

Analysis That Influences The Quality Of Nursing Services In Installations Of Colonel Abunjani Hospital, Bangko In 2019

Juang Abdi Eliezer Dakhi^{1*}, Sri Lestari Ramadhani Nasution², Ermi Girsang³, Tan Suryono⁴

¹Magister Student of Magister Public Health, Faculty of Medicine, University of Prima Indonesia

^{2,3,4}Magister Public Health, Faculty of Medicine, University of Prima Indonesia

* Corresponding author:

Email: juangunpri@gmail.com

Abstract.

The implementation of hospital health services in Indonesia currently faces increasingly complex challenges. The improvement of hospital quality must be improved in accordance with the development of the needs and demands of the community, accompanied by an increase in efficiency and productivity in the field of management, in accordance with the hospital's minimum service standards, professional standards, and standard operating procedures. The study aims to determine the relationship of knowledge, skills, behavior, education, experience, and motivation of nurses with the quality of nursing services at the kolonel abunjani bangko Hospital in 2019. This observational analytic study uses a Cross Sectional design. Chi square statistical test and multiple logistic regression regression were used to analyze data. The population and sample size in this study were 92 nurses where data collection was taken from the results of the questionnaire. The results of the bivariate analysis showed that there was a relationship of knowledge, skills, behavior, potential, education, experience, and motivation with the quality of nursing services at the kolonel abunjani bangko Hospital in 2019. The results of multivariate analysis showed that experience was the most dominant variable affecting quality service. Conclusions obtained are the relationship of knowledge, skills, behavior, potential, education, experience, and motivation of nurses with the quality of nursing services in kolonel abunjani bangko Hospital in 2019. It is recommended to the hospital, to continue to improve knowledge, skills, behavior, education, experience, and continuous motivation. By increasing competence and continuous performance, the nurse's weaknesses and strengths can be known. Thus, good nurse competency can give satisfaction to patients and provide job promotion so as to improve the work performance of nurses so that they can increase the quality of health services.

Key words : Nurse Service Quality, Competence, Nurse Performance

I. INTRODUCTION

The implementation of hospital health services in Indonesia faces increasingly complex challenges. Improving the quality of hospitals must be improved in accordance with the development of community needs and demands, accompanied by increased efficiency and productivity in the field of management, in accordance with hospital minimum service standards, professional standards, and standard operating procedures (Directorate General of Medical Services, 2014). The results of the WHO research in Indonesia in the RI Health Profile (2014), show that the low level of hospital services is caused by low service quality, this is indicated by the level of health services which are an integral part of health services which have a very large role in improving the quality of services. hospital as a whole. Nursing services are a form of service that must be received by patients. The key is to meet or exceed patient expectations about the quality of nursing services they receive (Supranto, 2015). Patient satisfaction occurs when there is no gap between the actual condition and the required condition and the larger the gap will increase the feeling of dissatisfaction. The measurement of quality nursing services is carried out by comparing the expected nursing services with nursing services received and felt by consumers. Nursing services depend on the ability/competence, performance, and concern of service providers to meet consumer expectations (Kodim, 2014). The Indonesian National Nurses Association (PPNI) has succeeded in compiling a standard of nurse competence which is a reference in providing professional services/care.

The competence of implementing nurses, namely the knowledge, skills, and behavior of workers will produce good service quality. The quality improvement is not only important internally, but also externally because it will be reflected in the organization's interaction with the environment which in turn helps shape the image of the organization in the eyes of various parties outside the organization (PPNI, 2016). Nurse competence consists of technical competence and behavioral competence. In order for a person to have

competencies that are in accordance with his work, he must make optimal use of the two main components of these competencies. Technical competence is a competency that focuses on the knowledge and skills needed to do the job in accordance with the profession they have. The behavior described in the competency is productive work behavior (not general behavior) and a person can have and demonstrate this behavior when doing his job (Hutapea, 2015). The performance of nurses as the spearhead of health services is a very important issue to be studied in order to maintain and improve the quality of health services. Good nurse performance is a bridge in responding to the quality assurance of health services, the estuary of which comes from the performance of health workers, including nurses. For this reason, it is necessary for hospitals to focus on service quality issues on nurse performance. The results of Susanti's 2015 research entitled *The Relationship of Competence with Quality of Nursing Services* stated that there was a relationship between competence and the quality of nursing services in the surgical and internal care rooms of the Salewangang Maros general hospital.

