



RESEARCH ARTICLE

Analysis Of Nurses' Performance On The Quality Of Service In The Hospitalization Unit Of Hermina Hospital Makassar

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ABSTRACT

Hospital is institution service health Which provide plenary (comprehensive) services, cure of disease (curative) and prevention of disease (preventive) to the community. These health efforts are carried out with an emphasis on services for the wider community in order to achieve optimal levels of health, without ignore quality of service to individuals (Enti, 2017). Hospitals as one of the health service facilities have a very strategic role in efforts to accelerate the improvement of the health status of the Indonesian people. The expected pattern of health services is services that are increasingly high quality and evenly in line with health development targets in Indonesia (Manengal et al, 2021). The existence of a hospital is important to meet the community's need for health services. Based on data from the Ministry of Health in 2010, the number of hospitals was 1,632 units. Then in 2017, the number of hospitals in Indonesia was 2,813 units consisting of 2,267 Hospital general and 564 Specialized hospitals (Ministry of Health RI, 2017). Research result univariate This analysis is used to summarize a collection of measurement data in such a way that the data collection can become useful information. This analysis is also used to determine each characteristic of the variable being studied. Conclusion of several influential variables that are most related to patient satisfaction which is the most important factor in patient satisfaction. It is hoped that Hospitalization Unit of Hermina Makassar should pay more attention to the services needed by the community in general, especially places in terms of the number of rooms, parking and more adequate waiting areas.

INTRODUCTION

Hospital is institution service health Which provide plenary (comprehensive) services, cure of disease (curative) and prevention of disease (preventive) to the community. These health efforts are carried out with an emphasis on services for the wider community in order to achieve optimal levels of health, without ignore quality of service to individuals (Enti, 2017).

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The community as users of health services expects optimal health services, in this case quality health services that are adequate and in line with expectations. The increase in the level of education, knowledge and social economy of the community also influences the demand for improving the quality of health services, one of which is the provision of health services in hospitals. The quality of health services is greatly influenced by the performance of human resources in hospitals, both in the form of medical health workers and non- medical health workers. Apart from that, the public criticizes various aspects of health services, especially regarding nursing services, because in hospitals the majority of human resources who interact directly with patients are nurses, so the quality of services carried out by nurses can be assessed as an indicator of whether the quality of services at home is good or bad. sick (Sulistiyono, 2014).

Indonesia Healthy 2025 expected public own ability reach quality health services and obtain health insurance. Quality health services in question are health services including emergency situations and disaster, service health Which fulfilled public as well as held in accordance with standard and ethics profession (Department of health RI, 2009).

health Which expected for notice and direct One of important factor in realizing health service performance is the service factor for the realization of health services that are developed on the basis of cross-sector partnerships and cross-related programs, independent health services so that they are able to develop health programs that suit community needs and capabilities. Which available and prioritize quality service. For that's it in need it health workers which capable, willing, have mindset new ways of thinking, work culture, work motivation (Mariah et al, 2021).

Quality service is factor important Which can form Thus, patient trust in the hospital is created loyalty them as consumers of services health. Demands 4 to quality (quality) from day to day the more increased. Quality does not only apply to products or goods but also to services produced or offered by an industry or organization. Service quality refers to the level of perfection of health services in meeting the needs of each patient. So, the quality of health services can show the level of perfection of health services in creating a sense of satisfaction in each patient (Mariah et al, 2021).

As center service health, Hospital is means health services which are obliged to provide quality, affordable and fair health services and evenly (Trihono, 2005). Mature this is a problem health has become a necessity principal for public. With increasing standard of living public, so society's demands for quality health care increasing. This requires health service providers such as hospitals to improve the quality of services better, not only services that are curative in nature but also include services that are preventive in nature to improve quality life as well as give satisfaction for consumer as Health service users (Sugiarti, 2017).

Parasuraman, et al (1985) stated that in health services there are five main dimensions, including responsiveness, namely the willingness and readiness of health workers to help patients get services quickly, respond to patient requests, and inform them when services will be provided. Reliability is the consistency of service performance, being able to provide reliable services in accordance with promises and agreed times. Assurance is the behavior of health workers who are able to provide trust and flavor safe for its customers, always behave polite, and master knowledge and skills. Empathy that is ability health workers understand patient complaints, provide individual attention, provide opportunities to ask questions and be punctual so that customers do not wait too long to receive service. Physical evidence is the condition of the surrounding environment real, and seen from service health workers which covers the appearance of the officers, the equipment and facilities used (Lasawedi et al, 2020).

