

Work Motivation and Performance among Indonesia Nurses during Pandemic COVID-19 at Qatar

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Abstract

Introduction: Since March 11, 2020, the COVID-19 pandemic has disrupted social and business activities, resulting in many companies going out of business due to limited economic transactions. All health care sectors are required to performed COVID-19 screening before services are carried out and provide COVID-19 vaccination services. **Aim:** The purpose of this study was to describe the motivational experience and performance of Indonesian nurses working in Qatar during the pandemic COVID-19. **Research Methods:** This type of research is qualitative, using 15 Indonesian nurses as informants were working in Qatar. In Qatar there are 51 Indonesian nurses who are actively working as registered nurses. The research instruments used were interviews and recordings. Interviews with informants were conducted one by one. The data that has been entered into the Nvivo system, then a qualitative content analysis is carried out to find the matics related to work motivation and performance. **Results:** The results show that Indonesian nurses still want to work in Qatar until they retire for the following reasons: (1) getting a high salary, (2) being able to live as a family in Qatar, (3) there are opportunities for international standard school children in Qatar with free from the company, (4) get leave tickets for family members every year, and (5) get premium class health insurance for employees and their family members. The themes of work motivation found in Indonesian nurses who worked during the pandemic COVID-19 in Qatar were: (1) good financial support, (2) leadership support, (3) personal protective equipment support, (4) occupational health support, (5) work environment support, (6) family support, (7) work obligations, and (8) professional obligations. The performance of Indonesian nurses during the COVID-19 pandemic was demonstrated by: (1) working comfortably because personal protective equipment facilities were adequate and work facilities were quite comfortable even in the summer, (2) working by carrying out special work procedures in handling COVID-19, (3) work in accordance with working conditions, especially in the use of personal protective equipment, (4) work carefully when dealing with highly virulent infectious diseases, and (5) work professionally in accordance with nursing process standards. **Conclusion:** Indonesian nurses still want to work in Qatar due of getting a high salary and family living allowances in Qatar, being able to gather with family members and send their children to international school in Qatar. The themes of factors work motivation found in Indonesian nurses who work during the COVID-19 pandemic season in Qatar are: (1) financial support, (2) leadership support, (3) personal protective equipment support, (4) occupational health support, (5) work environment support, (6) family support, (7) work obligations, and (8) professional obligations. The performance of Indonesian nurses during the COVID-19 pandemic was shown by: (1) working in accordance with work procedures to carry out COVID-19 screening, (2) working wearing complete personal protective equipment, especially when dealing with patients with signs and symptoms of COVID-19, (3) work carefully in order to avoid exposure to infectious diseases from patients with COVID-19, (4) work in accordance with working conditions, this causes an additional burden and gets overtime pay if there is additional working hours and professional work in accordance with nursing professional standards.

Keywords: COVID-19, work motivation and performance.

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INTRODUCTION

The impact of the COVID-19 pandemic in China, many Chinese nurses are experiencing stress while dealing with the pandemic [1]. Corona Virus can spread between humans or from humans to animals through the air [2]. Corona Virus in Saudi Arabia is

known as Middle East respiratory syndrome corona virus (MERS-CoV) which attacks camels and infects humans [3].

Failure to contain the infection causes deaths among health workers and has the potential to increase

transmission of COVID-19 in health facilities and communities if do not follow health protocols. Health care workers infected with COVID-19 can reduce work motivation and disrupt the quality of national health service delivery, both during the acute phase of the pandemic, and in the long term [5].

The handling of the COVID-19 pandemic in Taiwan is carried out by involving most of the nurses as the front line, where the key to success in handling this pandemic is the presence of a work team, work motivation and support and supervision from health service leaders [6]. During the COVID-19 pandemic, nurses were motivated because of the toughness factor as health workers, social support and workplace leaders [7-10].

