

Performance of Implementing Nurses as a Quality Determining Factor Nursing Services

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Abstract

Nurse performance as a size in assessment of service quality, the success of a nurse in providing service of course will be greatly influenced by various factors, both those that come from the individual Alone and also from environment surrounding area. In know nurse performance can seen from the perspective of reliability, collaboration, empathy, and responsiveness, because nurse performance is often considered a key factor in determining the quality of nursing services provided to patients. The purpose of this study was to determine whether there was a relationship between the performance of implementing nurses and the quality of nursing services. This research method was a quantitative descriptive study with a cross-sectional approach. The population in this study was 1,913. people. The research sample consisted of 96 respondents. Data analysis used the test spearman rank. The results of this study are partly big Respondent assessed that 71 respondents (74.0%) rated good performance. The quality of service of most respondents was in the very satisfactory category with 57 respondents (59.4%). The results of the study showed that there was a significant relationship between nurse performance and service quality with the results of the Spearman Rank Test. that has been done, obtained sign = 0.014 (< 0.05). The conclusion is that there is a significant relationship between the performance of implementing nurses and the quality of nursing services in the surgical inpatient room and in Goeteng Taroenadibrata Purbalingga Regional Hospital

Keywords: Implementing nurses, Nurse performance, Service quality.

INTRODUCTION

Currently, many private and government health facilities are in a very tight competition. Government health facilities ranging from health centers to hospitals are the most popular choice for the community because they are supported by health insurance assistance. At the same time, the community is also increasingly selective about health services. by prioritizing satisfaction from the quality of service and quality of performance provided¹.

Performance is the result or level of success of a person as a whole during the work period in carrying out tasks, such as work result standards, achievements or criteria that have been previously agreed upon together, and the work behaviour

produced by nurses cannot be separated from the factors that influence it².

One of factors that influence work behaviour and performance, namely organizations that include responsive performance, this is because good performance is an important element in determining the smoothness of services in hospitals. Nursing services are the most important part of hospital services. Therefore, nurse performance is the core of the hospital, declining nursing services will affect the quality of health services. Nurses are expected to be able to show their professional contribution in real terms in improving the quality of nursing which has an impact on the quality of service³.

The quality of nursing services depends on the professionalism of employee performance, effectiveness of services and patient satisfaction. Low quality of nursing services will cause patient dissatisfaction and give rise to various complaints. Some complaints that often arise include untimely services from doctors and nurses, unfriendly attitudes from doctors and nurses, and ineffective communication between nurses and patients. The increasing number of complaints indicates low quality of services which will cause the level of patient satisfaction to decrease⁴.

The decreasing level of patient satisfaction will affect the quality of nursing services as an effort provided by the hospital to patients which includes planning, implementation, recording, reporting, and is stated in hospital activity programs⁵. In addition, the quality of nursing services as one of the basic rights of patients whose provision must be carried out by the hospital⁶.

Data on the number of patients in surgical and internal inpatient rooms during December 2023 was 1.913 patients divided into dahlia, edelweiss, flamboyant and lavender rooms.

From the results of interviews conducted with 5 patients in the inpatient room, the results obtained: 3 respondents said they were satisfied with the services provided by nurses, 2 respondents said they were less satisfied with the nursing services provided. The researcher received several patient complaints, including that some nurses still did not provide fast and responsive services when patients called nurses, in addition, nurses seemed to display less than good facial expressions to patients when providing nursing services. This illustrates that the services provided by nurses are still not optimal. If the service is not optimal, it will affect the quality of service. Therefore, based on the problems above, the researcher wants to know whether there is a relationship between the performance of implementing nurses and the quality of nursing services in the surgical inpatient room and in the Goeteng Taroenadibrata Purbalingga Regional Hospital.

METHODS

This research was conducted in the surgical inpatient ward. and in Goeteng Taroenadibrata Purbalingga Regional Public Hospital using quantitative methods. with a descriptive correlative

design. using a cross sectional approach with *the* Spearman rank test.⁷ The sample used in this study was 96 respondents, the sampling technique used was Cluster random sampling.⁸ The instrument used in this study was a questionnaire sheet on nurse performance and quality of nursing services. This study has been tested ethically by the ethics committee of the UMP Faculty of Health with the ethics letter number KEPK / UMP / 104 / III / 2024.

