

The Objective of this Study is to Examine the Relationship Between Work Experience, Age and the Quality of Nurse Jobs

Zaenal^{1*}, Dwi Esti Handayani² & Much. Asdi³

¹Universitas islam Makassar, Indonesia

*e-mail: zaenal.dpk@uim-makassar.ac.id

Article Information

Received: September 09, 2024

Revised: September 15, 2024

Online: October 01, 2024

Keywords

Work Experience, Age, Nurse Quality

ABSTRACT

The nursing profession is a crucial component of the healthcare system, providing direct care to patients, supporting the healing process, and improving patients' quality of life. The quality of nurses' work, which includes clinical, communication, and care management skills, greatly influences patient care outcomes and overall health system efficiency (Supitra & Kusumawardhani, 2023). This study aims to explore and analyse the relationship between work experience, age, and nurses' work quality in context. This research will use a quantitative approach with a correlational study research design. The population is all nurses working in a hospital with the sample will be drawn by stratified random sampling to ensure good representation of different levels of experience and age. The data showed that the majority of respondents had more than 5 years of work experience (68.4%), most respondents were in the age range of 26-35 years (61.4%), the distribution of nurses' work quality showed that most nurses were considered to have good work quality (52.6%). The relationship between work experience and work quality p-value of 0.007 indicates that the relationship between work experience and nurse work quality is statistically significant. The relationship between age and work quality p-value of 0.001 indicates that the relationship between age and work quality of nurses is also statistically significant. It is necessary to develop continuous training and career development programmes to improve nurses' skills and competencies, especially for those with less than 5 years of work experience.

Keywords : Work Experience, Age, Nurse Quality

INTRODUCTION

The nursing profession is a crucial component of the healthcare system, providing direct care to patients, supporting the healing process, and improving patients' quality of life. The quality of nurses' work, which includes clinical skills, communication, and care management, greatly influences patient care outcomes and the efficiency of the health system as a whole (Supitra & Kusumawardhani, 2023). Nurses' work quality is one of the important factors in healthcare, which



has a direct impact on the quality of care provided to patients. This study aims to explore the relationship between work experience, age, and nurses' work quality (Oyoh et al., 2017).

Work experience is an important factor in determining the quality of care provided by nurses. Knowledge and skills acquired over years of work can improve nurses' ability to deal with complex clinical situations, make the right decisions, and carry out effective interventions (Erianti et al., 2019). Previous studies have shown that nurses with more experience often have better clinical skills and can provide better quality care than those who are just starting their careers. Nurses' work experience plays a significant role in improving their skills and knowledge. Research shows that the longer a nurse works, the higher their knowledge and ability to provide quality care. This is in line with findings stating that nurses with more work experience tend to have better performance in nursing care (Nur Setiati et al., 2023).

Age is another factor that can affect nurses' work quality. Some studies indicate that age can affect energy levels, stamina, and adaptation to technological changes and new methods of care (Anjaswarni et al., 2022). Older nurses may have deep experience and wisdom but can face challenges in adapting to rapid changes in medical practice and technology (Lanpada et al., 2022). In contrast, younger nurses may be more open to the latest innovations and technologies but require time to gain in-depth clinical experience. Nurses' age may also affect the quality of their work. Younger nurses may have lower levels of experience, which may impact the quality of care provided. In contrast, older nurses with more work experience often show better ability to handle complex clinical situations. Research shows that there is a relationship between age, work experience, and the quality of care provided by nurses.

Nurses' quality of work is not only influenced by experience and age, but also by other factors such as work environment, motivation, and job satisfaction. Nurses' good quality of work life can improve their motivation and performance, which in turn contributes to improving the quality of care to patients. Research in Jember shows that nurses with a good quality of work life have a lower risk of providing poor care (Wahyuni, 2020).

Understanding the relationship between work experience, age, and nurses' quality of work is important for developing strategies to improve quality of care in hospitals and clinics. By knowing how work experience and age affect quality of work, managers and policymakers can design more effective training programmes, create supportive work environments, and create policies that consider the needs and strengths of nurses at different stages of their careers.

This study aims to explore and analyse the relationship between work experience, age, and nurses' quality of work in the context of [specify location or institution if relevant]. With this approach, it is expected to provide greater insight into the factors that influence quality of care and assist in the development of strategies to improve care practices in the field.