Abraham Maslow's Theory of Human Motivation clarifies why someone changes things for the better or intends to do things for the better. Maslow's theory argues that motivation has an important role in determining a person's positive will, and it can be concluded that motivation is a person's effort to have a positive intention to do something [13]. Nurse work motivation is strongly influenced by leadership style, job satisfaction and work team [14,16].

Nurses all the time face problems in the workplace, such as high workloads, nursing errors, poor nursing service descriptions, no work motivation and job differences between nurses cause nurse performance and quality of nursing services to be low in the Middle East region [17].

OBJECTIVE OF THE RESEARCH

The focus of this research is to explore work motivations of Indonesian nurses during the COVID-19 pandemic in Qatar which will be studied are as follows: identify the form of encouragement or desire for Indonesian nurses to continue working during the COVID-19 pandemic in Qatar; identify forms of leadership support, identify the forms of personnel protection available and Identify what financial and non-financial advantages are obtained by Indonesian nurses who work during the COVID-19 pandemic in Qatar. Identifying the performance of Indonesian nurses while facing additional workloads, additional working hours during the COVID-19 pandemic in Qatar, when using personal protective equipment during the COVID-19 pandemic in Qatar, when working in the COVID-19 isolation room during the COVID-19 pandemic in Qatar, and when Indonesian nurses in implementing the nursing care process during the COVID-19 pandemic in Qatar.

RESEARCH METHOD

A. Research Design

Research design in the form of qualitative research. The term qualitative research is used to describe a set of approaches that analyze data in the

form of natural language i.e., words and expressions of experience for example, social interaction and artistic presentation [20, 21]. The research approach is phenomenology, where the research results will produce an understanding of the phenomenon that will have meaning, perception, concept, can be felt or become an experience [22-24]. In conducting qualitative research, the role of the researcher becomes important in the process of observing a subjectivity and dealing with ethical problems [25-27]. In this study, the author will describe the opinions of Indonesian nurses who work in Qatar about work motivation and explore performance during the COVID-19 pandemic in Qatar.

B. Social situation

The social situation in this study is Indonesian nurses who are working in Qatar, according to the Secretary of Indonesian Nurses Association at Qatar currently there are 55 Indonesian nurses, they have worked in Qatar between 1 to 19 years, on average they have worked for 13 years, while those who have returned When they returned to their homeland, 17 people had died, and 3 people had died.

C. Selection of Informan

The determination of the number of informans was taken from some of the social situations of Indonesian nurses working in Qatar whose characteristics were to be investigated. The determination of informan sampling in this study was carried out by purposive sampling, which is one of the informan sampling strategies by grouping participants according to pre-selected criteria that are relevant to the research question (Schwartzberg, 2020), [28]. The criteria for inclusiveness of informans are as follows: Indonesian nurse currently working in Qatar with tenure of more than 5 years, hold nurse practice license in Qatar, nursing staff positions, non-structural. In this study, considering the limited time and opportunity of researchers, the researchers will take data or information about the motivation and performance of Indonesian nurses during the COVID-19 pandemic from informans until they reach the level of saturation.

D. Collecting Data

The primary data collection method in this study was a structured in-depth interview method using a retrospective approach [24, 29, 30]. In this study, researchers will take steps to collect primary data to informans by using a list of in-depth interviews, recording tools and documentation tools. The interview techniques that will be conducted by the researcher in front of the informans.

E. Credibility of Data

The credibility of the data obtained from the interviews, seen from the stability of the data obtained from the informans, and the purpose of testing the validity of the data to ensure that the data obtained have a good level of confidence [31, 32]. Triangulation

testing will involve Indonesian Nurses with the Senior Charge Nurse position [33].

F. Analisa Data

Data analysis in this study uses a deductive content analysis approach which is applied to qualitative content analysis from interview data [34-37]. Analysis of the content of the interview results was carried out with the help of Nvivo software, the steps taken in analyzing the content were as follows: First - converted record audio into into textual; Second - nter data sources to be analyzed (resources) into the software system; Third – Develop a theme code that will be analyzed in the interview results (create coding); Fourth – Determine and identify important themes that are relevant to the overall textual results of the interview; and Sixth – make a report on the results of content analysis in the form of a table of important theme codes found.