RESULT

Respondent Characteristics

Table 1 Respondent

Characteristics	Amount	Percentage (%)
Type Sex		
Woman	60	62.5
Man	36	37.5
Age		
17-25 year	5	5.2
26-35 year	20	20.8
36-45 year	25	26.0
46-55 year	32	33.3
55-65 year	9	9.4
>66 years	5	5.2
Education		
Bachelor	2	2.1
SD	30	31.3
JUNIOR HIGH SCHOOL	25	26.0
Vocational School	39	40.0
Work		
Farm workers	7	7.3
housewife	29	30.2
Employee	32	33.3
Trader	28	29.2
Total	96	100.0

Based on table 1 can in explain that that the characteristics of the respondents' gender are mostly female, as many as 60 respondents (61.5%). The characteristics of the largest respondent's age are between 46-55 years old, as many as 32 respondents (33.3%) and the smallest respondents are 17-25 years old, as many as 5 respondents (5.2%). The majority of respondents' jobs are employees, as many as 32 respondents (33.3%) and for the last education of the respondents, most of

them are vocational high school, as many as 39 respondents (40.0%).

Overview of Nurse Performance and Quality Services

Table 2 Performance and Quality of Nursing Services

Variable	Frequency	Percentage
Nurse Performance		
Not good	50	52.1
Good	46	47.9
Quality of service		
Not good	46	47.9
Good	50	52.1

Based on table 2 can explained that most of the respondents are less good at performance as many as 50 (52.1%) and the majority have good service quality as many as 50 respondents (52.1%).

The relationship between the performance of implementing nurses and the quality of service

Table 3 Distribution of Spearman Rank Test

Group	N	R	Asym. Sign(2-tailed)
Nurse performance	96	1,000	0.014
Quality of service	96	-0.250	0.014

Based on Table 3 can explained that the bivariate analysis on 96 respondents by using the *Spearman Rank test*, obtained mark The Asymp.Sig value of 0.014 means mark Asymp.Sig the < mark significance that is 0.05. So results test statistics This can It was concluded that there was a relationship between the performance of implementing nurses and the quality of nursing services in the surgical inpatient ward and in Goeteng Taroenadibrata Purbalingga Regional Hospital.

DISCUSSION

1. Respondent Characteristics

The research results show that the majority of respondents were female, namely 60. Respondent (62.5%). The largest respondent age was between 46-55 year that is as much as 32 Respondent (33.3%), and the majority of respondents' jobs in the study were employees,

as many as 32 respondents (33.3%). The highest education that most patients had is SM K with a total of 39 respondents (40.0%).

2. Nurse Performance Overview

Based on the results of the research conducted by the researcher, the results obtained were that 71 respondents (74.0) were in the good category. in terms of paying attention to all patient complaints, being responsive when patients need it and being easy to contact, providing attentive service to patients according to the patient's needs and expectations, and providing fast, accurate and responsive service. This accordance with another study results that the performance of respondents was in the high category with 92 respondents (93%).⁹ Similar research was also shows that the respondents in the poor performance category were only 38 respondents (39.5%)¹⁰.

Based on the research that has been conducted, nurses can carry out their roles, functions and responsibilities towards patients well, setting aside other conditions, especially personal or private problems, this requires nurses to continue to carry out their duties in providing health services in accordance with good performance.

3. Service Quality Overview

The results of the research conducted by the researcher found that most of the good service quality category, as many as 57 respondents (59.4%) nurses immediately asked about the patient's complaints or needs and when asking the nurse about the development of the disease, the nurse explained it until it could be understood, if the service quality is good then the nurse's performance will also be good. This in accordance with other research that nurse performance has a very satisfactory service quality as many as 48 respondents (69.4%)¹¹. Patient satisfaction as a service user is one of the indicators in assessing the quality of service in a hospital. Research conducted found a relationship between health services and the satisfaction of BPJS patients. Good service quality can increase patient satisfaction¹².

4. Relationship between Performance of Implementing Nurses and Quality of Nursing Services

Based on the research results, it was found that there was a significant relationship between nurse performance and service quality, as proven by the

results of the Spearman Rank test . that has been done, a sign was obtained = 0.014 (< 0.05) which indicates a significant correlation.

Good performance of implementing nurses will own good skills that required to get in touch with other people, groups or communities, and other medical personnel, and have trust self for blend in in front of general, and will also have good soft skills that are not obtained in lectures and gain experience that can be implemented in the world of work, so that nurses with good performance will provide good service. Good nurse performance will affect the provision of good service quality. This factor can affect the quality of service if allowed to continue, so that the performance of nurses in working together has a positive influence on the quality of service ¹³ . The results of the study showed that most implementing nurses had fairly satisfied job satisfaction with good performance and there was a relationship between job satisfaction and the performance of implementing nurses. ¹⁴ So that concluded that have good soft skills and being able to communicate well and work together with other medical personnel will affect the quality of service with a good assessment. This is significant because if the nurse's performance is good, the service provided will also be good.

CONCLUSION

Based on the results and discussion Which done researcher on study about "The Relationship between the Performance of Nurses and the Quality of Nursing Services in the Surgical Inpatient Room and in the Goeteng Taroenadibrata Purbalingga Regional Hospital" it can be concluded that there is a significant relationship. Proven by a *p-Value of 0.014*.

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