

The Effect of Motivation, Workload, Subjective Norms, and *Skills* of the Accuracy of Triage Implementation to IGD Nurses in Karo Regency

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ABSTRACT

Priority of patient handling can be done by using triage. The triage system greatly influences the success rate of assistance when the patient experiences an emergency. The aim of the study was to analyze influence between motivation, burden work, and subjective norms to accuracy implementation triage to IGD nurses in karo district. The research design used was analysis descriptive with approach *cross sectional*. Population study all Emergency Nurses in Karo Regency. The research sample was 101 using the *Stratified Sampling technique*. The research was conducted in May 2024. Data analysis used *multiple linear regression* statistical tests. The results of the study show motivation of 0.000, the load Work of 0.022, subjective norm of 0.015 and triage skills of 0.000. The conclusion is that H0 is rejected and H1 is accepted so that there is an influence of motivation, workload, subjective norms, and *skills* on the accuracy of triage implementation to IGD nurses in Karo Regency.

Keywords: motivation, subjective norms, skills, triage, workload

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BACKGROUND

Error or mismatch in implementation / assessment triage can worsen condition patient even death (Schmieding et al., 2022) . The ability of nurses to perform triage greatly influences the success rate of assistance when a patient experiences an emergency (Wallace et al., 2022) . Accurate triage classification is key to taking efficient action in the ER. Nurses on duty in the ER are required to be able to sort incoming patients according to their severity so that patients can be treated quickly and appropriately (Franc et al., 2022) . In addition , if action maintenance patient without triage can also be done result in delay actions on patients critical , so that potential the occurrence Unexpected Events (KTD) for patient with condition critical (Campbell et al., 2022) . The accuracy of nurses in implementing triage is also influenced by various factors including motivation, workload, and subjective norms (Riboli-Sasco et al., 2023) . However, until now the accuracy of motivation, workload, and subjective norms in predicting the accuracy of triage implementation is not yet known.

The number of patient visits to the ER globally has increased by around 30% (Marcussen et al., 2023) , while in Indonesia the number of patient visits to the ER is around 4,402,205 patients (13.3%) of all visits to General Hospitals (Ministry of Health of the Republic of Indonesia, 2018) . In the North Sumatra region, data on patient visits to the ER of Karo Regency, which is the first referral for the Karo Regency area, showed 16,882 patients in 2021, 14,244 patients in 2022, and 15,071 patients in 2023 (Karo Regency Hospital Data).

The ability of nurses to perform triage greatly influences the level of success of assistance when a patient experiences an emergency (Ng et al., 2022) . The accuracy of nurses in carrying out triage is also influenced by various factors, the most dominant factors being motivation and workload. The workload of nurses is a situation where a nurse is faced with tasks that must be completed in one working day (Petignat et al., 2022)

In addition to motivation and workload, the work environment also has a high portion in determining the accuracy of triage in an ER service. This is because the behavior of colleagues also determines how other nurses behave. Moreover, the work behavior of nurses who are considered *role models* will be able to influence the behavior of the majority in a work environment. Based on the problems that have been described, further investigation is needed to investigate how strong the motivational factors, workload, and subjective norms are in predicting the accuracy of triage implementation in nurses in the ER.

METHODS

This study employed a descriptive analytic design using a cross-sectional approach. The population consisted of all Emergency Department (ED) nurses in Karo Regency, and a total sample of 101 nurses was obtained using stratified sampling to ensure proportional representation from each hospital.

The independent variables included motivation, workload, subjective norms, and triage skills, while the dependent variable was the accuracy of triage implementation. The study was conducted across the Emergency Departments of three hospitals in Karo Regency:

1. Karo Regency Hospital,
2. Amanda Hospital, and
3. Efarina Hospital.

Data collection was conducted in May 2024 using validated questionnaires for each variable. Motivation, workload, subjective norms, and triage skills were measured using Likert-scale instruments, while triage accuracy was assessed based on nurses' classification decisions in accordance with emergency triage guidelines.