Elfrida's 2016 research stated that there is a significant relationship between the performance of nurses and the quality of nursing services at the Sultan Sulaiman General Hospital, Serdang Bedagai Regency. Based on interviews with 6 nurses obtained data that the implementing nurse's understanding of nursing competence is still not correct, or wrong according to theory. They explained that nursing competence is more about how a nurse fulfills the patient's needs, while 2 implementing nurses have an almost correct understanding of nursing competence. They explain that nursing competence is the ability and skill of a nurse to take action in accordance with applicable nursing procedures or standards. The statement is almost true, but according to theory, nursing competence is not only skills and abilities, but there are other things, namely ethics or behavior, knowledge and insight that must be possessed as a nurse. Based on the initial survey, the results of interviews with inpatients who complained about not getting good service, especially in the inpatient room, obtained information that nurses in the inpatient room tended to be unsatisfactory, possibly this was related to the low performance of nurses, thus making an impact on the quality of nursing service. Based on the problems that have been described, the authors are interested in researching about analysis of the relationship between competence and performance of nurses on the quality of nursing services in inpatient installations Colonel Abunjani Bangko Hospital in 2019.

II. METHODS

This type of research uses quantitative methods using a cross sectional design. Cross sectional research design is a research where researchers look for the relationship between independent variables and the dependent variable that occurs in the object of research measured or collected at the same time. This research was conducted in an inpatient installation Hospital Colonel Abunjani Bangko in 2019. This research begins with a literature search, conducting an initial survey, consulting titles with supervisors, preparing proposals, proposal seminars, collecting research data, data processing, compiling research results, and seminars on research results.

The entire research process was carried out for approximately 3 months. The sample in this study were all implementing nurses in inpatient installation Hospital Colonel Abunjani Bangko 2019. The sample technique used is the total population of 92 people. Data collection in this study was obtained from primary and secondary data. Data collected with primary data obtained from respondents through a questionnaire on the effect of competence and performance of nurses on service quality at the inpatient installation of the Colonel Abunjani Bangko Hospital in 2019 which was made from other people's research and existing theories and will test the validity of the questionnaire. Secondary data is a source of data that does not directly provide data to researchers, data obtained from documentation at the inpatient installation of the House Sick Colonel Abunjani Bangko in 2019 literature and journals.

III. RESULT AND DISCUSSION

Based on the results of the bivariate analysis on the cross tabulation between the knowledge of nurses and the quality of nursing services, it was found that 54 nurses with good knowledge had good service quality as much as 33.7% then poor service quality as many as 25.0%, and 38 nurses with knowledge that is

not good has good service quality as much as 13.0%, and those who have poor service quality are as much as 28.3%. The results of the statistical test of the effect of nurses' knowledge on service quality at the Colonel Abunjani Hospital Bangko 2019 using the Chi-Square test showed that there was an effect of nurses' knowledge on service quality where the p value = 0.014 ($p < 0.05$). Based on the results of the study, it is known that the knowledge of nurses is good. Likewise, the quality of services provided to patients is also good, so the knowledge of nurses has a positive effect on the quality of services provided by nurses, meaning that the better the knowledge of nurses, the better the services provided. An individual's knowledge is closely related to the behavior he will take, because with that knowledge he has the reasons and basis for making a choice. The results of this study are in line with Ariyani's research (2016), namely there is a relationship between nurses' knowledge and attitudes to support the implementation of patient safety programs at the Intensive Care Installation of Dr. RSUD. Moewardi Surakarta with p value = 0.000. The results of this study are also supported by Saptorini's research (2017) that the knowledge factor of nurses about patient safety is proven to be able to make a positive and significant contribution in influencing the implementation of patient safety programs.

The results of this study are in line with Ariyani's research (2016), namely there is a relationship between nurses' knowledge and attitudes to support the implementation of patient safety programs at the Intensive Care Installation of Dr. RSUD. Moewardi Surakarta with p value = 0.000. The results of this study are also supported by Saptorini's research (2016) that the knowledge factor of nurses about patient safety is proven to be able to make a positive and significant contribution in influencing the implementation of patient safety programs with a t test value of $2.688 > t$ table 1.679. Another study by Bawelle, Sinolungan, & Hamel (2016) also obtained the same conclusion that there is a relationship between nurses' knowledge and service quality with a p value of 0.014. The results of this study are also in line with Batoe's (2016) research with the conclusion that the level of knowledge of inpatient nurses has a significant influence on the implementation of universal precautions which is one of the patient targets in hospitals. According to the researcher's assumptions, knowledge of nurses is the most important thing for patients or their families to find out information that is a little unclear given by doctors to patients. Therefore, the knowledge possessed by the respondent can directly affect the nursing service provided to the patient because it can be a good stimulus so that it can influence the behavior of the respondent in providing nursing services. So it can be said that knowledge is a supporter of one's actions. Nurses must also realize the importance of managing knowledge in communicating with patients, this management is by sharing with other nurses, so that all can know and solve problems that arise in terms of nursing services. It is even hoped that the knowledge in communication can anticipate problems that will arise so that the risk is getting smaller. Researchers assume that most of the respondents have good knowledge related to nursing services, so that the knowledge possessed can change or influence the behavior of nurses in providing nursing services to patients.

