



Community Perceptions Regarding the Implementation of the Role of Health Nurses at Program Achievement Levels

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Abstract

Nursing services have an important role in the implementation of health services in public hospitals nationally. Success in a hospital depends greatly on the performance and role and function of nurses in providing nursing services. The role of nurses as Care Givers is to provide health services to individuals, families, groups and communities in the form of comprehensive nursing care which includes providing nursing care, providing direct assistance to individuals / patients and families / communities who experience problems with the need for security. Optimizing the role of nurses is very necessary where nurses must carry out their duties. The aim of this research is to determine public perceptions regarding this matter implementation of the role of nurses at the Tamalanrea Community Health Center. The design of this research is a descriptive survey method based on inclusion criteria. This research uses cluster sampling techniques and univariate analysis to analyze the data. The results show that the public has positive perceptions regarding several roles of nurses. Around 67% of the public have a positive perception of the role of nurses as educators. Therefore, it is hoped that nurses can improve their duties and functions as nurses and expand their role as nurses which still need improvements that have not been implemented well.

Keywords: Community Perception, Implementation, Role of Health Nurses, Level of Program Achievement.

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INTRODUCTION

The National Health System is an order that reflects the efforts of the Indonesian people in improving optimal health status as a manifestation of the welfare of all Indonesian people as referred to in the 1945 Constitution. To realize this goal, it is necessary to organize several health service supports, including health service centers in the community or Puskesmas. Puskesmas is one of the health service systems that support the improvement of comprehensive health services for the community. In addition to being a place of treatment for the community, health centers also provide other health services, especially nursing. Currently, the health efforts carried out at Puskesmas vary greatly, depending on the ability of the personnel and facilities available (Effendy, N., 1995: 33).

One of these efforts is Community Health Care. In an effort to implement community health care, nurses are needed who are able to carry out their roles according to expectations and competencies that have been determined. Current conditions, the role of public health nurses has not been implemented as a whole. This has an impact on different public perceptions of the role of the nurse. Such perceptions will have an impact on the performance of health care providers and the quality of health services, thus causing changes in the level of client satisfaction and impacting the process of nursing professionalism. determinant in health services both in hospitals and in health centers. In addition, nurses interact more with patients for 24 hours to carry out nursing services. The success of services at the health center is highly dependent on the performance of health center nurses in carrying out nursing services at the health center (Asmuji, 2013).

Various efforts have been made to optimize the implementation of the role of public health nurses, but there are various obstacles found in the field, including unbalanced manpower, the breadth of the coverage area, the dual role of nurses in Puskesmas and others. Nursing services in health centers are increasing by the demands of the community, making nurses as a profession have a big share and responsibility in providing quality nursing services. In health services in health centers and hospitals, nurses are an example of success in organizing health services. Nurses have a very large contribution (Wulandari, 2019).





RESEARCH METHOD

This method is an investigation design that is held to obtain facts from existing symptoms and seek factual information, either about social, economic, or regional groups (Nazir, 2018). This study wants to see people's perceptions about the implementation of the role of Puskesmas nurses in Makassar City. The sample in this study were people who visited the Puskesmas as many as 100 respondents. The instrument in this study was a self-made questionnaire based on theoretical reviews and validity tests. Data collection was carried out at several health centers in Makassar. Researchers selected samples based on predetermined criteria. Respondents who have signed informed consent will fill out a community perception questionnaire regarding the role of nurses.

RESULTS AND DISCUSSIONS

1) Result

Descriptive Analysis

- a) This method is an investigation design that is held to obtain facts from existing symptoms and seek factual information, either about social, economic or regional institutions (Nazir 2011).

In this study, we want to see people's perceptions about the implementation of the role of nurses at the Tamalanrea Health Center, Makassar City.

Table 1
 Distribution of Respondent Characteristics

Respondent Characteristics	Total	
	N	%
Age:		
a. Early adolescence	20	20
b. Early adulthood	27	27
c. Late adulthood	31	31
d. Early elderly	7	7
e. Seniors	15	15

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Gender		
a. Male	46	46
b. Female	54	54
Jobs		
a. PNS	8	8
b. Self-employed	5	5
c. Not working	57	57
Number of visits		
a. 1-10	57	57
b. 11-20	31	31
c. 21-30	12	12
Last Education		
a. SD	4	4
b. SMP	21	21
c. HIGH SCHOOL	53	53
d. Higher Education	22	22

Table 1 shows that the respondents are late adults (36-45 years) as many as 31 people (31%). The majority of respondents were female as many as 54 (54%). The majority of respondents did not work as many as 57 (57%). The majority of respondents who have the number of visits 1-10 times to the health center.