G. Time and Site of Research

1. Research time: August to December 2021
2. Research Site in Qatar

H. Research Ethics

Ethics in this research will consider and apply the following principles: (1) Informed Consent; (2) Anonymity; and (3) Maintaining the confidentiality of informans.

LITERATUR REVIEW

A. Work Motivation

Maslow's theory argues that motivation has an important role in determining a person's positive will, and it can be concluded that motivation is a person's effort to have a positive intention to do something [13]. Work motivation as an expression of an individual's desire to mobilize and maintain work or work efforts in achieving organizational goals [19]. Work motivation for nurses is very important so that patients can receive high-quality and effective nursing services, as well as a higher level of satisfaction with nursing care [38].

B. Work Motivation Classification

Classified of work motivation into two forms: Intrinsic motivation, also known as internal motivation, can shape a person's behavior or inspire someone to do something that can be accounted for, and want to do something with pleasure without external pressure; and Extrinsic motivation or in other terms is external motivation, where someone wants to do something based on external factors such as work bonuses, salaries, and other benefits [16, 39].

C. Factors influence of work Motivation

Factors that can affect the work motivation of nurses are: leadership style, level of job satisfaction and work team support [14]. Nurses in Japan have positive work motivation due to work rewards, work leadership support, collaboration between nurses and doctors, and

positive work evaluations [40]. Nasuridin *et al.*, (2020) states that work motivation is influenced by the support from management, work supervisors, and coworkers, as well as a comfortable work and social environment [12].

Factors of work motivation in nurses according to Ayalew *et al.*, (2019) is as follows: There is recognition/recognition from management and the community for the value of work that has been done, something that has been done and there is recognition from the community. There are better opportunities for job promotion, training, and job skills mentoring. A good job description, such as an appropriate workload, opportunities for rest, what is done according to skills and work experience, no worries about job loss, and an annual work appraisal [10, 41, 42].

D. Nurse Performance

Nurse performance is the level of success of nurses in providing nursing care in accordance with the duties and responsibilities they carry out [43]. The duties of nurses generally consist of: caring directly for patients, indirect care for patients, and work outside of nursing that is not related to nursing services [44].

Generally, the performance of nurses is seen based on the factors that influence the work/activities of nurses in the workplace, where the performance of nurses is influenced by: the autonomy of nurses in carrying out the nursing process, working relationships between nurses, coworkers and superiors, and availability of nursing service facilities [45].

The nursing process which is the nurse's autonomy in carrying out nursing care and is used as a tool that is recommended for use by all professional nurses [46]. The autonomy of nurses in carrying out the nursing process is seen from how nurses carry out nursing care which serves as a systematic guide to providing nursing proces [47]. Nursing staff who use nursing care through logical and systematic methods convey appropriate and effective nursing action plans by the nursing team so that the best results are achieved for patients [47, 48]

E. Impact Work motivation to Performance

Work motivation has a significant direct effect on nurse performance, job satisfaction, and attitudes towards the profession have an effect on nurse performance. In addition, work motivation and attitudes towards the nursing profession have been shown to have a direct effect on job satisfaction [49].

Chances of promotion for nurses are very small due to less structured policies. Only 44% are satisfied with the current policy, only 9% of participants were satisfied with the professional skills developed [50]. Work motivation is the key to emerge and increase nurse satisfaction and their performance, thus, the

factors that influence the work motivation of nurses become important instruments to modify and shape the work behavior of nurses and their consequences. The intrinsic and extrinsic motivation is positively related to the work performance of nurses [17].

