



ANALYSIS OF ROOM HEAD LEADERSHIP, INTERNAL SUPERVISION AND NURSES' COMMITMENT TOWARDS SERVICE UNIT PERFORMANCE

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ABSTRACT

A hospital is a health service institution that provides comprehensive individual health services, providing inpatient, outpatient and emergency care (Health Law No. 17 of 2023). To realize all of this, a hospital which is a place for health services must be able to provide professional resources. One of the resources that must be prepared to be able to provide excellent service to its clients is a nurse. Improving the performance of health workers maintenance is matter Which very important in repair efforts service health to the community in general. The purpose of the study was to determine the influence of leadership, supervision internal And commitment nurse to performance service unit in Prof Dr. Soekandar Mojokerto Regency. Design study observational with approach cross-sectional. Population all nurses at Prof Dr. Soekandar Mojosari, Mojokerto Regency as many as 294 respondents. A sample of 170 respondents with proportional technique to size. Independent variables are the leadership of the head of the room, internal supervision, and nurse commitment. The dependent variable is the performance of the service unit. The research instrument used a questionnaire that was tested for validity and reliability. The analysis used was univariate and multivariate analysis with linear regression using SPSS. Test regression linear Which done show There is connection leadership For head space ($p=0.005$), internal supervision ($p=0.000$) and employee commitment ($p=0.019$) on employee performance. Multivariate analysis shows that the influential variable is internal supervision with a significance level of $p=0.000$ and $B=0.188$ The results of the research conducted are expected to provide input to hospitals to improve leadership by adapting to conditions. hospitals through internal supervision and performance improvement to optimize the quality of hospital services in the eyes of the public.

Keywords: commitment; internal supervision; leadership; performance

How to cite (in APA style)

Maruapey, E. R., Indasah, I., & Wardani, R. (2025). Analysis of Room Head Leadership, Internal Supervision and Nurses' Commitment Towards Service Unit Performance. *Indonesian Journal of Global Health Research*, 7(3), 217-222. <https://doi.org/10.37287/ijghr.v7i3.6025>.

INTRODUCTION

Hospital is a health service institution that provides comprehensive individual health services, providing inpatient, outpatient and emergency care (Health Law No. 17 of 2023) One of the resources that must be prepared to be able to provide excellent service to its clients is nurses. Improving the performance of nursing staff is very important in efforts to improve health services to the community in general (Arifin, 2016; Setyawan, 2020; Grennan, 2022). RSUD Prof. dr. Soekandar, Mojokerto Regency is a Regional Hospital owned by the Mojokerto Regency Government which is the main destination or referral place in the Mojokerto Regency area as a Class B General Hospital with Full Accreditation. This hospital is socially oriented by continuing to provide quality, complete and satisfying health services to patients or customers and improving the welfare of all employees.

The complaint data received in hospital complaints are as follows: in 2023, there were 76 complaints or complaints, 36.84% of which were complaints about inpatient services, 28.99% complaints about administrative services and 21.99% complaints about hospital facilities, while the data in 2024 was 69 complaints and 21.74% were complaints or complaints about inpatient services, 20.29% complaints about hospital facilities and 15.94% complaints about administrative services. This study aims to determine whether there is a relationship between

the leadership of the head of the room, internal supervision and nurse commitment to the performance of the service unit at Prof. dr. Hospital. Soekandar, Mojokerto Regency.

METHOD

The research design is quantitative research with observational research methods. analytical, where the research aims to explain the relationship between independent variables and dependent variables through testing the research hypothesis. Meanwhile, when viewed based on time, this research uses a *cross-sectional approach. sectional*, where the data collection process is carried out simultaneously at the same time (Murti, 2013). The independent variables are the leadership of the head of the room, internal supervision and nurse commitment and the dependent variable is the performance of the service unit. Population is the entire research subject to be studied that meets the established criteria (Nursalam,2016). In this study, the population was all nurses at Prof. dr. Soekandar Hospital, Mojokerto Regency, totaling 294 respondents. The sample taken was 170 respondents based on the *proportional technique. to size*. The research instrument used a questionnaire that was tested for validity and reliability. The analysis used was univariate and multivariate analysis with linear regression.

RESULT

Table 1.

