The Role of Nurses in Implementing Nursing Care Through Service Training in Padang City

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Article Information	ABSTRACT
	The role of nurses as direct patient care providers is crucial in the healthcare system. Very high expertise is required for this job, both technical and non-technical. To maintain and improve the quality of health services, nurses must continuously acquire knowledge and skills through organized and continuous in-service training (Aulia et al., 2023; Teniwut, 2023). Nursing in-service training effectiveness will be assessed in this study using a quasi-experimental method. In order to assess the impact of training on nurses' abilities and performance in delivering nursing care, this design makes it possible to compare nurses who receive training with those who do not in a straightforward manner. According to the study, 65 nurses (58 percent) had a good understanding of nursing services, while 47 nurses (42%) had a fair understanding. Before the training, 47 patients (59%) were satisfied with the nursing services they received, while 31 patients (41%) were dissatisfied. The data demonstrated an improvement in patient satisfaction following training and reinforcement, with 59 patients (68%) feeling satisfied and 27 patients (32%) feeling less satisfied. When compared to baseline data, this demonstrates a significant increase in patient satisfaction, suggesting that nursing service training can improve patients' quality of life. Structured and continuous nursing service training is essential to improve nurses' competence and the quality of services provided to patients. This training not only improves patient satisfaction but also increases nurses' confidence and their professionalism in carrying out their duties.

INTRODUCTION

The role of nurses as providers of direct care to patients is crucial in the healthcare system. A very high level of expertise is required for this job, both technical and non-technical. In order to maintain and improve the quality of health care, nurses must continue to acquire knowledge and skills through organized and sustained service training. (Aulia et al., 2023; Teniwut, 2023).

Hospital (RS) is an organization that has a variety of health facilities intended to help patients in improving their health and achieving optimal healing both physically, mentally and socially. Hospitals provide high-quality services to patients based on certain standards of quality to meet the needs and expectations of patients even exceed them, so that patients feel satisfied and gain greater confidence. (Kemenkes, 2024; Redaksi Sehat Negeriku, 2021). Hospital services involve all employees, from top managers to ordinary employees. The professionals are at the cutting edge of the service at the hospital, and they are expected not only to have professional expertise, but also to participate actively inining the quality of the hospital. The current openness of information makes patients more careful in choosing the best services. They're also more brave to give their criticism and advice through social media (Kompasiana.com, 2019; Maskur, 2013). Hospitals must have qualified human resources (HRM) to ensure optimal customer service (Simamora, 2017).

With the increasing flow of patients taking medication abroad, customer demands on various aspects of hospital services are increasing. With the era of free trade, foreign-owned hospitals will begin to invade Indonesian hospitals. In Indonesia, hospital management is facing this problem very hard. (Kusuma, 2013). Examination, diagnosis, planning, implementation, and evaluation are all parts of a systematic nursing process. This process is intended to meet the patient's overall needs, including physical, mental, social, and spiritual needs. Nurses must have the ability to apply nursing theory to clinical practice, make appropriate clinical decisions, and provide effective interventions during their work. Service training is crucial to improving the skills and performance of nurses (Lobo, 2019).

Some of the main reasons why service training is so important for nurses are as follows: 1) Enhancing Clinical Competence: Training helps nursers update and improve their clinical skills to adapt to advances in health technology and science. 2) Patient Safety and Quality: Nurses can acquire understanding and the ability to apply best practices to guarantee patient safety and improve the quality of nursing care provided through training. 3) Adapting to Change: Health systems are constantly evolving due to new technologies, policies, and methods of care. Training helps nurses stay up-to-date and adapt to change. 4) Professional Development: Continuous training helps nurses develop as professionals, improve their motivation, make them happy with their work, and avoid fatigue.

Padang Hospital is a clinical reference and research hospital with a capacity of 100 beds to be developed to reach the level of Type B Hospital. It also has a 24-hour intensive care facility, surgery room, maternity room, intensive treatment, hemodialysis, and medical rehabilitation.Education, research, and services will be carried out by several clinical departments. Technology and information systems of hospitals are set up to accommodate the maintenance of

such administrative, educational, research and services activities. All development will be implemented gradually. In providing services, the hospital has chosen the motto of Quality, Safety and Friendliness. (Quality, Safety and Friendly).

In carrying out its functions as a health facility, hospitals adhere to two very important principles. The first value, Salus aegroti suprema lex, which means patient recovery is the highest law, indicates that the services provided by the hospital must focus on the needs and satisfaction of the patient and provide the best results for their health. The second value, Primum non nocere, that means no harm, suggests that the service provided by hospital must prioritize the interests of patients and deliver the best outcome for their well-being. Patients must be protected from injury or unnecessary damage through the services provided. (Ferreira et al., 2023). One of the indicators of health care quality is patient satisfaction. The quality of hospital service is considered insufficient if many patients are not satisfied with the services they receive. If the patient's dissatisfaction is not addressed immediately, a decrease in hospital visits will occur. Suherni (2014) states that the customer is the blood and blood of any organization; therefore, if the services provided by an organization are not liked by its customers, the organization will collapse. Improving hospital services, both medical and non-medical, is one way of improving hospital competitiveness. Voice of mouth is a vital resource for improving the hospital's competence as it can provide information about the services provided by hospitals. Voice Of Mouth can be comments, reviews, or reviews given by patients and their families after receiving services in hospitals (Gallagher Healthcare, 2018).