RESULT

A. General Information

The state of Qatar is located on the Arabian Peninsula peninsula, land borders with the Kingdom of Saudi Arabia, and sea borders with Bahrain, United Arab Emirates, and Iran. Since February 2020 until now, Qatar has experienced an extraordinary case of Corona cases and is known as the COVID-19 disease, which is a highly contagious disease that attacks the respiratory tract. All health workers, including nurses, are involved in measuring the temperature of all patients entering the health facility, taking PCR SWAB samples, vaccinating COVID-19, as well as the full facilities of isolation rooms and quarantine rooms that have the highest risk of being transmitted to the nurses themselves.

Indonesian nurses with various types of education ranging from Certificate nursing school, Higher Diploma, bachelors, and master's degrees are present in Qatar because they previously had experience working in foreign-owned oil and mining companies in the country. With international work experience, 51 Indonesian nurses were present in Qatar and obtained work permits as professional nurses. 97% of Indonesian nurses in Qatar work in the oil and gas sector as health workers, the rest work in government hospitals and private health services.

B. Triangulation of Information

The results of the triangulation information obtained from an Indonesian nurse with the position of a Senior charge nurse who has 20 years of experience working in Qatar explains that it is true that in Qatar there are 51 Indonesian nurses who are still actively working in various health care sectors. 8 Indonesian nurses work in government hospitals, 1 in private clinics, 42 in health care facilities for oil and gas companies. The first Indonesian nurse to be present in Qatar was one person at the end of 2001 and following the second nurse came to Qatar in July 2002. During the COVID-19 pandemic season, the workload of nurses in Qatar, including Indonesian nurses, was involved in handling the pandemic such as health screening, taking PCR swabs and RAT tests, as well as implementing the COVID-19 vaccination. The impact of COVID-19 on Indonesian nurses themselves, there were 3 Indonesian nurses who were positive for COVID-19 after handling and quarantine, they recovered without leaving any residual symptoms.

C. Characteristic of Informant

This research was conducted in Qatar, on several Indonesian nurses who have a nursing license

and work in Qatar. 15 Indonesian nurses were used as sources of information (informans) to be interviewed and recorded electronically. 3 with Nurse Certificate education, 3 with Diploma nurse, 4 with bachelors and 5 with master's education. The occupations of all informans are nursing staff. The average age of the informans is 51 years, the average working experience in Qatar is 17 years, the work experience before coming to Qatar is 11 years.

D. The reason why Indonesian nurses still want to work in Qatar

The salaries of nurses in Qatar are higher than other Middle Eastern countries. The salary of nurses in Qatar ranges from QAR 9,720 to QAR 29,200 the amount of salary according to the position of the nurse. During Eid al-Fitr there is no holiday allowance, but if you work more than 5 hours during Ramadan you will get overtime pay, if you work on Eid, you will get a full 8 hours of overtime pay.

Statement of one informant 6: "...*Before going to Qatar I worked in an international company in Indonesia, compared to Qatar, Qatar has given several times the salary and benefits from Indonesia; I want to enjoy life as husband and wife in Qatar like other friends. The oldest child has just enrolled first year of college and still needs a lot of money...*"

While working in Qatar, nurses get a cost-of-living adjustment which can be used for house rent and daily household needs, while the cost of living is adjusted to their respective lifestyles. Every year we get a furniture allowance that can be used to replace old furniture.

Statement of informant 7: "...*I have been worked at an Australian company in Indonesia with the position of Head Nurse, Safety Officer in an oil company, but Qatar gave me the best, even though I didn't have a high position, I got a better salary and family living allowance in Qatar, and children can enjoy international schooling with company expense...*"

Nurses and their families get flight tickets on leave to their homeland for family members every year, 1 wife and a maximum of 4 children covered by the company. Flight tickets for Doha Jakarta round-trip are quite expensive, with an average of QAR 3,500 while the company provides a ticket fee of QAR 6,200 per head, which can be used on leave twice a year.

Statement of informant 9: "...*Before going to Qatar I worked in the United Arab Emirates for a long time, the welfare in Qatar is better than there. In Qatar I get household living allowances, tickets for a family a year get 6,200 Qatari reals per head, I get ticket money for 6 tickets a year: 4 children, my wife and me. International school children up to grade 12 are covered by the company. In neighboring countries, you*

do not get a vacation ticket for your wife's children and school fees are not covered. With these conditions I want to work and live in Qatar with my family until I get bored..."