Therefore, the communication knowledge possessed by the respondent can directly influence the respondent's behavior in providing nursing services, it can be said that knowledge in communicating is a supporter of one's actions. The results of the bivariate analysis on the cross tabulation between the skills of nurses and the quality of nursing services show that the results of 44 nurses who have good skills provide skilled service quality as much as 30.4%, and provide poor service quality as much as 17.4%, then from 48 nurses with poor skills who provide good service quality are 16.3%, and 35.9% provide poor service quality. The results of the statistical test of the effect of nurse skills on service quality at Colonel Abunjani Hospital Bangko 2019 using the Chi-Square test showed that there was an effect of nurse skills on service quality where p value = 0.002 ($p < 0.05$). This study shows that the skill dimension has an effect on how to provide health services following agreed health service standards, which include compliance, accuracy, correctness and consistency. If nurses do not have the skills, this can result in various things, ranging from small deviations from health service standards, to fatal errors that can reduce the quality of health services and endanger the lives of patients. Skills in nursing is an expertise that a person has in a particular field, nursing skills are skills possessed by nurses in carrying out the nursing process or nursing care actions. The nursing process is an activity that has a purpose, namely nursing practice is carried out in a systematic way or a systematic and rational method in planning and providing nursing services to individuals. Nurse skills

need to be considered in placing at, a certain part in a hospital. If the nurses do not have the appropriate skills, it can reduce work productivity. One indication of the quality of work is the lack of inadequate skills.

The results of this study are in line with research conducted by Munaryo (2018) which shows that the results of hypothesis testing and patient statements through in-depth interviews can be concluded that the less good the patient's perception of the quality of service for the technical skills of medical personnel, the less loyal the patient is, which determines the quality of service. services include the ability, skills and knowledge of service providers. Service quality itself is closely related to satisfaction, where good quality will provide an experience for customers and will then invite them to come back for their next visit. The results of this study are in line with research conducted by Muchlasin (2015), which states that there is an influence between the perception of information delivery and the loyalty of inpatients at the Batang Semarang hospital. Quality health services must be able to provide clear information about what, who, when, where, and how health services will be and/or have been implemented. This dimension of information is very important at the puskesmas and hospital levels. The dimension of timeliness, explains that in order to be successful, health services must be carried out in a time and manner. Skills in nursing are an expertise that a person has in a particular field, nursing skills are skills possessed by nurses in carrying out the nursing process or nursing care actions. According to the researcher's assumptions, based on the results of research and the results of research conducted by researchers. This study shows that the skill dimension relates to how to provide health services following agreed health service standards, which include compliance, accuracy, correctness and consistency. If nurses do not have the skills, this can result in various things, ranging from small deviations from health service standards, to fatal errors that can reduce the quality of health services and endanger the lives of patients. Skills in nursing is an expertise that a person has in a particular field, nursing skills are skills possessed by nurses in carrying out the nursing process or nursing care actions.

The results of the bivariate analysis on the cross tabulation between the behavior of nurses and the quality of nursing services showed that the results of 35 nurses who had good behavior provided good service quality as much as 23.9%, and those who provided poor service quality were 14.1%, then from 57 nurses who who have poor behavior provide good service as much as 22.8%, and who provide poor service quality as much as 39.1%. The results of the statistical test of the influence of nurse behavior on service quality at the Colonel Abunjani Hospital Bangko 2019 using the Chi-Square test showed that there was an influence of nurse behavior on service quality where p value = 0.015 ($p < 0.05$). These results are in line with research conducted by Elim Layuk (2017), namely that patient satisfaction in the inpatient ward of Labuang Baji Hospital Makassar is influenced by the attitude or application of the nurse's main duties. Nurses certainly realize that attitude is the main thing that nurses must maintain to carry out the duties and obligations of nurses, so that the attitude or application of the main task is not something that must be avoided but something that must be considered in providing nursing services. One of them is by implementing innovative work behaviors that are commensurate with standard operating procedures, upholding a sense of responsibility. The fact findings of this study provide an illustration that the attitude of nurses will have an impact on the emergence of nursing satisfaction in the Pavilion Ward of the Salatiga Hospital. According to the researcher's assumptions The action of nurses in providing therapeutic services is an important thing to be mastered by a professional nurse in providing nursing care to clients.