Characteristics subject study based on age, type sex, length of service, last education and employment status

Characteristics	f	%
Age		
< 25 Year	26	15.3 %
≥ 25 Epidemic	144	84.7 %
Type sex		
Man	60	35.3 %
Woman	110	64.7 %
Long Work		
< 2 Year	89	52.4 %
≥ 2 Year	81	47.6 %
Education final		
Education D3	89	52.4 %
Education S1	59	34.7 %
Education S1 And Profession	17	10 %
Education S2	5	2.9 %
Status Staffing		
civil servant	26	15.3 %
BLUD	144	84.7 %

The results of the characteristics of the research subjects based on age, gender, length of service, last education, and employment status. In the respondent age category, the results showed that most respondents were older than the same as the average value, which was 144 respondents (84.7%). The gender of the respondents was mostly female, which was 110 respondents (64.7%). In the length of service category, most respondents had a length of service less than the average value, which was 89 respondents (52.4%). The last education of the majority of respondents was D3 education, which was 89 respondents (52.4%) and the employment status of the respondents was mostly BLUD, which was 144 respondents (84.7%)

Table 2.
Characteristics variable study

Characteristics	Mean	Min	Max	SD
Leadership head room	58.06	21	72	13,366
Supervision internal	49.75	14	65	14.90
Commitment Nurse	57.76	15	77	11,784
Performance unit service	144.66	45	148	29.88

In table 2, the characteristics of the research variables, namely the leadership of the head of the room, internal supervision, nurse commitment and service unit performance, the results show that the mean value of the variable of the leadership of the head of the room is 58.06; the internal supervision variable is 49.75; the nurse commitment variable is 57.76; and the service unit performance variable is 144.66.

Table 3.

Results Analysis Leadership, Supervision Internal and Commitment of nurses to Performance service unit

Variables	Unstandardized Coefficient		Standardized Coefficient	T	Sig
	B	Std. Error	Beta		
Head of room leadership	1.222	0.139	0.551	8,880	0.005
Supervision Internal	0.530	0.233	0.188	2,670	0.000
Commitment Nurse	0.477	0.167	0.210	2,666	0.019
Performance service unit	0.388	0.119	0.170	2.888	0.009
Coefficient Determination (Mark R Square) :			0.757		

Based on table 3 above, the results of the linear regression analysis show a coefficient of determination R Square of 0.757, which means that this study can explain that 75.70% of the relationship between variables in the research of the leadership of the head of the room, internal supervision and nurse commitment to the performance of the service unit. The results of the p value indicate that there is a relationship between the leadership of the head of the room (p = 0.005), internal supervision (p = 0.000) and nurse commitment (p = 0.019) to the performance of the service unit. Multivariate analysis show that the influential variable is internal supervision with a significance level of p=0.000 and B=0.530.

DISCUSSION

Analysis of the research results in the category of room head leadership, the mean value of the room head leadership variable is 58.06, from the results of the linear regression test, the magnitude of the influence of room head leadership (p- value = 0.005) on the performance of the service unit, which means the magnitude of the influence of leadership on the performance of the service unit. Hasibuan (2015) defines leadership as a way for a leader to influence the behavior of subordinates so that they are willing to cooperate and work productively to achieve an organizational goal. The role of the leader will support the competence of nurses and the creativity process which ultimately provides the best service unit performance. Leadership style Which effective can Motivate And guide nurses to achieve performance which are more well, for now leadership Which No effective can have a negative impact on the motivation and performance of the service unit (Girsang, 2021). The performance of the service unit will be high if each component of the organization is well integrated and can carry out its functions properly (Muizu, 2019). The influence of leaders in the organizational environment can improve the quality of human resources (Christensen - Salem, 2021). Analysis of the research results in the internal supervision category, the mean value of the internal supervision variable is 49.75, from the results of the linear regression test obtained a p- value of $0.005 < \alpha 0.05$, meaning that internal supervision has a large influence on the performance of the service unit.

