



Overview of Nurse Performance in the Inpatient Room of Santa Elisabeth Hospital Medan

Rotua E. Pakpahan¹, Helinida Saragih², Indra Hizkia P³, Ade Rotua Suryani^{4*}

¹⁻⁴Nursing Study Program, Sekolah Tinggi Ilmu Kesehatan Santa Elisabeth Medan, Indonesia

*Author Correspondence: adepakpahan471@gmail.com

Abstract. Performance is the result of efforts made by a worker, both in terms of quality and quantity, in accordance with the tasks assigned to him. The successful performance of nurses in managing nursing care depends on the responsibilities they have, knowledge in nursing management, and leadership abilities, in addition to the necessary clinical knowledge and skills, and vice versa, poor nurse performance has an impact on the hospital's image, service quality and patient satisfaction. This study aims to describe the performance of nurses in the inpatient ward of Santa Elisabeth Hospital Medan. This type of research is descriptive quantitative with a cross-sectional approach. The sampling technique uses total sampling with a total sample size of 52 respondents at Santa Elisabeth Hospital Medan. Data collection using nurse performance questionnaire. The data analysis is univariate using a frequency distribution table. The results show that the performance of nurses in the good category amounted to 90.4% and the sufficient category is 9.6%. From the results of this study, it is hoped that the hospital can pay attention to nurses and provide training related to aspects needed to improve service quality.

Keywords: Inpatient Ward; Nurse; Nursing Performance; Service Quality; Training.

1. INTRODUCTION

Nurses are one of the individuals who are part of the medical team that has a central role in the hospital. They are the backbone in providing care in the hospital environment, by providing consistent and continuous services to patients 24 hours a day, the role of nursing services is very influential in setting the standard of overall service quality in the hospital. Therefore, steps to improve the quality of services in hospitals must be accompanied by improving the performance of nurses. The success of hospitals in meeting customer and patient satisfaction is highly dependent on the performance of effective nurses (Richard Ariko, 2021). Evaluation of nurse performance is the main indicator of successful achievement in meeting the goals of nursing services. A decrease in the effectiveness or performance of nurses has a significant impact on the reputation of hospitals in the community and can reduce public confidence in hospital capacity. Although the skill in performing tasks is crucial in evaluating one's performance, without adequate motivation and ability, the task will not be able to be executed effectively.

Work performance or performance reflects the achievements obtained by a team member in completing his or her tasks by paying attention to the set standards, including both in terms of quality and quantity (Arifah et al., 2020). The success of a nurse's performance in providing health care is the result of the application of the skills and knowledge gained during the nursing education period. Evaluation of nurse performance is carried out based on the level

of satisfaction of patients who have been treated or are being treated by them (K. Kurniawan & Syah, 2020).

Some common problems related to performance in providing nursing services, the presence of nurses who have adequate abilities and experience, often lack of nurses who must have high education or adequate abilities, the high number of nurses who are less friendly to patients, and lack of patience in interacting with patients. Friendly attitude and patience are reflected in sympathetic behavior, courtesy in service, quick response to patient complaints, and clear information delivery to patients. This friendly and polite attitude is closely related to patient satisfaction. Optimal service can be realized if human resources (HR) in hospitals have special skills such as attractive appearance, friendly and friendly attitude, responsiveness to patient needs, and the ability to respond to patient complaints professionally (Ikhsan Akbar & Risky MS, 2020). In addition, excessive workload levels and unclear regulations that apply to both patients and families also have an impact on nurse performance (Rhoma et al., 2022). A high workload can also result in nurses losing focus in filling out nursing care forms, especially if the form is long. High levels of workload can affect nurses' performance in documenting nursing care (Graduation & Putri, 2020).

From the initial data by interviewing 10 nurses who work in the inpatient unit of Santa Elisabeth Hospital Medan, it was obtained from 6 nurses who stated that they were consistent in upholding honesty in their work, fulfilling their responsibilities in accordance with their duties and obligations, and showing an attitude that respects patients, patients' families, and fellow health team members. Meanwhile, 2 nurses still do not pay attention to personal safety while working because they do not comply with applicable standards, and 2 nurses are still not optimal in documenting nursing care. Nurses' poor performance can also be influenced by external factors that affect their psychological state, thereby reducing motivation at work. These external factors include social interaction with colleagues, internal conflicts within the hospital's organizational structure, and lack of support from the hospital in motivating nurses to provide better nursing services and meet the needs of the community. Nurses' performance is influenced by several factors, including age factors that have a significant impact on their performance; The older you get, the higher the responsibility and experience in the job. Motivation is also an important factor that contributes to good nurse performance.

