NURSING CARE TO IMPROVE THE QUALITY OF NURSING SERVICES

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ABSTRACT

A nursing care standard is a model that outlines the desired level of excellence for nursing services provided to the patient. The goal of this study was to see if there was a link between nurses' performance in providing nursing care and the quality of nursing services provided at RSIA Qurrata A'yun Samarinda. The study employed descriptive correlation research in conjunction with a cross-sectional survey design. In this study, the sample consisted of inpatients at RSIA Qurrata A'yun Samarinda, with 62 respondents meeting the inclusion and exclusion criteria. The sample was drawn using a complete random sampling approach.Using a questionnaire as a data collection tool The frequency distribution was calculated using univariate analysis, and the hypotheses were evaluated using bivariate analysis using the Somers'd test. The validity testing was conducted for 30 hospitalized patients at RSIA Aisyiyah Samarinda from August 30 to October 7, 2019. The Cronbach alpha value for the nurse performance questionnaire was 0.716 in a reliability test.The Cronbach alpha value for the quality of nursing service was 0.849, and analysis using the Somers'd test resulted in a p-value of 0.001 a 0.05, meaning that H0 is rejected and Ha is accepted, with a correlation value of 0.349, having the least correlation. As a source of information and tools for guiding nurses' performance in practicing nurses in the context of improving nursing service quality and reaching the highest level of patient satisfaction.

Keywords: empathy; nurse performance; nursing servises

INTRODUCTION

Introduction The nurse is the most common person designated to give 24-hour nursing care to patients in hospitals. As a result, nursing services are an intrinsic aspect of health services that contribute as a determinant of service quality in hospitals, and every action taken to improve hospital services must also improve nursing services (Nursalam et al, 2008 in Roymond et al, 2017). Nurses give nursing services to patients based on their knowledge and skills in the field of nursing, as well as professional beliefs and set norms. Professional nurses must have significant intellectual, technical, and interpersonal abilities in order to provide quality nursing services, as well as carry out care in accordance with practice standards and legal ethics (Syahrudin et al, 2014).

Improving the quality of services entails providing services efficiently and effectively in accordance with professional standards, completing service standards thoroughly in accordance with patient needs, incorporating appropriate technology and research findings into the development of health or nursing services in order to achieve optimal health degrees.Every service action necessitates an understanding of and agreement on a shared perspective of a service-related issue. If everyone involved in the service has a sense of

empathy (empathy) in accomplishing the same commitment to service, the service will function smoothly and efficiently (Nursalam, 2017). In 2017, Anik Purwanti's research on the Relationship of Nurse Empathy Attitudes with Patient Nursing Satisfaction in the sandalwood room at RSUD Simo Boyolali found that the majority of respondents (46 persons) thought nurses' empathy attitudes were fairly good (69.7 percent). The majority of respondents, as many as 49 persons, stated they were satisfied with nursing care (74.2 percent). According to studies conducted in the United Kingdom, empathy from a nurse is essential for fostering a trusting relationship with clients, making it simpler to examine client concerns and speeding up the healing process. Empathy is also required when communicating with clients (Wikin and Silvester, 2007 in Purwati 2017).

There are many ways to evaluate a nurse's performance, one of which is to look at nursing care standards in the hospital's nursing services. A nursing care standard is a statement that describes the intended level of excellence for nursing services provided to clients (Herwyndianata et al, 2013 in Mandagi et al, 2015: 885). Nurses are obligated to provide nursing care in a proper, rational, and ethical manner at all times. Nursing practice standards are an affirmation of a nurse's good, acceptable, and proper work, which is developed as a guideline for nursing care and serves as a benchmark in evaluating a nurse's job performance (Nursalam, 2007 in Krisnawati et al, 2017: 316).

On June 17, 2019, at Qurrata A'yun Hospital in Samarinda, a preliminary study was conducted utilizing questionnaires to assess the performance of nurses in providing nursing care and the quality of nursing services provided while the patient was hospitalized. A total of ten patients in two treatment rooms revealed that half of the patients were unsatisfied with the level of nursing services given at the hospital, while the other half were satisfied. Three patients thought the nurses' care of them was good, and the nurses' attitude toward them was also kind, according to interviews done on the same five patients. Despite the fact that two of them were being treated in the hospital for the first time, they were pleased with the nursing services given. Yet, two additional patients stated that they were dissatisfied with the hospital's nursing services due to the attitude of some nurses who are unable to communicate and are slow to respond when they require assistance; however, they continue to frequent the hospital due to its proximity to their homes. The purpose of this study was to determine how the relationship between nurses' performance in conducting nursing care to empathy in the quality of nursing services at RSIA Qurrata A'yun Samarinda.

