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THE PERFORMANCE OF NURSES TO IMPROVE QUALITY RESPONSIBILITY NURSING SERVICES

ABSTRACT

Background: 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 employees to serve the community in accordance with the level of absorption, understanding, 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 aims to determine the relationship of nurse performance in nursing care to the quality responsiveness of nursing service in RSIA Qurrata A'yun Samarinda. The study uses a cross sectional approach. The validity and reliability tests were carried out on the nurse performance questionnaire and the quality of service carried out at RSIA Aisisyiah Samarinda to 30 patients. The instrument in this study used questionnaires with samples of 62 patients hospitalized with simple random sampling techniques. Test analysis in this study using Chi-square test with P Value $0.000 < 0.05$, so it can be concluded that there is a significant relationship of nurse performance to the quality responsiveness of nursing service.

Keywords: nurse performance, quality nursing service, responsiveness,

Introduction

Regulated in the Law of the Republic of Indonesia No. 38 year 2014 on nursing. Nursing is an orphanage activity to individuals, families, groups, or communities, both in a sick and healthy state. One of the duties of nurses is as a nursing orphanage, which in carrying out duties as a nursing care provider, nurses are authorized to conduct a holistic nursing review, establishing nursing diagnosis, planning nursing actions, carrying out nursing actions, evaluating the outcome of nursing actions.

Nursing care 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 is always a quality service, safe and can fulfill the needs and expectations of 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 were obtained by the results 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) inpatient, namely $> 90\%$ (Depkes RI, 2016). Currently the index of *responsiveness* is worth 6.8 and targets in 2019 to 8 (Ministry of health, 2015).

Responsiveness is the speed of response performed by nursing service officers to meet the needs of the community relating 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) Hospital of Haji Surabaya General in December 2018, that there is a significant relationship between the responsiveness or responsiveness to the patient's satisfaction of 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 the better the patient's assessment of nurse responsiveness will increase patient satisfaction in the inpatient installation of Haji Surabaya General Hospital.

preliminary studies were conducted using the filling of questionnaires on 17 June 2019 at THE RSIA Qurrata A'yun Samarinda regarding the performance of nurses in nursing care to the quality responsiveness of nursing services as long as the patient was hospitalized. A total of 10 patients in 2 treatment rooms, showing results 50% of 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 to determine the quality of the performance of the nurses 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, a number of 3 patients said the treatment of nurses 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 are not satisfied with the nursing care in the hospital because of the attitude of some nurses who are tired of communicating and not as good as they need help, in addition they still choose to visit the hospital because the distance from the house is relatively close.

Method

This research is a quantitative study. The study uses a descriptive correlation design with a cross sectional approach. The population in this study is all patients who are undergoing hospitalization in RSIA Qurrata A'yun Samarinda for the last 2 months from March to April 2019. The sample calculations use simple random sampling technique with the formula Slovin and obtained samples amounting to 62 patients. Patients in this study are patients who are hospitalised in the RSIA Qurrata A'yun Samarinda, the patient is conscious and willing to be a respondent, not undergoing palliative treatment, no hearing loss, in a child's patient 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 nurse performance questionnaire and the quality of service carried out at RSIA Aisisyiah Samarinda to 30 patients. Data collection using questionnaires. After that, the data is processed with a step in editing, coding, entry, tabulating and cleaning. The data analysis techniques in this research consist of univariate analysis and sufficient analysis which is then conducted by Chi-square statistical test.

Results

Based on the results of the study obtained the following results:

A. characteristics of respondents in Rsia qurrata A'yun Samarinda

Table 1. Overview of the frequency distribution and the characteristic percentage of the respondents of Qurrata A'yun Samarinda (n = 62).

No	Variable	Percentage	
		F	(%)

Gender			
1.	Women	48	77.4
	Male	14	22.6
Age			
2.	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			
3.	Not a school/not graduated from SD	10	16.1
	Sd	10	16.1
	Junior	4	6.5
	Sma	33	53.2
	Colleges/Colleges	5	8.1
Job			
4.	PNS	1	1.6
	Retired	0	0
	Private officers	5	8.1
	Entrepreneurial	0	0
	Farmer Labour	0	0
	Housewives	39	62.9
	Other	17	27.4
Frequency treated			
5.	1 time	39	62.9
	2 times	18	29.0
	3 times/More	5	8.1

Source: Primary Data, 2020

Table 1, the majority of female-type respondents were 48 people (77.4%), the most age treated is a 17-25 year range of 21 people (33.9%), the most education is SMA 33 person (53.2%), the majority of the work is a housewife as many as 39 people (62.9%) and frequency was treated in RSIA Qurrata A'yun for 1 time as much as 39 people (62.9%).

B. Characteristics of respondents based on the performance of nursing in nursing care

Table 2. Overview of frequency distribution and percentage of Univariate independent variable RSIA Qurrata A'yun Samarinda (n = 62).

