

# Overview of Nurse Performance Quality of Service in Theinpatient Room Dr. D. Anatototi Larathospital

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## Abstract

The performance of the nurse is the success rate of the nurse in providing nursing care in accordance with the duties and responsibilities that it carry. While the quality of service is an important factor that can shape patients' trust in hospitals so as to create their loyalty as consumers of health care services. This research aims to analyze the performance of nurses (service orientation, integrity and ability) in the quality of service in the inpatient room dr. D. AnatototiLarathospital. The type of research used in this study is qualitative research with a descriptive approach. The research informant is the human resources of Dr. D. AnatototiLarat Hospital who works in the Inpatient Room consisting of 13 people. Determination of informants using purposive sampling techniques. The results showed that the performance of nurses seen from the orientation of the nursing service found that the services provided by nurses were very friendly, courteous, and responsive, the integrity of nurses found that nurses had carried out tasks in accordance with the rules and directives of the prevailing leadership and rules, the ability of nurses found that nurses were very enthusiastic in developing abilities. We recommend that hospitals pay more attention and always improve the performance of nurses in terms of service orientation, integrity, ability to improve the maximum quality of health services for all local residents, especially around the regional general hospital dr. D. AnatototiLarat.

**Keywords:** *Performance, nurse, quality of service, hospitalization, hospital.*

## Introduction

Health development as part of national development has the goal to increase the willingness and ability and awareness of healthy living for everyone in order to realize optimal levels of public health. Law of the Republic of Indonesia No. 36 of 2009 on health article 5 states that everyone has the right to obtain safe, quality and affordable health care law No. 36, 2009.<sup>1</sup> Hospital is a professional health care institution whose

services are provided by doctors, nurses and other health professionals.<sup>2-5</sup>

People as users of health care services expect optimal health services in this case the quality of health services is decent and in accordance with expectations 6-8. With the improvement in the level of education, knowledge and socioeconomic society also affects the demands of improving the quality of health services, one of which is the implementation of health services in hospitals. The quality of health services is heavily influenced by the performance of human resources in hospitals, both in the form of medical health workers and non-medical health workers. Healthy indonesia 2025 is expected to have the ability to reach quality health services and obtain health insurance. The quality health services in question are health services including emergencies and disasters, health services that meet the needs of the community

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and are organized in accordance with the standards and ethics of profession<sup>9</sup>.

One important factor in the realization of health service performance is the health service factor<sup>7,8,10-12</sup>. This condition is expected to pay attention to and direct the realization of health services developed on the basis of cross-sector and cross-related partnerships, independent health services so as to develop health programs that suit people's needs as well as the capabilities available and prioritize the quality of services. That's why there needs to be a health worker who is capable, willing, has a new mindset that is a way of thinking, work culture, work motivation.<sup>13</sup>

Quality is considered a key factor in differentiation and service excellence and is a potential source of sustainable competitive advantage so that understanding and improving quality is an important challenge for all health care organizations.<sup>14</sup> The quality of service is to provide service perfection to achieve customer desire or expectations.<sup>15-16</sup> The number of health workers in the hospital dr. D. AnatototiLarat based on staffing data in 2019 as many as 52 people consisting of 2 doctors, 1 pharmacist, 2 assistant pharmacists, 23 general nurses, 1 dental nurse, 7 midwives, 3 physiotherapy officers, 5 administrative officers, 2 nutritionists, 2 security, 2 customer service, 2 drivers, 1 cookers<sup>17</sup>. The purpose of this study analyzes the picture of nurse performance (service orientation, integrity and ability) in the quality of service in the hospital inpatient room dr. D. AnatototiLarat.

## Materials and Method

The type of research used in this study is qualitative research with a descriptive approach. The research informant is dr. D. AnatototiLarat Hospital human resources who works in the Inpatient Room consisting of 13 people. Determination of informants using purposive sampling techniques. Data collection techniques are primary data obtained through direct interviews to respondents at the time of research, and secondary data is obtained from the medical records section of dr. D. AnatototiLarat Hospital.

## Result

This research was conducted with the aim of knowing the effect of nurse performance (seen in terms of nurse service orientation, nurse integrity, and nurse ability) on the quality of service in the hospital inpatient room dr.

D. AnatototiLarat. The following is the presentation of the data of the research results presented descriptively by researchers.