The same goes for the health care in the hospital. Patients will be looking for other hospitals that provide services to suit their expectations. Patient satisfaction can be achieved by improving the quality of the services provided, whether or not the service quality depends on the ability of the service provider, in this case it is the human resources in the hospital. Nurse is one of the human resource professions in hospitals that plays a major role in determining the good quality of hospital service. According to a study conducted by Ranika (2016), the factor of nursing service is the most influential on the level of patient satisfaction. It's compared to factors like staff service, admission process, doctor service, and room. Nurse is a profession that focuses on the treatment and care of patients. They are tasked with providing nursing and health education to both sick and healthy patients with the aim of improving their well-being as much as possible. The nurse must serve the patient well, respect, and be caring. (Przybek, 2023).

Nurses spend all day with patients, providing basic care such as ambulance and hygiene, as well as nursing care in collaboration with other medical personnel. According to Arsita and Idris (2019), the intensity of nurses' interaction with patients indicates the quality of health care in hospitals. Nurses are one of the drivers of the quality and quality of service in hospitals, which is realized through primary service. It is very important in providing nursing services to patients because in addition to improving the quality of services, it can also increase patient satisfaction and encourage patients to return to hospital treatment. (Taswidi et al., 2022).

As one of the hospitals' partners, the Faculty of Nursing is responsible for overseeing the quality of services provided, nursing services, to help nurses their vision and mission.

METHODS

This research will use a quasi-experimental design with a control group and an experimental group to evaluate the effectiveness of service training for nurses. This design allows a clear comparison between nurses who received training and those who did not, so that it can measure the impact of training on nurses' skills and performance in carrying out nursing care (Praninditya Putri & Ilyas, 2013; Ritonga & Damanik, 2018).

Population: Nurses who work in hospitals or other health facilities. Sample: A total of 100 nurses will be selected randomly and divided into two groups (50 nurses in the experimental group and 50 nurses in the control group). Data collection procedures: 1) Pretest, Before the training, both groups will be given an initial test to measure their basic knowledge and skills in nursing care. This test will include theoretical questions and practical simulations. 2) Training, The experimental group will receive structured service training that includes theory, clinical simulations, and technology-based training for 6 weeks. The control group will not receive additional training during the study period. 3) Posttest: After the training is complete, both groups will be given the same test as the pretest to measure changes in knowledge and skills. 4) Performance Evaluation: The performance of nurses in both groups will be evaluated in the workplace for 3 months after training using observation-based assessments by supervisors and nurses' self-assessments.

Research instruments, 1) Knowledge Questionnaire: Measures the level of nurses' theoretical knowledge about nursing care. 2) Skills Checklist: Uses a standard checklist to assess nurses' practical skills in simulated and real clinical situations. 3) Observation Form: The supervisor will use this form to evaluate the nurse's performance in the workplace. 4) Self-Assessment Scale: Nurses will assess themselves regarding their skills and confidence in carrying out nursing care. Descriptive Analysis: To describe the demographic characteristics of the sample and pretest results. Inferential Analysis: Paired t Test: To compare pretest and posttest scores in the experimental group and control group. Unpaired t Test: To compare the change in scores between the experimental group and the control group. Analysis of Variance (ANOVA): To analyze differences in nurse performance during the 3 month evaluation period.

The research will receive approval from the research ethics committee. Informed consent will be obtained from all participants before participating in the study. The confidentiality of participant data will be strictly maintained. The research results will be reported in detail in the form of a written report and dissemination of the results will be carried out through presentations at nursing seminars and publication in accredited health journals.

RESULTS

1. Initial data collection

Starting with the creation of two questionnaires based on previous research related to the implementation of excellent service-based nursing care. This questionnaire was distributed to nurses to find out how well nurses understand about excellent service in nursing and how satisfied patients are with the services they provide. The results can be seen as follows:

Table 1. Distribution of Nurses Based on Knowledge of Nursing Services

Category	Frequency	Percentage
Good	65	58.2
Enough	47	41.8
Total	112	100

Table 2. Distribution of Patients Based on Satisfaction with Nursing Care Services

Category	Frequency	Percentage
Satisfied	47	59.8
Less satisfied	31	40.2
Total	78	100

2. Discussion group forum

After initial data collection, there was a Discussion Group Forum (FGD) which was attended by nursing managers and hospital leaders. The results of this FGD reached a consensus that excellent service training will help improve the role of nurses in nursing care services. The aim is for participants to understand the concept of services that are important for hospital sustainability. Participants can see service from the customer's (patient) perspective and understand the 9 Bites of Service, namely access, responsiveness, capability, friendliness, trust, speed, security, tangible, and professional. Helping patients understand effective communication to create a good perception of the hospital in the eyes of customers. Teach participants to distinguish types of patients and how to handle patient complaints. Participants have the ability to provide services to patients with the goal of providing an exceptional patient experience, which in turn will result in patient loyalty.

