

Original Research

## Analysis of Nurse Performance in Improving the Quality of Hospital Services



Luh Gde Nita Sri Wahyuningsih<sup>1\*</sup>, NLP Dina Susanti<sup>1</sup>, & I Made Rai Mahardika<sup>2</sup>

<sup>1</sup>Institut Teknologi dan Kesehatan Bali, Denpasar, Indonesia

<sup>2</sup>Institut Teknologi dan Kesehatan Bintang Persada, Denpasar, Indonesia

Article Info	Abstract
Article history: Received: 20 November 2023 Accepted: 29 January 2024	<i>Introduction:</i> Nurse performance is one measure of the quality of services provided in hospitals which will indirectly influence patient satisfaction. This study aims to analyze the performance of nurses in providing nursing care and to determine the relationship between nurse performance and service quality. <i>Methods:</i> The research design used was a descriptive correlation to determine the relationship between nurse performance and service quality. The research instrument uses a questionnaire given via Google Forms with two answer choices, yes and no. The sample was calculated using Slovin's formula so that a sample size of 130 people was obtained plus a 10% chance of dropping out, resulting in 143 people from 193 nurses as a population. <i>Results:</i> The research results showed that good nurse performance can provide good quality service, namely 130 people (91%). Meanwhile, poor nurse performance will result in poor service quality, namely 7 people (4.9%). The statistical test results using the Chi-square test were $p=0.003$ . <i>Conclusion:</i> There is a relationship between nurse performance and service quality. Performance is one indicator of the quality of service in a hospital.
Keywords: nurse performance, service quality, nursing service	

\*Corresponding Author:

e-mail: [nitasriwahyuni88@gmail.com](mailto:nitasriwahyuni88@gmail.com)



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## **INTRODUCTION**

As a health service provider, hospitals have undergone fundamental changes, namely becoming social and profit-oriented institutions. Currently, hospitals are competing to provide quality health services, so those that are able to survive the competition are hospitals that are oriented towards customer satisfaction [1].

Along with the development of technology and information, the development of services in the health sector is also increasing rapidly. This development is also accompanied by a very high public demand for health services. A nurse, as one of the health workers who provides services 24 hours a day, should improve the quality of his services so that he can provide quality services. The conditions that occur in Indonesia are that many people are still complaining about nursing services that are less than optimal. Many patients complain that nurses are less friendly and slow in handling patient complaints. The high workload, many overflowing tasks from doctors, and the large number of patients are often the reasons why services are less than optimal [2].

A health service is said to be of quality if it is able to provide satisfaction for the patients it serves. Patient satisfaction is not only seen in the facilities and infrastructure available in health services but also in how nurses serve patients well according to their competence and in how they communicate and are friendly to all patients regardless of their status. If the patient feels satisfied after being hospitalized, efforts need to be made to

ensure that the patient does not switch to another hospital (customer retention). Satisfaction is an indicator of the quality of service provided by a hospital, which is capital for getting more and more loyal patients. Loyal patients will use the same health services if they need them again, and they will even invite other people to use the same facilities. Customer (patient) satisfaction occurs when their needs, desires, or expectations can be fulfilled. These expectations can be fulfilled through the services (health services) they receive [3].

Bali Mandara General Hospital is a regional hospital with international standards, and one of its missions is to produce a workforce that is competent, productive, high quality, and has high competitiveness, as well as expand access to employment opportunities at home and abroad. Of course, to support this mission, especially health workers, namely nurses, must have sufficient competence so they demonstrate good performance in providing services to patients.

## **METHODS**

### ***Study Design***

This research uses a descriptive correlation design with a cross-sectional approach to identify the frequency of nurse performance and to see the relationship between nurse performance and the quality of service to patients.

### ***Subject***

The population in this study was 193 nurses,

with inclusion criteria namely nurses who were willing to be respondents and not on leave, and exclusion criteria namely nurses who were on study assignments. The sample was calculated using Slovin's formula so that a sample size of 130 people was obtained plus a 10% chance of dropping out, resulting in 143 people. The sampling method that will be used is a non-proportional random sampling technique, namely random sampling, where each member of the population has the same opportunity to be taken as a sample.

### ***Instrument***

The data collection instrument uses a questionnaire containing the identity of the respondent (a nurse), performance, and quality of service. Researchers used a questionnaire on nurse performance and service quality from nursing management theory, which focuses on the services provided by nurses, especially in nursing care. Data collection in this research used a questionnaire instrument containing 20 positive statement items, which were then answered by respondents with yes or no answer choices.

