



The Role of Self Awareness Training in Motivation for Hospital Workers

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Abstract

Hospital service improvement is associated with trusted personnel in treating patients. The form of supervision of Hospital accreditation is held every year. Hospital personnel requirements namely improving skills and updating knowledge related to the profession. But the problem faced by personnel is not being aware of their abilities. This is related to motivation or encouragement to personnel. The problem is seen, some personnel are less aware of the emotions they are feeling. Researchers conduct Self Awareness Training for hospital personnel. Participants numbered 18 personnel consisting of several sections in Hospital. Based on literature studies conducted by researchers, found a positive relationship between self-awareness and work motivation. Therefore, the researcher tried to implement a self-awareness training program to increase the work motivation of hospital personnel. The results of paired sample t-test analysis showed that there was a change in motivation after psychological capital training, with a significant value of 0,000 ($p < 0.05$).

Keywords: *self-awareness, motivation*

Introduction

As a class D hospital, a hospital in one of the cities of Surabaya actually provides the best service for patients. Patients are meant not only for the family of personnel but also for general or civil patients as well. In order to get better improvement, at the end of the year Karumkit (Head of the Hospital) closely coordinated the Head of Section - Kabag (Head of Section) to oversee the accreditation of the hospital. One of the monitoring requirements is that personnel must meet applicable standards such as nurses being asked to update their skills, continue their education, and attend seminars or training related to the profession.

Hospital personnel's distrust is related to motivation or motivation. According to Herzberg (in Robbins, 1996) work motivation is a person's attitude towards their work in order to create a sense of satisfaction with their performance. Work motivation is the drive and desire that

exists within humans to carry out their job duties properly (Umar, 2003). Motivation is the willingness to exert high effort for organizational goals, which is conditioned to meet several individual needs (Robbins, 2003). Thus, it can be concluded that work motivation is the drive that exists within a person to carry out his duties properly so that his goals are achieved. There are 2 theories of work motivation, namely content theory and process theory (Schultz & Schultz, 2006). Content Theory focuses on the importance of a job, including responsibility, challenges, and things that will motivate someone's behavior at work. Whereas process theory focuses more on a person's cognitive processes in determining choices and decisions about their work (Schultz & Schultz, 2006).

The results of the researcher interview with one of the Head of Subdivision (Head of the Unit), explained that the work motivation of the personnel was not optimal due to the lack of awareness of personnel self-awareness. The problem is that some personnel are less

aware of the emotions that are being felt, such as if there are problems with superiors or coworkers, they show it to the patient so that the patient complains about the personnel who are considered unfriendly. Another problem finding that the researchers found was a lack of commitment came fast to the morning roll call, and employees lacked initiative at work.

Furthermore, the researcher interviewed Kataud (Head of Administration) to explain the existence of personnel with multiple tasks that caused burdens and had a negative impact on the emotions released. This is due to a lack of self-awareness of hospital personnel. Self-awareness is the basis of emotional intelligence. The ability to monitor emotions over time is essential for psychological insight and self-understanding. Goleman (2005) describes self-awareness, which is continuous attention to one's inner state. In this state of self-reflection, the mind observes and explores experiences, including emotions. Someone who has emotional intelligence will try to be aware of his emotions when those emotions control him. But self-awareness does not mean that a person is carried away in the flow of his emotions so that the mood takes over him completely. Conversely, self-awareness is a state when a person can become aware of the emotions experienced as a result of the problems faced so that he can then master them.

With this description, the researcher proposes the importance of holding self-awareness training to increase work motivation for Hospital personnel who are in Surabaya. The purpose of holding self-awareness training is to increase the Work Motivation of all personnel at Hospital through several aspects, namely:

1. Knowledge (Participants understand the concept of self-awareness and its components and participants understand the importance of self-awareness in achieving success working as Hospital personnel

2. Attitude (Participants realize the importance of self-awareness in everyday life and foster a passion for success in providing the best service for patients) by being aware of oneself
3. Skill (Participants are able to apply the knowledge of self-awareness in the training process and participants are able to control emotions there is a stimulus that makes unpleasant emotions arise in the work environment).

The training is expected to provide benefits to both parties, namely the respective personnel of the Hospital and the Head of the Hospital itself. The benefits that can be obtained by each party are as follows:

1. For Hospital Personnel (Training on self-awareness can be used as a refresher for knowledge so that it can be applied properly in the work environment and in daily life, increasing the sense of dedication to their work, including a sense of self-dedication to school, and increasing work motivation for all Hospital personnel)
2. For the Head of the Hospital (Increasing the human resources of Hospital personnel can run with this training, the Head of the hospital will have intelligent human resources in recognizing himself that will affect his performance, and the Head of the Hospital has human resources whose work motivation increases).

Methods

The variables in this study, namely the dependent variable motivation and the independent variable self-awareness. The method used was experimental research, one group pretest - posttest. Researchers conducted experiments in a group of 18 people by comparing the pretest (given the day before training) and posttest (given immediately after training). This research

was conducted by following these steps: the preparation stage, the scale validation stage, the validation of the training design, the preparation of facilitators, observers and presenters, the pretest stage, the preparation stage, giving informed consent, the training stage and the last is the posttest implementation.