Data were analyzed using the multiple linear regression test to determine the partial and simultaneous effects of the independent variables on triage accuracy. Statistical significance was set at $p < 0.05$.

RESULTS

Table 1. Characteristics of Responden

No	Variabel	n	%
1	Age		
	21-40 years	68	67,3
	41-60 years	33	32,7
	Total	101	100
2	Sex		
	Male	36	35,6
	Female	65	64,4
	Total	101	100
3	Employee Status		
	Employee No still	21	20.8
	Employee still	80	79.2
	Total	101	100
4	Years of service		
	0-2 years	31	30.7
	> 2 years	70	69.3
	Total	101	100

Based on Table 1 shows that age Respondent with portion most be in range aged 21-40 years (67.3%), most big respondents 64.4%) are women. The majority respondents (79.2%) had employee status remain. If reviewed from the working period, some big respondents (69.3%) had more years of service from 2 years.

Table 2. Variables Independent

No	Variables	n	%
1	Motivation Emergency Nurse		
	Low	19	18.8
	Enough	26	25.8
	High	56	55.4
	Total	101	100
2	Workload		
	High Workload	17	16.8
	Medium Workload	60	59.4
	Low Workload	24	23.8
	Total	101	100
3	Subjective Norms		
	Not enough	14	13.8
	Enough	32	31.7
	Good	55	54.5
	Total	82	59.4
3	Execution skills Triage		
	Not enough	19	18,8
	Enough	31	30,7
	Good	51	50,5
	Total	101	100

Based on table 2 above show that majority respondents in study This have motivation high work (55.4%) and the majority respondents in study This have burden moderate work (59.4%). Based on the data above, it was also found majority respondents in study This have good subjective norms (54.5%) and the majority respondents in study This have good *skills* in carry out triage (50.5%).

Table 3. Variables Dependent

No	Variables	n	%
1	Accuracy implementation triage		
	Less precise	15	14.8
	Enough Appropriate	31	30.7
	Appropriate	55	54.5
	Total	101	100

Based on table 3 above known that of 101 respondents, the majority respondents in study This carry out triage with correct (54.5%).

Table 4. Analysis motivation, workload, and subjective norms on the accuracy of triage implementation in nurses in the ER

Variables	Coefficient Regression	t count	Sig.
Constants	0.272	3.125	0.035
Motivation (X1)	0.619	4.612	0.000
Workload (X2)	0.455	3.515	0.022
Subjective Norm (X3)	0.776	4.107	0.015
Triage Skill (X4)	0.256	4,794	0.000
F count	= 34,395		0.003
R-square	= 0.763		

DISCUSSION

Accuracy implementation triage in the Karo Regency Emergency Room nurses

This study found that the majority of emergency room nurses in Karo Regency carried out triage correctly (54.5%), only 14.9% of 101 respondents were less accurate in carrying out triage, and the rest (30.7%) carried out triage quite accurately.

Previous research results also show that almost 50% of patients get inaccurate triage decisions when patients receive treatment in the ER (Smith et al., 2022) . Errors or inconsistencies in the implementation/assessment of triage can worsen the patient's condition and even death (Schmieding et al., 2022) . The ability of nurses to triage greatly influences the level of success of assistance when patients experience emergencies (Wallace et al., 2022) .

The high accuracy rate of triage implementation in this study may be due to the fact that most of the respondents who participated in this study were aged 21-40 years. The findings of this study also show that there is a significant relationship between age and the accuracy of triage implementation, of all respondents who carried out triage correctly, most were found to be aged 21-40 years. Another characteristic factor that may cause the high accuracy rate of triage in this study is the length of service factor, in this study the respondents who participated mostly had a length of service of more than 2 years. In this study it was found that there was a significant relationship between length of service and the accuracy of triage implementation. Of all respondents who carried out triage correctly, more than half had a length of service of more than 2 years. Sampling triage decisions must be made based on complaints main, history medical, and objective data that includes condition general patient as well as results assessment focused physical. Determination triage is also based on needs physical, growing flower and psychosocial apart from the factors that influence access service health as well as channel

patient past system service emergency. Things to consider include any mild symptoms that tend to recur or increase in severity.