### ***Data Collecting***

The data collection method that researchers used was a self-completed questionnaire where respondents filled out the questionnaire themselves, which was given via Google Form.

### ***Data analysis***

The data in this research will be analyzed

using the SPSS for Windows version 22.0 program. In this study, Pearson Chi-squared test is used because the table shape is 2x2 (two categories for the independent variable and the dependent variable).

### ***Ethical Considerations***

Before this research was carried out, the researcher first carried out an ethical test with letter number 04.0473/KEPITEKES-BALI/VII/2022.

## **RESULTS**

Table 1 shows an analysis of the frequency of nurses' performance in carrying out nursing care, where the performance of nurses is good in carrying out assessments and formulating nursing problems, namely 143 people (100%). Meanwhile, regarding the implementation of performance in making nursing interventions and nursing evaluations, there are still 3 people (2.1%) who have not implemented them well. After that, an analysis of the performance of nurses on the quality of service in the hospital was carried out, as seen in the table below.

Based on Table 2 above, it can be concluded that good nurse performance can provide good quality service, namely 130 people (91%). Meanwhile, poor nurse performance will result in poor service quality for 7 people (4.9%). The statistical test results using the Chi-squared test were  $p=0.003$ , which shows that there is a relationship between nurse performance and service quality.

**Table 1**

Frequency Analysis of Nurses' Performance in Carrying Out Nursing Care at Hospital X (n=143 people)

Nursing care	Nurse performance			
	Good	%	Bad	%
Carrying out assessments	143	100	-	-
Formulate nursing problems	143	100	-	-
Planning nursing interventions	140	97,90	3	2,1
Carrying out nursing implementation	138	96,50	5	3,5
Carry out and document nursing evaluations	140	97,90	3	2,1

**Table 2**

Relationship between Nurse Performance and Service Quality at Hospital X (n=143 people)

Nurse performance	Quality of service				Total	%	p
	Good	%	Bad	%			
Good	130	91	3	2,1	133	93,1	0,003
Bad	3	2	7	4,9	10	6,9	
Total	133	93	10	7	143	100	

## DISCUSSION

Nurse Performance in implementing Nursing Care is a problem-solving approach that allows nurses to organize and provide nursing care. One of the benefits of implementing good nursing care is improving the quality of services in the nursing field. Nursing care consists of several stages that will help nurses in providing nursing services to patients, including the assessment stage, formulating nursing problems, making interventions, and implementing and evaluating the actions that have been given to patients [4].

The nursing process is an interaction carried out by the nurse to the patient which will continue until the patient's needs are met. Nurses have duties and responsibilities in meeting patient needs starting from the biological, social, psychological, and spiritual

needs, which are provided in a sustainable and comprehensive manner [5].

The research results showed that all the nurses who were respondents carried out the assessment well. Assessment in the nursing process is the process of collecting, testing, analyzing, and communicating data about clients. The purpose of the assessment is to create basic data about the client's level of health, health practices, previous illnesses and related experiences, and healthcare goals (Judha, 2020). The patient's status will dictate the timing and depth of the assessment. The assessment produces basic data. This basic data is formulated from nursing history, physical assessment, and other sources of data assessment.

A comprehensive assessment is needed to identify the patient's current needs, anticipate future needs, make decisions, and

carry out and coordinate follow-up care. Therefore, assessment is a very important stage in nursing care which will greatly influence the nursing process starting from data analysis, formulating nursing problems, planning nursing actions, and evaluating the patient's condition [6].

The second stage in nursing care is the analysis of the patient's subjective and objective data, from which conclusions are then drawn about the nursing problems experienced by the patient in accordance with basic human needs. A nursing diagnosis is a clinical assessment of the experience or response of individuals, families, and communities to health problems, risks of health problems, or life processes. In order to produce good nursing documentation, it needs to be supported by good documentation instruments. An ideal diagnosis and enforcement system should provide comprehensive client information, demonstrate client results and standards, facilitate reimbursement from the government and the paying insurance company, and function as a legal document. Enforcement of diagnosis in nursing plays an important role in responding to all kinds of societal demands which are increasingly critical and influence public awareness of their rights in a health unit [7].

The research results showed that all respondents had carried out nursing problem formulation well (100%). If a nursing problem can be properly established, it must be based on and begin with the implementation of a complete and comprehensive assessment. Nurses have the

responsibility to formulate nursing problems according to patient complaints [8].