So that the purpose of providing nursing care to clients can be achieved, namely the client gets a complete recovery. Actions taken by a nurse to patients in nursing care must be given through honesty, trust and good intentions. The nurse's actions in communicating with patients are also based on enthusiasm, using a good way, being proactive, positive towards patients, full of patience and not making things up, and on time. In providing health services, The results of the bivariate analysis on the cross tabulation between the experience of nurses and the quality of nursing services showed that it was known that of the 40 nurses who had good experience where it was assessed that the experience provided good service quality, as many as 428.3%, and those who provided poor service quality were 15.2%, then nurses who have bad experience in providing good service quality are 18.5%, and those who provide poor service quality are 38.01%. The results of the statistical test of the effect of nurse experience on service quality at the Colonel Abunjani Hospital Bangko 2019 using the Chi-Square test showed that there was an effect of nurse experience on service

quality where p value = 0.002 ($p < 0.05$). This is in line with Annisa's research (2017), regarding the description of educational training, and length of work on the knowledge of nurses at Deli Serdang Hospital in 2017, which states that there is a relationship between length of work and knowledge that affects service quality and patient satisfaction at Deli Serdang Hospital. Where the level of maturity in thinking and behaving is influenced by daily life experiences. This shows that the longer the working period, the higher the level of maturity of a person in thinking so as to further increase the knowledge possessed. In line with the research conducted by Faizin (2016), regarding the Relationship between Education Level and Length of Work of Nurses with Nurse Performance at Pandan Arang General Hospital, Boyolali Regency, stated that there was a relationship between length of work and nurse performance. The length of a person's work will determine the amount of experience he gets. Individual characteristics concerning seniority and juniority.

The assumption that often applies and is believed to be that fairly senior employees are seen as having high performance, while the junior ones still need to be developed and nurtured again. This measure is actually only to facilitate calculations, because by knowing the date, month and year of entry, one can know the seniority level of a person so that it affects the services provided. According to the researcher's assumptions individual characteristics concerning seniority and juniority. The assumption that often applies and is believed to be that employees who are quite senior are considered to have had high performance, while those who are junior still need to be developed and nurtured again. This measure is actually only to facilitate calculations, because by knowing the date, month and year of entry, one can know the seniority level of a person so that it affects the services provided.

IV. CONCLUSION

Based on the results of research that has been carried out to seek nursing services for service quality in Colonel Abunjani Hospital Bangko 2019. So it can be concluded that there is an influence of knowledge, skills, behavior, experience and motivation of nurses on the quality of nursing services at the Colonel Abunjani Hospital Bangko in 2019.

V. ACKNOWLEDGMENTS

Thank you to the supervisor who has guided to complete this research. And we don't forget to thank the family for the great support to the author.

VI. ETHICAL CONSIDERATIONS

The research will be conducted after the researcher has obtained ethical clearance from the Prima University Ethics Committee. Ethical considerations are standards of behavior that distinguish between acceptable behavior and unacceptable behavior (Tappen, 2016). To ensure accountability to participants, a study requires the protection of human rights which include autonomy, privacy, confidentiality, and justice (Wood and Ross-Kerr, 2011).

REFERENCES

- [1] Aditama, Tjandra Yoga, 2015. Manajemen Administrasi Rumah Sakit. UI Press, Jakarta.
- [2] Aviantono, 2014. Pengembangan Sistem Informasi Perencanaan Kebutuhan Tenaga Kesehatan Puskesmas Berdasarkan Beban Kerja di Dinas Kesehatan Kota Bandar Lampung, *Jurnal Keperawatan*, Volume I Nomor 2 tahun 2009.
- [3] AIPNI, 2016. Standar Kompetensi Perawat Indonesia
- [4] Al-Assaf, A. F, 2017. Mutu Pelayanan Kesehatan (Prespektif Internasional), Penerbit Buku Kedokteran, EGC, Jakarta.
- [5] As'ad, M., 2017. Psikologi Industri, Sari Sumber Daya Manusia. Edisi ke empat. Penerbit Liberty Yogyakarta.
- [6] Efendy N., 2015. Dasar-dasar Keperawatan Kesehatan Masyarakat. Edisi.2. Penerbit Buku Kedokteran. EGC. Jakarta.
- [7] 2015. Rencana Pembangunan Jangka Panjang Bidang Kesehatan 2015- 2025.
- [8] Elfrida. 2016. Hubungan Kinerja Perawat dengan Mutu Pelayanan Keperawatan Rumah Sakit Umum Sultan Sulaiman Kabupaten Serdang Bedagai. Tesis, Universitas Sumatera Utara.