METHOD
This study uses quantitative research The design of this study uses descriptive correlation with the research design that is cross sectional. The population in this study were patients who were hospitalized in RSIA Qurrata A'yun Samarinda from March-April 2019 for 2 months. The sample in this study was inpatients who met the criteria with calculations using the Slovin formula using a simple random sampling technique totaling 62 respondents. The data collection method uses a questionnaire. The validity test was carried out on 30 August to 7 October 2019 at RSIA Aisyiyah Samarinda for 30 hospitalized patients. In the reliability test conducted on the nurse performance questionnaire, the Cronbach alpha value was 0.716. The empathy questionnaire for the quality of nursing service obtained a Cronbach alpha value of 0.849 Analysis using The Somers'd test analysis resulted p-value $0.001 < \alpha\ 0.05$, which means that H0 is rejected and Ha is accepted with the correlation value was 0.349, which means a low correlation occurs. Purpose of research was to determine the correlation between nurses' performance in conducting nursing care towards tangible of the quality of nursing services at RSIA Qurrata A'yun Samarinda.

RESULTS

The study was conducted directly by researchers, processing data in this study using statistical tests with SPSS version 16. This data has been collected by the process of editing, coding, entry, and cleaning. With the results of the study analyzed using the chi square test. The decision of testing the research hypothesis is based on the sig level of 0.05. If the sig count is smaller than the sig specified then Ha is accepted. Vice versa if the sig count is greater than the sig specified then Ho is rejected.

Respondent Characteristics

The results of the study are based on the characteristics of the research respondents to be presented including age, education, occupation, frequency of care, and gender.

Table 1.
Frequency Distribution of Characteristics of Respondents

Variable	Percentage	
	f	(%)
Age		
0-5 years	9	14.5
6-11 years	7	11.3
12-16 years old	17	27.3
17-25 years old	21	33.9
26-35 years old	8	12.9
Education		
Not yet in school / not graduating	10	16.1
from elementary school	10	16.1
Elementary school	14	6.5
Middle School	33	53.2
High school academics / teaching	5	8.1
Profession		
Private	1	1.6
PNS	6	8.1
Housewife	39	62.9
Etc	17	27.4
Frequency of Hospitalization		
One time	39	62.9
Twice	18	29.0
Three or more times	5	8.1
Gender		
Girl	48	77.4
Male	14	22.6

Table 1 shows that of all the 62 respondents, the age group 17-25 years has the largest number of respondents (33.9%), with 21 respondents (33.9%), and the age group 26-35 years has the smallest number of respondents (8 respondents) (12.9 percent). And according education, the largest number of respondents is at the high school level (33.2%), while the lowest number is at the graduating academy/teaching level (5%). (8.1 percent). In terms of employment status, the largest amount of IRT (53.2%) respondents was 39, while the smallest number of civil servants was 1 (1.6%). There were 39 (62.9 %) respondents who said they've been hospitalized at least three times, while 5 (8,1%) said they had been hospitalized at least three

times. In this study, 48 people were divided into gender categories (77.4 percent).

Univariate Analysis
Based on the characteristics of nurse performance in practicing nurses on a regular basis.

Table 2.
Frequency Distribution of Nurses' Performance in Performing Nursing

Nurse Performance	Percentage	
	f	%
Well	35	56.5
Not good	27	43.5

So according primary data table 2, the performance evaluation of nurses indicated that the performance of nurses in patient care was rated as good by 35 people (56.5%), although the performance of nurses in practicing nurses was rated as unfavorable by 27 people (43.5 %). Based on the Empathy Frequency Characteristics in Nursing Service Quality.

Based on the Characteristics of Empathy Frequency in the Quality of Nursing Services

Table 3.
Frequency Distribution of Empathy Quality of Nursing Services

Empathy Quality of Service	Percentage	
	f	%
Satisfied	33	53.2
Less satisfied	29	46.8

Table 3, explains that the respondents' opinions on empathy for the quality of nursing services were more satisfied with 33 people (53.2%) while respondents toward empathy with the quality of nursing services were 29 people (46.8%).

Bivariate Analysis
Based on the results of bivariate analysis of the relationship between the performance of nurses in conducting nursing care to empathy the quality of nursing services at RSIA Qurrata A'yun Samarinda.

Table 4.
Bivariate Relationship Between Nurses' Performance in Performing Nursing Care and Quality Empathy

Nurse Performance	Empathy Quality of Nursing Services				total		*p-value*
	Satisfied		Less satisfied				
	f	%	f	%	f	%	
Well	23	37.1	12	19.4	35	56.5	0.047
Not good	10	16.1	17	27.4	27	43.5	

Table 4 shows that 23 (37.1%) of respondents said nurses' performance in performing nursing care was good and satisfied with empathy for the quality of nursing services, 10 (16.1%) said nurses' performance in performing nursing care was not good but satisfied with empathy for the quality of nursing services, and 12 (19.4%) said nurses' performance in performing nursing care was not good but satisfied with empathy for the quality of nursing services.

According to the findings of statistical tests, there is a significant association between the performance of nurses in administering nursing care and empathy the quality of nursing services in RSIA Qurrata A 'yun Samarinda with a p value of 0.047, which is less than 0.05 (p-value-0.05). which means there is a significant relationship between the performance of nurses in conducting nursing care to empathy the quality of nursing services in RSIA Qurrata A 'yun Samarinda.

