



THE PERFORMANCE OF NURSES TO IMPROVE THE RESPONSIBILITY QUALITY OF NURSING SERVICES

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ABSTRACT

Responsiveness is a policy to assist and provide fast, responsive and precise service to customers, with clear information delivery. Each worker who provides any forms of service, prioritizes the aspect of service that greatly affects the behavior of the person who gets the service, so that the ability to respond from the employees to serve the community is in accordance with the level of absorption, understanding, and inconsistency in the various forms of service that he does not understand. Nursing Performance is a work achievement demonstrated by the executive nurse in carrying out the task of nursing care to produce a good output to the customer (organization, client, nurse themselves). This research aimed to determine the relationship of nurse performance in nursing care to the responsiveness quality of nursing service in RSIA Qurrata A'yun Samarinda. The study used a cross sectional approach. The validity and reliability tests were carried out on the nurses' performance and the quality of service questionnaire which was carried out at RSIA Aisisyiah Samarinda to 30 patients. The instrument in this study used questionnaires with samples of 62 patients hospitalized, chosen with simple random sampling technique. The test analysis in this study used Chi-square test with P Value $0.000 < 0.05$. It can be concluded that there is a significant relationship of nurse performance to the responsiveness quality of nursing service.

Keywords: nurse performance; quality nursing service; responsiveness

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INTRODUCTION

According to the Law of the Republic of Indonesia No. 38 of 2014 on nursing, nursing is a nursing activity to individuals, families, groups, or communities, both in a sick and healthy state. One of the duties of nurses is as a nursing provider, which in carrying out the duties, nurses are authorized to conduct a holistic nursing review, establishing nursing diagnosis, planning nursing actions, carrying out nursing actions, and evaluating the outcome of nursing actions. The nursing care which is provided by nurses to patients is based on knowledge and competence in the field of nursing to the beliefs of the profession and predefined standards. This aims to provide nursing service which is always a qualified, safe and can fulfill the needs and expectations of the patients treated. Good quality of nursing service is the spearhead of service in the hospital. In order to realize the quality of nursing care, professional nurses must possess sufficient intellectual ability, technical and interpersonal, conduct care based on practice standards and based on legal ethics (Syahrudin et al, 2014).

At least 85% of health care problems are in the process of implementing the service, and problems in the process is a matter of quality of nursing services. The level of public satisfaction can be obtained from the results of the Community Satisfaction Index (IKM). The results of the IKM survey conducted in 2016 obtained that the patient satisfaction rate of the service in the hospitalisation was 79.22%. This entry is in good criteria but has not reached the minimum service standard (SPM) of inpatient care which is > 90% (Depkes RI, 2016). Currently, the index of *responsiveness* is worth 6.8 and targets in 2019 is 8 (Ministry of health, 2015).

Responsiveness is the speed of response performed by nursing service officers to meet the needs of the community related to the improvement of individual welfare through better intra-action with the nursing system. Responsiveness itself is one of the dimensions contained in the quality of service according to Adrian palmer (2001) in Irine Diana Sari (2010). Previous research was also conducted by Ajenk Saprilla Nanda in Inpatient installation (IRNA) of General Hospital of Haji Surabaya in December 2018, that there was a significant relationship between the responsiveness and the patient's satisfaction by 0.003 ($< \alpha = 0.05$). The responsiveness is to include nursing care, information on nursing actions as well as responsiveness when the patient asks for help, while the nurse provides nursing care to the patient. This shows that the better the patient's assessment of nurse responsiveness, the more increase the patient satisfaction in the inpatient installation of General Hospital of Haji Surabaya.

Preliminary studies were also conducted by filling of questionnaires on 17 June 2019 at RSIA Qurrata A'yun Samarinda regarding the performance of nurses in nursing care to the responsiveness quality of nursing services as long as the patient was hospitalized. A total of 10 patients in 2 treatment rooms showed results that 50% of the patients were dissatisfied, and 50% of other patients were satisfied with the quality of nursing care provided in the hospital. This research is very important to do aiming to determine whether the quality of the nurses' performance given is in accordance with the standard or not so that it is our reference to improve the performance of nurses. The interview was also done to 5 patients, in which 3 patients said that the nurses' treatment to them was good and the nurse's attitude towards them was also friendly. They were satisfied with the nursing service provided even 2 of them were first admitted to the hospital. However, 2 other patients said that they were not satisfied with the nursing care in the hospital because of the attitude of some nurses who were tired of communicating and not good when they need help. In addition, they still chose to visit the hospital because the distance from the house is relatively close.

