

DESCRIPTION OF NURSES' SELF EFFICACY IN DETERMINING PATIENT PRIORITIES IN THE EMERGENCY INSTALLATION OF A TYPE B HOSPITAL IN THE GORONTALO REGION

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ABSTRACT

The importance of nurses' knowledge, skills and self-efficacy in handling emergency conditions is related to various types of emergency services such as triage. The concept of self-efficacy is the main focus, that a high level of self-efficacy can improve the performance and skills of nurses in providing emergency services. Data shows that the number of emergency services increases by 30% every year in all emergency service facilities in the world. Meanwhile, in Indonesia, data on visits to emergency facilities reaches 13.3% of the total visits to public hospitals. The research method uses quantitative research with descriptive methods, With a population of all nurses working in the Type B Hospital Emergency Installation using a sampling technique Total sampling. The analysis in this research is the frequency distribution of demographic data and self efficacy nurses in determining patient priorities (Triage) Type B Hospital in the Gorontalo Region. The research results show that the level self efficacy nurses regarding determining patient priorities (triage) Type B hospitals in the Gorontalo region are in the good category with percentages of 51.5% and 73.3%. Meanwhile the nurse with self efficacy which is quite at the percentage of 48.5% and 26.7%. Suggestions for the hospital are to be able to encourage nurses' enthusiasm and confidence in carrying out an action, for nurses to be able to maintain and increase their level of self-confidence, and finally for future researchers to be able to continue this research by using other variables and methods. further research.

Keywords: hospital; nurse; self efficacy; triage

INTRODUCTION

An emergency is a situation where a person or group of people needs immediate help to prevent death or disability. Emergency events do not only occur in hospitals but can occur outside hospitals, in fact these incidents occur more often outside hospitals (Hidayati, 2019). In general, an emergency condition itself is often a very serious situation or one that can occur suddenly so that it is difficult to predict it, both the place and time of the incident (Utariningsih, Milizia, Handayani, 2022). The World Health Organization (WHO, 2018) states that, there are several diseases that are considered emergency diseases and contribute to the largest number of deaths in the world, including ischemic heart disease, 7.4 million people or with a percentage of (13.2%), stroke, 76.7 million people or (11.9%), chronic obstructive pulmonary disease 3.1 million people or (5.6%) and finally cancer 1.6 million people or (2.9%). Meanwhile, in accident cases, the death toll reached 1.2 million. From the data above, it can be seen that many patients have emergency cases and need help as soon as possible. This is to reduce the increase in disability and death rates in patients. To avoid this, it is necessary to provide the maximum possible emergency services to patients with emergency conditions (Prahmawati, Rahmawati, Kholina, 2021).

Data on visits to emergency facilities in Indonesia reached 4,402,205 patients or around 13.3% of the total visits to public hospitals. Meanwhile, in Gorontalo, data shows that total visits to Dunda Limboto Hospital in 2020 reached 747 referral patients, 6,630 non-referral patients, 7,377 patients

were treated, 69 were referred, 168 patients were discharged, and 168 patients died in the emergency room. Meanwhile, in 2022 the total number of incoming visits will reach 11,647 and in 2023 the total number of visits will reach 9,499 patients. Currently, emergency problems are still in an emergency condition and have not been handled completely. So, more knowledge is needed from nurses to support these emergency problems. (Damansyah & Yunus, 2022). Nurses' knowledge of their ability to carry out emergency actions is very important. This will make patients happy if nurses have good knowledge and skills. Therefore, the information and abilities of nurses are very important because medical officers are the main spearhead in aid. The training given to emergency room nurses greatly influences knowledge in handling emergency patients (Yunita, Tiara, Marlinda, Nuria, Sari, 2022).

So from the argument above it can be concluded that the more and longer a nurse attends training, the more experience they have in carrying out an action, and the wider their knowledge in providing services. Emergency services are divided into several types of services (Martha, 2018). One of the types of emergency services is triage. Triage is the process of sorting patients according to the severity of the injury or pain experienced by the patient. In triage, patients will be divided into 3 categories, namely emergency, urgent and non-urgent. In order to assess the initial condition of emergency patients quickly and accurately, it is necessary to carry out a brief history and systematic examination for problems with Airway (A), Breathing (B), Circulation (C), Disability (D) disability and, (E) Exposure . A brief history should be able to explore the main symptoms that the patient felt before and when experiencing an emergency condition (Nurayini, 2019). Each hospital has a different triage concept. One triage concept that can be used is the emergency severity index (ESI) or Australian triage scale (ATS). ESI is the basis used in grouping patients based on the severity or emergency level of the condition. ATS is also the basis for grouping patients in the ER, but ATS grouping is more about the length of time patients wait to be treated. The factors that can improve emergency services in hospitals are the role of nurses and the services provided by nurses. The role of nurses is an important indicator for realizing patient satisfaction.

