

## Analysis of Nursing Performance and Performance System in Implementing Nursing Assessment in Inaporal Installation Bhayangkara Hospital Pusdik Brimob Gempol Pasuruan

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### ABSTRACT

A hospital is a part of a health facility where the community obtains health services. One of the staff in the hospital who is very influential on the quality of hospital services is nurses with nursing care. This study aims to determine the system of respect for nurses' performance in carrying out nursing care at Bhyankara Hospital, Pusdik Brimob, Watukosek Gempol pasuruan. The samples in this study were 97 nurses who performed nursing care at Bhyankara Hospital, Pusdik Brimob Gempol Pasuruan. The data analysis method used is linear regression. The results showed that the reward system together had a significant effect on nurse performance ( $n = 67,120$ ;  $p = 0,000$ ). While partially there is a significant influence between the reward system on nurse performance ( $n = 9.710$ ;  $p = 0.023$ ), and between the reward system for nurse performance ( $n = 5.237$ ;  $p = 0.000$ ). Whereas the regression equation is  $Y = 1,721 + 0,518X_1 + 1,072X_2 + 0,137X_3$ , where Y is the performance, X is the reward system. While the value of Adjusted R Square 0.783 means that the reward system variable affects the performance of nurses by 78.3% while the remaining 21.7% is influenced by other variables not included in this study. Management of Bhyankara Hospital Pusdik Brimob Watukosek Gempol pasuruan needs to do tips to improve the system of rewards and pay attention to other systems that can improve the performance of nurses in carrying out nursing care Improving nurse performance can have an impact on improving the quality of hospital services.

**Keywords:** Reward system and nurse performance in carrying out nursing care

### INTRODUCTION

Competition and globalization increasingly demands quality improvement in all sectors, including the health service sector. The hospital as one of the institutions that provide health services to the community is also required to provide quality services. Improving the quality of hospital services is inseparable from the role of various disciplines of health personnel in hospitals including nurses, because most hospital services are nursing services. Gillies (2017) states that nurses are a group of health care providers with the largest number reaching 40-60%. In addition, nurses work in hospitals for 24 hours per day and 7 days per week and are continuous, and nurses are the spearhead for a hospital in providing health services to the community. Given that nursing staff are important assets in the hospital, managerial parties need to pay attention to efforts to maintain continuous and harmonious relationships so that the quality of services can be improved (Gillies, 2017). According to Swanburg (2015); Marquis and Huston (2015), the quality of nursing services depends not only on nursing personnel but also on the support of managerial parties through their management functions starting from planning, organizing, directing and supervising, so as to create organizations that enable workers to grow, increase motivation and productivity, showing positive appreciation. towards workers, recognizing achievements and encouraging work satisfaction.

Nurse job satisfaction, although it is believed to be very decisive for the formation of patient satisfaction that has a major impact on the quality of nursing services, but not all hospitals are able to create an atmosphere that motivates and increases. One motivator that managers can use to create motivation and increase productivity, but often overlooked or underutilized is the reward system (Wibowo, 2017). The reward system is an important factor that affects individuals working in an organization. The award is a reward for services provided by the workforce, the award is not just rights and obligations, but the most important thing is the drive and enthusiasm to work. According to Wibowo (2017), appreciation is the level of appearance that is realized through a particular business, it is believed that individuals will be motivated by future expectations, so that some people do their jobs well. Although many research results have proven that the reward system affects satisfaction. But satisfaction is something unique and specific can be influenced by where someone works and how its characteristics. Likewise with the reward system and its effect on staff satisfaction can differ from one place to another, because the level of one's satisfaction is dynamic and develops according to the demands of the hospital environment.

Performance of nurses who work in a hospital in providing constant and continuous nursing services 24 hours to patients every day, so that it can provide a picture of good or bad nursing services at the hospital. Nursing services as an integral part of health services clearly have a contribution that greatly determines the quality of services in hospitals, so that every effort to improve the quality of hospital services must also be accompanied by efforts to improve the quality of nursing services. Increasing the performance of the organization / hospital is very dependent on the performance of individuals (employees of the intended organization / nurse). If individual performance is good, then it is likely that organizational performance is also good.

Performance improvement does not happen by itself, but is formed due to ability / motivation, motivation, and work situations / work situations. The ability factor refers to the capacity of individuals formed by a set of intellectual and physical abilities (Robbins, 2017). This ability can be achieved through a process of education and training.

Bhayangkara Hospital The Brimob Hospital, which is one of the Police Hospital owned by the RSU model, is managed by the Indonesian National Police and classified into Class IV Hospital. This hospital has been registered since 27/03/2013 with a Number of Permit Kep / 16 / I / 2011 from the Head of the National Police of the Republic of Indonesia with a fixed nature, and is valid until after carrying out the accreditation method of all Indonesian hospitals with process 5 finally given status full Hospital Accreditation. This hospital is located on Jl. Raya Watukosek Gempol, Pasuruan, Indonesia.