The allowance for school children in international schools is the main attraction for Indonesian nurses working in Qatar. The company covers the costs of a maximum of 4 children for international schools. The average international school fee is QAR 30,000 per year, if you want your child to study in Indonesia but still get reimbursement costs including school leave tickets from Indonesia to Qatar twice a year.

Statement of informant 10: *"...I have worked long time in Saudi and Abu Dhabi, my children were born there. Then I returned to my homeland because there was no guarantee for my wife and children. Then I got a job again in Qatar, Masha Allah, a vacation ticket for my family and a maximum of 4 children borne by the company, children can go to free international school from the company until grade 12. Of course, I want to work until I retire, and if I may, the children can get a job at Qatar..."*

F. Financial Support

Financial support is one of the themes that influence the motivation of Indonesian nurses to keep working during the COVID-19 pandemic in Qatar. Due to the COVID-19 pandemic, many companies have laid off their employees (layoff). But in the health care sector there is no reduction in the workforce. Nurses as one of the foremost services in handling the COVID-19 pandemic, nurses carry out COVID-19 screening, swab sampling, and carry out COVID-19 antigen tests and COVID-19 vaccinations. As the workload and working hours increase, the company compensates for the excess working hours which make the final addition in addition to the monthly salary. The form of financial support provided is getting a reasonable salary, and getting overtime pay if there are excess working hours. Normal working hours per week are 40 hours, or 8 hours per day. If there are excess working hours more than 8 hours of eating will be calculated as overtime pay. Overtime pay is also given if the nurse is on vacation and then called to work because there is a spike in the number of cases that must be screened, so they will get overtime pay.

Statement of informant 1: *".... Yes, of course the company will consider where we work more than the working hours that have been set, we will get what more income we can say we get overtime wages, there is an excess of working hours there is a financial excess..."*

G. Leader Support

The theme of leadership support is in the form of an explanation of work regulations to deal with the

COVID-19 pandemic, the leadership provides new data on the development of the COVID-19 pandemic and how to use personal protective equipment is one of the external motivational factors.

Statement of informant 1: *"...Alhamdulillah, so far in Qatar we have received support from the leadership, especially getting an explanation of clear and easy-to-understand work regulations in handling COVID-19..."*

H. PPE Availability

The theme of the support of personal protective equipment is very adequate. Personal protective equipment provided during the COVID-19 pandemic season is surgical masks, face masks, gowns, head protection, foot protection, and N-95 respirators. Specifically, the use of an N-95 respirator must be used when facing a positive case of COVID-19, while a surgical mask must be used in the workplace, when leaving the house, and traveling to work. Surgical masks at work are provided by the company. All personal protective equipment is disposable and is disposed of in a special place for medical waste (medical waste).

Informant statement 3: *"...First time, we get protection, especially in terms of PPE. More than enough PPE held a special room, especially our medical personnel in the vaccine..."*

I. Occupational Health Support

The results of the analysis of the theme of occupational health support, affect the work motivation of Indonesian nurses in the COVID-19 pandemic season in Qatar.

Informant statement 4: *"...special protection from the Qatari government in general Qatar provides vaccinations to all residents, citizens living in Qatar, vaccinations against COVID-19 widely to workers and all citizens..."*

J. Environment Support

The theme of supporting work facilities during the COVID-19 pandemic season is in the form of health service facilities for health workers, special rooms for screening and taking swabs equipped with portable hepa filters and adequate personal protective equipment such as surgical masks (surgical masks), hand filters.