No	Variable	Percentage	
		F	%
Nursing Performance			
1.	a. Good	35	56.5
	b. Less good	27	43.5

Source : Primary Data, 2020

Table 2 indicates that the respondent who assessed the good performance of the nurse is 35 (56.5%) While assessing the performance of nurses less well as much as 27 (43.5%).

C. respondents characteristics based on nursing service quality responsiveness

Table 3. Overview of frequency distribution and percentage of Univariate variable dependent RSIA Quratta A'yun Samarinda (n = 62).

No	Variable	Percentage	
		F	%
Responsiveness			
1.	a. Satisfied	31	50.0
	b. Less Satisfied	31	50.0

Source : Primary Data, 2020

According to table 3, shows that the distribution of the quality of nursing power response in the assessment of the respondent expressed satisfaction as much as 31 (50.0%) and dissatisfied as much as 31 (50.0%).

D. Overview bivariat of nurse performance relationship in nursing care to quality responsiveness of nursing service

Table 4. Bivariate Overview of Nurse performance in conducting nursing care to quality responsiveness of nursing service in RSIA The Quratta A'yun Samarinda

Nurse performance	Responsiveness		Amount
	Satisfied	Less satisfied	
Good	25	10	35
%	40.3%	16.1%	56.5%
Not Good	6	21	27
%	9.7%	33.9%	43.5%
Amount	31	31	62
%	50.0%	50.0%	100%

Source : Primary Data, 2020

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

Source : Primary Data, 2020

According to table 4 and table 5, shows the research conducted on 62 respondents about the performance relationship of nurses to responsiveness indicates that there is a significant link between the performance of the nurse on responsiveness This is evidenced by statistically tested using *Chi Square* with χ^2 value smaller than the *Alpha* value ($0.000 < 0.05$) which means 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 high nurse, *zero complaint* from customer.

According to Joseph (2004) in (Muhammad Anwar, 2014), performance assessment is an ongoing process to assess the quality of work personnel and business 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 towards our fellowmen. The concern of a nurse while providing nursing service is to fulfill basic human needs.

The results of this research 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 there is a performance relationship nurse with inpatient satisfaction in the space Multazam Islamic Hospital Surabaya with P Value = 0.0038 ($P < 0.05$)

Researchers assume that nurse performance affects the quality of a nursing service in a hospital. Good nurse performance will cause satisfaction to the user of Nursing service 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 (*responsiveness*), which is the willingness of employees to help customers and provide services quickly and hear and address customer complaints. By the way the employees want to help provide service with responsiveness, ability to provide service quickly and correctly, the employee's willingness to be friendly to every customer, the employee's willingness to cooperate with customers.

According to Atiek and Meri (2014) The better responsiveness nurses, 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 responsiveness nurse may result in a damage to the nurse's image.

This Research is in line with research conducted by Ajenk Sapri Nanda (2018) entitled "Influence of Responsiveness nurse in therapeutic communication practice on patient satisfaction Installation IN RSU Haji Surabaya". Based on statistical test results stated Responsiveness The nurse has an effect on the patient satisfaction with a significant value of P value is $0.032 < 0.05$.

Researchers assume that the responsiveness is determined by an individual's judgment that tends to differ 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 quality responsiveness of nursing service in RSIA Qurrata A'yun Samarinda, showing from 35 people (56.5%) Who choose the performance of both nurses as much as 25 people (40.3%) expressed satisfaction and 10 persons (16.1%) expressed dissatisfaction with the responsiveness provided by the nurse. While from 27 people (43.5%) Who choose the performance of less than good nurse 6 people (9.7%) expressed satisfaction and 21 persons (33.9%) Dissatisfied with the nurse's responsiveness. While the test result of OR (*odd*

Ratio) obtained a value of 8.7, it means that respondents who choose 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), 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 performance relationship of nurses with patient satisfaction in hospitalization hospital in Malang". By statistically calculation using a correlation test *Spearman's Rank* and acquired *P value* value of 0.029 ($P < 0.05$), it is concluded that there is a significant relationship between the performance of nurses with the satisfaction of patients in hospitalisation of the hospital Panti Waluyo Malang.

The performance of nurses serves as a benchmark of healthcare services, it is necessary to study the performance to maintain even improving the quality of health services provided to patients who are healthy and sick (Mulyono et al., 2013 in Glady DKK, 2018).

Researchers assume 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 is due to 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 choose the performance of nurses is not good but feel satisfied. This can happen because despite the performance of the nurse is not good but the patient can feel satisfied about the hospital facilities that he has got.

Conclusions

The results showed that there was a significant relationship between nurse performance in conducting nursing care to the quality responsiveness 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.

Based on the conclusion, the advice can be set as follows, in order to improve the quality of nursing service, the nurse is expected to fulfill the needs of the patient so that the patient satisfaction when using nursing services. It also conducts periodic and continuous patient satisfaction surveys to evaluate the performance of nurses as well as the quality of inpatient nursing services. For further researchers, we can conduct further research on improving the quality responsiveness of nursing services

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