Analysis of the Supervision of the Head of the Room at the Ahmad Dahlan Muhammadiyah Hospital on the Performance of Nurses

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ARTICLE INFO	ABSTRACT
	Background: The problem of performance in hospitals is the center of attention because it involves the efficiency and effectiveness of human resources in achieving the goals and vision of the organization. Many factors affect performance, including supervisory factors from superiors which ultimately have an impact on overall performance results as an organization. **Method:** The design of this research is correlational with the population of all nurses in the inpatient ward of Muhammadiyah Hospital Ahmad Dahlan Kediri totaling 67 people. The sample is part of the population with a Stratified Random Sampling technique of 57 respondents. The data that has been collected is processed with the Spearman Rho statistical test with a significance of = 0.05. **Results:** The results of the analysis of the spearman rho test obtained a p-value = 0.000 which is less than the value of (0.05), it can be concluded that H0 is rejected, meaning that there is a relationship between the supervision of the head of the room and the performance of nurses at Ahmad Dahlan Hospital, Kediri. **Conclusion:** The results of this study also prove that supervision is able to improve the performance of nurses because when carrying out supervision there are certain actions that are evaluated by the head of the room against nurses, so that if the evaluation is corrected by nurses, it will be able to improve the performance of nurses.

I. Introduction

The hospital is a secondary or tertiary health service facility with its own characteristics, namely capital intensive, technology intensive and multi-professional. Performance issues become the center of attention because they involve the efficiency and effectiveness of HR in achieving the goals and vision of the organization. Many factors affect performance, including supervisory factors from superiors which ultimately have an impact on overall performance results as an organization. If employees are given attention and appreciation from their superiors, they will be more motivated to achieve higher level achievements (Faizin & Winarsih, 2015).

Hospital performance is determined by the performance of its employees, one of which is a nurse. Currently, many customers are dissatisfied and complain about the poor service and performance of nurses in hospitals. The low performance of this service if left unchecked will build a bad image of the hospital in the eyes of the public or customers (Setiawan, 2013).

The low performance of nurses in Indonesia is proven by a lot of data and research. According to the results of a study from the Directorate of Nursing and Medical Technical at the Ministry of Health, UGM and WHO who conducted research in four provinces, namely Jakarta, North Sumatra, and East Kalimantan, it was found that 47.4% of nurses did not have a written job description, 70.9% of nurses did not have a written job description.

have never attended training for the last three months, 39.8% of nurses are still carrying out non-nursing duties and a monitoring and evaluation system for nurse performance has not been developed (Hasibuan, 2007). These data indicate that the performance of nurses is still low.

Based on a preliminary study conducted by researchers at RSM Ahmad Dahlan Kediri on October 19, 2019 through interviews in 5 rooms with 5 head of the room and 10 nurses, obtained supervision data for the head of the room, namely 4 nurses (40%) stated that the head of the room had carried out supervision at the hospital with either by providing guidance, training and direction in the implementation of nursing care. Meanwhile, 6 nurses (60%) stated that there were still 3 room heads whose supervision had not been maximized because there were still several obstacles including the effective supervision of the head of the room, especially in the morning while in the afternoon and evening it was only handed over to the shift guard. From the nurse's performance element, data were obtained from 5 head of the room, 4 head of the room (80%) stated that there was still a lack of nurse performance in the form of some actions that were not in accordance with the SOP and incomplete documentation of askeps, for example lacking the signature of the executor and the delegation of filling documentation. askep to the next shift officer on the grounds that there are many patients and lack of energy. Meanwhile, 1 head of the room (20%) stated that the nurse's performance had been good and the nurse worked according to the existing SOP.

Performance appraisal is a process of supervision or control, where performance and human resources are evaluated based on standards and tools that show work weights. The scope of work assessment includes work discipline, attitude and application of Nursing Care Standards (MOH, 2010). Nurse performance consists of assessment, diagnosis, action plan, nursing action, evaluation and nursing notes which are influenced by individual factors (ability and expertise, individual background and demographics), psychological factors (perception, attitude, personality, learning and motivation) and also organizational factors (HR, leadership, rewards, structure, job design) (Khalid, 2014).

The ability to carry out tasks is the main element in assessing the performance of nurses but without effective support and supervision from the head of the room, the task will not be completed. The decrease in the performance of nurses greatly affects the service image of a hospital in the community. Poor nursing services lead to customer dissatisfaction with the hospital. Therefore, leaders must carry out supervision effectively and efficiently (Tjiptono, 2015).