Statement of informant 1: *"... the place where we work is because we wear PPE, it's hot, sir, AC is provided, supported by the facilities provided by the company, food and drink, bed, transport, and OT (overtime), eat, breakfast, eat lunch here..."*

K. Family Support

Almost all Indonesian nurses in Qatar live in Qatar with their wives and children. When other companies lay off their employees, out of gratitude that the nurses were still working in dealing with the

COVID-19 pandemic, the family really supported her husband to continue to work safely and carefully and always reminded him to follow health protocols.

Statement of informant 1: *"... I work and receive social support from my family and work friends..."*

L. Work Obligation

The theme of working as an obligation, including during the COVID-19 pandemic, must continue to work. Nurses as the front line in handling COVID-19, continue to work to carry out their obligations as nurses and as members of the health workforce that are indispensable. In the COVID-19 pandemic season, health services must continue to run, especially screening and swab test services to immediately separate positive and negative patients. Positive patients are sent to quarantine while negative cases are treated as normal cases.

Statement of informant 4: *"...the company is still obliged to continue working even during the pandemic and work cannot be left behind, so I have to keep working. This job is an obligation and yes, in essence, the biggest one is still required to work. Secondly maybe because we are healthcare provider workers and still Yes, back again we still have to do work..."*

M. Professional Accountability

Nurses as one of the health care professionals, and have a license to practice as a nurse, are obliged to carry out professional obligations in prevention, treatment and rehabilitation efforts for individuals, families, or communities. Indonesian nurses, most of whom work in the health services of the petroleum industry, are obliged to take steps to prevent the wider spread of COVID-19 in the company area. Efforts made in prevention efforts are by screening, measuring body temperature, carrying out PCR swabs and providing COVID-19 vaccinations. The state of Qatar has established a new policy that the oil and gas sector have the priority to get the COVID-19 vaccination up to the third dose. Employees without complete vaccinations and not showing negative PCR results are prohibited from coming to work. The PCR test or RAT test must be carried out once a week for those who do not get a complete vaccination.

Statement of informant 03: *"...First as health workers, especially us as nurses so far we must and need to also participate in handling COVID-19 in one form, we are trying to participate in order to successfully resolve this pandemic problem..."*

N. Worked Follow Procedure

The performance of nurses is seen from the implementation of work procedures / nursing procedures electronically. Nursing procedures are still

being carried out for patients suspected of COVID-19. The results of the screening are documented; positive cases are communicated to the Communicable Disease Center, and communicated to the pandemic task force to transfer cases from the temporary isolation room to the quarantine facility center.

Statement of informant 3: *"...the performance so far has been going well, in nursing we also carry out various aspects, especially vital signs and others, we can consult doctors properly, and communicate with patients, so we don't have any problems. it's easy to record with an electronic electronic system, work with the system so there are no problems, we can do it without taking action, we can enter the computer and we can endorse it to our next friend..."*

O. Worked Wearing PPE

One of the health protocols in Qatar that is enforced is the use of masks when leaving the house, washing hands regularly and limiting social activities. Health workers, including nurses, must use special personal protection in dealing with COVID-19 cases.

Surgical masks are commonly used, but to protect health workers from exposure to COVID-19, they require an N-95 respirator that can filter the air. Face shields (face masks), head protection, body armor (gowns), gloves and foot protection must be used when taking PCR swabs and dealing with positive cases of COVID-19. The personal protective equipment is disposable, not reused; storage and destruction are carried out using medical waste management techniques.

Statement of informant 4: *"...Yes, because we have to do work according to the procedure and algorithm or whatever the rules set out, even though with full PPE it is comfort that is disturbed, yes, but for the performance of doing the output to the job so far it is still maximized, according to what is outlined According to the standard ..."*

P. Worked Bearefully

Working in the COVID-19 pandemic season, you must be extra careful, it is undeniable that it spreads through the air and close contact. Blowing air from patients can penetrate within 11 meters, if nurses are careless, they can be exposed by COVID-19, and they are required to use special personal protective equipment while working in health services. Contact with the patient should be limited to keeping a minimum distance of 2.5 meters. After contact with the patient, personal protective equipment should be replaced with new ones immediately. Going in and out of isolation rooms must be limited to prevent exposure to more COVID-19 cases.