**Service Orientation:** The attitude of nurses when providing services to patients in hospitals in terms of the orientation of nurse services can be said to be good. Where in serving patients nurses show a friendly, polite, smiling attitude, and consider the patient to be his own family and feel felt by the patient and the patient's family in the sense that the nurse is also concerned and paying attention to the patient. Here is one excerpt from the interview conducted by the researchers:

"The attitude of nurses when providing services to patients such as their own families and helping patients wholeheartedly whatever problems are encountered remains with the patient" (SF, 39 Years, Chairman of the Medical Records Committee)

"Yes nurses have their own initiatives, but still consult with the doctor responsible for the relevant patients" (MB, 27 Years, Staff Nurse)

"Yes of course we always strive to provide the best service to patients despite many limitations" (FD, 29 Years, Staff Nurse)

"Nurses empathize with patients by treating patients as self-initiated and more likely to feel what they feel and more mentoring" (SF, 39 Years, Chairman of the Medical Records Committee)

*The ability of nurses to carry out the functions and duties given to serve patients in the hospital in terms of nurse service orientation can be said to be good. Where the nurse in charge of the hospital is a nurse who has the knowledge and skills of the profession in accordance with the nursing needs in providing the best service to the patient. Here is one excerpt from the interview conducted by the researchers:*

"Yes enough is enough and nurses can develop their duties and functions from through the trainings provided" (SF, 39 Years, Chairman of the Medical Records Committee)

The response given by the nurse to the patient and the patient's family when there is a patient complaint in the hospital in terms of the orientation of the nurse service can be said to be good. Where the nurse is always ready to provide the best response and service to the patient both during the day and at night when the

patient or the patient's family needs medical services if it can be done at the same time, in the sense that it does not require consultation or follow-up direction from the doctor who is not in the hospital. Here is one excerpt from the interview conducted by the researchers:

“Suppose that at the time of the night can be responded to then we immediately respond to it, the communication by asking what complaints are felt” (SF, 29 Years, Staff Nurse)

“I went to the hospital directly to get treatment in the infusion” (SL, 26 Years, Patient)

**Integrity:** The integrity in this study is seen in how the ability to act nurses in accordance with organizational ethics and the rules that apply in the workplace. Examples of nurse acting skills that can be said to have good integrity are such as consistency of nurses, professional in working nurses, as well as making various efforts for maximum work. As for the results of the research obtained that the integrity of nurses in this hospital can be said to be good.

Routine tasks according to the orders performed by nurses in the hospital in terms of nurse intergritas can be said to be quite good. Where routine tasks are in accordance with the orders performed by nurses have been in accordance with the duties and functions and rules for nurses that apply in the hospital. Here is one excerpt from the interview conducted by the researchers:

*“yes the routine tasks we do when the work is done in accordance with orders” (MRF, 36 Years, Staff Nurse)*

The form of responsibility of the nurse when breaking the rules that apply in the hospital in terms of the integrity of the nurse can be said to be good. The form of responsibility of the nurse when breaking the rules is to carry out punishment as a deterrent effect for not committing the same mistake. Examples of hukaman found in this hospital are such as being reprimanded by superiors or drier in the field. Here is one excerpt from the interview conducted by the researchers:

“attitude to bear everything done and ready to accept the sanction stipulated by the sanctions leader in the form of dry” (BW, 51 Years. Obstetrics)

Full of responsibility and honest when nurses carry out duties and functions in the hospital in terms of the integrity of the nurse can be said to be good. Where nurses are always responsible and honest in carrying

out their duties and functions to provide the best service to patients. Here is one excerpt from the interview conducted by the researchers:

*“of course because it's a duty because the nurse has promised and sworn so of course do everything honestly” (GA, 27 Years, In Charge of Ward)*

The form of nurse efforts in improving knowledge and skills about nursing care in hospitals in terms of the integrity of nurses can be said to be good. Where if given the opportunity to participate in additional activities beyond the duties and functions of serving patients such as attending seminars, trainings, additional schools and further schools to improve knowledge and skills about nursing care in accordance with the rules of the profession then the nurse will be responsible for following it. Here is one excerpt from the interview conducted by the researchers:

“If there is an opportunity we take training to improve our knowledge and skills as nurses” (MB, 27 Years, Staff Nurse)