Table 2

The role of the health center nurse as a provider nursing services

Nursing Services	Category			
	Strongly Agree		Agree	
	N	%	N	%





Health center nurse carry out counseling health about disease such as dengue fever at the health center	62	62	33	33
The nurse told me to seek treatment at the health center.	44	44	43	43
Nurse health centers are willing to participate in community activities such as Posyandu	47	47	43	43
Health center nurse demonstrate an open and friendly attitude when interacting	49	49	45	45
The health center nurse asked for my consent before taking any health action.	66	66	27	27
The puskesmas nurse conducted a health check to address a health problem that I was experiencing.	15	15	50	50
The nurse listened to me as a peer when I was share a grievance	58	58	39	39
The nurse helped me to find out such as cough, and nurse teaching effective coughing	50	50	43	43

Based on table 2 regarding the role of nurses in providing nursing services, the results showed that nurses listened to patient complaints as many as 58 respondents (58%) strongly agreed and 39 respondents (39%) agreed. Furthermore, regarding the implementation of counseling regarding certain diseases, 62 respondents (62%) strongly agreed and 33





respondents (33%) agreed.

Table 3

The role of the health center nurse as a researcher

Researcher	Category		
	Very agree %	Agree n	%
Health center nurses assessed directly in the field. Cases: dengue fever, measles and disease.	38	55	55
Puskesmas nurses conduct activities to find cases in children under five during home visits.	53	41	41
Puskesmas nurses make direct visits when cases occur in schools (UKS).	35	49	49
Puskesmas nurses conduct OSH programs to find cases in workers in the Puskesmas work area.	45	46	46

From table 3 regarding the role of the Puskesmas nurse as a researcher, the results showed that the nurse conducted posyandu activities as many as 53 respondents (53%) strongly agreed and 41 respondents (41%) agreed.

2) Discussions

1) Respondent Characteristics

The age category, from the total number of respondents as many as 100 respondents, shows the lowest age of 17 years and the highest age of 65 years, the results of this study indicate that the age of the majority of respondents is middle adulthood (36-45 years). Based on the age grouping according to the Ministry of Health R1 (2010), 36-45 years is the middle adult age category. The results of this study are in line with Fahriati (2015); Syifa (2009) the average age of respondents visiting the Puskesmas is mostly in the middle adult age category. This shows that middle-aged respondents





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have more experience in receiving health services and interacting directly with health workers such as nurses than young adults and late adults.

Gender is a respondent's identity that can be used to distinguish male or female respondents (Notoatmodjo, 2010).

Based on the results of the research obtained, there were 54 women (54%) and 46 men (46%). The number of female respondents is higher than that of men, this can be due to the fact that women are more often looking for the best health services compared to men. Based on the results of Fahriati's research (2015), the percentage of women who came to the Puskesmas service was far more than men at 71.7%. It can be assumed by researchers that respondents are much more concerned about their health and those closest to them so that they will more often come to health services to pay attention to their health and those closest to them.

The results of this study showed that the majority of respondents did not work as many as 57 (57%), and the majority of respondents did not have a job. While respondents who worked were 43 people (43%), this was dominated by the female gender where they were housewives. Work can also affect an individual, this is related to the income received from the work he does.

According to Tiara (2017), it is influential in shaping individual perceptions in making a decision from everything they experience. Education The majority of respondents have the latest education as high school as many as 53 people (53%). Notoatmodjo (2018) reveals that education has an impact on increasing a person's knowledge. Someone who has a lower education.

Tiara (2017) revealed that one of the factors that influence the formation of perception is the *frame of reference*, one of which is the knowledge a person has. The level of knowledge will affect the respondent in assessing the nursing services received. The results of this study are in line with research conducted by Yusniar (2018), stating that there is a significant relationship between education and utilization of Puskesmas services.

CONCLUSION

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- a. Research on community perceptions of the role of Puskesmas nurses in Makassar was conducted on 100 community respondents in Makassar. The results found that the majority of the community's age was in late adulthood, the majority were female, the majority of respondents did not work, the majority of respondents had a number of visits 1-10 times to the Puskesmas, and the majority of respondents had the latest education, namely high school.
- b. The results of research on community perceptions of the role of health center nurses found that the three roles with the highest positive perceptions were the role of nurses as researchers obtained by 71%.

COMPLIANCE With Ethical STANDARDS

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Disclosure of conflict of interest

This research collaboration is a positive thing for all researchers so that conflicts, problems and others are absolutely no problem for all writers.

Statement of informed consent

Every action we take as authors is a mutual agreement or consent.

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