DISCUSSION
Discussion Table 1 shows the characteristics of respondents based on their age, with a total of 21 respondents between the ages of 17 and 25. (33.9 percent). According to Manurung, there is no substantial association between patient satisfaction and age (2010). According to Dewi Wulandari (2019), age effects how one evaluates one's mental physical state and competence, as well as how one thinks about criticizing anything. According to the findings of a comparable study conducted by Nur Hafni Hasin et al (2018), the majority of respondents who empathized were between the ages of 18 and 45, with 54 persons (36.7 percent) having strong cognitive function and the five senses, in addition to being of sufficient age and age.

People will have a higher level of maturity and strength in their thinking. Researchers believe that the patient's age will influence his way of thinking and influence his decision to choose good health for his family, and that age also gives his family a critical thought; the patient may not have access to the services they require, so the patient will ask questions and express opinions about these health services. The biggest number of high school level 33 (53.2 percent) responders is based on education. Another factor that influences patient satisfaction, according to Romaji, R et al (2018), is education. There is a hypothesis that states that a person's level of education will assist them in determining whether the material and services received satisfy their expectations. Seeing this what has been explained by researchers assume that education is not a determinant of someone not knowing or presenting the nurse's kinera is good and not good. And the higher the level of education, in general, the competencies that are gained a lot so that someone gives good health and good perception. In terms of employment status, there were at most 39 IRT (53.2%) respondents.

Kusumawati (2011) claims that the more experience they have, the more knowledge they will have, and the longer they work, the more experience they will have, resulting in increased work productivity. According to the findings of Anik Purwati's (2017) research, the majority of respondents (27 persons) work in the private sector (40.9 percent). This means that people who work in groups to better their social status will be satisfied with the service. According to the concept that occupational researchers have a high demand for needed health care, the services offered must be proportional to the expenditures paid, whereas those who do not work are supposed to recover fast and do not demand excessive services. There were 39 (62.9%) respondents based on the number of times they had been admitted to the hospital. Patients seek the closest provider and want to know what services are available, according to the researchers.Patients who have been treated for the same health service three times are aware that the service is excellent. There were 39 (62.9%) respondents based on the number of times they had been admitted to the hospital.

According to Manurung (2010), women or women as a determinant in choosing health services for themselves and their families plays a significant role. Other factors to consider include the fact that women are more disciplined in their profession than men in terms of adhering to laws, resulting in excellent nursing services. Eva Kartika Hasibuan and colleagues (2019). Researchers believe that men and women have different perspectives. Women are

more worried about parts of nursing services and raise concerns that were not yet answered, hence one of the elements affecting patient satisfaction in nursing services is gender. According to Table 2, the performance of nurses in providing nursing care was rated as good by 35 people (56.5%), while the performance of nurses in providing nursing care was rated as poor by 27 people (43.5 percent). According to the findings of Khamida et al (2015), 19 respondents (48.7%) assessed good nurse performance, while 20 respondents (51.3%) assessed poor nursing performance. This suggests that some patients still think nurses' performance is poor; in this scenario, nurses' performance is evaluated based on patient perceptions, according to Triyana's perspective (2013).

Researchers believe that performance might be understood beyond professional nurse compliance in providing nursing care in accordance with nursing standards, as stated. Also, dress neatly, use identification, remember the patient's rights and obligations, and be patient and sincere. Table 3 shows that respondents' perspectives on empathy for the quality of nursing services were more happy with 33 people (53.2 percent), while respondents toward empathy for the quality of nursing services were 29 people, according to the study's findings (46.8 percent).

According to Nursalam (2012), contentment is determined by the disparity between seen appearance and expectations. The researcher assumes that when a patient's expectation for communication with the nurse is met, the patient is content, and when the patient's expectation is not met, the patient is dissatisfied. Table 4 shows that 23 (37.1%) of respondents said nurses' performance in performing nursing care was good and satisfied with empathy for the quality of nursing services, 10 (16.1%) said nurses' performance in performing nursing care was not good but satisfied with empathy for the quality of nursing services, and 12 (19.4%) said nurses' performance in performing nursing care was not good but satisfied with empathy for the quality of nursing services. According to research conducted at RSIA Qurrata A'yun Samarinda, good nurse performance will make respondents satisfied with the empathy quality of nursing services that have been provided, whereas poor nurse performance will make respondents less satisfied with quality performance and perception of empathy quality of nursing services.

Patient satisfaction, according to the researchers, is influenced by a variety of elements, including quality of treatment, emotional nurses, nurses' poor or good performance, nurse characteristics, facilities, communication, and atmosphere. Patient satisfaction is inextricably linked to the nursing care provided by nurses.A good nurse performance is defined as a service that meets the demands of patients and reflects patient satisfaction.

CONCLUSION
There is a significant relationship between the performance of nurses in conducting nursing care to empathy the quality of nursing services in RSIA Qurrata A 'yun Samarinda with a p value of 0.047. (p value < 0,005).

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