Efforts to find new and additional information in the development of the profession as a nurse in the hospital in terms of the integrity of nurses can be said to be good. Where nurses have done several searches for new information as well as additional information to continuously improve knowledge so that nurses can provide the best service to patients. Here is one excerpt from the interview conducted by the researchers:

“Yes, we usually search the internet for information to develop the profession” (MB, 27 Years, Staff Nurse)

The sense of distress and intimidation of nurses in working in hospitals in terms of the integrity of nurses can be said to be good. Where as a human being of course nurses have at times felt depressed and intimidated while working, but nevertheless as nurses understand the responsibilities, duties and functions then nurses still provide the best service for patients. Here is one excerpt from the interview conducted by the researchers:

“as an ordinary human being must feel depressed, but whose name is already a responsibility then inevitably have to continue to provide the best service to patients” (L, 47 Years, ER)

“yes, honestly because they immediately explained about my illness” (SL, 26 Years, Patient).

**Ability:** The capabilities in this study are seen from how the ability that nurses have in carrying out the work. For example, such as being able to carry out tasks and obey the conditions of working time, nurses have the advantage of skills and knowledge in completing tasks, and always obey the Standard Operational Procedure (SOP) that applies in hospitals. As for the results of the research obtained that the ability of nurses in this hospital can be said to be good.

The suitability of the nurse's attitude and behavior with the prevailing working standards when working in the hospital in terms of the ability of the nurse can be said to be quite good. Where nurses have done the work in accordance with the working standards as well as the rules that apply in the hospital. As for some of the working standards of nurses found by researchers in hospitals are SOP installing and releasing infusions, SOP installing and releasing catheters, SOP injecting, SOP installing NGT, SOP wound care DM, SOP WWZ., SOP Hand Hygiene, and so on. However, in its implementation for some conditions it is still not carried out to the maximum where it is constrained by infrastructure facilities and also because of a lack of nursing staff. Here is one excerpt from the interview conducted by the researchers:

“so far we do not have a settled SOP standard so if asked to meet the sop standard or not we cannot conclude. But we already have SOP standards namely hand washing, patient tension and bathing patients” (GA, 27 Years, In Charge of Ward)

“It's not the maximum, for example that I say should be standards like this sometimes we siasati according to what we have in this hospital” (SF, 39 Years, Chairman of the Medical Records Committee)

The adequacy of the ability that nurses currently have to provide services in hospitals in terms of nurse ability can be said to be good. Where the nurse who works in this hospital is a nurse who has knowledge and skills in accordance with the nursing profession, in addition nurses also several times participated in additional activities such as seminars, training, additional schools or further schools. Here is one excerpt from the interview conducted by the researchers:

“yes enough, if there is an opportunity to get training or education” (Bw, 51 Years, Obstetrician)

The readiness and skill of nurses in assisting.

interpreting various information related to medical actions to patients in the hospital in terms of the ability of nurses can be said to be good. Where the nurse when serving the patient or the patient's family is always friendly and courteous so that in terms of communication of course the nurse is ready and skilled to help or provide various information related to medical actions with language that is easy to understand by the patient and the patient's family. Here is one excerpt from the interview conducted by the researchers:

“nurses provide information about medical actions in language that is easy for patients to understand so that services can run properly” (MB, 27 Years, Staff Nurse)

Some of the obstacles faced by nurses while working in the hospital are the incomplete facilities and infrastructure of hospitals such as medicines and also medical equipment. In addition, in some conditions nurses often get more working time as when the nurse's working time should have been completed but still have to serve the patient. This is because the human resources contained in this hospital are inadequate, where there are some medical personnel or other employees getting dual positions due to human resource vacancies in some other medical functions. Here is one excerpt from the interview conducted by the researchers:

“Prasana facilities are not complete such as not having a lab as one of stu supporting examinations, medicines are still lacking, lack of doctors and medical personnel, discipline of employees affects the work environment” (BW, 51 Years, Obstetrician)

“Explaining my illness well to me, but there still needs to be an improvement in the ability of medical personnel here” (SL, 26 Years, Patient).

