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## Implementation Of Nursing Care In Improving Productivity And Quality Of Nursing Services Towards Nurses Performance Which Must Be Completed At A Certain Time

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### Abstract

Recording which done contain report which required for produce assessment, diagnosis, preparing a nursing plan, implementing and then evaluating nursing activities, which have been designed in a structured, valid and accountable manner both morally and legally. The aim of the research is to determine the performance of nurses in implementing nursing care. The research method is descriptive research. This research took place in the treatment room. Hospital City Macassar with population in study this is all over Nurse who work in the Makasar City Hospital Treatment Room and the research sample is 25 Nurses using the *Total Sampling Technique*. Data analysis using Univariate and Bivariate analysis using statistical tests with a significance level of  $\alpha = 0.05$ . The statistical test used is *Chi-square* using the SPSS computer program *version 25.0 for windows*. Research results using the *Chi-square statistical test* using SPSS regarding the relationship between workload and with performance implementation documentation care nursing in room maintenance hospital Makassar City obtained a *p-value* = 0.001 or less than  $\alpha = 0.05$ , so  $H_0$  is rejected and  $H_a$  is accepted, which means that there is a relationship between workload and the implementation of nursing care documentation.

**Keyword:** Implementation, Nursing Care, Improving Productivity, Quality Of Nursing Services, Nurse Performance, Patients

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## 1. Introduction

Nursing Care Standards are descriptions of desired performance level statements, so that the quality of structure, process and results can be assessed. Nursing care standards mean statements of desired quality and can be assessed in providing nursing care to patients/clients. The relationship between quality and standards are two things that are closely related, because through standards it can be quantified as evidence of improving and deteriorating services (Wilkinson, 2006).

The purpose and benefits of nursing care standards basically measure the quality of nursing care performance and the effectiveness of organizational management. In developing standards using common approaches and frameworks so that it can be arranged who is responsible for developing standards and how the development process is. Care standards focus on patient outcomes, practice standards are oriented towards the performance of professional nurses to empower the nursing process. Financial standards must also be developed in nursing management so that they can benefit patients, the nursing profession and service organizations (Kawonal, 2000).

Every day, nurses work according to existing standards, such as designing the needs and number of workers based on work volume, standards for equalization and distribution of patients in special units, and education standards for professional nurses as a requirement to be able to enter and practice in a professional nursing service setting (Suparti, 2005).

The quality of nursing services provided by nurses can be known through a evaluation that is evaluation performance. Evaluation performance done based on professional principles and standards so that it can describe the results of nurses' activities. Swanburg in (Alamsyah, 2011) states that nurse performance assessment is process control quality service nursing based on certain standards including standard practice nursing from ANA. Gillies in (Deepen & Kp, 2010) mentions the principles for evaluating subordinates, among others, based on work implementation standards and sufficient samples of nurse behavior. Nurse performance assessment is carried out with the hope that it can be beneficial for the organization and individual nurses.

Health workers as a nurse, the nursing process can be used as a guideline in solving client problems by demonstrating high professionalism and can provide clients with the





freedom to obtain adequate services according to their needs.

1) Nursing Care Objectives:

- a) Helping individuals (clients) to be independent.
- b) Encourage clients, families and communities to participate in a health sector.
- c) Assisting clients in developing their potential in maintaining optimal health levels so that they do not become dependent on someone else to maintain their health.
- d) Helping individuals (clients) achieve optimal health.

2) Purpose of the Nursing Process

- a) Practicing problem solving methods in carrying out nursing practice.
- b) Using standards to carry out nursing practice.
- c) Standard, appropriate, rational and systematic methods in providing nursing care to patients.
- d) Get a method that can be used in all situations.
- e) Obtain high quality nursing care results.

Documentation in nursing is an important part of actions taken by nurses after providing nursing education. The recording carried out contains the reports needed to decide on the assessment, diagnosis, and preparation. nursing plan, implement and then evaluate nursing activities, which have been designed in a structured, valid and accountable manner both morally and legally (Setiadi, 2012).

Without documentation Which That's right Again clear so activity service health what is done by a nurse cannot be accounted for in efforts to improve status health client and effort improvement quality service in House Sick. (Nursalam, 2011).

## 2. Method

This research is a descriptive research. Study This is located in the room care of Makasar City Hospital. The population in this study were all nurses on duty in the Makasar City Hospital treatment room and the research sample was 25 nurses using the *Total Sampling Technique*. Data analysis used Univariate analysis And Bivariate Use test statistics with level of significance  $\alpha = 0.05$ . statistical test Which used is *Chi-square* use computer program *SPSS version 25.0 for windows*.





### 3. Results And Discussion

#### a. Results

**Table 1**  
**Based on Performance nurse in implementation nursing care**

No	Implementation Nursing care	Frequency	
		n	%
1	Good	10	40%
2	Not enough	15	60%
Total		25	100%

Based on table 1 shows that of the 25 respondents, the majority of respondents own implementation care nursing with category not enough that is 15 people (60%) and a small portion had good implementation of nursing care, namely 10 people (40%).

#### b. Discussion

The results of the *Chi-square* statistical test using SPSS on the relationship between workload and Performance Implementation Documentation Care Nursing obtained mark  $p$ -value = 0.001 or less than  $\alpha = 0.05$ , then  $H_0$  is rejected and  $H_a$  is accepted, which means that there is connection burden Work with Implementation Documentation Care Nursing.

Based on table 1, it shows that of the 25 respondents, the majority of respondents had nursing care implementation in the poor category, namely 15 people (60%) and a small portion had nursing care implementation in the good category, namely 10 people (40%).

A nurse is someone who has graduated from higher education in nursing, either domestically or abroad, which is recognized by the Government in accordance with the provisions of the relevant laws and regulations. divided into vocational nurses and professional nurses, namely nurses and specialist nurses (Law No. 38 of 2014).

To produce quality nursing staff, quality nursing education is also needed. Because nursing education is an important process that must be passed by every nurse. This is an effort to guarantee the quality of the implementation education nursing where needed A standards for the implementation of nursing education and research development (Lestari, 2014 in Dwiyantri et al., 2021).





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Study This in line with Kimalaha, Nursynta, Mahfud, 2018 that Nurses with a high workload who are responsible for incomplete nursing care documentation, the number of nurses is 20 (30.77%), and the results  $p = 0.002$  ( $p < 0.05$ ) means there is a relationship between workload and completeness of nursing care documentation.

According to the researcher's assumption, a heavy workload will be in line with poor documentation and because there are other factors that cause incomplete documentation of nursing care, including the less than optimal supervision and evaluation by the head of the room, and the less than optimal implementation. analysis burden Work nurse, task delegation and collaboration as well as lack of appreciation.

#### 4. Conclusion

Nursing in today's era combines elements of art and science, involving a variety of activities, concepts, and skills across multiple disciplines. A comprehensive and methodical evaluation of the patient's situation is essential in formulating a nursing diagnosis and providing nursing care that is appropriate to their specific needs and responses. This process allows health professionals to tailor their nursing interventions and care plans.

#### 5. 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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