

Overview of Nurse Performance at the Samadua Inpatient Health Center, South Aceh Regency

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Abstract

Community Health centers was developed as the spearhead of health services in Indonesia. One type of service available at the community Health centers is the community Health centers with inpatient services. Community Health centers as a health service provider must strive for quality services in order to provide satisfaction to patients while still being guided by health service standards. One of the main tasks of the nurse is to pay attention to the needs of patients, treat patients with full responsibility and provide care services to individuals or groups who experience stress due to illness. One of the successes in providing quality and quality health services is influenced by the performance of Human Resources, in this case, nurses. The purpose of this study was to describe the performance of nurses at the Samadua Inpatient Health Center in South Aceh District. The research design used is descriptive with a cross sectional approach. The population and sample were all nurses at the Samadua Inpatient Health Center, totaling 30 people. The results of the study concluded that the majority of respondents were aged 26-45 years as many as 17 people (56.7%), female sex as many as 22 people (73.3%), D-3 Nursing educated as many as 20 people (66.7%) and length of service > 10 years as many as 14 people (46.7%), and the performance of most nurses is in the good category as many as 13 people (43.3%). Seeing that the category of good nurse performance is still below 50% of the number of working nurses, it is suggested to the Samadua Inpatient Health Center in South Aceh District to further facilitate nurses in participating in training and continuing education activities so that they have even better performance.

Keywords: *Community Health centers, Inpatient Health Center, Nurse Performance.*

1. Introduction

Health centers are developed as the spearhead of health services in Indonesia. One type of service that exists in puskesmas is puskesmas with inpatient services. Inpatient health centers are health centers that have additional facilities and rooms to help emergency patients, both in the form of limited operative actions and temporary nursing care (Pohan, 2003).

The establishment of inpatient health centers is very important because health centers with inpatient care as a referral center between referral systems, which serves to support efforts to reduce maternal and infant mortality, emergencies that must be treated immediately and minimize the possibility of disability. Nursing service is a form of service that is carried out professionally provided by health workers, namely nurses. Nursing services are based on nursing sciences and tips that are shown to individuals, families and communities both sick and healthy (Nursing Law, 2014). Nursing is one of the professions in the health center that has an important role in organizing efforts to maintain the quality of health services, namely in nursing services. In the standards

regarding evaluation and quality control, it is explained that nursing services ensure high quality nursing care, so that good nursing services are needed to maintain the quality of nursing services at the Puskesmas. Nurses work for 24 hours to serve patients. One of the main tasks of nurses is to pay attention to the needs of patients, take care of patients with full responsibility and provide care services to individuals or groups of people who experience pressure due to illness (Hidayat, 2009). The success in organizing quality health services is influenced by the performance of human resources, namely employees.

Performance according to Ilyas (2002), is the appearance of the work of human resources or employees both in quantity and quality. Nurse performance is a form of application applied by a nurse based on the knowledge and knowledge that has been obtained during education to provide the best nursing services to patients in accordance with responsibilities. Good or lack of work or one's performance is influenced by several factors, including: skills, perceptions, roles, attitudes, personality, work motivation, job satisfaction, organizational structure, job design career development, leadership, reward system and workload.

According to Priharjo (2008), one of the influential factors in the risk of performance decline is the workload that is not in accordance with the available staff / nurses. Previous research conducted by Desimawati (2013) on the relationship between nursing services and the level of satisfaction of inpatients at the Summersari Health Center, Jember Regency showed that as many as 13.6% of respondents rated nursing services in the good category and 86.4% of respondents rated it poorly, from these results one of the things that affects nursing services is not good is the workload of nurses who are not in accordance with the number of nursing staff at the Health Center.

In connection with the conditions at the Samadua Inpatient Health Center where as an inpatient executive nurse in charge of providing nursing care to inpatients is given the authority to be responsible for health programs established by the health center. These conditions will affect the increase in nurse workload, so that nurses who have a high workload will show a loss of sympathy and response to patients, besides that it will cause a deterioration in work performance. The community benchmark for assessing the quality of health services can also be seen from the level of service provided by a professional nurse to patients (Hidayat, 2008). The main problem as an institution that provides health services, especially health centers with inpatient care, is whether the services provided are in accordance with patient expectations or not. Nurse performance is one aspect related to nursing services, such performance relates to humans and affects the quality of service and patient satisfaction (Al-Assaf, 2009).

Based on the results of a preliminary study conducted on January 14, 2023 at the Samadua Inpatient Health Center, according to 10 patients interviewed, 6 patients said the nurse's performance was good, and 4 said the nurse's performance was quite good. Based on the description above, the researcher is interested in further examining the description of nurse performance in providing nursing services at the Samadua Inpatient Health Center, South Aceh Regency.

2. Methodology

This study used a descriptive research design with a cross sectional approach. The purpose of this study was to determine the description of nurses' performance in providing nursing services at the Samadua Inpatient Health Center, South Aceh Regency.

Population is a subject that meets the criteria that have been determined to be studied (Nursalam, 2011). The population in this study were all nurses who worked at the Samadua Inpatient Health Center, South Aceh Regency, totaling 30 people (Samadua Inpatient Health Center Data, January 2023).

The sample is part of the number and characteristics possessed by the population (Sugiyono, 2015). The sample in this study were all nurses who worked at the Samadua Inpatient Health Center, South Aceh Regency. The number of research samples in this study were 30 nurses. Sampling using the Total Sampling technique, which is a sample determination technique by taking all the population as a sample (Sugiyono, 2015).