Statement of informant 6: *"...of course we still follow the protocol directions, starting with PPE"*

starting from the waste disposal, the main thing is that we work in isolation, we must really take safety precautions, that is of course without neglecting to provide optimal service to patients. Don't just take care of ourselves, safety ourselves but we are a bit reluctant if for example we have to do vital signs every 15 minutes, don't let us walk away from patients because of fear, that's not a good performance...."

Q. Worked According Situation

During the COVID-19 pandemic, the workload of nurses has increased, especially those working in health services for oil and gas companies. Employees who have no complaints before entering work must have their body temperature checked, if their body temperature is hot, they are prohibited from entering work, and then the patient is registered at the health service to get a PCR swab examination and get treatment. Cases that are positive for COVID-19 are immediately separated and put in a quarantine center. Coordination activities between service facilities and quarantine center facilities and communicable disease centers have also increased (communicable disease centers), this requires effective communication skills, and otherwise it can create new problems.

Statement of informant 2: *"... indeed, sir, the workload is increasing, thank God our performance is very good, because it is supported by the facilities provided by the company, eating and drinking, sleeping, transportation, and OT (overtime), eating, breakfast-morning, lunch breakfast here. it's still there because after working hours we are still there but we are motivated because that was all what we needed was fulfilled by the company, it depends sir, sometimes there are 3 hours, there are 4 hours, but we have never worked for 8 hours instead of shifts them, have they ever been, haven't it's only been an hour or two depending on how many we want to swab...."*

R. Worked With Professional

In carrying out the nursing profession, nurses are required to carry out the nursing care process starting from the subjective and objective examination process, then carry out an assessment (assessment), nursing planning (plan). The SOAP pattern has been standardized to be carried out by all health workers working in the health service facilities of the oil and gas industry. The SOAP process is documented electronically and can be accessed by other health workers, including doctors, pharmacists, and laboratory staff.

Statement of informant 6: *"...we maintain our performance as much as possible, whatever the activities that are assigned to us, it is still limited to the scope of practice, we do it as an obligation and there are guidelines, indeed the current routine is actually more than the previous routine. There's no denying it, there's no problem because we still have job*

descriptions around us, unless it's not our job description..."

DISCUSSION

A. Impact Pandemic COVID-19 to Nurses

The novel coronavirus disease COVID-19 was first diagnosed in humans in Wuhan, China in December 2019. It has since become a global pandemic [53]. The novel coronavirus 2019 (COVID-19) is highly contagious with pandemic transmission, so it is associated with severe health problems and high public anxiety, with speculation the health community being the most distressed as they have the highest risk of infection [54]. The new coronavirus, named COVID-19, has spread rapidly to other countries such as Italy, Iran and South Korea and is affecting everyone, especially healthcare providers. Some of these problems are related to the communicable nature of the disease, social and workplace demands and increased workload and psychological stress [55].

The COVID-19 pandemic has led to increased workloads and mental health risks for nurses, increased working hours, treatment of COVID-19 patients, job stigma, and job relocation [56]. Health care-associated infections are a major threat to patient safety and healthcare workers have an increased risk of infection and death. Health workers practice more hand hygiene after contact with patients than before approaching them [57]. The worldwide spread of the novel coronavirus (COVID-19) and associated morbidity and mortality is challenging countries in several ways. One of the under-recognized and unaddressed areas is the mental health issues medical staff have developed during the pandemic [58].

B. Management of Pandemic COVID-19 in Qatar

Millions of lives around the world are at risk due to the COVID-19 pandemic. COVID-19 causes severe respiratory infections. In most countries COVID-19 infections and deaths continue to soar despite various measures taken by the World Health Organization. These measures include restricted mobility through lockdowns and bans on international travel. In addition, the implementation of social distancing, the use of masks, frequent hand washing with soap and sanitation are carried out to slow down the spread of the virus. Biotechnology that has been used to develop diagnostic kits and vaccines approved by Pfizer-BioNTech and Moderna; and AstraZeneca [59].