- [9] Harper Mary G. dkk., 2017, *The Emotional Intelligence Profile of Successful Staff Nurses*, **The Journal of Continuing Education in Nursing**, Vol 43, No 8, p;354-362,
- [10] Hidayat Alimul A. 2017. *Metode Penelitian Kebidanan & Teknik Analisa Data*. Jakarta: Salemba Medika
- [11] Hutapea Parulian, 2015, *Kompetensi Tenaga Kesehatan*, Jakarta, Gramedia Pustaka Utama
- [12] Ilyas, Yaslis., 2016, *Perencanaan SDM Rumah Sakit, Teori, Metoda dan Formula*, Fakultas Kesehatan Masyarakat Universitas Indonesia, Cetakan Ke-4, Depok, Jawa Barat.
- [13] 2009. No.374 tentang Sistem Kesehatan Nasional (SKN).
- [14] 2010. No.148 tentang Izin dan Penyelenggaraan Praktik Perawat.
- [15] Kementerian Kesehatan RI,. Peraturan Menteri Kesehatan RI No.56 Tahun 2014 Tentang Klasifikasi dan Perizinan Rumah Sakit.
- [16] Kurniawati, Anna. 2016. *Kajian SDM Kesehatan di Indonesia*. Jakarta: Salemba Medika
- [17] Mangkunegara, 2016, *Manajemen Sumber Daya Manusia Perusahaan*, Remaja Rosdakarya, Bandung.
- [18] Mills Jhon, Platts Ken, Bourne Michael, Huw Richards, 2015, *Competing through competences*, Newyork, Cambridge University Press
- [19] Mulyadi, 2017, *Manajemen Kinerja Keuangan Rumah Sakit*, Gajah Mada Press, Yogyakarta.
- [20] Nawawi, Hadari. 2018. *Manajemen Sumber Daya Manusia untuk Bisnis yang Kompetitif*, Cetakan Ke-4. Yogyakarta: Gajah Mada University Press.
- [21] Nursalam. 2014. *Manajemen keperawatan aplikasi dalam praktik keperawatan profesional edisi 4* . Jakarta : Salemba Medika.
- [22] Notoatmodjo,S. 2016. *Metodologi Penelitian Kesehatan*. Jakarta: Rineka Cipta.
- [23] Parasuraman, A., Zeithalm, V., & Berry, L., 2015, *Delivering Quality Service*, The Free Press, Maxwell Macmillan, Canada.
- [24] *Profil Kesehatan Republik Indonesia*, 2014. Pusat dan Data Informasi. Jakarta.
- [25] Pohan, I.S, 2014, *Jaminan Mutu Layanan Kesehatan*, Jakarta: Penerbit: EGC.
- [26] PPNI, AIPNI, AIPDiKI, 2014, *Standar Pendidikan Keperawatan Indonesia*, Diunduh tanggal 14 February 2014, www.hpeq.dikti.go.id
- [27] Rakhmawati, 2014. *Perencanaan Kebutuhan Tenaga Keperawatan di Unit Keperawatan*. Makalah dalam Pelatihan Manajemen Unit-Bandung, 25 Maret 2014.
- [28] Riwidikdo, Handoko. 2015. *Statistik Kesehatan*. Yogyakarta: Mitra Cendika Press.
- [29] Riyanto Agus. 2014.,*Pengolahan dan Analisis Data Kesehatan*. Yogyakarta: Mitra Cendika Press.
- [30] Sarita Verma, 2014, *Core Competencies: The Next Generation Comparison of a Common Framework for Multiple Professions*, **Schrode Journal of Allied Health, Spring** Vol: 38, 1, *ProQuest Medical Library*, Diunduh 14 January 2014, <http://www.proquest.com>
- [31] Susanti. 2015. *Hubungan Kompetensi Dengan Mutu Pelayanan Keperawatan Di Ruang Perawatan Bedah Dan Interna Rumah Sakit Umum Daerah Salewangang Maros*. Jurnal
- [32] *Ilmiah Kesehatan Diagnosis Volume 6 Nomor 1 Tahun 2015* • ISSN : 2302-1721
- [33] Undang-undang RI No. 44 tahun 2009. *Rumah Sakit*. Penerbit Pustaka Yustisia.
- [34] Undang-Undang Republik Indonesia Nomor. 36 Tahun 2009 *Tentang Kesehatan*.
- [35] Wilkinson, Crystal A., 2016, *Competency Assessment Tools for Registered Nurses: An Integrative Review*, **The Journal of Continuing Education in Nursing** , Vol 44, No 1, p 31-37