The third stage in nursing care is planning the nursing actions that will be given to the patient. This stage is no less important than the other stages because it will be directly applied to the patient. Nursing planning is a stage in the nursing process that is carried out after establishing a Nursing Diagnosis. Nursing planning is a series of activities for determining problem-solving steps and priorities, formulating goals and action plans, and assessing nursing care for patients/clients based on data analysis and nursing diagnoses. The aim of nursing planning is to achieve the client's health well-being and the client's independence in maintaining their health [9].

The research results showed that the majority of respondents had carried out the stages of nursing intervention well (97.90%) and as many as 2.1% were still not good at carrying out nursing interventions. Interventions or nursing action plans will change at any time and will be different for each patient, sometimes the plans made will not be fully implemented for the patient. The patient's condition which is unstable and can change at any time is the main reason why the implementation of nursing interventions is not in accordance with established standards. In the planning stage, there are several stages, namely identifying goals, determining expected results, choosing actions, delegating actions, and writing a care plan [10].

The next stage in nursing care is nursing implementation which is the provision of nursing actions based on nursing interventions that have been made after

implementing the nursing problem formulation [11]. The results of research on nursing implementation showed that 96.5% of implementations had been implemented well, and 3.5% of nursing implementations had not been implemented well.

Nursing implementation is a continuation of nursing intervention. Implementation is influenced by several conditions, one of which is the stability of the patient's clinical condition. Nursing implementation cannot be fixed and standardized like interventions that have been created but is focused on conditions and the patient needs at that time "here and now" [10].

Nursing evaluation is the final stage in the nursing process. The results of this research showed that 97.90% were carried out well by nurses. Evaluation is the final stage, which aims to assess whether the nursing actions that have been taken have been achieved to overcome a problem or not. At the evaluation stage, nurses can find out how far nursing diagnoses, action plans, and implementation have been achieved. Even though the evaluation stage is placed at the end of the nursing process, this stage is an integral part of every stage of the nursing process [5].

### ***Relationship between Nurse Performance and Service Quality***

The results of this study show that there is a relationship between nurse performance and the quality of service in hospitals. Good nurse performance is a guarantee of the quality of health services provided to both sick and

healthy patients. Through the performance of nurses, it is hoped that they can show their professional contribution to concretely improving the quality of nursing services, which has an impact on health services, the quality of life, and the welfare of the community [12].

The good performance of nurses is a guarantee of the quality of health services provided to patients, both sick and healthy. Nurses as service providers must follow nursing practice standards so that the results of their services can be assessed as performance to evaluate the nursing services that have been provided to be more focused. Nurses who have high skills are predicted to carry out their work better than nurses who have low skills [13]. Quality nursing care is humane care provided to clients that meets the standards and quality expected by the hospital, reaches the level of satisfaction, and meets client expectations. Nurse performance is very important in improving the quality of patient service in hospitals, where the quality of service determines the image of the institution, which will be able to increase patient satisfaction and service quality, especially for patients in the inpatient room [14].

The performance of nurses as the spearheads of health services is a very important issue to study in order to maintain and improve the quality of health services. Good nursing performance is a bridge in ensuring the quality of health services provided to patients, both sick and healthy. The main key to improving the quality of health services is nurses who have high performance. However, it is not uncommon to

find complaints regarding the quality of health services that originate from the performance of health workers, including nurses. For this reason, it is necessary for hospitals to focus on service quality issues and nurse performance [15].

### **LIMITATION**

This research was only conducted at one government hospital in Bali, so it cannot generalize the research results regarding service quality for all hospitals in Bali, especially private hospitals. The author hopes that future research will add a research population and use multivariate methods to look at other factors that have an influence on service quality. The diverse characteristics of respondents are one of the factors that can influence service quality.

### **CONCLUSION**

Nurse performance is a benchmark for the quality of service in a hospital, which indirectly influences the level of patient satisfaction. The results of this study show that there is a relationship between nurse performance and the quality of service in hospitals. This research was only conducted at one government hospital in Bali, so it cannot generalize the research results regarding service quality for all hospitals in Bali, especially private hospitals. The author hopes that future research will add a research population and use multivariate methods to look at other factors that have an influence on service quality. The diverse characteristics of respondents are one of the factors that can influence service quality.

### **CONFLICT OF INTEREST**

There is no conflict of interest in this study.

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