A good leader will try to explain why a job must be done, not forcing a nurse to do a job according to his wishes and desires. Nurses will be better able to develop management skills if managers provide them with support, nurses are given responsibility and a reasonable amount of freedom to carry out these responsibilities. On the other hand, nurses must always be in a familial and social situation, because with this, an understanding of appreciation will be obtained based on the performance of the work done (Nursalam, 2013).

Based on the above background, researchers are interested in conducting research on the analysis of the supervision of the head of the room on the performance of nurses at Ahmad Dahlan Hospital, Kediri.

II. METHODS

Research design is a place to answer research questions or test the validity of the hypothesis (Nursalam, 2013). This research is a quantitative research with the type of correlational research, namely the researcher seeks to find a relationship between the independent variable (supervision of the head of the room) and the dependent variable (nurse performance) and analyze or test the formulated hypothesis (Sugiyono, 2014). This study uses a cross-sectional approach, namely measuring the dependent and independent variables only once without doing follow-up (Sastroasmoro & Sofyan, 2012).

III. RESULTS

			Nurse Performance			Total
			Less	Enough	Good	
Supervision of Head of Room	Less	N	2	1	0	3
		%	3.5%	1.8%	.0%	5.3%
	Enough	N	3	25	5	33
		%	5.3%	43.9%	8.8%	57.9%
	Good	N	0	6	15	21
		%	.0%	10.5%	26.3%	36.8%
Total		N	5	32	20	57
		%	8.8%	56.1%	35.1%	100.0%

Based on the table, it can be seen from 57 respondents, most of the respondents stated that the head of the room did sufficient supervision, namely 33 respondents (57.9%) and most of the respondents had sufficient performance, namely 32 respondents (56.1%). It is also known that there are 25 respondents (43.9%) who stated that the head of the room did sufficient supervision and also had sufficient performance.

Based on the results of the Spearman's rho statistical test to assess the relationship between the supervision of the head of the room on the performance of nurses, it is known that the p-value = 0.000 (<0.05) which means reject H0 and accept H1 so that there is a relationship between the supervision of the head of the room on the performance of nurses at RSM Ahmad Dahlan Kediri.

The value of the correlation coefficient or the closeness of the relationship (r) is 0.620, this shows that the relationship between the supervision of the head of the room and the performance of nurses at Ahmad Dahlan Hospital, Kediri has a fairly strong close relationship, where according to Sugiyono (2015) the value of the closeness of the relationship (r) is between 0.40-0.70 have sufficient closeness value

IV. DISCUSSION
Supervision of the head of the room at RSM Ahmad Dahlan Kediri

Based on the results of the research that has been done by the researcher, it shows that of the 57 respondents, most of the respondents stated that the head of the room did sufficient supervision, namely 33 respondents (57.9%). Based on the characteristics of respondents with the supervision variable of the head of the room, it is known that most of the respondents stated that the head of the room did sufficient supervision and experienced by respondents aged 20-30 years, namely 24 respondents (42.1%), female, namely 23 respondents (40.4 %), with undergraduate education, namely 18 respondents (31.6%) and having a working period of 1-5 years, namely 23 respondents (40.4 %).

In the opinion of the researcher, the results of this study indicate that most of the respondents stated that the head of the room had carried out adequate supervision. This is evidenced from the acquisition of a questionnaire on the implementation of the supervision of the head of the room, most of the respondents stated that the head of the room had done most of the important points of supervision, such as the supervisor explaining the purpose of supervision, the supervisor explaining the supervision method carried out, the supervisor helping when the nurse was confused in make decisions to arrange the askep, the supervisor facilitates the nurse in completing the task, the supervisor holds a discussion, the supervisor explains the procedures used in the implementation of the askep, the supervisor asks the problems faced by the nurse in the implementation of the askep and determines alternative solutions to problems. During supervision, there are certain actions that are evaluated by the head of the room against nurses, so that they can make improvements to the parts that are felt to be inappropriate.