Influence motivation with accuracy implementation triage at the Karo Regency Emergency Department

Study This find that from all over IGD nurses who have motivation low the majority not enough appropriate in carry out triage (68.4%). Meanwhile from all over IGD nurses who have motivation tall almost all in all carry out triage with accurate (94.6%).

Motivation is a factor that drives a person to do a certain activity, therefore motivation is often interpreted as a factor that drives a person's behavior (Tao et al., 2022) . Furthermore, Park et al. (2022) stated that motivation is a series of attitudes and values that influence individuals to achieve specific things according to individual goals. These attitudes and values are something invisible that provides the power to encourage individuals to behave in achieving goals.

Researchers argue that nursing managers in the ER should be required to try to understand which types of needs are more prominent and most desired by nurses in order to direct their behavior towards achieving the desired goals, where the goal in this case is the accuracy of triage implementation in the ER. The motivation process begins with unmet needs. Unmet needs cause nurses to seek other paths that tend to deviate. Thus, motivation as a driver or mover of behavior towards achieving goals is a cycle consisting of several elements, namely needs, the urge to act and act (drives), and the desired goals (goals). Motivated nurses understand the purpose of their triage actions very well and believe that they will achieve the triage goals. This motivation to work is very important for the high and low accuracy of triage in the ER. Therefore, managers must always generate high work motivation for nurses in order to carry out their duties. Without motivation from nurses, the goals that have been set will not be achieved. On the other hand, if there is high motivation, then this is a guarantee of success in achieving the accuracy of triage implementation in the ER.

Influence burden Work with accuracy implementation triage at the Karo Regency Emergency Department

Study This find that from all over IGD nurses who have burden Work tall the majority not enough appropriate in carry out triage (58.8%). Meanwhile from all over IGD nurses who have burden Work low majority carry out triage with correct (79.2%).

Nurse workload is a situation where a nurse is faced with tasks that must be completed in one working day (Petignat et al ., 2022) . Workload is the volume produced by a number of employee in a part certain with amount work to be done completed by someone or a group in time certain (Mudalal, Othman, & Al Hassan, 2017). Wijaya & Wibawa, (2020) said that for know n burden so manager nursing must understand about amount patient each day / month / year, level dependency, average day care, type action nursing and frequency each action and the average time required every action. Workload nurse is all over activity or activities carried out by a person nurse during serving in a service unit nursing (Martyastuti et al., 2019).

Therefore That researcher opinionated that burden Work nurse can interpreted as total amount of time nursing, namely giving service necessary nursing care clients and number nurse needed For give service to client. Every work nurse is burden Work for those concerned, the burden Work the can in the form of burden Work physique both physical and mental, and the burden borne by nurses compared to straight with type and volume of work (Wijaya & Wibawa, 2020).

The influence of subjective norms with accuracy implementation triage at the Karo Regency Emergency Department

Study This find that from all over IGD nurses who have subjective norms not enough the majority is also lacking appropriate in carry out triage (57.1%). Meanwhile from all over IGD nurses who have subjective norms Good majority carry out triage with correct (87.3%).

In addition to motivation and workload, the work environment also has a high portion in determining the accuracy of triage in an ER service. This is because the behavior of colleagues also determines how other nurses behave. Moreover, the work behavior of nurses who are considered *role models* will be able to influence the behavior of the majority in a work environment. Based on the Theory of Planned Behavior, a person's behavior that can influence the behavior of other individuals is called subjective norms (Rich et al., 2017).