METHOD

This research was a quantitative study. The study used a descriptive correlation design with a cross sectional approach. The population in this study was all patients who were hospitalized in RSIA Qurrata A'yun Samarinda for the last 2 months from March to April 2019. The sample calculations used simple random sampling technique using the Slovin formula and obtained samples amounting to 62 patients. Patients in this study are patients who are hospitalized in the RSIA Qurrata A'yun Samarinda, the patient was conscious and willing to be a respondent, not undergoing palliative treatment, no hearing loss, and regarding the child's patient, it can be represented by his parents to fill out the informed consent that has been provided by the researcher. The validity and

reliability tests were carried out on the nurses' performance and the service quality questionnaire carried out at RSIA Aisisyiah Samarinda to 30 patients. Data were collection using questionnaires. After that, the data was processed in steps consisting of editing, coding, entry, tabulating and cleaning. The data analysis techniques in this research consisted of univariate analysis and sufficient analysis which were then continued by Chi-square statistical test.

RESULTS

Table 1.
Overview of the Frequency Distribution and the Characteristic Percentage of the Respondents (n = 62).

Variables	f	(%)
Gender		
Female	48	77.4
Male	14	22.6
Age		
0-5 years old	9	14.5
6-11 years old	7	11.3
12-16 years old	17	27.4
17-25 years old	21	33.9
26-35 years old	8	12.9
> 35 years	0	0
Education		
Does not graduated from Elementary School		
Elementary School	10	16.1
Junior High School	10	16.1
Senior High School	4	6.5
Colleges/Colleges	33	53.2
	5	8.1
Occupation		
PNS	1	1.6
Retired	0	0
Private officers	5	8.1
Entrepreneuerial	0	0
Farmer Labour	0	0
Housewives	39	62.9
Other	17	27.4
Frequency of treatment		
1 time	39	62.9
2 times	18	29.0
3 times/More	5	8.1

Table 1, the majority of female respondents were 48 people (77.4%), the most age treated was a 17-25 years old range by 21 people (33.9%), the most education obtained was high school graduates by 33 people (53.2%), the majority of the occupation was a housewife by 39 people (62.9%) and the frequency of treatment was treated for once in RSIA Qurrata A'yun by 39 people (62.9%).

Table 2.
Overview of Frequency Distribution and Percentage of Univariate Independent Variable (n = 62).

Variable	f	%
Nursing Performance		
Good	35	56.5
Poor	27	43.5

Table 2 indicates that the respondent who assessed the nursing performance as good was 35 people (56.5%). Meanwhile, those who assessed the performance as poor was 27 people (43.5%).

Table 3.
Overview of Frequency Distribution and Percentage of Univariate Dependent Variable (n = 62).

Variable	f	%
Responsiveness		
Satisfied	31	50
Less Satisfied	31	50

Table 3, it shows that the distribution of the nursing responsiveness quality in the assessment of the respondent expressed satisfaction as many as 31 (50.0%) and dissatisfaction as many as 31 (50.0%).

Table 4.
Overview of Bivariate Analysis of Nurses' Performance in Conducting Nursing Care to Responsiveness Quality of Nursing Service (n=62)

Nurse performance	Responsiveness				Amount	
	Satisfied		Less satisfied		f	%
	f	%	f	%		
Good	25	40.3	10	16.1	35	56.5
Poor	6	9.7	21	33.9	27	43.5

Table 5.
Chi-square Test

Responsiveness of the Nursing Service Quality	Value	Asymp. Sig (2-tailed)
Pearson Chi-Square	14.762	0.000
Continuity Correction	12.859	0.000

According to table 4 and table 5, it shows that the research was conducted on 62 respondents about the relationship between the nurses' performance and responsiveness indicating that there was a significant relationship between the nurses' performance on responsiveness. This was proven by the statistical tested using *Chi Square* with χ^2 value smaller than the *Alpha* value ($0.000 < 0.05$) which means that H_0 is rejected and H_a accepted.

DISCUSSION

According to Kurniadi (2013), the performance of nurses is a work achievement shown by the executive nurse in carrying out the task in the maintenance of nursing care resulting in a good output to the customer (organization, client, nurse itself) within a certain period of time. The signs of good nurse performance are the level of client satisfaction and zero complaint from the customer.

According to Joseph (2004) in (Muhammad Anwar, 2014), performance assessment is an ongoing process to assess the personnel's work and business quality to improve the work of employees or personnel in the organization. Nurses is a humanitarian profession that is based on a sense of responsibility and devotion so that the service of nurses always related to humanitarian efforts that the implementation requires sincerity. Mutual respect and wisdom are needed towards our fellowmen. The concern of a nurse while providing nursing service is to fulfill basic human needs.