Nurses have responsibilities, both medically ethical and legally. Meanwhile, the services provided by nurses are one of the most services that patients receive. especially in emergency services. Nurses are the largest number of health workers in hospitals at around 40% and also interact the most with patients. Apart from the two factors mentioned above, there are many other factors that influence the improvement of emergency services in hospitals, one of which is the self-efficacy of nurses (Situmorang, 2023). Self-efficacy can be defined as a belief that exists in a person regarding the ability to carry out a task successfully. Self-efficacy itself can determine how much a nurse's level of confidence is in their abilities, so that this can determine the quality of the nurse's performance. Nuriyanti, Kurniasih, Rokhmah (2023). Self-efficacy is an important aspect that is intended to support both nurse performance and skills. The higher the nurse's self-efficacy, the better the way of solving problems and critical thinking skills that the nurse has, thereby reducing the fear of failure (Determinan et al., 2023). Interventions carried out to support self-efficacy are divided into several types, including providing education to nurses, leadership training, self-management, simulations and communication training. Providing education to nurses can be done by utilizing telehealth technology by practicing videoconferencing, stimulating nurses by making them see other people facing difficulties, verbal persuasion by recognizing participants' skills during telehealth practice and open discussions with nurses. Apart from that, education can also be

carried out by providing theory through handouts, videos and open discussions, as well as clinical practice according to the patient's condition (Diel et al., 2022).

According to previous research conducted by Putri (2021), self-efficacy is an important component for nurses to improve, because high self-efficacy will provide even better performance because nurses are confident in their own abilities, never give up, and are persistent in carrying out their tasks. Even though the job is considered very difficult by other people, nurses also like to look for new situations so they can achieve the desired situation. Apart from that, self-efficacy training is also needed to support nurses' performance in accordance with what is expected so as to increase the quality of health services (Nugroho, 2020). Based on the results of initial observations carried out at Dunda Hospital, 5 nurses found that there were 3 nurses who were still hesitant in taking action and still had difficulty handling emergency conditions, this was triggered by the absence of the patient's family to ask for approval in taking action. emergencies and conditions that are not yet possible, while the other 2 said that it is usual to treat patients with emergency conditions, namely by carrying out initial examinations, resuscitation, stabilization, response time, and determining triage. So there is no longer any hesitation in taking emergency action. Based on the background description above, researchers are interested in examining the description of nurses' self-efficacy in providing emergency services in the emergency installation of Type B Hospital in Gorontalo.

METHOD

The research method uses quantitative research with descriptive methods. The research population is all nurses who work in the Emergency Room (IGD) Prof. Dr. Hospital. H. Aloei Saboe Gorontalo and RSUD Dr. M.M Dunda Limboto with sampling techniques Total sampling as many as 63 nurses. The analysis in this research is the frequency distribution of demographic data and self efficacy nurses in determining patient priorities (Triage) Type B Hospital in the Gorontalo Region. This research was conducted from 26 February to 5 March 2024

RESULTS AND DISCUSSION

Table 1.
Characteristics of emergency room nurse respondents

Frequency distribution		f	%
Gender	Man	14	42,4
	Woman	19	57,6
Age	Early Adulthood (26-35)	29	87,9
	Late Adulthood (36-45)	2	6,1
	Early Seniors (46-55)	1	3,0
	Late Seniors (56-65)	1	3,0
Marital status	Marry	26	78,8
	Not married yet	7	21,2
Last education	D3	29	87,9
	NERS	2	6,1
	S2	1	3,0
Training attended	BTCLS, ACLS, <i>Triage Officer</i>	4	12,1
	BTCLS, <i>Triage Officer</i>	29	87,9
	BTCLS	0	0
Length of Work	Less than 5 years	4	12,1
	More than 5 years	29	87,9

Table 2.
Characteristics of emergency room nurse respondents

Frequency distribution		f	%
Gender	Man	11	36,7
	Woman	619	63,3
Age	Early Adulthood (26-35)	26	86,7
	Late Adulthood (36-45)	4	13,3
	Early Seniors (46-55)	0	0
	Middle Seniors (56-65)	0	0
Marital status	Marry	20	66,7
	Not married yet	10	33,3
Last Education	D3	26	86,7
	NERS	4	13,3
	S2	0	0
Training attended	BTCLS, ACLS, <i>Triage Officer</i>	2	6,7
	BTCLS, <i>Triage Officer</i>	4	13,3
	BTCLS	24	80,0
Length of Work	Less than 5 years	14	46,7
	More than 5 years	15	53,3

