

# Competency, Motivation, and Supervision Technique Strong Predict to Completeness of Nursing Documentation

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Article information	Abstract
<p><b>Article history:</b>            Received: April 01<sup>th</sup>, 2024            Revised: September 10<sup>th</sup>, 2024            Accepted: September 25<sup>st</sup>, 2024</p> <p><b>Corresponding author:</b>            Name: Anastina Tahjoo            Address: Jl. Arjuna Utara, Kebon Jeruk            Jakarta            E-mail:  <a href="mailto:anastina.tahjoo@esaunggul.ac.id">anastina.tahjoo@esaunggul.ac.id</a></p>	<p><b>Background:</b> The inconsistency in the results of previous research conducted regarding competency, motivation and completeness of nursing documents motivated the research was carry out. <b>Objective:</b> This study aimed to examine empirical evidence regarding the mediation of disclosure of supervision techniques on competence and motivation on the completeness of nursing documentation. <b>Method:</b> A quantitative study with the cross-sectional approach was conducted in this study. This study was conducted in the dr. Achmad Diponegoro hospital. Forty-five respondents were involved in this study which is selected using the purposively sampling. We applied the path analysis to examine the association between competency, motivation, and supervision technique with completeness of nursing documentation. <b>Result:</b> The research results show empirical evidence that simultaneously competence and motivation have a positive and significant effect on supervision techniques. Competence, motivation and supervision techniques have a positive and significant effect on the completeness of nursing documentation. However, supervision techniques were not successful in mediating the influence of competence and motivation on the completeness of nursing documentation because the direct influence was greater than the indirect influence. <b>Conclusion:</b> In conclusion mentioned that competency, motivation and supervision technique were significantly predict the completeness of nursing documentation. <b>Implication:</b> The implication of the research is that management must provide training and provide facilities so that health workers can improve their competence and hold activities or awards for health workers who have good performance in recording nursing documents so that their motivation increases</p>
<p>International Journal of Nursing and Health Services (IJNHS), Volume 7, Issue 5, October 20<sup>th</sup>, 2024            DOI: 10.35654/ijnhs.v7i5.800            E-ISSN: 2654-6310</p>	<p><b>Keywords:</b> competency, motivation, supervision technique, nursing documentation</p> <p>This is an Open Access article distributed under the terms of the <a href="https://creativecommons.org/licenses/by-nc/4.0/">Creative Commons Attribution-Non-Commercial CC BY-NC 4.0</a></p>



## Background

In the context of global, accessibility of health services becomes a challenge especially in remote or low-income areas. However, the era of increasingly advanced health information technology has had a positive impact on the Health sector (1).

The Indonesian Ministry of Health in 2023 shows positive developments in Indonesia, where around 65% of hospitals have adopted the Hospital Management Information System (SIMRS) which is integrated with electronic nursing documentation (2). This significant increase is compared to the situation in 2015, where only around 20% of hospitals had utilized SIMRS.

Several factors were associated with the completeness of nursing documentation including competency, motivation, and supervision technique. Motivation refers to the internal and external factors that stimulate nurses to act towards achieving goals such as completing nursing documentation. Intrinsic motivation might come from personal satisfaction in providing thorough patient care, while extrinsic motivation could be driven by rewards, recognition, or the desire to meet professional standards (3). A previous study also mentioned that Nurse motivation has a direct effect on the quality of documentation. The results of this research provide a strong basis for developing strategies to improve services to patients in the intensive care unit (4).

Nurses' competency also becomes a factor associated with the completeness of nursing documentation. Competency in nursing encompasses the skills, knowledge, and abilities that nurses possess to perform their duties effectively. In the context of patient care, this would include clinical skills, critical thinking, and the ability to assess and respond to patient needs (4).

Competency in nursing is intrinsically linked to the completeness of nursing documentation. Competent nurses, equipped with the necessary knowledge, skills, and professional attitudes, are better

positioned to maintain comprehensive and accurate documentation, which is essential for delivering high-quality patient care, ensuring continuity of care, and meeting legal and professional standards (5-6).

The completeness of nurse documentation can be strengthened through the implementation of effective supervision techniques. When nurses have good competency in carrying out documentation, through supervision ensures that these skills continue to be improved and applied correctly in daily practice (7).

Effective supervision also pays attention to aspects of nurses' work motivation. Apart from that, emotional support, positive encouragement for good work, and recognition of nurses' efforts, can create a positive work environment (8). Supervision not only focuses on providing clear direction regarding documentation procedures, but also ensuring a deep understanding of each step (9).

Although there has been a significant increase in the adoption of Hospital Management Information Systems (SIMRS) integrated with electronic nursing documentation. There is still a lack of research that investigates in depth the impact of health information technology on the completeness of nurse documentation.