The results of this study are expected to make an important contribution to human resource management in the health sector, particularly in designing more appropriate training and career development programmes. In addition, this study also has the potential to improve understanding of how to manage a diverse healthcare workforce in terms of experience and age to achieve optimal care outcomes.

METHODS

This research will use a quantitative approach with a correlational study research design. The purpose of this design is to analyse the relationship between the variables of work experience, age, and nurses' work quality. The population is all nurses working in a hospital with the sample to be drawn by stratified random sampling to ensure good representation of different levels of experience and age. For example, if you are researching in a large hospital, ensure the sample includes nurses from different units (e.g. emergency department, intensive care unit, etc.).

Collect questionnaire data for work quality using validity and reliability tested questionnaires such as the nurse performance evaluation scale, interviews: To enrich the quantitative data, in-depth interviews with several nurses representing different categories of experience and age can be conducted to gain additional insights into their work experience. Descriptive Analysis: Demographic data will be analysed using descriptive statistics to provide an overview of the distribution of age and work experience within the sample. Correlation Analysis: The relationship between work experience, age, and work quality will be analysed using Pearson correlation analysis to determine the strength and direction of the relationship between these variables. Research ethics: Ethical approval, information and consent, and confidentiality. The limitations of the study are that it may not cover the entire population of nurses if it is only conducted in one particular location or institution, there is a possibility of bias in work quality reports if respondents are not completely honest or tend to give answers that are considered socially desirable.

RESULTS

1. Univariate Analysis

a. Work Experience

Table 1. Distribution of Respondents Based on Work Experience

Work Experience	f	Percentage (%)
< 5 tahun	18	31,6
> 5 tahun	39	68,4
Total	57	100

b. Age

Table 2. Distribution of Respondents by Age

Age	f	Percentage (%)
17 – 25	12	21,0
26 – 35	35	61,4
36 – 45	7	12,3
46 - 55	3	5,3
Total	57	100



c. Nurses Work Quality

Table 3. Distribution of Respondents Based on Nurses Work

Nurses Work Quality	f	Percentage (%)
Good	30	52,6
Fair	24	42,1
Less	3	5,3
Total	57	100

2. Bivariate Analysis

a. Relationship between Work Experience and Nurses' Work Quality

Table 4. Relationship Between Work Experience And Nurses' Work Quality

Work Experience	Nurses Work Quality			Total	p-value
	Good	Fair	Less		
< 5 tahun	5	11	2	18	0,007
> 5 tahun	25	13	1	39	
Total	30	24	3	57	

b. Relationship Between Age And Nurses' Work Quality

Table 5. Relationship Between Age And Nurses' Work Quality

Work Experience	Nurses Work Quality			Total	p-value
	Good	Fair	Less		
17 – 25	1	9	2	12	0,001
26 – 35	22	2	1	35	
36 – 45	5	1	0	7	
46 – 55	2	0	0	3	
Total	30	24	3	57	

DISCUSSION

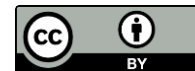
1. Univariate Analysis

a. Work Experience

The data shows that the majority of respondents have more than 5 years of work experience (68.4%), while the rest (31.6%) have less than 5 years of work experience. This shows that most of the respondents already have considerable experience in their field.

Andragogy, introduced by Malcolm Knowles, focuses on how adults learn. The theory suggests that adults learn more effectively when they can relate learning to their practical experience. In other words, longer work experience allows individuals to link new knowledge with previous experience, which in turn improves their ability to process information and apply new skills (Prastyo, 2022).

In the context of this study, nurses with more than 5 years of experience are likely to have more opportunities to learn and develop their skills compared to those with less than 5 years of experience. This experience helps them in dealing with complex situations, making the right decisions, and providing higher quality care.



The competency model states that an individual's performance in a role depends largely on developing the core competencies required for the role. These competences include relevant knowledge, skills and attitudes. Longer work experience is often associated with better competency development, as individuals have more time to hone skills, increase knowledge, and develop appropriate professional attitudes.

Based on research data, nurses with more than 5 years of experience show better work quality. This could be because they have developed higher competencies through direct on-the-job experience, learning from past experiences, and possible involvement in advanced training.