Based on table 1, the frequency of respondents sampled in the study based on gender shows that the majority of respondents at Prof. Dr. Hospital. H. Aloei Saboe was female, namely 19 respondents (57.6%) while at Dr. M.M Dunda Limboto is mostly female, namely 19 respondents (63.3%), then based on age, it shows that more than the majority of respondents at Prof. Dr. Hospital. H. Aloei Saboe aged 26-35) years (Early Adult), namely 29 respondents (87.9%), while at Dr. M.M Dunda Limboto, most of the respondents were in the age range of 26-35 years (early adulthood), namely 26 respondents (86.7%) based on marital status, which shows that more than half of the respondents at Prof. Hospital. Dr. H. Aloei Saboe, namely 26 respondents (78.8%) were married, while at Dr. M.M Dunda Limboto, 20 respondents (66.7%) were also married. based on the latest education, it shows that more than half of the respondents at Prof. Dr. H. Aloei Saboe has a D3 education level, namely 22 respondents (66.7%), while at Dr. M.M Dunda Limboto, most of the respondents were educated as nurses, namely 26 respondents (86.7%). Based on the training that most of the respondents had attended at Prof. Hospital. Dr. H. Aloei Saboe has attended BTCLS training and *Triage Officer* namely 29 respondents (87.8%) while at Dr. Most of the M.M Dunda Limboto have attended BTCLS training, namely 24 respondents (80.0%) Based on the characteristics of the length of work, the majority of respondents at Prof. Hospital. Dr. H. Aloei Saboe has worked for more than 5 years, namely 29 respondents (87.9%) while at Dr. M.M. Dunda Limboto has worked for more than 5 years, namely 16 respondents (53.3%).

Table 3.
Distribution of respondent characteristics based self-efficacy

<i>Self Efficacy</i>	f	%
Good	17	51,5
Enough	16	48,5
Not enough	0	0

Table 4.

Distribution of respondent characteristics based on self-efficacy

<i>Self Efficacy</i>	f	%
Good	22	73,3
Enough	8	26,7
Not enough	0	0

Table 2 and table 3, the frequency of respondents who were sampled in the research is based on the self-efficacy of most respondents at Prof. Hospital. Dr. H. Aloei Saboe had a good level of self-efficacy, namely 17 respondents (51.5%), 16 respondents (48.5%) had a sufficient level of self-efficacy and 0 respondents (0) had poor self-efficacy. %), while at Dr. M.M Dunda Limboto, namely nurses who have good self-efficacy, are 22 respondents (73.3%), those who have sufficient self-efficacy are 8 respondents (26.7%) and those who have poor self-efficacy are 0 respondents (0%) or no respondents at all.

A nurse is a person who cares for and cares for other people who experience health problems. Nurses are human resources who provide color to health services in hospitals, apart from their main quantity, nurses also represent a profession that provides continuous and continuous service to clients 24 hours a day. Nurses deal with different patients every day, meaning they constantly need to meet patient needs and expectations. So nurses must have a good level of self-confidence or self-efficacy, this is needed so that nurses can be more skilled in handling nursing actions, especially in terms of determining patient priorities. The results of the research were 17 respondents at RSUD Prof. Dr. H. Aloei Saboe showed that the self-efficacy of nurses was in the good category, as was the case at RSUD Dr. M. M. Dunda Limboto, the self-efficacy of most nurses is also in the good category. According to the researcher's analysis of the results of research that has been carried out using the questionnaire that has been distributed, it appears that respondents who have good self-efficacy are able to answer 8-12 questions on the questionnaire correctly, namely indicators 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13. If seen in terms of the training they have attended, respondents who have good and sufficient self-efficacy have attended several trainings, one of which is BTCLS, ACLS, and Triage Officer training where BTCLS, ACLS training and Triage Officer itself contains material about emergency management of patients, especially triage, so that it becomes the main provision for respondents to handle emergency cases. This was explained by Tamsuri (2022), who said that training is often interpreted as a short-term educational process using systematic and organized procedures so that participants can learn technical knowledge and skills for specific purposes.

Training is a process where people learn to acquire certain skills/abilities to help achieve goals and is a short-term educational process using systematic procedures to improve behavior to increase achievement of certain goals. One example is, in terms of determining patient priorities, training is needed that addresses these skills. This is in line with research conducted by Rizki & Handayani (2022) regarding nurses' self-efficacy and skills in carrying out triage, saying that nurses' skills in carrying out triage are supported by training that has been attended by nurses' skills in carrying out triage can continue to be improved by following training and continuing to hone skills so that they can be more in line with the standards that have been set.