The success of nurses' performance in managing nursing care depends on the responsibilities they have, knowledge in nursing management, and leadership abilities, in addition to the necessary clinical knowledge and skills (Melissa et al., 2020). According to (Saragih, 2020) Motivation, work facilities, and service rewards are factors that can improve

nurse performance. The work environment also plays an important role in influencing nurses' performance; With a comfortable work environment, nurses tend to work with high discipline and high enthusiasm (Ginting, 2020).

2. LITERATURE REVIEWS

Performance is defined as the result of the efforts made by a worker, both in terms of quality and quantity, according to the tasks assigned to him (Daulay et al., 2019). Performance is the product of the work or contribution given by each employee to help a business entity achieve its goals and vision. In principle, a person's performance is individual because each employee has various levels of ability, employee performance is more emphasized on the achievement of their work performance (Siswadi et al., 2020).

Performance is defined as the result of the efforts made by a worker, both in terms of quality and quantity, according to the tasks assigned to him (Daulay et al., 2019). Performance is the product of the work or contribution given by each employee to help a business entity achieve its goals and vision. In principle, a person's performance is individual because each employee has various levels of ability, employee performance is more emphasized on the achievement of their work performance (Siswadi et al., 2020).

3. METHODS

The research design used by the researcher is a descriptive research approach that aims to observe, describe, and record situations that occur naturally. They apply the cross-sectional method, which means carrying out measurements or observations at the same time (Polit & Beck, 2014). The purpose of this study is to describe the performance of nurses in the inpatient room of Santa Elisabeth Hospital Medan.

The focus of this research plan is on nurses who are in charge of the Inpatient Unit at Santa Elisabeth Hospital Medan as well as work experience between 1 to 3 years, which totals 52 people. This population data was obtained directly from the workforce at Santa Elisabeth Hospital Medan in 2024 (HR, 2024). The sampling method is a method used in sampling with the intention of ensuring that the sample taken accurately reflects the entire research subject (Nursalam, 2020). The sample in this study is nurses who work in inpatient rooms. The sampling method used by the researcher is total sampling. The sample size in this study was 52 people. The variable mentioned in this thesis is the performance of nurses.

The tool applied in this study is a questionnaire that has been adopted by researchers from Karen Maslita (2017). The tool used in this study is a standard instrument to evaluate

nurse performance. The research instrument to assess nurse performance consisted of 30 questions using an ordinal scale. With a class length (p) of 40 and a number of classes of 3 (i.e. Good, Sufficient, Poor) for the assessment of nurse performance, the range of values is 40. In this study, the researcher did not need to test validity and reliability because it used a questionnaire that had been tested for validity and reliability before. The questionnaire was adopted from Karen Maslita (2017), where out of 30 questions, it showed that the r-value of the table > 0.361 with Cronbach's Alpha value of 0.934.

This research has also been ethically feasible from the health research commission of STIKes Santa Elisabeth Medan with letter number No: 104/KEPK-SE/PE-DT/IV/2024.

4. RESULT AND DISCUSSIONS

Table 1. Distribution of Respondents' Demographic Characteristics Based on Age, Length of Employment, Gender, and Last Education (n = 52).

Characteristics	f	%
Age		
Late Adolescence (17–25 years)	23	44.2
Early Adulthood (26–35 years)	29	55.8
Total	52	100
Gender		
Male	5	9.6
Female	47	90.4
Total	52	100
Educational Level		
Diploma in Nursing (D3)	19	36.5
Bachelor/Ners	33	63.5
Total	52	100
Length of Employment		
≤ 2 years	35	67.3
> 2 years	17	32.7
Total	52	100

Table 2. Frequency Distribution of Nurses' Performance in the Inpatient Ward at Santa Elisabeth Hospital Medan, (n = 52).

Category	f	%
Good	47	90.4
Fair	5	9.6

Category	f	%
Poor	0	0
Total	52	100

Discussions

The findings from 52 nurse respondents indicate that most nurses in the inpatient unit demonstrated good performance (90.4%), while 9.6% showed performance in the fair category. Nurse performance consists of three major components: Behavior, Professional competence, and Nursing process. These components underpin all nursing actions. The results of this study illustrate that although the majority of nurses performed well, several respondents provided fair responses, particularly in aspects such as showing empathy toward patients and families, effective communication, and discipline related to attendance, uniform, and adherence to hospital regulations.

This is supported by research conducted by Adelta et al. (2023), which found that nurses with less optimal attitudes (55.3%) tended to follow procedures but lacked effective communication skills. Several internal and external factors influence nurses' attitudes and performance: Internal factors: knowledge, skills, and motivation, External factors: workload and leadership style. Some nurses also performed less optimally in the domain of the nursing process, specifically in carrying out patient and family education programs. According to Adirinarso (2023), inadequate implementation of the nursing process may be due to differences in perception among nurses, educational background, workload, limited understanding of documentation, low motivation, and staff changes.

