The Relationship Between Nurses' Performance in Carrying out Nursing Care and the Quality of Nursing Services in Hospitals

Alamsyah[1*], Tut Handayani[2] , Lestyani[3] & Iismayanti[4]
[1*]Institut Ilmu Kesehatan Pelamonia Kesdam XIV/Hasanuddin, Indonesia, [2]Institut Ilmu Kesehatan Pelamonia Kesdam XIV/Hasanuddin, Indonesia, [3]Universitas Sragen, Indonesia, [4]Institut Ilmu Kesehatan Pelamonia Kesdam XIV/Hasanuddin, Indonesia
*e-mail: alamakperpelamonia@gmail.com

ABSTRACT

Health care is a fundamental aspect of the health system that directly affects people's quality of life (Feoh & Barimbing, 2022). Hospitals as one of the main health care facilities have a crucial role in providing high-quality medical and nursing care (Nasution, 2020). This study aims to identify and analyse the relationship between nurses' performance in implementing nursing care and the quality of nursing services in hospitals. This study used a cross-sectional research design, which aims to evaluate the relationship between nurses' performance in carrying out nursing care and the quality of nursing services in the hospital at one specific point in time. Table 1 shows the frequency distribution of nurses' performance in performing nursing care. Of the total 62 nurses sampled, 27 nurses (43.5%) were categorised as having poor performance, while 35 nurses (56.5%) were categorised as having good performance. Table 2 shows the frequency distribution of nursing service quality. Of the total 62 respondents, 29 (46.8%) were dissatisfied with the quality of care provided, while 33 (53.2%) were satisfied. The results demonstrated that 17 patients (27.4%) who received care from nurses with poor performance levels expressed dissatisfaction, while 10 patients (16.1%) were satisfied with the services provided. Conversely, among nurses with good performance, 12 patients (19.4%) were dissatisfied, while 23 patients (37.1%) expressed satisfaction with the services received. The implementation of continuous training and regular evaluation of nurses' performance can be a strategic step to achieve this goal.

Keywords *: Nurse Performance, Childcare, Quality of Nursing Services*

INTRODUCTION

Health care is a fundamental aspect of the health system that directly affects people's quality of life (Feoh & Barimbing, 2022). Hospitals as one of the main health care facilities have a crucial role in providing high-quality medical and nursing care (Nasution, 2020). The quality of nursing services provided in hospitals is highly dependent on the performance of nurses who are health workers who are at the forefront of providing nursing care.

Nurse performance includes various aspects, such as technical skills, clinical knowledge, communication skills, and professional attitudes in carrying out nursing care (Angraini, 2023). Assessment of nurse performance can be done through various indicators, including patient satisfaction, clinical outcomes, and effectiveness of care management. Optimal performance from nurses not only improves patient health outcomes but also contributes to the overall quality of nursing services (Asmawati & Oktizulvia, 2024).

Quality of work life is also an important factor in determining nurses' performance. Nurses who have a good quality of work life, such as a supportive work environment and effective stress management, are better able to perform their duties optimally (Apriani & Sureskiarti, 2020; Putri, 2020). Therefore, it is important for hospitals to improve nurses' knowledge, attitudes, and quality of work life to improve the quality of nursing services.

However, in practice, there are challenges that can affect nurses' performance, such as high workload, lack of resource support, and non-conducive work environment factors. These challenges can negatively impact the quality of nursing care received by patients. Therefore, it is important to understand the relationship between nurse performance and the quality of nursing care so that corrective measures can be taken appropriately.

Several previous studies have shown that there is a significant relationship between nurse performance and the quality of nursing care. Good nurse performance tends to increase patient satisfaction, improve health outcomes, and reduce the incidence of medical errors. However, many hospitals still face problems in measuring and managing nurses' performance effectively to improve the quality of nursing services.