Based on the results of research and theory as well as previous research listed above, the researcher assumes that nurses who have good and sufficient self-confidence in the emergency department of type B hospitals in the Gorontalo area occur because nurses have often handled problems related

to determining patient priorities. so that the level of self-confidence of nurses can be categorized into good and sufficient categories. Apart from that, training can also support nurses' self-confidence so that from this training nurses can gain experience related to the process of handling emergency cases. This is the factor that experience can increase a nurse's confidence and ability to become better. This is in line with research conducted by Handayani, Sulisetyawati, Adi (2022) on the level of self-efficacy of nurses in the emergency installation of RSUD dr. Soehadi Prijonegoro Sragen has a good level of self-efficacy, namely 54%, one of which supports this is the training attended by the nurses so that the nurses find many new experiences that can increase the nurses' self-confidence. The results of this research are in line with research conducted by Alverina & Ambarwati (2019) that the level of self-efficacy of nurses in determining patient priorities is included in the good category, namely 91.32%, this is because nurses can handle problems in emergency cases, especially in triage. confidently without any doubt. With good self-efficacy, nurses can complete each task and have good self-esteem. Apart from that, age is also one of the things that can influence an individual's level of self-efficacy.

The results of research based on the characteristics of respondents show that the majority of respondents who have good category self-efficacy at RSUD Prof. Dr. H. Aloei Saboe is in the early adulthood age range (26-35 years) with a percentage of 87.9%, while at RSUD Dr. M. M. Dunda Limboto who has good self-efficacy is in the early adult age range (26-35 years) with a percentage of 86.7%. This is in line with research conducted by Larengkeng, Gannika, Kundre (2019) which stated that, the older you get, the higher the level of self-efficacy possessed by nurses so that age can influence the level of self-efficacy in nurses. So age can be a factor that can influence a person or nurse to have a high level of self-efficacy. Because the older you get, the more experience you gain when doing a job. This is in accordance with research conducted by Alamsyah, Dewi, Utomo (2020) that increasing age will make individuals focus more on their self-efficacy so that they are more competent in completing a job. Overall, increasing age will make a person have a better level of self-efficacy so that a person will be better able to maintain and control their work. Then look at the characteristics of length of work.

According to the research results, most of the respondents who worked in the emergency room at RSUD Prof. Dr. H. Aloei Saboe has worked for more than 5 years with 29 people with a percentage of 87.9%. Meanwhile at Dr. M. M. Dunda Limboto, who worked for more than 5 years, was 16 people with a percentage of 53.3%. According to Larengkeng et al (2019), the longer someone works, the more their skills, confidence and experience will increase. Experience is the possession of knowledge experienced by a person over an undetermined period of time. Nurses who have worked longer certainly have more experience. This experience can be useful when nurses face problems related to patients or internal problems in the world of nursing. In this case, the researcher assumes that the majority of respondents in type B hospitals have a good level of self-efficacy because the respondents have worked for more than 5 years, automatically they have a lot of experience, which makes the respondents' self-confidence good and can continue to increase.

Based on the research results, there are also nurses who have sufficient self-efficacy, namely at RSUD Prof. Dr. H. Aloei Saboe as many as 16 people (48.5%) and at RSUD Dr. M. M. Dunda Limboto as many as 8 people (26.7%). This is in line with research by Tessa, Deant, Eka Putrid (2021) showing that 82% of nurses have a sufficient level of self-efficacy, this is influenced by the lack of self-confidence that nurses have in handling an action, so that the performance given by these nurses is not adequate. The results of this research are also in line with research conducted

by Putri, Rasyid, Lita (2022) which states that the self-efficacy of nurses in the emergency installation of Raja Musa Sungai Guntung Hospital is in the sufficient category, namely 60%. This is also influenced by nurses who are still not yet confident in their abilities, which has an impact on the performance of nurses in carrying out their duties.

Self-efficacy is a personal factor that can protect against experiences that can cause stress at work. Self-efficacy also helps a person determine how much effort will be expended and how long a person will persist in facing difficulties. This can be interpreted that, when someone experiences difficulties while carrying out their duties, they will give up all their efforts and will persist to be able to complete their efforts.

CONCLUSION

Based on the results of research conducted by researchers, the research results obtained levels self efficacy nurses regarding determining patient priorities (triage) Type B hospitals in the Gorontalo region are in the good category.

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