Malawat et al. (2020) found that patient education failures often stem from poor planning, insufficient assessment of patient education needs, and lack of evaluation of the education provided. The researcher assumes that the lack of education provided by some nurses is influenced by insufficient knowledge and low confidence, particularly in documentation, which hinders diagnosis formulation and care planning. Overall, successful nursing services are significantly influenced by the performance of nurses. Good nurse performance is essential for high-quality healthcare services and positively impacts the hospital's reputation (Budhiana et al., 2022).

5. CONCLUSION AND SUGGESTION

Based on the results of the study involving 52 respondents at Santa Elisabeth Hospital Medan in 2024, it can be concluded that the overall performance of nurses in the inpatient ward falls into the good category, with 47 nurses (90.4%) demonstrating good performance, while 5 nurses (9.6%) showed fair performance.

The findings of this study may be used as baseline data for more advanced research on nurses' performance in inpatient settings. Future researchers are encouraged to examine additional factors associated with nurse performance. It is also recommended that future data collection be conducted by the head nurse for greater objectivity.

REFERENCE

- Adelta, Y., Zainaro, M. A., & Triyoso, T. (2023). Hubungan sikap perawat dengan kinerja perawat di ruang rawat inap kelas III Rumah Sakit Pertamina Bintang Amin Bandar Lampung. *Malahayati Nursing Journal*, 5(5), 1547–1554. <https://doi.org/10.33024/mnj.v5i5.7655>
- Adirinarso, D. (2023). Kompetensi dan motivasi dalam pelaksanaan proses keperawatan. *Nuclear Physics*, 13(1), 104–116.
- Arifah, M., Safrizal, H. B. A., & Fathor, A. (2020). Disiplin kerja dalam meningkatkan kinerja perawat melalui motivasi sebagai variabel intervening. *Management and Business Review*, 4(2), 88–98. <https://doi.org/10.21067/mbr.v4i2.5177>
- Beck, C. T. (2012). *Nursing research: Generating and assessing evidence for nursing practice*.
- Budhiana, J., Affandi, T. N. R., & Ede, A. R. La. (2022). Hubungan kepuasan kerja dengan kinerja perawat pelaksana di Rumah Sakit Umum Daerah Al-Mulk Kota Sukabumi. *Journal of Nursing Practice and Education*, 2(2), 69–79. <https://doi.org/10.34305/jnpe.v2i2.452>
- Daulay, R., Kurnia, E., & Maulana, I. (2019). Analisis faktor-faktor yang mempengaruhi kinerja karyawan pada perusahaan daerah di Kota Medan. *Prosiding Seminar Nasional Kewirausahaan*, 1(1), 209–218.
- Deng, J., Guo, Y., Ma, T., Yang, T., & Tian, X. (2019). How job stress influences job performance among Chinese healthcare workers: A cross-sectional study. *Environmental Health and Preventive Medicine*, 24(1), 1–11. <https://doi.org/10.1186/s12199-018-0758-4>
- Ginting, C. E. M. (2020). Faktor-faktor yang berhubungan dengan kinerja perawat dalam pemberian proses keperawatan di ruang rawat inap. <https://doi.org/10.31219/osf.io/8vazu>
- Hasanah, R., & Maharani, C. (2022). Faktor-faktor yang berhubungan dengan kinerja perawat. *Indonesian Journal of Public Health and Nutrition*, 2(1), 75–82. <https://doi.org/10.15294/ijphn.v2i1.51411>
- Ikhsan Akbar, M., & Risky, S. M. (2020). Hubungan kecepatan mendapatkan layanan, keramahan, dan sikap santun petugas kesehatan terhadap kepuasan pasien rawat inap