The assessment given by this respondent of course also cannot be separated from the characteristics of the respondents themselves, where most of the respondents are 20-30 years old, female, have SI

education and have a working period of 1-5 years. Based on age, it is known that most respondents are 20-30 years old and based on length of work most of them work for 1-5 years where at that age is a young age, and requires guidance, direction and supervision from superiors in work, so that with supervision from the head of the room, the respondent felt the benefits in working which in the end the respondent gave a sufficient assessment of the supervision carried out by the head of the room

Performance of nurses at RSM Ahmad Dahlan Kediri

Based on the results of the research that has been done, it shows that of the 57 respondents, most of the respondents have sufficient performance, namely 32 respondents (56.1%). Based on the characteristics of the respondents with the nurse performance variable, it is known that most of the respondents have sufficient performance and experienced by respondents aged 20-30 years, namely 22 respondents (38.6%), female sex, namely 24 respondents (42.1%), with DIII education, namely 17 respondents (29.8%) and have a working period of 1-5 years, namely 19 respondents (33.3%).

From the study above, the researcher believes that most of the respondents have sufficient performance. This is evidenced that there are still several things that need to be improved in achieving the performance of nurses, including some actions that are not in accordance with the SOP, for example washing hands before taking action and washing hands after taking action, not fully conducting assessments, not conducting continuous evaluations. continuously. In addition, there is also the implementation of documentation of nursing care that is not appropriate, for example, not immediately documented immediately after taking action and carried out by the next shift nurse, always forgetting to include initials and names.

This is supported by the characteristics of the respondents themselves, where most of the respondents are 20-30 years old, female, have a Diploma III education and have worked for 1-5 years. According to researchers, the age of 20-30 years is included in the category of adulthood, and with a high education it will make it easier for respondents to obtain various information, both informal and formal, so that respondents will have sufficient knowledge and in the end be able to produce maximum performance.

Relationship between Head of Room Supervision and Nurse Performance at Ahmad Dahlan Hospital, Kediri

Based on the cross tabulation between variables, it can be seen from 57 respondents, most of the respondents stated that the head of the room did sufficient supervision, namely 33 respondents (57.9%) and most of the respondents had sufficient performance, namely 32 respondents (56.1 %). It is also known that there are 25 respondents (43.9%) who stated that the head of the room carried out sufficient supervision and also had sufficient performance. Based on the Spearman's rho statistical test table to assess the relationship between room head supervision and nurse performance, it is known that p-value = 0.000 (<0.05) which means reject H0 and accept H1 so that there is a relationship between room head supervision and nurse performance at Ahmad Dahlan Kediri Hospital.

Based on the cross tabulation, it is known that most of the respondents have adequate performance and experienced by respondents who are 20-30 years old and have a DIII education. Hasibuan (2013) states that a person's performance level can be influenced by several things including goals and abilities, leadership examples, justice, remuneration/reward, inherent supervision, punitive sanctions, assertiveness and human relations. Notoatmodjo (2012) states that people who have higher education will also have higher knowledge when compared to people who have low education. Nursalam (2012) stated that the more years the nurse worked, the more experience the nurse had.

In the opinion of the researcher, in accordance with the theory above, the adequate performance experienced by nurses at RSM Ahmad Dahlan Kediri is indirectly influenced by the implementation of the supervision of the head of the room itself. In addition, it is indirectly influenced by the characteristics of the respondent inherent in him, in the form of education, age, gender and also the length of work. With the age of 20-30 years, DIII education and have experience in work will be able to make

respondents think maturely, how to behave professionally, which work and which are personal interests so that respondents are able to perform appropriately.

Based on the results of this study, the researcher argues that the influence of the independent variable (implementation of supervision of the head of the room) on the dependent variable (performance of nurses) is due to the success of the head of the room in carrying out supervision. This shows that the leader's role in supervising is very good. A leader is indeed required to be able to provide good supervision, role model and example, and be able to coordinate involving all his subordinates. Whether or not a subordinate is very much determined by his leadership, because leadership is the driving force for human resources and other natural resources.

The results of this study also prove that supervision is able to improve the performance of nurses because when carrying out supervision there are certain actions that are evaluated by the head of the room against nurses, so that if the evaluation is improved by nurses, it will be able to improve the performance of nurses. In the end, it is hoped that the hospital management will pay more attention to the implementation of supervision by the head of the room with various positive things, by giving awards, career paths, service fees and so on so as to be able to result in the implementation of supervision/performance.

V. CONCLUSION

The implementation of the supervision of the head of the room at RSM Ahmad Dahlan Kediri, mostly was sufficient, namely 33 respondents (57.9%) of 57 respondents.

The performance of nurses in Ahmad Dahlan Hospital, Kediri, mostly was adequate performance, namely 32 respondents (56.1%) of 57 respondents.

There is a relationship between the supervision of the head of the room on the performance of nurses at RSM Ahmad Dahlan Kediri, with a p value of 0.000 and $r = 0.620$.

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