Supervision is a process of monitoring, inspection, and evaluation carried out by management on each nurse to identify weaknesses or deficiencies so that they can be corrected. In the results of the respondents' responses, the lowest score of the questionnaire was in the statement of the nursing field knowing the risk assessment process carried out by management with a score of 148 and the highest score of 152 in nurses being able to adapt according to the field of work given by the hospital. Supervision has a role to ensure that hospital management goals are achieved. This concerns ways to make activities as planned. A systematic effort to set implementation standards with planning objectives, design feedback information systems, compare actual activities with previously set standards, determine and measure deviations, and take the necessary corrective actions to ensure that all nursing resources are used effectively and efficiently in achieving the goals of Prof. dr. Soekandar Hospital. Similar to Syahrianti's research (2018) which showed the results that supervision had a significant effect on the performance of the service unit. Supervision is very important to be able to support the performance of the service unit, for that it is necessary to maintain good supervision, evaluation needs to be carried out and supervision must continue to be improved such as work procedures, work standards, and supervision carried out from superiors to subordinates in order to improve the performance of the service unit. In line with Wahyuni's research (2018) which states that partial supervision has a positive and significant effect on the performance of service units. The same is true of Syahrianti's research (2018) which shows that supervision has a significant effect on the performance of service units. Supervision is very important to support the performance of service units, for this reason it is necessary to maintain good supervision, evaluate and continue to improve supervision such as work procedures, work standards, and supervision carried out from superiors to subordinates in order to improve the performance of service units. In line with Wahyuni's research (2018) which states that partial supervision has a positive and significant effect on the performance of service units. The same is true of the results of Srikasih's research (2022).

Analysis results study on category commitment nurse mark mean is the amount 57.46. The results of the linear regression test obtained a p- value of $0.01 < \alpha (0.05)$, meaning large influence internal control on the performance of the service unit. Commitment is a measure of a nurse's willingness to remain with a hospital in the future. Commitment often reflects the nurse's belief in the hospital's mission and goals, willingness do business in finish work, as well as desire to continue working at the hospital. According to Shaleh (2018), nurses who are committed to the organization usually have good attendance records, showing loyalty. voluntarily to the policy organization, and have low turnover rate. This is in line with Parinding's research (2017) which states that there is influence commitment affective and normative However No there is an influence of sustainable norms on the performance of service units. Similar research was also conducted by Ariyani (2020) which found that affective commitment have influence positive And significant to performance, Continuous commitment has a positive and significant effect on performance, and normative commitment has a positive and significant effect on performance. Normative commitment has the greatest effect on performance. This study proves that hospital organizations can improve performance by increasing the commitment of each nurse.

The mean value on variable leadership head room in Hospital Prof. dr. Soekandar Regency Mojokerto is as big as 58.06 and commitment nurse at Hospital Prof dr. Soekandar Regency, Mojokerto Regency is 57.76. Leader in hospital Prof. dr. Soekandar Regency Mojokerto has have an effective way of leading so that you can control house sick and his subordinates with Good. Synergy between leader and nurse Which harmonious, will able to carry improvement in performance service units and are able to bring the hospital to achieve the goals that have been set. Value mean on variables internal control in Prof. dr.

Hospital Soekandar Regency Mojokerto is as big as 49.75. Supervision internal play an important role in guard compliance, efficiency, and accountability in organization like House Sick. Mark This referring to on so far where internal control functions within the hospital. This mean value, is considered as indication that supervision internal walk with Good and effective. The mean value of the nurse commitment variable at Prof. dr. Soekandar Regional Hospital, Mojokerto is 57.76. With there is a high level of commitment on nurse, then will cause a sense of belonging towards the hospital. Nurses will try to create positive values in their work, and will work as well as possible for the hospital so that it can improve its performance.

The mean value on variable performance unit service in Prof. dr. Soekandar Hospital, Mojokerto Regency is 144.66. This shows that the performance of the service unit at Prof. dr. Soekandar Hospital, Mojokerto Regency as a whole is very good. There is an influence of leadership, internal supervision and nurse commitment on the performance of service units at Prof. dr. Soekandar Regional Hospital, Mojokerto Regency. Good leadership can motivate nurses to commit and perform better. Effective internal supervision can ensure that policies decided by the leadership are implemented properly. Nurse commitment can improve compliance to supervision internal because feel involved in achieving the hospital's vision and mission. This research is expected to add knowledge or input and consideration in further research related to the performance of service units in hospitals. The benefits for respondents are that they are more able to carry out self-evaluation to improve performance and self-development. in the hospital environment. Maintaining integrity and prioritizing professionalism in every job, and with this research, it is expected that Prof. dr. Soekandar Regional Hospital, Mojokerto Regency can utilize this research as a consideration to be better in improving services to the community.

CONCLUSION

Leadership that is accordance with Prof dr Soekandar hospital, Mojokerto is transformasional leadership where this type of leadership can improve the performance of service units. Transformasional leadership requires direction to employees, as well as helping nurses to overcome difficulties and provide convenience in carrying out task according to what environment in order to create a sense of responsibility for a job. With this research, it is hoped that Prof dr Soekandar hospital Mojokerto, can use the research as a consideration to be even better in improving services.

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