Apart from that, research is still needed that pays attention to the impact of health information technology on nurses' work motivation in compiling documentation, as well as how supervision techniques can be applied effectively to strengthen nurses' competence and motivation in the context of using this technology.

Nurse competency and motivation as well as supervision techniques have an influence on the creation of complete nursing documentation. However, previous research has not revealed the relationship between the three. Thereby, this research is expected to be able to reveal the relationship between competence and motivation regarding supervision techniques

## OBJECTIVE

This study aimed to examine empirical evidence regarding the mediation of disclosure of supervision techniques on competence and motivation on the completeness of nursing documentation.

## METHOD

### Design

A cross-sectional study design was applied by making observations at a specified time with the aim of analyzing the relationship between independent and dependent variables. This study was conducted at dr. Achmad Diponegoro Putussibau Hospital, Kapuas Hulu, West Kalimantan.

### Sample, sample size, and sampling technique

The sample in this study was nursing staff in the internal medicine ward. Forty-five samples were recruited in this study using the total technique sampling since the limited of sample size in this hospital. The criteria of samples such as 1) nurses who responsible in the internal medicine ward; 2) had been working at least one year; 3) willingness to participate in this study; 4) no have ethical issue during taking care the patients. Nurses who are on leave or are not present when the research is conducted will be excluded from this study.

### Data collection process

This study was conducted within three months from October to December 2023. The data collection process in this study was approached using the survey method which is completed the questionnaire. All respondents who willingness to participate in this study are required to complete the informed consent. The researchers were assisted with the research assistant to collect the data. The gathering data are collected step by step based on the timeline from the researcher.

The mechanism of research and objective of the study were explained prior completeness of data collection process. The details of instruments would be explained as follows:

**Competence questionnaire.** This questionnaire was used to measure nursing abilities to implement nursing practice safe, effective, and quality as well emphasize the importance of attitude internal nurse carry out practice nursing who safe and effective. The instrument consisted of four dimensions which are 1) knowledge; 2) skill; 3) ability; and 4) attitude. Likert scale was used which is consisted of 1=strongly disagree; 2=disagree; 3=agree; 4=strongly agree. The total item questionnaires are 7 questions with the highest score was 28 and the lowest score was 7.

**Motivation questionnaire** was used to measure triggers for nurses to carry out their duties and responsibilities, as well as the nurse's desire to provide positive contribution to health and patient welfare. This questionnaire consisted of 8 items questionnaire with five dimension such as 1) pleasure; 2) satisfaction; 3) attachment; 4) desire achievement; and 5) desire to develop own self. The total score of the study was 32 with the highest score indicated the high motivation and the lowest score was indicated the low motivation.

**Supervision technique** refers to the strategies and methods used by a supervisor to provide guidance, direction and evaluation of nurses in carrying out their duties and responsibilities. The questionnaire consisted of 5 item questionnaires with three dimensions such as 1) accuracy and suitability of observations; 2) success feedback; and 3) success in solving problems. The total score of the study was 20. The highest score indicated the high supervision technique and the lowest score was indicated the low supervision technique.

**Completeness of nursing documentation questionnaire** was used to measure an important process for recording, communicating, and proving service quality given to patients. This questionnaire consisted four item questionnaires with four dimensions such as 1) amount of information; 2)

completeness of information; 3) Information Accuracy; and 4) Timeliness of information. The total score of the study was 16. The highest score indicated completeness of nursing documentation and the lowest score was indicated the not completeness of nursing documentation.

A total of 30 respondents were involved to assess validity and reliability of the instrument. Pearson correlation value for each item the statements in the questionnaire are greater than 0.30. Thereby, all statements used in the research are valid. The Cronbach alpha of the questionnaire such as competency (Cronbach alpha score =.789); motivation (Cronbach alpha score =.77); supervision technique (Cronbach alpha score =.789); and completeness of nursing documentation (Cronbach alpha score =.826)

**Data analysis**

The descriptive statistic was used to describe the characteristic of respondents and using the mean, SD, frequency and percentage. To test the influence of the mediating variable (intervening variable) in mediating the independent variable on the dependent variable, linear regression analysis and path analysis methods were used. At this stage, multiple regression testing was carried out twice. The first test uses regression model 1 to test the influence of competence and motivation on supervision techniques. Then in regression model 2 to test the influence of competence, motivation, supervision techniques on the completeness of nursing documents.

Partial hypothesis testing was carried out using the partial t-test. This test was carried out to test the influence of each independent variable on the dependent variable. The 5% of significantly also used for this study. All assumption should meet the criteria before using the statistic such as the data should normality distribution, no multicollinearity, and no auto correlation.