Social Learning Theory, popularised by Albert Bandura, states that people learn through observation, imitation and modelling. In the workplace, this means that less experienced employees can learn from more experienced colleagues. In a nursing context, younger or less experienced nurses can learn more effective techniques and approaches in patient care by observing more experienced colleagues (Ruwaida, 2020).

Nurses with more than 5 years of experience may have played an important role as a model or mentor to less experienced colleagues, which also helped them strengthen their own understanding and skills through the teaching process.

b. Age

Most of the respondents were in the age range of 26-35 years (61.4%), followed by the age range of 17-25 years (21%), 36-45 years (12.3%), and 46-55 years (5.3%). This indicates that the majority of nurses in this study are at productive age.

In analysing the respondents' age data, it was found that the majority of nurses were in the age range of 26-35 years, which is usually considered as the productive age. Relevant theories to discuss this phenomenon include career life cycle theory, motivation theory, and human development theory. The following is a discussion of these theories in the context of nurses' productive age.

Erik Erikson developed the stages of psychosocial development theory, which includes eight stages from birth to the end of life. In the context of productive age, nurses are at the early adult stage (20s to early 40s), where the focus is on developing intimacy versus isolation. This is a period where individuals pursue close relationships, both in personal and professional life, and seek career stability.

In the world of nursing, this can mean building strong relationships with patients and colleagues, as well as pursuing clear career goals. Success in this stage can result in warm and close relationships, while failure can result in feelings of isolation and lack of support. Professional development involves a process of continuous learning and skill development throughout one's career. In the 26-35 age range, nurses may focus on developing clinical competencies, specialisation, and developing leadership skills. Continuing training and continuing education are important parts of professional development at this age, aiming to improve abilities and knowledge.

The majority of nurses in the 26-35 age range are at a pivotal career stage in shaping and developing their professional skills. The above theories provide insights into how productive age affects nurses' motivation, career development and social interactions. Therefore, it is important for healthcare institutions to provide the right support, such as career development opportunities,



recognition of achievements, and a supportive work environment, to maximise the potential of nurses in this age group.

c. Nurses Work Quality

The distribution of nurses' work quality showed that most nurses were rated as having good work quality (52.6%), followed by sufficient work quality (42.1%), and only a small proportion were rated as lacking (5.3%). The distribution of nurses' work quality showed that the majority of nurses had good work quality, followed by sufficient, and only a few were rated as deficient. To understand this phenomenon, several theories can be referenced, including Herzberg's Motivation Theory, Performance Theory, and Employee Development Theory. The following is a discussion of these theories: Herzberg's Two-Factor Theory divides the factors that influence job satisfaction into two categories: motivators and hygiene factors. Motivator Factors: These factors include achievement, recognition, the work itself, responsibility, and advancement. These factors can increase job satisfaction and work quality. In the context of nurses, achievement in providing effective care, recognition from patients or co-workers, and responsibility can increase their motivation and quality of work. Maintenance Factors: These include working conditions, administrative policies, interpersonal relationships, and salary. Although they do not add to satisfaction, these factors are important to prevent dissatisfaction. Supportive working conditions and good relationships with the work team can prevent a decline in work quality (Pranogyo & Hendro, 2023).

Performance theory explains how and why individuals achieve certain performance at work. Performance is measured based on individual ability, motivation, and work environment. Ability: The skills and knowledge that nurses possess play an important role in the quality of their work. Nurses with good clinical abilities tend to provide better quality care. Motivation: Motivation is the driving force behind an individual's actions. High motivation can encourage nurses to strive to achieve good work quality. Motivation can be enhanced through recognition, rewards, and professional development opportunities. Work Environment: A conducive work environment, including support from management, adequate facilities, and a positive work atmosphere, can improve nurses' performance and work quality (Junjunan & Ayuliani, 2021).

Based on these theories, the majority of nurses' good work quality can be attributed to factors such as high motivation, adequate training and development, supportive work environment, and high job satisfaction. Health institutions need to continue to support these factors to maintain and improve nurses' work quality, through employee development programmes, work environment improvements, and recognition of nurses' performance.

2. Bivariat Analysis

a. Relationship between Work Experience and Nurses' Work Quality

The data showed that of the nurses with more than 5 years of work experience, 25 (64.1%) were considered to have good work quality, while only 5 (13.5%) of those with less than 5 years of work experience were considered good. This difference shows that there is a tendency that the longer the work experience of a nurse, the better the quality of work. The p-value of 0.007 indicates that the relationship between work experience and nurses' work quality is statistically significant.