3. Preparation of training modules and preparation of activities

Training modules are created to ensure that activities comply with implementation expectations. In this training module, material such as the basic mentality for service excellence, hospitals versus patients, characteristics of hospitals versus patients, service excellence skills, complaint handling, service development, action and improvement plans, and the 3A culture for building service excellence (Attitude, Attention , & Action). To carry out activities, administration of permits for use of the hospital hall, processing of credit point units (SKP) from professional organizations (PPNI), and preparation of equipment and infrastructure to support activities have all been prepared.

4. Implementation of strengthening the role of nurses

carried out as training. This training lasted for two days (28-29 June), with 56 people on Day One and 56 people on Day Two. Training is provided through lectures, group discussions, video screenings, and role-play simulations. Training takes place from 8:00 to 13:00 in the Padang Hospital Hall. Observations of participants were carried out during the training and reflection activities were

carried out after the material was presented. The results show that all participants actively and enthusiastically took part in each training session, and they hoped that similar activities would become routine.

5. Implementation of observations

After one week after training, incidental observations were carried out four times a month for three months (July to September). The purpose of this observation is to find out whether nurses will apply the results of the training. Field findings show that nurses are still dissatisfied with the reinforcement that has been provided, and this recommendation encourages nurses to participate actively in monitoring the quality of care services.

6. Post-reinforcement data collection

The following results are the results of data collection regarding patient satisfaction with the care services provided by nurses after strengthening activities:

Table 2. Distribution of Patients Based on Satisfaction with Nursing Care Services Post Strengthening Activities

Category	Frequency	Percentage
Satisfied	59	68
Less satisfied	27	32
Total	86	100

DISCUSSION

1. Preliminary Data Analysis

a. Distribution of Nurses' Knowledge of Nursing Services:

From the data obtained, 65 nurses (58%) had good knowledge about nursing services, while 47 nurses (42%) had sufficient knowledge. This shows that the majority of nurses have good knowledge of the concept of nursing services, but there is still a group of nurses who need to increase their knowledge.

b. Distribution of Patient Satisfaction with Nursing Care Services:

Before training, 47 patients (59%) felt satisfied with the nursing care services they received, while 31 patients (41%) felt less satisfied. This shows that although the majority of patients are satisfied, there is a significant proportion of patients who are less satisfied, indicating the need to improve the quality of service.

2. Results of Training and Strengthening the Role of Nurses

Training and strengthening the role of nurses carried out through group discussion forums (FGD) and intensive training showed positive results. The training participants understand the importance of excellent service in nursing and the concept of 9 Bites Service. This training covers various aspects such as communication skills, handling patient complaints, and how to provide exceptional service to increase patient loyalty. The training lasted for two days using lecture

methods, group discussions, video screenings, and role-play simulations. Observations during the training showed that participants actively and enthusiastically participated in each training session, indicating a high level of engagement.

3. Post-Training Observation

Incidental observations carried out three months after the training showed that although nurses were still not completely satisfied with the reinforcement provided, there were positive indications regarding the implementation of the training results in daily practice. This indicates the need for ongoing monitoring and possibly repetition of training to strengthen implementation of training results.

4. Post-Reinforcement Data Collection

a. Distribution of Patient Satisfaction After Strengthening Activities:

After training and reinforcement, data showed an increase in patient satisfaction, with 59 patients (68%) feeling satisfied and 27 patients (32%) feeling less satisfied. This demonstrated a significant increase in patient satisfaction compared to baseline data, indicating that nursing service training had a positive impact on the quality of care provided by nurses.

CONCLUSIONS

Knowledge and Skills Improvement: Excellent service training has increased nurses' knowledge and skills in providing nursing care, which can be seen from the results of participant observations and feedback. Increased Patient Satisfaction: Patient satisfaction with nursing care services increased significantly after training, indicating that the training provided was effective in improving service quality. Nurse Involvement and Enthusiasm: The active involvement and enthusiasm of nurses during the training shows that they understand the importance of excellent service and are committed to implementing it in daily practice. Recommendations for Ongoing Supervision and Training: Although initial results are positive, ongoing monitoring and repetition of training may be necessary to ensure consistent implementation and continuous improvement in the quality of nursing care services.

Thus, structured and continuous nursing service training is very important to improve nurse competency and the quality of services provided to patients. This training not only increases patient satisfaction but also increases nurses' confidence and professionalism in carrying out their duties.

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