C. Work Motivation

Work motivation is an expression of an individual's desire to mobilize and maintain work or work efforts in achieving organizational goals [19]. The most dominant work motivation found in nurses in the COVID-19 pandemic season in Qatar is the existence of occupational health support, leadership support, and overtime pay and as a professional obligation.

The occupational health support obtained, especially during the COVID-19 pandemic season, includes personal protective equipment, vaccinations and hand washing facilities. The most important leadership support during the COVID-19 pandemic is in the form of explanations and supervision of safe working methods with pandemic cases that have a risk of contracting health workers. Overtime pay provides a trick for health workers when working due to excess working hours, the opportunity for excess working hours due to the increasing number of cases that must be screened by nurses is not a new problem for nurses because management provides overtime pay in accordance with the excess working hours they do [7].

Factors that can affect the work motivation of nurses are leadership, job satisfaction and work team support [14], Mukaihata T *et al.*, (2020), explained that nurses in Japan have positive work motivation due to work awards, work leadership support, collaboration between nurses and doctors, and positive work evaluations. Nasurdin *et al.*, (2020) states that work motivation is influenced by the support from management, work supervisors, and coworkers, as well as a comfortable work and social environment.

Motivation, both intrinsic and extrinsic, provides a stimulus to work in normal and challenging situations. Findings in Oman indicate that the morale of health workers is initially low but gradually builds up receiving motivational and psychological support from the general public and officials [52].

D. Nurse Performance Factors

Nurse performance is the level of success of nurses in providing nursing care in accordance with the duties and responsibilities [43]. In this study, found of the most dominant themes affecting the performance of Indonesian nurses who worked in Qatar during the COVID-19 pandemic season were work comfortable, work according to procedures, work according to conditions, work carefully, work professionally and work must be improved.

Nursing care is directed at maintaining public health and providing comfort, care, and reassurance to patients, therefore, nursing care can involve a number of activities ranging from performing complex technical procedures to something as simple as holding a patient's hand [47].

Motivation is an important issue in workforce management in healthcare organizations as it is related to many important factors such as performance, employee retention, and satisfaction. The high percentage of nurses' internal self-concept motivation indicates that nurses need more than just enjoyment of the work atmosphere, social approval, higher salaries, and good reasons to do their best [60].

CONCLUSION AND RECOMMENDATION

A. Conclusion

The most dominant work motivation for Indonesian nurses found in nurses during the COVID-19 pandemic season in Qatar was the support for occupational health, leadership support, overtime pay and as a professional obligation. The occupational health support obtained, especially during the COVID-19 pandemic season, includes personal protective equipment, vaccinations and hand washing facilities. The most important leadership support during the COVID-19 pandemic is in the form of explanations and supervision of safe working methods with pandemic cases that have a risk of contracting health workers. Overtime pay provides a trick for health workers when working due to excess working hours, the opportunity for excess working hours due to the increasing number of cases that must be screened by nurses is not a problem.

Motivation is an important issue in workforce management in healthcare organizations as it is related to many important factors such as performance, employee retention, and satisfaction. The high percentage of nurses' internal self-concept motivation indicates that nurses need more than just enjoyment of the work atmosphere, social approval, higher salaries, and good reasons to do their best. Nurse performance is the level of success of nurses in providing nursing care in accordance with the duties and responsibilities they carry. In the results of this study, the most dominant themes affecting the performance of Indonesian nurses who worked in Qatar during the COVID-19 pandemic season were comfortable work, work according to procedures, work according to conditions, work carefully, work professionally and work must be improved.

B. Recommendation

It is recommended that further research be carried out on the impact of nurses' anxiety levels since the implementation of the COVID-19 pandemic and the work of the COVID-19 pandemic on the mental burden of nurses, especially for nurses who have been dealing directly with positive cases of COVID-19 with symptoms of respiratory tract disorders.

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