- RSUD Buton Utara. *MIRACLE Journal of Public Health*, 3(1), 11–17. <https://doi.org/10.36566/mjph/vol3.iss1/119>
- Karen Maslita. (2017). *Gambaran kinerja perawat pelaksana di ruang rawat inap Rumah Sakit Umum Kabupaten Tangerang* (Skripsi).
- Kurniawan, R. N. K., & Syah, K. K. (2020). Kinerja perawat di RSUD H. Padjonga DG. Ngalle Kabupaten Takalar. *Jurnal Promotif Preventif*, 3(1), 58–68. <https://doi.org/10.47650/jpp.v3i1.147>
- Malawat, K. Y., Pratiwi, L. A., & Gayatri, D. (2020). Determinan perilaku perawat dalam pemberian edukasi pasien pada rumah sakit di Jakarta Selatan. *Dunia Keperawatan: Jurnal Keperawatan dan Kesehatan*, 8(3), 511. <https://doi.org/10.20527/dk.v8i3.9389>
- Melissa, W. T., Tucunan, A. A. T., & Mandagi, C. K. F. (2020). Hubungan antara motivasi kerja dengan kinerja perawat di Rumah Sakit Umum GMIM Bethesda Tomohon. *Kesmas*, 9(1), 35–44.
- Nendissa, A. R., Pugesehan, D. J., & Ohman, A. A. (2022). Gambaran kondisi lingkungan fisik ruang rawat inap di RS Sumber Hidup GPM Kota Ambon. *Moluccas Health Journal*, 4(1), 29–36. <https://doi.org/10.54639/mhj.v1i1.699>
- Novianty, T. (2019). *Hubungan beban kerja dengan kinerja perawat di ruang rawat inap. STIKES Bhakti Husada Mulia*.
- Nursalam. (2020a). *Metodologi penelitian ilmu keperawatan*.
- Nursalam. (2020b). *Metodologi penelitian ilmu keperawatan: Pendekatan praktis* (5th ed.). Salemba Medika.
- Nursalam. (2020c). *Metodologi penelitian ilmu keperawatan* (5th ed.). Salemba Medika.
- Peraturan Menteri Kesehatan Republik Indonesia Nomor 30 Tahun 2019 tentang klasifikasi dan perizinan rumah sakit. (2019).
- Prima, R., Oktaini, S., & Putri, S. A. (2020). Hubungan beban kerja dengan kinerja perawat di ruang rawat inap Rumah Sakit Harapan Ibunda Batusangkar. *Media Bina Ilmiah*, 15(4), 4319–4326.
- Putri, E. M. I. (2020). *Sistem penilaian kinerja perawat pelaksana berbasis caring*. CV Pena Persada. <https://doi.org/10.31237/osf.io/f68ac>
- Rahayu, E., Harahap, A., Ali, R. S. M., & Ahmad, H. (2023). The relationship of motivation, achievement, and awards to nurse performance at Padang Sidempuan TNI Hospital. *The Indonesian Journal of Health Promotion*, 6(5), 965–971. <https://doi.org/10.56338/mppki.v6i5.3468>
- Rhoma, T. N., Manurung, K., Sitorus, M. E. J., Nababan, D., & Sipayung, R. R. (2022). Kinerja perawat pelaksana di Rumah Sakit Bhayangkara Tk. II Medan tahun 2022.
- Richard Ariko, T. S. (2021). Hubungan motivasi kerja dengan kinerja perawat di ruang rawat inap RSUD Ajibarang. *Jurnal Ilmu Kesehatan UMC*, 10(2), 12–19. <https://doi.org/10.62094/jhs.v10i2.38>
- Saragih, S. L. N. (2020). Faktor-faktor yang mempengaruhi kinerja perawat dalam melaksanakan implementasi keperawatan dalam meningkatkan mutu pelayanan di rumah sakit. *OSF Prints*. <https://doi.org/10.31219/osf.io/av5f9>

- Silalahi, K. L., & Siregar, P. S. (2021). Analisis faktor penyebab rendahnya kinerja perawat pelaksana di rumah sakit Kota Medan. *Jurnal Keperawatan Priority*, 4(1), 106–112. <https://doi.org/10.34012/jukep.v4i1.1359>
- Siswadi, Y., Radiman, R., Tupti, Z., & Jufrizen. (2020). Faktor determinan stres kerja dan kinerja perawat. *Jurnal Ilmiah Manajemen dan Bisnis*, 22(1), 17–34. <https://doi.org/10.30596/jimb.v22i1.5627>
- Susan, Y., Muadi, M., & Wiyanto, S. A. (2022). Hubungan motivasi kerja dengan kinerja perawat pelaksana di instalasi rawat inap RSUD Waled Kabupaten Cirebon. *Jurnal Keperawatan Cikini*, 3(2), 94–100. <https://doi.org/10.55644/jkc.v3i2.90>
- Tarigan, H. B. (2018). *Hubungan kecerdasan emosional dengan kinerja perawat di Rumah Sakit Santa Elisabeth Medan* (Skripsi). STIKES Santa Elisabeth Medan. <https://doi.org/10.52317/ehj.v3i2.250>
- Wisuda, A. C., & Putri, D. O. (2020). Kinerja perawat pelaksana dalam pendokumentasian asuhan keperawatan di instalasi rawat inap. *Jurnal 'Aisyiyah Medika*, 4, 230–238. <https://doi.org/10.36729/jam.v4i2.223>