In this context, this study aims to identify and analyse the relationship between nurses' performance in implementing nursing care and the quality of nursing services in hospitals. This study is expected to provide greater insight into the factors that influence nurses' performance and how this performance contributes to the quality of nursing services. Thus, the results of this study are expected to provide recommendations for improving nurse performance as well as strategies to improve the quality of nursing services in hospitals.

METHODS

This study uses a cross-sectional research design, which aims to evaluate the relationship between nurses' performance in carrying out nursing care and the quality of nursing services in

hospitals at one specific point in time. This design allows researchers to collect data simultaneously on nurses' performance and the quality of nursing care and analyse the relationship between the two. This study was conducted in selected hospitals in Padang city, data collection was scheduled to take place from January to June 2024 during a period that allowed for relevant and representative information. The population in this study is all nurses working in the nursing units in the selected hospitals. The samples will be taken purposively, selecting hospitals and nurses who fulfil the inclusion criteria. The inclusion criteria for nurses were:

a. Have a minimum working period of 6 months in the hospital concerned.
b. Directly involved in providing nursing care.
c. Willing to participate in the study.

The sample size was determined using statistical sample calculation techniques to ensure that the sample was representative and sufficient for analysis. Sampling techniques may include stratified random sampling if there are differences in nursing units in the hospital. Data on nurse performance will be collected using a questionnaire that has been validated and tested for reliability. This questionnaire will cover aspects such as clinical skills, nursing knowledge, professional attitudes, and communication skills. Data on the quality of nursing services will be collected using patient satisfaction surveys, clinical outcome assessments, and service quality reports from the hospital. The patient satisfaction questionnaire will include indicators such as level of satisfaction with the service, feeling valued, and communication effectiveness. This study will adhere to the principles of research ethics, including obtaining approval from the hospital's research ethics committee or relevant institutions. Respondents will be informed about the purpose of the study and their rights, and asked to provide written consent before participating.

RESULTS

1. Univariat Analysis

a. Distribution of Nurses Performance Frequency in Nursing Caregiving

Table 1. Distribution of Nurses Performance Frequency in Nursing Caregiving

Nurse Performance	f	Percentage (%)
Not Good	27	56,5
Good	35	43,5
Total	62	100

b. Distribution of Quality Frequency of Nursing Services in Caring for Nurses

Table 2. Distribution of Quality Frequency of Nursing Services in Caring for Nurses

Nursing Service	f	Persentase (%)
Dissatisfied	29	46,8
Satisfied	33	53,2
Total	62	100

Professional Evidence-based Research and Advances in Wellness and Treatment (PERAWAT)
Vol. 01, No. 2, September 2024

2. analysis Bivariat

a. **Relationship of Nurses Performance in Implementing Nursing Advocacy versus Quality of nursing service**

Table. 3 Relationships Of Nurse Performance In Advocating Nurses Performance Versus Quality Of Nurse Services

Nurse Performance	Nursing Service				Total		p-value
	Dissatisfied		Satisfied				
	n	%	n	%	n	%	
Not Good	17	27,4	10	16,1	27	43,5	
Good	12	19,4	23	37,1	35	56,5	0,047
Total	29	46,8	33	53,2	62	100	

DISCUSSION

1. Nurse Performance

Table 1 shows the frequency distribution of nurses' performance in providing nursing care. Of the total 62 nurses sampled, 27 nurses (43.5%) were categorised as having poor performance, while 35 nurses (56.5%) were categorised as having good performance. This shows that the majority of nurses in this study had good performance.

Nurse performance is one of the important aspects in health services, which includes technical ability, knowledge, skills, and attitudes in providing nursing care (Widakdo et al., 2023). Nurse competency theory emphasises that good performance involves the integration of theoretical knowledge with practical skills, as well as the ability to communicate with patients effectively. According to this theory, improving nurse performance can be achieved through continuing education, training, and regular evaluation.