3. Results and Discussion

In South Aceh Regency there are 24 (twenty-four) health centers, one of which is the Samadua Inpatient Health Center located on the Tapaktuan-Meulaboh road, Jilatang Village, Samadua District, 23751. The Samadua Inpatient Health Center has a land area of 3,722 m² which is a C classification health center through the decree of the Minister of Health of the Republic of Indonesia Number 1428 / MENKES / SK / XII / 2006 concerning Guidelines for Organizing an Environmental Health Center.

To carry out these main tasks, the Samadua Inpatient Health Center carries out treatment, recovery, health improvement and disease prevention services carried out through inpatient, outpatient, emergency and medical action services.

The type and number of health workers available at the Samadua Inpatient Health Center in South Aceh Regency can be seen in table 1 as follows:

Table 1: Type and Number of Health Workers

No.	Type of Health Worker	Education	Total
1.	Doctor	S-1	3
		S-1	10
2.	Nurse	D-3	20
		SPK	-
3	Midwife	D-3	5
		Total	38

Based on table 2, it is known that the majority of respondents are aged 26-45 years as many as 17 people (56.7%), female gender as many as 22 people (73.3%), D-3 Nursing education as many as 20 people (66.7%) and length of work > 10 years as many as 14 people (46.7%).

Judging from age means that most respondents are in the adult age group, where the characteristics of adults are calmer, less irritable and less emotional. This certainly affects the performance of the nurse where the nurse can do her job well and patiently and can handle patient complaints better. In addition, the older a person gets, the more

experience, needs, maturity and wisdom in determining a decision, including in work performance. Age will affect how to assess a person's physical, mental and ability conditions. So that age has an influence on the way of thinking to criticize and do something, in this case work.

Tabel 2. Distribusi Frekuensi Karakteristik Responden

Characteristics of Respondents	Frequency (f)	Percentage (%)
Age		
17-25 years old	5	16,7
26-45 years old	17	56,7
>45 years old	8	26,6
Gender		
Male	8	26,7
Female	22	73,3
Education		
SPK	-	-
D-3	20	66,7
S-1	10	33,3
Length of Service		
1-5 years	5	16,7
6-10 years	11	36,7
>10 years	14	46,6
Total	30	100.0

Gender means that most of the respondents are female. Gender equality is basically a concrete discussion about equality obtained by all sexes. Both men and women in life have the same opportunity to advance and develop themselves properly, including in work. This also applies to women who are married and have the opportunity to work outside the home. When a husband can support his wife to advance and develop herself well, it will create solid cooperation. This will support harmony in the family that can be felt by all parties. Now life has provided a lot of changes and developments in the journey of life that humans go through. Of course, working is a must that needs to be done by someone regardless of gender. Umar (2010) states that in principle work is a must for everyone, be it men or women. The only difference is that single women have the freedom to develop themselves and make decisions in life. Every single woman is basically free to choose whether she wants to work or not. In contrast to single women, for women who already have husbands, basically everything must be with the permission of the husband. Many women then get the opportunity in their lives to be able to develop themselves properly. This certainly happens because husbands allow their wives to work and develop their talents.

Judging from education, the majority of respondents have a D-3 Nursing education. This means that respondents are in the category of higher education at the diploma three level. According to Notoatmodjo (2007), education means guidance given to someone on something in order to be understood. It cannot be denied that the higher a person's education, the easier it is for someone to receive information, and ultimately the more knowledge they have. Conversely, if a person has a low level of education, it will hinder

the development of a person's attitude in receiving information and values that are introduced. The information and values in question can be in the form of obligations and responsibilities at work.

Judging from the length of work, the majority of respondents have worked for > 10 years. Length of work also shows the experience possessed by a nurse in working in the field of nursing services. This means that the majority of nurses at the Samadua Inpatient Health Center have good experience at work. This is in accordance with the results of this study, where the majority of nurses have performance in the good category, as many as 13 people (43.3%).

Tabel 5.3 Distribusi Frekuensi Kategori Kinerja Perawat

Characteristics of Respondents	Frequency (f)	Percentage (%)
Good	13	43,3
Fair	8	26,7
Less	9	30,0
Total	30	100,0

The category of nurse performance in providing nursing services at the Samadua Inpatient Health Center, South Aceh Regency can be seen in table 3, it is known that the performance of the most nurses is in the good category as many as 13 people (43.3%).

Nursalam (2016) states that the performance of nurses is the application of knowledge and abilities that have been received during education as nurses to be able to apply knowledge and skills in providing services and have a responsibility to improve health status and serve patients in accordance with their duties, functions and competencies.

The results of this study are in accordance with the opinion of Kurniadi (2013), which states that nurse performance is influenced by demographic factors such as age, gender, education and length of work.

The results of this study are also in line with research conducted by Arum (2019), which concluded that most nurses' performance was in the good category, as many as 55.4%. However, the results of this study differ from research conducted by Netti (2015), which concluded that the majority of nurses' performance was in the sufficient category, as many as 80%.

4. Conclusion

Based on the results of the research conducted, the following conclusions can be drawn: (a). The majority of respondents are aged 26-45 years as many as 17 people (56.7%), female gender as many as 22 people (73.3%), D-3 Nursing education as many as 20 people (66.7%), and length of work > 10 years as many as 14 people (46.7%). (b). The performance of nurses at the Samadua Inpatient Health Center is mostly in the good category as many as 13 people (43.3%), 9 people (30%) in the poor category, and 8 people (26.7%) in the sufficient category. Based on the conclusions of the research results, the following suggestions can be given: (a). For respondents (Nurses), the results of this study are expected to be information and motivation for nurses to continue to improve performance, so that the nursing services provided are getting better (b). For the Samadua

Inpatient Health Center, the results of this study are expected to provide input to the Samadua Inpatient Health Center to further facilitate nurses to have better performance through training and continuing education. (c). For further researchers, the results of this study can be followed up by developing other research variables.

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