The results of observations and interviews of the authors in 2018, there are several problems that are indicated related to the performance of nurses at the Bhayangkara Hospital Pusdik Brimob Watukosek Gempol Pasuruan. This problem is probably one of the triggers for the low performance of nurses in providing nursing care. Performance related problems encountered in hospitals include work motivation, organizational climate, work ability, workload, compensation and career development. The problem related to the performance encountered in Bhayangkara Hospital, Brimob Education Center is the problem of work motivation, nurses do not need to continue higher education. Nurses simply carry out "vocational" tasks (no need for professional nurses because the costs are expensive and the higher education does not want patients). Another problem encountered in hospitals is organizational climate problems. Organizational climate in the hospital with its authoritarian leadership style, the relationship between nurses and leaders and colleagues in a hierarchical manner so that it cannot make nurses to achieve and innovate. The problem that was also encountered by Bhayangkara Hospital was the problem of work ability. The work ability of nurses when observed in carrying out their roles and functions is felt to be still low. Based on the report of the Nursing Department of Bhayangkara Hospital Pusdik Brimob in 2018, the appearance of the work ability of nurses in the inpatient unit was quite low at 60.5% of the 75% target. This can be seen from the results of nurse performance in the form of nursing care documentation in the last 6 months showing that of the 530 patients who were hospitalized it turned out that only 41.5% of medical records in nursing care were filled in completely. Then the complaints of patients and visitors both through

suggestion boxes and electronic media regarding the attitude of nurses who are less communicative, less friendly indicate the lack of performance of nurses in providing nursing care to patients. The work ability of nurses for the placement of structural and functional positions has not been based on competency and work performance, only based on seniority, which hinders the competitive power of HR nurses who excel.

Workloads also included problems encountered in the inpatient ward of Bhayangkara Hospital, Pusdik Brimob, Watukosek Gempol Pasuruan. Analysis of the workload of nurses has never been done in a hospital. Nurses' complaints about work conditions (there is one inpatient nurse still cleaning), carrying out administrative tasks, taking laboratory samples, involving protocol tasks, military (lines lined up, ceremonies, sports, shooting, etc.).

Another problem encountered in the inpatient room of the Bhayangkara Hospital is the Brimob Education Center is a matter of compensation. Work demands on nurses' performance are not comparable to the compensation given by the hospital. Promotional and compensation rewards system (lack of appreciation for work results), regarding the distribution of services (not yet in line with services for work results), guilty nurses are sanctioned while outstanding nurses receive no reward.

The last problem encountered in the inpatient room of Bhayangkara Hospital is the Brimob Education Center is a career development problem. The absence of an adequate career level system based on professional nursing rules. Public education of high PNS nurses (S1, S2 or S3) will not be able to occupy the highest positions in nursing only to the extent of karu and kasi, while for the military even though general education is only DIII but because of its senior rank can occupy the highest position in nursing, resulting in limited human resources Nursing who are able to think critically develop the concept of professionalism in managing nursing services.

In addition, each personnel (civil servants) assessed their work using the Job Implementation Assessment (DP3) List format and for Military personnel using condite. The performance assessment does not reflect professional activities as performance, because according to Armstrong (2011) the results of employee evaluations will be used by hospitals to consider giving awards / incentives in the form of incentives, promotions, placements, assignments and employee career development or to prepare steps improvements that must be made to improve employee performance.

The situation above is an indicator of the poor performance of nurses in carrying out their duties. Poor performance ultimately can have an impact on the not optimal quality of nursing services and the quality of health services in the Bhayangkara Hospital Pusdik Brimob as a whole. Efforts to improve and improve the quality of nursing services to improve performance in hospitals have not been seen. The management of the nursing field needs to do so to address the causes of the phenomena mentioned above, by first examining the determinants of nurses' performance at the Bhayangkara Hospital Pusdik Brimob. The purpose of this study was to determine the effect between the reward system and the performance of nurses in implementing nursing care in the inpatient ward of Bhayangkara Hospital Pusdik Brimob.

## RESEARCH METHODS

This study was a descriptive correlation study with a cross sectional design. The sample in this study were a number of nurses who carried out nursing care assigned to 8 inpatient hospitalization rooms in Bhayangkara Hospital, Pusdik Brimob Gukol Pasuruan as many as 97 people using simple random sampling technique. The data analysis method used is linear regression. This research was conducted on November 1, 2018 until December 1, 2018.

## RESULTS

### Subject Characteristics

**Table 1.** Characteristics of respondents in this study include age, education, years of service and performance.

Characteristics	ΣN	Σ%
No		

1	<b>Age (year)</b>		
	20-35	48	49
	36-50	30	31
	51-70	19	20
2	<b>Education</b>		
	Vocasional school	8	8
	Diploma 3	63	65
	Bachelor	26	27
3	<b>Years of service</b>		
	1-5	61	62
	6-10	31	31
	11-15	8	7
4	<b>Performance</b>		
	Good	58	59,79
	Enough	33	34,02
	Less	6	6,18
	<b>Total</b>	<b>97</b>	<b>100</b>

## STATISTICAL TEST RESULTS

### Table 2. Linear regression test

From the results of multiple linear tests obtained Out put Model Summary shows the value of R: 0.891 whose value is close to number 1 means that between the independent variables on the dependent variable has a close relationship. While the value of Adjusted R Square 0.783 means the award variable, affects the performance of 78.3% while the remaining 21.7% is influenced by other variables not included in this study.