Human capital theory states that skills and knowledge acquired through education and work experience are forms of investment that improve individual productivity and performance. In the context of nurses, more than 5 years of work experience can be considered a significant accumulation of human capital, which includes improved technical skills, an in-depth understanding of medical procedures, and the development of interpersonal abilities essential in patient care. Therefore, more experienced nurses tend to have better quality of work as they have greater human capital.

Performance Development Theory proposes that individuals' performance at work can improve with time and experience, provided they are given opportunities to learn and develop. Work experience provides nurses with the opportunity to learn from mistakes, hone skills, and apply new knowledge. It also includes the development of soft skills such as time management, communication, and empathy, all of which are important in improving work quality. Longer work experience also allows nurses to adapt better to changes in technology and medical practice.

From the above discussion, it can be concluded that work experience has a significant impact on nurses' work quality. Longer experience allows nurses to develop better clinical and interpersonal skills, and provides them with opportunities to continue learning and developing in the workplace. Related theories support the finding that nurses with more experience tend to have higher work quality, which can be recognised and valued by management and their colleagues. Healthcare institutions may consider providing more training and development opportunities for less experienced nurses to improve overall work quality.

b. Relationship Between Age And Nurses' Work Quality

In the 26-35 years age group, 22 people (62.9%) were rated as having good work quality, while in the 17-25 years age group, only 1 person (2.9%) was rated as good. The other age groups also showed a similar trend, where nurses' work quality tended to increase with age. The p-value of 0.001 indicates that the relationship between age and nurses' work quality is also statistically significant.

Erik Erikson developed a theory of eight stages of psychosocial development that covers the entire human life span (Kompasiana.com, 2021). Two stages that are relevant in this context are:

Early Adult Stage (Intimacy vs. Isolation, 20s to early 40s): In this stage, individuals focus on forming close relationships with others, both in personal and professional contexts. In the world of work, this includes building productive relationships with colleagues and patients. Nurses aged 26-35 may be more mature in managing interpersonal relationships and navigating workplace dynamics, which contributes to higher work quality (Mokalu & Boangmanalu, 2021).

Adolescence Stage (Identity vs. Role Confusion, teenage years to early 20s): This period involves the search for personal and professional identity. Young nurses (aged 17-25 years) may still be in the stage of developing their professional identity, searching for their place in the profession and honing their skills, which may explain.

The Career Maturity Theory posits that an individual's career maturity develops with age and experience. This theory posits that an individual's career maturity evolves with age and experience. This encompasses the capacity to make sound career decisions, the ability to adapt to changes in the workplace, and the acquisition of pertinent skills. It can be posited that nurses in the 26-35 age bracket may have reached a higher level of career maturity, thereby demonstrating



superior work quality. The available evidence indicates that age has a significant impact on the quality of nursing work, with nurses in the 26-35 age group demonstrating the highest levels of performance. This can be explained by reference to theories of human development, adult learning, performance development, career maturity, and human capital. The accumulation of experience and opportunities for learning and professional development that characterise the careers of older nurses enables them to deliver work of a higher quality. This illustrates the significance of continuous work experience and training in enhancing the quality of healthcare services. It is imperative that healthcare institutions implement strategies to facilitate career advancement for younger nurses. This may entail the establishment of mentoring programmes, the provision of intensive training, and the creation of avenues for further education.

CONCLUSIONS

The findings of the research indicated a significant correlation between work experience and age with the quality of nurses' work. The quality of work performed by nurses with more than five years of experience and within the age range of 26-35 years is superior to that of nurses with less than five years of experience or within the age range of 17-25 years. This indicates that both an extended period of employment and an advanced age are conducive to the enhancement of the quality of nursing work.

It is imperative that health institutions implement sustainable training and career development programmes to enhance the skills and competencies of nurses, particularly those with less than five years of work experience. Such programmes may encompass technical training, interpersonal skills development and time management. It is recommended that the quality of nurses' work be evaluated periodically in order to identify areas that require improvement. Such evaluations may be conducted through the use of routine performance assessments, patient satisfaction surveys, and feedback from colleagues.

