

# Development of a Public Service Motivation Model of Nurse at a Dental Hospitals in Makassar, South Sulawesi

Arni Rizqiani Rusydi <sup>1,a,\*</sup>, Sumiaty <sup>2,a</sup>, Elpiana Safitri <sup>3,a</sup>

<sup>a</sup> Universitas Muslim Indonesia, Makassar, Indonesia

\* arni.rizqiani@umi.ac.id

**Abstract.** Dental Hospital is a health service facility that organizes individual dental and oral health services for treatment and recovery services without neglecting health promotion and disease prevention services carried out through outpatient, emergency and medical action services.

The research design used in this study was an analytic survey with a cross sectional study approach. The sample for this study was 124 respondents, consisting of 34 samples at the UNHAS Dental and Oral Hospital Makassar, 21 samples at the YW-UMI Dental and Oral Hospital Makassar, 37 samples at the South Sulawesi Dental and Oral Hospital and 32 samples at the Ladokgi Navy Yos Sudarso Dental and Oral Hospital Makassar. Data collection method used in this study was questionnaire. The collected data were analyzed using a stepwise multiple logistic regression analysis method.

The result of this study showed that attraction to policy making had insignificant influence on nurse's performance with the p-value of  $0.094 > 0.05$ , commitment to public interest had significant influence on nurse's performance with the p-value of  $0.039 < 0.05$ , self-sacrifice had significant influence on nurse's performance with the p-value of  $0.019 < 0.05$  and compassion had significant influence on nurse's performance with the p-value of  $0.035 < 0.05$ .

This study concluded that public service motivation had influence on the performance of nurses at the Dental and Oral Hospitals in Makassar in 2023. It is recommended that the quality of services provided be improved and maintain good communication between nurses and patients with intensive interaction, further increase empathy, friendliness, courtesy and maintain good relationships with patients.

**Keywords:** Public Service Motivation, Nurse's Performance, Dental Hospital.