The coefficient of determination essentially measures how far the model's

ability is to explain variations in the dependent variable. In both regressions models the coefficient of determination used is adjusted R squared

**RESULT**

**Characteristic of respondents**

Table 1 described the characteristic of respondents. More than half of respondents were women (53.33%) and the men were 46.67%. more than half of respondents are adult with 36-40 years (66.67%), following by 25-35 years (28.89%). Regarding the working duration, almost half respondents have been working 5 to 10 years (46.67%), following by <5 years (35.56%). Most of respondents graduated from diploma III of nursing (62.22%) and bachelor level (8.8%). Only 2.88% of them have degree of professional nurses' level.

**Table 1. characteristic of respondents**

No	Variables	N	%
1	Gender		
	Men	21	46.67
	Women	24	53.33
2	Aged		
	25-35 years	13	28.89
	36-40 years	30	66.67
3	>40 years	2	4.4
	Working duration		
	<5 year	16	35.56
	5-10 year	21	46.67
4	10-15 years	7	15.56
	>15 years	1	2.2
	Education		
	Diploma III	28	62.22
	Bachelor	4	8.8
	Professional nurses	13	2.88

**The association between competence and motivation with supervision techniques**

Table 2 described the association between competence and motivation on supervision techniques. The results found that there are association between competence (t=8.411; p-value<.05) and motivation (t=3.068; p-value<.05) on supervision techniques

**Table 2. Model regression 1**

Model	B	t	Sig
Constant	-1.466	-1.129	.265
Competency	.620	8.411	.000
Motivation	-.186	3.068	.004

**The association between competence and motivation, supervision techniques with the completeness of nursing documents**

Table 3 described the association between competence, motivation and supervision techniques with the completeness of nursing documents. The results found that there are positive association between competence (t=2.121; p-value<.05); motivation (t=2.429; p-value<.05); and supervision techniques (t=3.926; p-value<.05) with the completeness of nursing documents.

**Table 3. Model regression 2**

Model	B	t	Sig
Constant	1.718	1.035	.307
Competency	.152	2.121	.040
Motivation	.213	2.429	.020
Supervision technique	.434	3.926	.000

**Summary of path coefficients of direct effect and indirect through supervision techniques.**

Table 5 shows that the direct influence of competency variables on supervision techniques is .152 and the direct influence of competency variables on the completeness of nursing documents is .536. The direct influence of the competency variable on document completeness is 0.186 and the direct influence of the motivation variable on supervision techniques is 0.213.

Meanwhile, the direct influence of supervision techniques on the completeness of nursing documentation is 0.434. The indirect effect of competency on the completeness of nursing documentation through supervision techniques (0.152 x 0.434) is 0.056 and the indirect effect of motivation variables on the completeness of nursing documentation through supervision techniques (0.186 x 0.434) is 0.081. Meanwhile, the total influence (total effect) of competence on the completeness of nursing documentation through supervision techniques (0.536 + 0.066) = 0.602 and the total influence of motivation variables on the completeness of nursing documentation through supervision techniques (0.213 + 0.081) = 0.294.

**Table 4. Summary of path coefficients of direct effect and indirect through supervision techniques**

Variables	Direct effect	Intervening effect	Total effect
Competency to supervision technique	.152		
Competency to completeness of nursing documents	.536	.066	.602
Motivation to supervision technique	.186		
Motivation to completeness of nursing documents	.213	.081	.294
Supervision technique to completeness of nursing documents	.434		

**Determinant testing**

Model 1 has an adjusted R2 =.819, which means that the influence of competence and motivation on supervision techniques is 81.90%, while the remaining 19.10% is influenced by other factors. In other words, the variability of supervision techniques that can be explained by competence and motivation is 81.90%. For model 2, the adjusted R2=.687, which means that the influence of competence, motivation and supervision techniques on the completeness of nursing documentation is 68.7% while the remaining 31.3% is influenced by other factors outside the research model.

Based on figure 2 and table 3, the first equation is obtained as follows:  
 $Z = -1.466 + 0.620X_1 + 0.186X_2 + 1.298$

The results of the first regression equation show that the competency and motivation variables have positive coefficients. This means that competence and motivation have a positive influence on supervision techniques, with a significance value of less than 0.05, so hypothesis 2 and hypothesis 4 are accepted.

