as to reduce the impact of work fatigue and increase the work motivation of the officers.

**Keywords**—work fatigue, work motivation, work productivity

## I. INTRODUCTION

Employees the main thing in the process of service in the hospital. Even though now in health services it has used a lot of technology, but employees are still needed. While the hospital is a workplace that has many employees with different skills. Humans have limited physical and psychological abilities so that if the workload is greater than work capacity then it can cause work fatigue. Fatigue can result in health problems for workers. The impact of physical fatigue is bodily injury. Factors that affect work fatigue are work attitudes, workload, age, time of work and duration of sleep and rest [1]. There is a relationship between anemia, work shifts, sleep quality, workload, and hot work climate with work fatigue [2].

Continuous fatigue will result in health problems. If workers are sick, work productivity will decrease. Especially employees in hospitals, if they experience work

fatigue, the health services to patients are not optimal. Based on the results of a preliminary survey at RSUD Dr. Arif Zainudin Surakarta at the medical record unit, it is known that the highest level of work fatigue is in the registration and filing section. This is because the registration officer serves 7 hours of service with non-ergonomic work facilities. The filing department performs dynamic work continuously for a period of 9 hours per day, which is taking and returning documents. Now filing officers also retention medical record documents, so that the filing officer's workload gets heavier. The workload of each medical record officer is different so that each task has the potential to experience work fatigue. But because of the demands of work to serve patients well, the officers get the motivation to keep working well. Work motivation is one of the factors that influence employee performance [3]. However, it is not yet known exactly whether there is a relationship between work fatigue and work motivation.

Based on the description above, the purpose of this research was to determine the relationship between work fatigue and work motivation with a case study of medical record officers in RSUD Dr. Arif Zainudin Surakarta.

## II. METHOD

The design of this study is analytical research with a cross sectional approach. The sample is the entire population are all medical record employees in RSJD Dr. Arif Zainudin Surakarta in 2018 as many as 22 officers. Data collection by observation, questionnaires and interviews.

The research variable consisted of 2 types, namely work fatigue as an independent variable, and work motivation as dependent variables. The operational definition for work fatigue is a symptom of feeling tired and physiological changes in the body of the medical record officer at the RSJD Dr. Arif Zainudin Surakarta. While work motivation can be defined as the driving force that results in medical records officers in RSUD Dr. Arif Zainudin Surakarta will increase enthusiasm in work.

The research instruments included a physical examination using a stethoscope, tensimeter, scales, meter or anthropometer set to measure nutritional status, officer body size, weight and so on. There is a questionnaire to measure the level of symptoms of work fatigue and work motivation. The results analysis technique uses the Exact Test physical correlation test. Data analysis used a level of confidence of 95%.

## III. RESULT

Table 1. The Performance of Characteristics of Respondents

Characteristics	Total (people)	Percent (%)
Age		
(1) 21-25	6	27
(2) 31-39	9	41
(3) 40-46	3	14
(4) 51-57	4	18
Work		
(1) Government employees	10	46
(2) Regional Public Service Agency	12	54
Education		
(1) SMA	8	36
(2) Diploma	13	59
(3) Bachelor	1	5
Fatigue Level		
(1) Low (0-21)	8	36
(2) Middle (22-44)	11	50
(3) High (45-67)	3	14
(4) Very high (68-90)	0	0
Motivation Level		
(1) Low (<34)	0	0
(2) Middle (35-68)	0	0
(3) High (69-102)	7	32
(4) Very high (>102)	15	68

Table 2. Results of Analysis of the Relationship Between Work Fatigue Level and Work Motivation of Medical Record Officers in RSJD Dr.Arif Zainudin Surakarta

Fatigue Level	Motivation Level		Total	<i>Exact Sig</i>
	High	Very high		
Low	4	4	8	0,0001
Middle	0	11	11	
High	3	0	3	
Total (people)	7	15	22	

Based on the results of the fisher's exact test, the value of  $p = 0.0001$  ( $p < 0.05$ ), which means there is a relationship between the level of work fatigue and the motivation of the medical record staff in RSUD Dr.Arif Zainudin Surakarta. This is strengthened by states that fatigue affects motivation. There are several factors that cause fatigue such as a non-ergonomic work station, monotonous work and static work [4]. The types of motivation are divided into two types, namely intrinsic motivation and extrinsic motivation. Both are influenced by achievement, recognition of others, responsibility, opportunities for advancement, job satisfaction, compensation, security, work procedures and interpersonal relationships [5]. This is relevant to previous research which states that there is a significant relationship between motivation and work fatigue [6]. Continuous work fatigue will have an impact on health problems. If workers are sick, work productivity will decrease. Especially for hospital workers, if work productivity decreases it will reduce the quality of health

services to patients. The patient becomes dissatisfied because the quality of service he receives is not as expected. There is a significant relationship between the quality of health services and patient satisfaction [7]. So it is very important for hospital staff to work according to work capacity, to prevent work fatigue or decreased work motivation.

Based on the intrinsic motivation factor in RSUD Dr.Arif Zainudin Surakarta, workers are respectful of work and responsible. All workers have the same opportunity to develop careers in accordance with hospital conditions, both government employees and Regional Public Service Agency. Based on extrinsic motivation factors, namely the existence of good relations between fellow officers and to superiors. When the superior/leader gives praise for the work of the staff, it will motivate staff to work better. The hospital always strives to work the safety of all workers and provide proper salary benefits. So that it can be a strategy to increase work motivation for workers.

Intrinsic and extrinsic motivation simultaneously has a strong influence on job satisfaction [8]. Motivation can influence workers to work harder so they can achieve their goals. Work motivation is very important, because it will lead to a sense of ownership and a high sense of responsibility. Thus workers will be able to create a healthy work environment and good relations between fellow officers in order to achieve the goal. This of course can improve employee productivity.

#### IV. CONCLUSION

Based on the results of the study it can be concluded that there is a relationship between work fatigue and the motivation of medical record officers in RSUD Dr.Arif Zainudin Surakarta. Fatigue determines work motivation. This is indicated by the value  $p = 0,0001$ .

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