REFERENCES

- Amelia Kau, S. T., Dulahu, W., & Hiola, D. S. (2022). Quality of Life of Nurses at RSUD Dr. M.M. Dunda Limboto. *Jambura Journal*, 4(1), 416.
- Anjaswarni, T., Milwati, S., & Ayu Angelina Marpaung, K. (2022). Analysis of Factors Affecting Nurses' Occupational Accidents in Healthcare/Hospital Care Services. *Kusuma Husada Health Journal*, 13(1), 1-17. <https://doi.org/10.34035/jk.v13i1.821>
- Erianti, S., Machmud, R., & Harmawati. (2019). An Determinant Of Nursing Clinical Decision Making In Arifin Achmad General Hospital Of Riau Province. *Community Health Journal*, 5(3), 227-234. <https://doi.org/10.25311/keskom.vol5.iss3.464>
<https://www.kompasiana.com/birgitta56828/61a1094b733c430f3f4d3b75/8-tahapan-perkembangan-psikososial-menurut-erik-erikson>
- Junjuran, I. M., & Ayuliani, S. (2021). Work Passion: How It Went Through The Last Ten Years. *In Search (Informatic, Science, Entrepreneur, Applied Art, Research, Humanism)*, 20(1), 106-114. <https://doi.org/10.37278/insearch.v20i1.626>



- Kompasiana.com. (2021, November 26). *The 8 Stages Of Psychosocial Development According To Erik Erikson*. Kompasiana.
- Lanpada, D. F., Sabil, F., & Mutmainnah. (2022). Literatur Review : Factors that influence the work spirit of nurses in implementing nursing foster care. *Student & Nursing Research Scientific Journal*, 1(6), 2022.
- Mokalu, V. R., & Boangmanalu, C. V. J. (2021). Erik Erikson's Psychosocial Theory: Implications for Christian Education in Schools. *Vox Edukasi: Scientific Journal of Educational Sciences*, 12(2), 180–192. <https://doi.org/10.31932/ve.v12i2.1314>
- Nur Setiati, T., Abdurrouf, M., & Wiji Puspita Sari, D. (2023). Relationship Of Work Experience With The Ability Of Nurses To Perform Nursing Actions. Repository.unissula.ac.id. <https://repository.unissula.ac.id/30149/>
- Oyoh, O., Somantri, I., & Yudianto, K. (2017). The quality of life of nurses in Puskesmas Pangandaran. *Padrjaran Nursing Journal*, 5(3), 223177. <https://www.neliti.com/id/publications/223177/kualitas-kehidupan-kerja-perawat-di-puskesmas-pangandaran>
- Pranogyo, A. B., & Hendro, J. (2023). Analysis of the Impact of SDM Development, Work Environment, Organizational Commitment and Motivation on Employee Performance: Literature Review. *JEMSI (Journal of Economics, Management, and Accounting)*, 9(1), 10–18. <https://doi.org/10.35870/jemsi.v9i1.895>
- Prastyo, A. T. (2022). Digital Literacy Cultural Model on College-Based Training Houses in the Age of Covid-19. *LITERASI (Journal of Educational Sciences)*, 13(1), 13. [https://doi.org/10.21927/literasi.2022.13\(1\).13-27](https://doi.org/10.21927/literasi.2022.13(1).13-27)
- Ruwaida, H. (2020). Social Learning: Interrelationship Between Individuals, Environment, and Behavior in Fiqih Learning. *Al-Madrasah: Education Journal of Madrasah Ibtidaiyah*, 4(2), 217. <https://doi.org/10.35931/am.v4i2.316>
- Sejati, N. T. (2022, December 23). 8 Stages Of Child Development According To Erik Erikson's Theory, IDN Times. <https://www.idntimes.com/life/family/nur-tazkiyah/tahap-perkembangan-anak-menurut-teori-erik-erikson-c1c2>
- Supitra, Y. M., & Kusumawardhani, O. B. (2023). Labour burden on the performance of nurses in hospital nursing facilities : Literature Review. In *Prosiding National Health Information Seminar* (p. 2023).
- Wahyuni, M. R. N. (2020, February 11). Relationship Of Quality Of Life Of Nurses With Quality Of Foster Care Of Patients In Hospital Facilities In Jember District. Repository.unej.ac.id. <https://repository.unej.ac.id/handle/123456789/102094>