Quality is considered a key factor in differentiation and service excellence and is a potential source of sustainable competitive advantage so that understanding and improving quality is an important challenge for all service organizations health (Taner and Anthony, 2006). Quality service is giving perfection of service to achieve customer desires or expectations (Hadiwijaya, 2017).

Service quality consists of five dimensions, namely: reliability, responsiveness, guarantee, ease of access, and physical appearance. In other words, the main factors that influence service quality are the services that taxpayers expect and the public's perception of them service the. Mark quality service depends on the ability of agencies and their employees to consistently meet taxpayer expectations (Hadiwijaya, 2017). Service is an action or activity offered by one party to another party, is basically intangible and does not result in any ownership (Karundeng et al, 2021). Services/services can be classified based on five criteria, namely: a). Based on the nature of the service action. b). Based on relationships with customers. c). Based on the level of customization and judgment in service delivery. d). Based on the nature of demand and supply of services. e. Based on the method of service delivery. Nurses as officers who are always in contact with patients must have a lot skills, one of which is interpersonal skills, namely skills in communicating with patients (Suhaila, Susanto and Kusumo, 2017).

Performance is the work result that can be achieved by a person or group of people in a work organization, in accordance with their respective responsibilities, in order to achieve the objectives of the organization concerned legally, without violating the law. And in accordance with moral nor ethics. Performance on basically is "What what employees do or do not do." Performance is the result or overall level of success of a person during a certain period in carrying out task compared to with various possibilities, such as standard work results, targets or goals or criteria that have been determined in advance and have been mutually agreed upon (Hadiwijaya, 2017). Nurse performance is measured by the services provided to patients, so that patients feel satisfied or dissatisfied. Patients expect all nurses to have good performance. So, nurse performance is level success nurse in give care nursing in accordance with the duties and responsibilities they carry out.

Hospital Hermina Makassar is One of Hospital in Makassar. Hermina Hospital is a class C general hospital, namely a hospital that provides service medical general and medical tooth. Hospital general class C is hospital transition because at some point will be improved become a class B hospital. Like class C hospitals, class D hospitals can also accommodate referral patients from hospitals (Law No. 44, 2009).

The number of health workers at Hermina Makassar Hospital is based on staffing data year 2019 as much 52 person Which consists from 4 doctor, 2 pharmacist, 2 assistant pharmacist, 23 nurse general, 1 nurse tooth, 7 midwife,

3 officer physiotherapy, 5 administrative officers, 2 nutritionists, 2 security, 2 customer services, 2 drivers, 2 chefs (Hermina Makassar Hospital, 2019).

MATERIALS AND METHOD

This research uses a quantitative case study approach. A case study is a type of study that studies a problem within certain limits, collects data comprehensively, and uses various sources. The aim of this research is to analyze the implementation of nurse performance on service quality at Hermina Makassar Hospital. This research is limited by time and place and the cases observed are programs, incidents, activities and people (Sugiyono, 2016).

Quantitative research is often called a naturalistic research method because it is carried out in a natural environment. then the quantitative research method used is the case study approach which is research carried out on the subject thoroughly and in depth using various data sources (Sugiyono, 2016).

RESULTS

Relationship Quantity Work with Quality Service

Following This results analysis bivariate between quantity work with quality service at Sandi Karsa Hospital, Makassar City in 2024.

Table 1. Relationships Quantity Service with Quality Service atHermina Makassar Hospital

Quality Service							
Quantity of Work	No				Total	P-Value	
Satisfied							
	n	%	n	%	N	%	
Good	68	57.1	51	42.9	119	100	0.098
Not enough Good	19	41.3	27	58.7	146	100	
Total	87	52.7	78	47.3	165	100	

2024

Primary Data Source

Based on table 1. shows connection quality work with quality service. From the table it can be seen that both 68 respondents and less good 19 respondents.

Results mark test *Fisher test* show that mark $p = 0.098$, Because mark $p = 0.0$

$98 > 0.05$ then the hypothesis is accepted. The interpretation is that there is arelationship between skills and the performance of nurses at Sandi Karsa Hospital, Makassar City in 2024.

Relationship Timing with Quality Service

Following This results analysis bivariate between determination time with quality services at Hermina Makassar Hospital in 2024.