Quoted from (Nursalam, 2019), Subjective norms is trust somebody about other people's consent to an action, or perception individual about will other people support or No realization action The other person is called *the referent* , and can be a parent, friend, or someone who is considered an expert or important. There are two factors that influence subjective norms: *normative belief*, which is the individual's belief that the referent thinks he or she should or should not perform a behavior and *motivation to comply*, which is the individual's motivation to fulfill the norm of the *referent*.

Therefore, researchers are of the opinion that subjective norms a nurse in carry out triage is very dependent to the parties considered play a role important and have expectations of the person , as well as how far does the desire go For fulfil hope So , in other words, subjective norms in this study are a product of an ER nurse's perception of the *beliefs* held by others that are considered important.

The influence of skills with accuracy implementation triage at the Karo Regency Emergency Department

Research result this also shows that from all over IGD nurses who have triage skills not enough the majority is also lacking appropriate in carry out triage (52.6%). Meanwhile from all over IGD nurses who have triage skills Good almost all in all carry out triage with accurate (94.1%).

Triage classification carried out by nurses in a way accurate is key in do efficient actions in the ER. Nurses on duty in the ER are required for can sorting incoming patients in accordance with level severity so that the patient Can handled in a way fast and precise (Franc et al., 2022). Apart from that, if action maintenance patient without triage can also be done result in delay actions on patients critical, so that potential the occurrence Unexpected Events (KTD) for patient with condition critical (Campbell et al., 2022).

Skills can show in action special displayed or on the nature Where skills That implemented. Many activities considered as skills, consisting of from a number of skills and degrees mastery achieved by a person describe level his skills. This is happened because habits that have been accepted general for state that One or a number of pattern motion or extended behavior Can called skills Nurse in carry out a work not off from skills possessed, skills the make nurse own trust self in Work.

Skills or skill is an ability man in use thoughts, ideas and creativity, change or make something become mark more so that something the own more value meaningful. skills are ability for carry out a task certain Good in a way physique and mental. So, researchers opinionated that skill a nurse in carry out triage reflected with how much good nurse the do specific activities, such as operate equipment, communicated, and things other related triage.

Influence motivation, burden work, subjective norms, and skills towards accuracy implementation triage in the Karo Regency Emergency Room nurses

Based on statistical test results known that R-square value in study This of 0.763, meaning contribution or donation influence of motivation variables, burden work, subjective norms, and triage skills to accuracy triage ER nurse is by 76.3%. Analysis regression also shows that F value _{count} amounting to 34,395, the value the far more big than mark F _{table}, then can concluded that motivation, burden work, subjective norms, and triage skills in a way together or simultaneous can influence to accuracy triage Emergency room nurses in Karo Regency.

Based on hypothesis testing in a way partial known that mark significance of motivation variables of 0.000, the load Work of 0.022, subjective norm of 0.015, and triage skills of 0.000. From the value the so can concluded that the four independent variables in study This have significant influence in a way partial or separated to accuracy triage IGD nurses in Karo Regency. Research previously also mentioned that The accuracy of nurses in carrying out triage is influenced by various factors including motivation, workload, and subjective norms (Riboli-Sasco et al., 2023).

Implementation of emergency nursing services using the emergency nursing process is fast, precise and careful according to standards to save lives and prevent disability (Coulombe et al., 2022) . Therefore, the skills, competencies and knowledge of emergency nurses must be in accordance with the standards and competencies that have been set by the profession or the authorities. On the other hand, emergency nursing nurses must also understand the policies and standard operating procedures for emergency services, so that in carrying out emergency services they are able to work professionally and independently.

Based on the findings in this study, the researcher has the opinion that if the hospital wants high accuracy or precision regarding the implementation of triage by nurses, then it is necessary to increase nurses' work motivation, reduce workload, increase subjective norms, and increase nurses' competency skills regarding triage.

CONCLUSION

Based on the research results, it was concluded that there was an influence of motivation, workload, subjective norms, and *skills* on the accuracy of triage implementation to IGD nurses in Karo Regency.

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