The results of this research are in line with the research conducted by Khamida and Mastiah (2015) entitled "the performance of nurses in giving care to influence the patient's hospitalization satisfaction" with the results of the analysis of *Chi-Square* Test said that there was a relationship between the nurses' performance and inpatient satisfaction in Multazam Islamic Hospital Surabaya with P Value = 0.0038 ($P < 0.05$)

Researchers assumed that nurse performance affects the quality of a nursing service in a hospital. Good nurse performance will cause satisfaction to the user of Nursing services. Similarly, the poor performance of nurses will cause dissatisfaction or distrust of service users to nursing services provided by hospitals.

According to Kotler in Fandy Tjiptono (2016), responsiveness is the willingness of employees to help customers and provide services quickly and hear and address customer complaints. It means that the employees want to help provide service with responsiveness, ability to provide service quickly and correctly, willingness to be friendly to every customer, and willingness to cooperate with customers.

According to Atiek and Meri (2014), the better responsiveness nurses give, then the patient tends to be willing to be loyal or obedient, because in general, patients who come to the hospital need attention and want to immediately get a quick and precise treatment. If the patient assesses the responsiveness well then the patient tends to be satisfied and formed loyalty. Patients who feel disappointed or dissatisfied with the nurses' responsiveness may result in a damage to the nurse's image.

This research is in line with research conducted by Ajenk Saprilla Nanda (2018) entitled "Influence of Responsiveness of nurse in therapeutic communication practice on patient satisfaction In the Installation room of RSU Haji Surabaya". Based on the statistical test results, it was stated that the responsiveness of the nurse has an effect on the patients' satisfaction with a significant P value was $0.032 < 0.05$.

Researchers assumed that the responsiveness is determined by an individual's judgment that tends to be different from one patient to another in relation to the responsiveness of the officer or nurse in providing healthcare services in accordance with the procedure.

Responsiveness is a patient's thought or perception of the ability or reliability of the nurse's performance in response to various needs including patient complaints.

In the table of performance of nurse in conducting nursing care to responsiveness quality of nursing service in RSIA Qurrata A'yun Samarinda, it shows that from 35 people (56.5%) those who considered the performance of nurse as satisfying was 25 people (40.3%), while 10 persons (16.1%) expressed dissatisfaction with the responsiveness provided by the nurse.

Meanwhile, from 27 people (43.5%) who choose the nurses' performance as poor, 6 people (9.7%) expressed satisfaction and 21 people (33.9%) expressed dissatisfied with the nurse's responsiveness. Furthermore, the test result of OR (*odd Ratio*) obtained a value of 8.7, which means that respondents who chose the performance of the nurse either have the opportunity to settle against the response of nurses as much as 8.7 times greater than the performance of poor nurses.

This research is in line with Nursalam theory (2014), that if the performance of nurses as a service provider exceeds the patient's expectation as a recipient of nursing services, means the service provided by the nurse is in accordance with the expected patient. This research is in line with research conducted by Tina Krisnawati (2017) on "The relationship between the nurses' performance and patients' satisfaction in hospital in Malang". Through the statistical calculation using a correlation test of *Spearman's Rank*, it acquired *P value* value of 0.029 ($P < 0.05$). It is concluded that there was a significant relationship between the performance of nurses and the satisfaction of patients during the hospitalization in the Hospital of Panti Waluyo Malang.

The performance of nurses serves as a benchmark of healthcare services. It is necessary to study the performance to maintain even improve the quality of health services provided to patients who are healthy and sick (Mulyono et al., 2013 in Glady DKK, 2018). Researchers assumed good nurse performance will lead to satisfaction of nursing service users. It will also improve the quality of nursing service in the hospital.

Although there are still dissatisfied respondents to the responsiveness provided by the nurse, the researcher assumed that it was due to the lack of a nurse's explanation of the action procedure or lack of nursing care to the patient's complaint. In addition, unisex respondents who chose the performance of nurses is not good but feel satisfied. This can happen because despite the performance of the nurse is not good, the patient can feel satisfied about the hospital facilities that they have got.

CONCLUSION

The results showed that there is a significant relationship between nurse performance in conducting nursing care and the responsiveness quality of nursing service in RSIA qurrata A'yun Samarinda. The odds value (0.000) is smaller than the significant value (0.05). Which means H_0 is rejected and H_a is accepted.

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