Table 2. Relationship Time D etermination with Quality Serviceat Hermina Makassar Hospital in 2024

Quality Service							
Accuracy Time	Satisfied		Not satisfied		Total		P-Value
	N	%	N	%	N	%	
Good	58	57.4	43	42.6	101	100	0.174
Not enough Good	29	45.3	35	54.7	64	100	
Total	87	52.7	78	47.3	165	100	

Primary Data Source

Based on table 2 shows connection decision time with quality service .From the table it can be seen that both 58 respondents and less good 29 respondents Results mark test *Fisher test* show that mark $p = 0.174$, Because mark $p = 0.174 > 0.05$ then the hypothesis is accepted. The interpretation is that there is a relationship between compensation and the performance of nurses at Hermina Makassar Hospital in 2024.

Relationship Effectiveness Cost with Quality Service

Following This results bivariate analysis between effectiveness costwith quality service at Hermina Hospital Makassar in 2024.

Table 3. Relationship Effectiveness Cost with Quality Service atHermina Makassar Hospital in 2024

Quality Service							
Effectiveness Cost	Satisfied		No Satisfied		Total		P-Value
	N	%	N	%	N	%	
Good	36	55.4	29	44.6	65	100	0.695
Not enough Good	51	51.0	49	49.0	100	100	
Total	87	52.7	78	47.3	165	100	

Primary Data Source

Based on table 3 shows connection effectiveness cost with quality service. From the table it can be seen that both 36 respondents and less good 51 respondents.

Results mark test *Fisher test* show that mark $p = 0.695$, Because mark $= 0.695 > 0.05$ then the hypothesis is accepted. The interpretation is that there is a relationship between workload and nurse performance at Hermina Makassar Hospital in 2024.

Relationship Supervision with Quality Service

The following are the results of a bivariate analysis between job design and nurse performance at Hermina Makassar Hospital in 2024.

Table 4. Relationships Supervision with Quality Service at Hermina

Hospital Makassar in 2024 - Quality Service							
Supervision	Satisfied		Not satisfied		Total		P-Value
	n	%	N	%	N	%	
Good	59	58.4	42	41.6	101	100	0.093
Not enough Good	28	43.8	36	56.3	64	100	
Total	87	52.7	78	47.3	165	100	

Primary Data Source

Based on table 4 shows connection supervision with quality service. From the table it can be seen that both 59 respondents and less good 28 respondents.

Results mark test *Fisher test* show that mark $p = 0.093$, Because mark $p = 0.093 > 0.05$ then the hypothesis is accepted. The interpretation is: that There is the relationship between job design and nurse performance at Hermina Makassar Hospital in 2024.

Connection Colleague Work together with Quality Service

The following are the results of an intermediate bivariate analysis connection colleague coworkers with quality service at Hermina Hospital Makassar in 2024.

Table 5. Relationships Colleague Work together with Quality Service at Hermina Hospital Makassar in 2024

Colleague Work together	Quality Service				Total		P-Value
	Satisfied		No Satisfied		N	%	
	N	%	N	%			N
Good	35	42.7	47	57.3	82	100	0.016
Not enough Good	52	62.7	31	37.3	83	100	
Total	87	52.7	78	47.3	165	100	

Primary Data Source

Based on table 5 shows connection supervision with quality service. From the table it can be seen that there are 35 respondents and less OK 52 respondents. Results mark test *Fisher test* show that mark $p = 0.016$, Because mark $p =$

$0.016 < 0.05$ then the hypothesis is accepted. The interpretation is that there is a relationship between knowledge and the performance of nurses at Hermina Makassar Hospital in 2024.

Connection Motivation with Quality Service

The following are the results of the bivariate analysis of the relationship motivation with quality services at Hermina Makassar Hospital in 2024.

Table 6. Relationships Motivation with Quality Service at HerminaMakassar Hospital in 2024

Quality Service							
Motivation	Satisfied		No Satisfied		Total		P-Value
	n	%	N	%	N	%	
Good	52	53.6	45	46.4	97	100	0.911
Not enough Good	35	51.5	33	48.5	68	100	
Total	87	52.7	78	47.3	165	100	

Primary Data Source

Based on table 4. 19 shows connection motivation with quality service. From the table it can be seen that both 52 respondents and less OK 35 respondents.

Results mark test *Fisher test* show that mark $p = 0.911$, Because mark $p = 0.911$

> 0.05 then the hypothesis is accepted. The interpretation is that there is a relationship between knowledge and the performance of nurses at Hermina Makassar Hospital in 2024.

Relationship Leadership with Quality Service

The following are the results of the bivariate analysis between leadership and quality service at Hermina Hospital Makassar in 2024.