### Table 3. Bivariate Analysis between Application of awards and performance:

Independen variable	Dependen Variable	Correlation coefficient	Significance
Awards	Performance	0.558	0,000

Based on the results in the table above shows a significance value = 0,000 <0,05 so that H1 is accepted, meaning there is a relationship between the implementation of the reward system and performance.

## DISCUSSION

### Analysis of the Award System in Implementing Nursing Care in Installation of Inpatient Care at Bhayangkara Hospital Pusdik Brimob Gempol Pasuruan

Based on the results of the study it was found that 97 respondents, most of the respondents in Bhyangkara Hospital Pusdik Brimob Gempol Pasuruan had a good reward system of 58 people (59.79%), respondents with sufficient reward systems were 33 people (34.02%), and reward systems less than 6 people (6.18%). The reward system is the implementation of management functions, structures, and reward practices in the organization based on assumptions about the best way to motivate people to give the best presentation. The first hypothesis states that there is a positive and significant effect of the reward system on the performance of nurses in implementing nursing care in the inpatient care of Bhayangkara Hospital, Pusdik Brimob, Watukosek Gempol. The results of statistical data analysis showed the results of the Linear Regression test with a calculated value of 5.987 while the significance value was 0.023. Based on these data, it can be concluded that the teaching system influences the performance of nurses in conducting nursing care in the inpatient care of Bhayangkara Hospital, Pusdik Brimob, Watukosek Gempol, Pasuruan. This shows that the better the nurse's training system the better the performance.

### **Nurse Performance Analysis in Implementing Nursing Care in Installation of Inpatient Care at Bhayangkara Hospital Pusdik Brimob Gempol Pasuruan**

Based on the results of the study it was found that 97 respondents of the majority of respondents in Bhayangkara Hospital Pusdik Brimob Gempol Pasuruan had a performance of nurses who performed good nursing care as many as 58 people (59.79%), respondents with a sufficient reward system were 33 people (34.02%) and less reward system for 6 people (6.18%). Performance is the responsibility of control as one that is owned by an employee carrying out the tasks assigned. The hypothesis states that there is a positive and significant influence of nurses' performance in implementing nursing care in the hospital. Bhayangkara Watukosek Gempol Pasuruan Pusdik Brimob. The results of the Linear Regression test show that the calculated  $n$  value is 5.894 while the significance is 0,000. Based on these data, it can be concluded that performance has a partial effect on the performance of nursing care providers in hospitals. Bhayangkara Brimob Pusdik Watukosek Gempol pasuruan The better the nurse's performance the better the level of service satisfaction.

### **System Analysis Award and performance of nurses in implementing nursing care in the Installation of inpatient care Bhayangkara Hospital Pusdik Brimob Gempol Pasuruan**

Taken together the hypothesis states that there is a significant influence on the reward system and the performance of nurses in implementing nursing care in the inpatient care of Bhayangkara Hospital Pusdik Brimob Gempol Pasuruan The results of Linear Regression test show that the value of  $n$  count is 11,177 with a significance of  $0,000 < p = 0.05$ . So it can be concluded that the reward and performance system in implementing nursing care in the inpatient care of Bhayangkara Hospital Pusdik Brimob watukosek Gempol Pasuruan jointly influences the performance of nurses.

### **CONCLUSION**

1. The results of the study showed that 97 respondents. The reward system significantly affected the performance of nurses in implementing nursing care at Bhayangkara Hospital Pusdik Brimob watukosek Gempol Pasuruan ( $n = 5.987p = 0.023$ ). These results indicate that the better the system provided by nurses in Bhayangkara Hospital Pusdik Brimob, Gempol Pasuruan, the better the performance, and vice versa.
2. The reward system and the performance of nurses in conducting nursing care at Bhayangkara Hospital Pusdik Brimob Watukosek Gempol Pasuruan had a significant effect on the performance of nurses at Rumah Bhayangkara Pusdik Brimob watukosek Gempol Pasuruan. ( $n = 11,177; p = 0,000$ ).

### **SUGGESTION**

Increasing nurse competency is absolutely done by giving an opportunity to improve education, conduct trainings as needed, attend seminars and others, because increasing competence will improve nurse performance which can lead to improved service quality in general.

The management of Bhayangkara Brimob Hospital Watukosek Gempol Pasuruan should pay more attention to the physical work environment of nurses such as cleanliness, equipment and work space and non-physical activities such as the working relationship of leaders and nurses so as to improve nurse performance in conducting nursing care and improving service quality.

Management of the Bhayangkara Brimob Hospital Watukosek Gempol Pasuruan. Soon to complete the equipment / facilities at the Bhayangkara Brimob Hospital Watukosek Gempol Pasuruan and make improvements to the guidelines for the distribution of services in order to improve employee performance.

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