## Discussion

**Service Orientation:** The hospital is as a setting in the health service. The position is the same as the city or district, and the island but it is in a smaller setting e.g. schools<sup>18-21</sup>. In improving the quality and performance of hospitals is expected both by service operators and by patients and families of patients. Rahadian (2008) explained that the concept of service orientation can be developed at the individual level of employees as well as the organizational level. At the individual level of service orientation is considered as an aspect to measure personality. Therefore some employees in an

organization will be more service oriented than others. The orientation of service at the individual level can be defined as a set of their attitudes and behaviors. Meanwhile, in organizational level, service orientation is an internal design characteristic such as organizational structure, atmosphere, and culture at the organizational level.<sup>22</sup>

Service orientation is defined as an organizational activity designed to create and provide excellent service. This excellent service can be in the form of services such as policy<sup>23</sup>, disease management<sup>24-27</sup> and stunting<sup>28-30</sup> or the relationship between health and cultural context.<sup>31-33</sup> Organizations are defined as a group of people interacting with each other to achieve their goals. The hospital is one of the places to host health services whose employees interact directly with customers, so that the hospital can be said to be an organization. Service orientation is a strategic choice to conduct service excellence. Excellent service cannot be achieved naturally. Excellent service must be planned and coordinated.<sup>34</sup>

**Integrity:** A fundamental motive that is able to force an individual to complete their decisions and actions then if judging by the results of the research described in the previous section obtained that the nurse has carried out a routine task as instructed, not only that if the nurse does not follow the applicable rules then the nurse will be penalized. The nurse always strives to do her job with responsibility and is always honest. In terms of efforts to improve knowledge and skills and new information in the development of nursing care the profession of nurses is also quite active, in a state of distress and intimidate while working also nurses continue to carry out duties and functions in accordance with the prevailing rules in order to provide the best service to patients.

If talking about integrity means talking about consistency between two things, namely thought and action in the form of decision-making. Integrity is often understood in the context of conduct and conduct integrity is generally understood in relation to ethics and morals.<sup>35</sup> The circumstances of behaving with integrity are expected to arise not only because of the demands of work that require a person to have integrity, but because the individual understands well that having integrity is part of the process to build something better within a family, organization, or State.<sup>36</sup>

**Kemampuan:** According to Mangkunegara (2007), employees' ability to work can be measured from the

following parameters: intellectual ability, physical ability and emotional ability.<sup>37</sup> Parameters that are more specific than the ability are: work outcomes, timeliness of work, skills and skills, mastery of work method, work responsibilities, utilization of work infrastructure, reduced work error, ability to manage costs, and ability to cooperate<sup>38</sup>

The level of nursing career is the process of life and the development of nursing professionals continuously because competency assessment for clinic nurses is carried out periodically every 6 months for employees with time contract status. Each prospective employee will follow a pre-employment period of 2 years and if deemed to meet the standards of the nursing profession will be placed at the level according to the results of the administrative selection process. Career improvement from juniornurse 1 to 2 or senior nurse 1 to 2, Done automatically after 2–3 years of working period. Meanwhile, nurses who will increase from junior nurse to senior nurse or senior nurse to shift charge nurse must go through competency assessment process, writing test, interview and psychotest.<sup>39</sup>

## Conclusion

The study concluded that nurses' performance from the orientation of the service found that both the attitude of the nurse in providing the service showed a friendly, polite, smiling attitude and assumed the patient and the patient's family were their own family and felt the patient's feeling. Although the hospital is limited in facilities and infrastructure does not cover the spirit of nurses in providing good service in accordance with the knowledge, sop skills and rules that apply. The performance of nurses seen from the integrity of nurses is found that nurses have carried out routine tasks in accordance with rules/directives as well as orders. If violated then will be sanctioned related to care in providing services always strive to be full of responsibility and honesty, if given the opportunity to participate in additional activities outside of duties and functions serving patients such as seminars, training, additional schools and further schools for the improvement of knowledge and skills then nurses will be very enthusiastic. The performance of nurses seen from the ability of nurses is found that nurses have been carrying out services in accordance with the prevailing working standards and rules, although in some times it is often inappropriate due to the constrained facilities and infrastructure as well as the lack of medical personnel

(nurses). It is recommended that the hospital pay more attention and always improve the performance of nurses in terms of service orientation, integrity, ability to improve the maximum quality of health services for all local residents, especially around the regional general hospital (HOSPITAL) dr. D. AnatototiLarat

**Ethical Clearance:** Taken from University ethical clearance committee

**Source of Funding:** Self

**Conflict of Interest:** Nil.

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