Table 7. Relationships Leadership with Quality Service at Hermina Hospital Makassar in 2024

Quality Service							
Leadership	Satisfied		Not satis fied		Total		P-Value
	n	%	N	%	N	%	
Good	63	52.5	57	47.5	120	100	1,000
Not enough Good	24	53.3	21	46.7	45	100	
Total	87	52.7	78	47.3	165	100	

Primary Data Source

Based on table 7 shows connection leadership with quality service. From the table it can be seen that both 63 respondents and less well 24 respondents.

Results mark test *Fisher test* show that mark $p = 0.1000$, Because mark $p = 0.1000 > 0.05$ then the hypothesis is accepted. The interpretation is that there is a relationship between knowledge and the performance of nurses at Hermina Makassar Hospital in 2024.

Connection Incentive with Quality Service

The following are the results of bivariate analysis between incentives with quality service at Hermina Hospital Makassar in 2024.

Table 8. Relationships Incentive with Quality Service at Hermina Hospital Makassar in 2024

Quality Service							
Incentive	Satisfied		No Satisfied		Total		P-Value
	N	%	N	%	N	%	
Good	51	54.3	43	45.7	94	100	0.768
Not enough Good	36	50.7	35	49.3	71	100	
Total	87	52.7	78	47.3	165	100	

Primary Data Source

Based on table 8 shows connection intensive with quality service. From the table it can be seen that both 51 respondents and less good 36 respondents.

Results mark test *Fisher test* show that mark $p = 0.768$, Because mark $p = 0.768$
 > 0.05 then the hypothesis is accepted. The interpretation is that there is a relationship
 1

between knowledge and the performance of nurses at Hermina Makassar Hospital in
 2024.

Analysis Multivariate

Multivariate analysis was used to determine the factors that most influence the performance of nurses at Hermina Hospital Makassar. Variables included in the logistic regression test are variables that have a p value < 0.25 . The steps for multivariate analysis are as follows:

1. Determination variable Which most big its influence through mark Odd Ratio (OR)/Exp.(B).

Variable which having mark OR highest, so called as the variable that has the greatest influence on nurse performance.

Table 9. Results Analysis Multivariate Regression Logistics Multiple Most Influential Variables to Performance Nurse Hospital Hermina Makassar Year 2024

Variable	B	S.E	Wald	df	Sig.	Exp (B)
Quality	1,019	0.350	8,503	1	0.004	2,771
Colleague together	Work-0.724	0.328	4,888	1	0.027	0.485

Primary Data Source

Based on table 9, it can be explained that to see the variable that has the greatest influence on nurse performance, it can be seen from the *Odds Ratio (OR)* value for significant variables, the greater the OR value, the greater the influence on nurse performance. The results of the multivariate analysis in the table above show that:

Results mark OR on variable quality shown with mark OR as big as 2,771. It means that nurse Which own quality heavy tend 2,771 times underperformance. *Vice versa*, nurses have it burden light work tend 2,771 times fold own good performance.

The OR value results for the knowledge variable are shown with an OR value of 0,485. It means that nurse Which own knowledge less inclined 0.485 times fold own performance Which not enough, as well as on the other hand, nurses who have sufficient knowledge are 0.485 times more likely to have good performance.

Knowledge 2,771. From these data it can be concluded that workload is the variable that has the greatest influence on nurses' performance in carrying out nursing care at Hermina Hospital Makassar.

CONCLUSION

Based on the research that has been carried out and the results obtained, the following conclusions can be drawn:

There is no relationship between attitude and internal nursing performance carry out nursing care at Hermina Hospital Makassar. This means that attitude does no determine nurse performance. There is a relationship between skills and nurse performance in carrying out nursing care at Hermina Hospital Makassar. This means that nurses who have quite good skills tend to have good performance.

There is a relationship between compensation and the performance of nurses in carrying out nursing care at Hermina Hospital Makassar. This means that nurses who receive sufficient compensation tend to have good performance.

There is a relationship between workload and nurse performance in carrying out nursing care at Hermina Hospital Makassar. This means that nurses who have a light workload tend to have good performance.

There is a relationship between job design and nurse performance in carrying out nursing care at Hermina Hospital Makassar. This means that nurses who feel good job design in the workplace tend to have good performance.

There is a relationship between knowledge and the performance of nurses in carrying out nursing care at Hermina Hospital Makassar. This means that nurses who have sufficient knowledge regarding nursing care tend to have good performance. The variable that has the greatest influence on the performance of nurses in carrying out nursing care at Hermina Makassar Hospital is the workload variable.

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