Training Method

Training will be provided with various methods, this is based on the consideration that the material provided can be more absorbed and understood by participants (Lawson, 2006), here are the methods to be used:

1. Through Lecturing. This method is used so that participants understand what will be learned and passed during this training process, through direct explanation of the material about the attachment of Self Awareness to the work motivation of the trainer team. The lecturing process is like lecturing, there will be speakers explaining the material to the participants.
2. Through Paper Assignment. This method is used to make participants reflect on what they have learned from the trainer's explanation. In addition, paper assignments are also used as a participant's thinking process, so that participants do not only listen to the trainer, but are also able to carry out activities related to the explanation of the material they get.
3. Via Audio Visual. This method is used so that participants can better understand the material presented by the trainer through the images or videos displayed. Through the audio-visual method, the trainees can reflect more on what the trainer explains in their understanding. In this training, the audio-visual method is used at the beginning of the explanation and at the

time of the exercise to practice the results of the discussion.

4. Through Games. This games method is a method that is applied in the form of activities with a competitive nature. In general, the purpose of this method is done as a means of understanding other people's emotions, there are two things that can be the advantages of this method, namely avoiding boredom and making it easier to understand the training material provided.

Data Analysis

The analysis used the Kolmogorov-Smirnov normality test followed by a parametric statistical analysis of paired one paired sample T Test with a significance level of 5%. Paired Sample T Test shows whether the paired sample has experienced significant changes. The results of the Paired Sample T Test are determined by their significance value. The complete data calculation is performed using the IBM SPSS program.

Findings and Discussion

The initial analysis used in this study was the normality test. Normality testing is carried out on the pretest and posttest data. The pretest data shows that the significance value is Sig (p) = 0.200; $p > 0.05$, which means that the motivation data at the time of the pretest were normally distributed. After the pretest data, the researcher also tested the normality of the posttest data. Based on the posttest data, the significance value was Sig (p) = 0.200; $p > 0.05$, which indicates that the posttest data were normally distributed. These two results indicate that the overall data is normally distributed, so that hypothesis testing can be done using parametric analysis.

Table 1.

Normality Test

Motivation	Sig	
Pretest	0.200	Normally Distributed
Posttest	0.200	Normal Distributed

The next statistical result is a parametric statistic, using paired sample t-test to test whether there are differences in motivation levels before the training and after the training. Based on the results of the paired sample t-test analysis, it can be seen that the mean value at the pretest was

125.29, and at the posttest it was 152.29. This shows in table 2 there is an increase in the mean value of participant motivation after doing the Self Awareness training. Overall, the results of this study indicate a significance value of Sig (p) = 0.000; $p > 0.05$.

Tabel 2.
Hypothesis Test

Motivation	Mean	Sig
Pretest	125.29	0,000
Posttest	152.29	

Based on the results in Table 2, it can be concluded that there is a significant difference between the motivation before the training and after the training was held. This shows that the training provided to participants can significantly increase motivation.

Discussion

This experimental study tested Self-Awareness training with work motivation on the personnel of the hospital in one of the hospitals in Surabaya. Motivation is the drive in a person to carry out his duties properly so that his goals are achieved. Suparno's research (2017) explains that there is a positive relationship between self-awareness and motivation in drug addicts. This is related to recognizing emotions including the ability to know the meaning of the emotions that are being felt, to be aware of their relationship to daily performance, and to become a guide for the values and goals of an individual (Goleman, 2002). Emotion plays an important role in human life. Emotion is one of the driving forces for humans to take action. Human behavior, both visible and invisible, is strongly influenced by emotions Baskara, 2006). Goleman (2002)

also added that individuals with good self-awareness will see themselves with a broad perspective and be able to learn from the experiences they have experienced. This was proven when conducting the training, one of the sharing participants discussed the training conducted by the speaker. Self-awareness is important to be absorbed by hospital personnel because with repetitive work, it is necessary to be aware of the emotions that the patient will display. Personnel must show a professional attitude by releasing positive emotions to colleagues, superiors, and patients.

Research by Sastrawinata (2011), this result is in line with Goleman's theory, which states that a person who has good self-awareness will know his own abilities, strengths and limits so as to create a feeling of confidence in himself to act decisively and make good decisions even though a state of distress.

Conclusion

Self-Awareness Training which was carried out based on the analysis of the needs of Hospital personnel. The needs analysis is obtained through an interview process with the head of administration,

administrative personnel, and hospital nurses and trainers to find several problems. These problems include a lack of optimism to increase the latest knowledge and skills, a lack of motivation for achievement to improve educational status, a lack of commitment to come quickly to do the morning roll call, and personal lack of initiative in work. Based on literature studies conducted by the author, it has been found that there is a positive relationship between self-awareness and work motivation. In the SPSS calculation, the T Sign test = 0.000 > 0.05 H₀ is accepted. From these results it can be concluded that there is a difference between the pre-test and post-test scores of the participants who attended the training.

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