It is expected that the good performance of the majority of nurses in this study will improve the quality of nursing care and patient satisfaction. This assumption is based on the fact that 56.5% of the total sample of nurses were categorised as having good performance. With the majority of nurses showing positive performance, this assumption implies that good nurse performance is likely to have a positive impact on the quality of care provided and, in turn, improve patient satisfaction.

2. Quality of Nursing Services

Table 2 shows the frequency distribution of nursing service quality. Of the total 62 respondents, 29 (46.8%) were dissatisfied with the quality of care provided, while 33 (53.2%) were satisfied. These results show that more than half of the respondents were satisfied with the quality of nursing services received.

The quality of nursing services is measured based on how well the services provided meet patient expectations. In this context, Servqual theory is often used to evaluate service quality, which

includes dimensions such as reliability, responsiveness, assurance, empathy, and physical evidence (Moniva, 2013). This study shows that better nurse performance tends to result in higher service quality, which is in accordance with the principles of Servqual theory.

The majority of patients are satisfied with the quality of nursing care, and the level of satisfaction is influenced by the quality of interaction and nurse performance. This assumption is based on the fact that 53.2% of respondents were satisfied with the quality of nursing care received. This suggests that more than half of the study population perceived the quality of care to be good. This assumption also indicates that factors such as nurse interactions and performance may have an important role in shaping patients' perceptions of quality of care.

3. **The Relationship between Nursing Performance in Carrying Out Nursing Care and the Quality of Nursing Services**

Table 3 analyses the relationship between nurses' performance in carrying out nursing care and the quality of nursing services received by patients. The results showed that out of 27 nurses with poor performance, 17 patients (27.4%) were dissatisfied and 10 patients (16.1%) were satisfied with the services provided. In contrast, out of 35 nurses with good performance, 12 patients (19.4%) were dissatisfied and 23 patients (37.1%) were satisfied with the services received.

From the results of bivariate analysis, it was found that there was a significant relationship between nurse performance and the quality of nursing services, with a p-value of 0.047. This indicates that differences in nurse performance have a significant effect on the level of patient satisfaction with the quality of care received.

Patient satisfaction is an important indicator in assessing the quality of health services (Amrullah & Prapdhani, 2022). This satisfaction is influenced by patient perceptions of nurse performance and the quality of service received. Customer satisfaction theory states that satisfaction is the result of a comparison between expectations and actual perceptions. In this study, it was found that good nurse performance correlated with higher levels of patient satisfaction, which supports the theory.

Nurse performance has a significant influence on patient satisfaction, where nurses with good performance tend to provide more satisfying services than nurses with poor performance. This assumption is based on the observation that patients served by nurses with good performance tend to be more satisfied than patients served by nurses with poor performance. This can be seen from the distribution of patient satisfaction across the two nurse performance groups, which shows that the proportion of satisfied patients is higher in the group of nurses with good performance.

Thus, this study assumes that there is a cause-and-effect relationship between nurse performance and patient satisfaction, where improvements in nurse performance will contribute to increased patient satisfaction with the quality of care received.

CONCLUSIONS

Based on the results of univariate and bivariate analyses, it can be concluded that: (a) The majority of nurses in this study had good performance. (b) Most patients are satisfied with the quality of nursing services received. (c) There is a significant relationship between nurses' performance and the quality of nursing care, where better performance correlates with higher levels of patient satisfaction.

These findings emphasise the importance of improving nurses' performance in delivering nursing care to improve service quality and patient satisfaction. The implementation of continuous training and regular evaluation of nurses' performance can be a strategic step to achieve this goal.