Based on Figure 3, equation 2 is obtained as follows:

$$Y = 1.718 + 0.152X_1 + 0.213X_2 + 0.434Z + 1.660$$

**Table 5. determinant testing**

Structure	R	R <sup>2</sup>	Adj. R <sup>2</sup>
1 $Z=p_1X_1+p_2X_2+\epsilon_1$	.909	.827	.819
2 $Y=p_3X_1+p_4X_2+p_5Z+\epsilon_2$	.842	.708	.687

**Note:**

X=Independent variable

Y=Dependent variable

Z=Intervening variable

**DISCUSSION****Association between Supervision technique with completeness of nursing documentation**

The result of this study showed that supervision technique has positive effect with completeness of nursing documentation. One of the reasons why nurses rarely complete nursing documentation is the lack of supervision and control over the completeness of nursing documentation. Nurses feel that the completeness of nursing documentation is too much, it has nothing to do with salary and there is a lack of warnings from superiors. Thereby, supervision is crucial in this study.

The association between supervision techniques and the completeness of nursing documentation can be understood by examining how supervisory practices influence the quality and thoroughness of various aspects of nursing documentation.

However, limited number of nurses at inpatient room with low capacity and workload which means that nurses rarely write complete nursing documentation, nurses usually only write the patient's name without the completeness of patient's physical examination data, do not write down data analysis, goals and action plans.

Supervision can ensure that assessments are thorough and accurately reflect the patient's current health status. Regular audits and feedback on documentation practices can improve the quality of patient assessments (10).

supervision plays a vital role in ensuring the completeness of nursing documentation across various aspects of patient care. By employing effective supervision techniques and providing regular feedback and education, the quality of nursing documentation can be significantly enhanced

**Association between competency with completeness of nursing documentation**

The result of this study showed the positive association between competency with completeness of nursing documentation. A nurse must be competent in carrying out nursing documentation, knowledge, skills and ability to integrate all information and document it into nursing documentation.

The association between nursing competency and the completeness of nursing documentation is a critical area of interest in healthcare, as it directly impacts patient care quality, safety, and outcomes (11).

Nurses with higher levels of knowledge and skills, particularly in understanding medical terminologies and the nursing process, are more likely to produce complete and accurate documentation. Competent nurses understand the importance of documenting all aspects of patient care, including assessments, interventions, and outcomes, which is crucial for ensuring continuity of care and patient safety (11-12).

Another study also mentioned that Competent nurses apply critical thinking and clinical judgment be able to accurately assess patient needs, plan care accordingly, and evaluate outcomes, ensuring that all relevant information is documented comprehensively (13).

It is also related with the communication skill reported that Nurses who are competent communicators not only engage effectively with patients and healthcare teams but also ensure that their documentation clearly and accurately reflects patient care activities and communications (14).

**Association between motivation with the completeness of nursing documentation**

The result of this study mentioned that there is positive association between motivation with completeness of nursing documentation. High motivation can make

nurses aware of the need and importance of nursing documentation (15).

Motivation among nurses plays a crucial role in ensuring that nursing documentation is thorough, accurate, and timely. This documentation includes vital information such as patient assessments, care plans, interventions, outcomes, and other relevant patient care information.

A study described nursing documentation often lacks in content quality. Improving the motivation of nurses, along with addressing organizational and leadership issues, is essential for enhancing the quality and completeness of nursing documentation (16). Another study also highlighted that the importance of motivational support from leadership in improving documentation practices (17-18).

A study also examined the association between motivation, nurse competence, and workload in increasing the completeness of the nursing care process documentation. It found that motivation and competence play roles in improving documentation completeness, indicating that motivated and competent nurses are more likely to produce complete and accurate documentation (19). The limitation of this study found in this study such as This study employed the cross-sectional design with questionnaire as the instrument for data collection, so that the results might not represent the real information

## CONCLUSION

The association between supervision technique, competency and motivation and the completeness of nursing documentation is well-documented. Nursing competency plays a crucial role in ensuring the completeness of nursing documentation. Nursing competency encompasses the knowledge, skills, abilities, and judgment required for nurses to perform their duties effectively.

Whereas, motivated nurses are more likely to engage in thorough and accurate documentation, which is essential for patient safety, care quality, and legal compliance. Healthcare organizations should focus on

strategies to enhance nurse motivation, such as providing supportive leadership, recognizing and rewarding good documentation practices, and addressing workload and environmental factors that may impact motivation. By doing so, they can improve the completeness and quality of nursing documentation, ultimately leading to better patient outcomes and healthcare efficiency.

## IMPLICATION

It is hoped that this implication can realize the best service in efforts to ensure the completeness of nursing documentation as part of nursing care process for improving the quality services.

Management must implement supervision and use appropriate techniques to increase the completeness of nursing documentation. The Management need to carries out training and provides facilities so that health workers can improve their competency. There are activities and awards for health workers who have good performance in recording nursing documents so that their motivation increases in completeness of nursing documentation.

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