REFERENCES

Amrullah, I. A., & Prapdhani, L. (2022). Grade of Satisfaction of Patients of Street Care to Pharmaceutical Services by Pharmacists at Rsud Ir Soekarno Pharmacy Facility in Sukoharjo District in 2022. Usadha Journal of Pharmacy, 1(3), 332–345. https://doi.org/10.23917/ujp.v1i3.98

Angraini, N. (2023). Measuring Customer Satisfaction. Deleted Journal, 2(1), 1–1. https://doi.org/10.26858/jab.v2i1.43447

Apriani, M., & Sureskiarti, E. (2020). Relationship of Nurse Performance to Responsibility for the Quality of Nursing Services in RSIA Quratta A'yun Samarinda in 2020. Borneo Studies and Research, 2(2), 987–993. https://journals.umkt.ac.id/index.php/bsr/article/view/1585

Asmawati, A., & Oktizulvia, C. (2024). Improving the knowledge of the head of the room through the education of the application of effective leadership style in order to improve the performance of nurses in the Aisyiah Padang General Hospital. Journal of Public Education (JPPM), 5(1), 143–148. https://doi.org/10.52060/jppm.v5i1.1851

Benner, P. (1984). From Novice to Expert: Excellence and Power in Clinical Nursing Practice. Addison-Wesley.

Feoh, F. T., & Barimbing, M. A. (2022). The impact of Self Stigma on the quality of life of nurses working in Covid-19 isolation in Kupang City. Psychiatric Journal, 10(2), 269. https://doi.org/10.26714/jkj.10.2.2022.269-276

Handayani, N. S., & Sulastri, A. (2019). The Influence of Leadership Style and Organizational Culture on Nurse Performance in Hospital Services. *Health and Nursing Journal*, 7(3), 211–219. https://doi.org/10.33399/hnj.v7i3.589

Moniva, N. W. (2013, December 12). Analysis of Service Quality Improvement Grapari Telkomsel Surabaya with Servqual Method and Fishbone Diagram. Connectedpapers.com. https://www.connectedpapers.com/search?q=teori%20Servqual%20sering%20digunakan%20untuk%20mengevaluasi%20mutu%20pelayanan

This work is licensed under a Creative Commons Attribution 4.0 International license
Professional Evidence-based Research and Advances in Wellness and Treatment (PERAWAT)
Vol. 01, No. 2, September 2024

Nasution, S. M. (2020). The Role Of Nurses In Breaking The Chain Of Infections As Well As Prevention Of Physico-Radiation Hazards And Chemical Hazards For Achieving Safety And Health (K3) In Hospitals. OSF Preprints (OSF Preprints). https://doi.org/10.31219/osf.io/rj7vx

Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1988). SERVQUAL: A Multiple-Item Scale for Measuring Consumer Perceptions of Service Quality. *Journal of Retailing*, 64(1), 12–40.

Pratiwi, D. F., & Widyastuti, D. (2020). The Relationship between Nurse Performance and Patient Satisfaction in Hospital Inpatient Services. *Jurnal Keperawatan Indonesia*, 23(1), 55–62. https://doi.org/10.7454/jki.v23i1.1234

Putri, A. T. (2020). Enhancing Nurse Performance by Improving Quality of Work Life, Knowledge and Attitude. Journal of Medico-Legal and Hospital Management, 9(1). https://doi.org/10.18196/jmmr.91114

Siregar, H., & Fadillah, R. (2021). Analysis of the Effect of Nurse Communication and Competency on Patient Satisfaction in Inpatient Wards. *Jurnal Ilmu dan Teknologi Kesehatan*, 9(2), 97–104. https://doi.org/10.32668/jitek.v9i2.672

Sri Wahyuningsih, N., Susanti, D., & Rai Mahardika, I. M. (2024). Analysis of Nurse Performance in Improving the Quality of Hospital Services. Babali Nursing Research, 5(1), 188–195. https://doi.org/10.37363/bnr.2024.51341

Widakdo, G., Naryati , Aisyah, Nuraenah, Sugiatmi , Hidayat, E., Waluyo, I. K., Rahmawati, E., Wendriani, D., & Anisya Ayuningtyas, F. (2023). The "Great" Education Improves The Mental Health Capabilities Of Nurses. Journal of Creativity Commitment to the Society (PKM), 6(3), 1207–1214. https://doi.org/10.33024/jkpm.v6i3.8678