

## **Analysis of the Effect of Skills and Behavior on the Quality of Nurse Services in RSUD Dr Pirngadi Medan**

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**Abstract:** Nurses' skills and behavior greatly influence the level of quality of care for nurses in a hospital, this is one of the most felt and seen by each patient in the Dr. Hospital. Pirngadi Medan. The purpose of this study was to analyze the influence of nurses' skills and behavior on the low quality of care for nurses in inpatient installations. To get an overview of nurses' skills, to get an overview of nurses' behavior, and to get an overview of the quality of care for nurses in inpatient installations. The sample of the study was 100 patients treated inpatient care taken by purposive sampling. The instrument used was a questionnaire on demographic data, nurses' behavior and skills, and nurse quality of service. The method used in this study is descriptive qualitative analysis method, to determine the existence of relationships between dependent variables and independent using inductive statistics correlation with multiple regression analysis. Testing hypotheses with associative research methods, aims to determine the effect or also the relationship between two or more variables. The results showed that simultaneous skills and behavior had a significant effect on nurse service quality. A partial behavior has a significant effect on nurse service quality, while skills have no effect, not significantly on the quality of nurse services at Dr. Pirngadi Medan.

**Keywords:** Skills, Behavior, Quality of Service, Nurse

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### **I. Introduction**

Health is a very important thing for everyone, even to obtain health and healing, it is not uncommon for someone to spend more money on medical treatment even though abroad. Service quality is often the main indicator of a person to seek treatment at a hospital even though the facilities and infrastructure are adequate. Quality of service is a benchmark for choosing a hospital as a place of treatment.

The high number of Indonesian people, especially Medan who choose to go abroad for treatment reaches thousands of people each year, both taking medication and checking up. The destination countries for treatment are dominated by Malaysia and Singapore, where in a year the people of North Sumatra who seek treatment abroad reach more than 4000 people, with an estimated 400 people per month. Based on several sources such as, Sumutpos and daily Analysis of the height of visits to treatment abroad is influenced by several factors, such as the quality of management services provided to patients, to the low costs incurred by patients.

Completeness of facilities, facilities and infrastructure is not the main indicator of the high number of people who choose to seek treatment abroad, but because of satisfying services. When talking about facilities, there are many hospitals in Medan that have been standardized and accredited, such as Dr. Pirngadi Medan which is a hospital with accreditation B. Services provided by every doctor, midwife, nurse and staff are the main reasons many patients prefer to go abroad for treatment. The need to pay attention to service quality is an important task for each hospital to be of interest to patients in the midst of high competition in hospital services.

As one of the health care providers in Medan, Dr. Pirngadi certainly must be more active and pay more attention to improving the quality of his staff, although receiving patients using BPJS is not an indicator of patient satisfaction. The number of patient complaints related to service quality at Pirngadi Regional Hospital is one proof of the lack of quality services at this hospital. How the services of nurses, midwives, doctors and other functional fields are very important for patients because they feel cared for and cause trust in the speed of recovery if handled by the hospital. Improving the quality of services, especially for nurses, is very important for pirngadi general hospitals entering the age of 90 this year. Existence is not only about how old a hospital is, but how the patient recommends the service to the people around him.

Pirngadi Hospital which has been established since August 11, 1928 by the Dutch Colonial with the name Gementa Zieken Huis which later in the Japanese Colonial period was taken over and changed its name to Syuritsu Byusono Ince. At this time the director was entrusted to the son of Indonesia namely Dr. Raden Pirngadi Gonggo Putro, which was finally sown as the name of the Pirngadi Regional Hospital in Medan. For

decades, certainly as a hospital that has been passed down from generation to generation, it must be considered as a referral hospital. This class B hospital also has more than 1000 people, both civil servants and contract workers consisting of functional positions and technical positions.

Having adequate human resources will certainly be very helpful in improving the quality of services in the RSUD Pirngadi. Hospital located on Jalan Profesor H.M. Yamin SH. No.47 Medan has been trusted to be a Teaching Hospital based on the Decree of the Minister of Health of the Republic of Indonesia Number: 433 / Menkes / SK / IV / 2007. Based on the resources and facilities owned, of course this hospital is suitable as a recommended hospital. The high complaints of patients related to services in hospitals is a question for many people regarding the quality of services they have, while facilities, facilities and infrastructure are good, the number of specialists has been sufficient.

Adequate human resources are important for an organization as well as the Pirngadi Regional Hospital. Nurses who are one of the most important resources in hospitals, must be skilled and behave according to the standards of nursing care. Nurses must be able to provide satisfying services to patients, because nurses have more time to interact with patients. If the service provided disappoints the patient, feels aggrieved, feels harassed and or even the patient tends to feel ignored and ignored, the patient easily says the quality of service provided by the hospital is bad. Regarding the poor quality of service, of course this is a question whether nurses do not have the skills to care for patients, even though nurses are professionals. Nurses according to Wijono (2000) are people who have completed professional nursing education, and are given the authority to carry out functional roles. Lack of skills will certainly affect the quality of care for nurses, as well as the behavior of nurses who are more easily felt by each patient, whether the behavior is good or bad which is reflected in the treatment of patients during hospitalization. The application of skills received at the education bench or through training must be applied and developed by each nurse to improve the quality of service.

The incompatibility between the service quality of the ideal nurse and the nurse actually often occurs in the hospital. High patient demands, low nurses' ability, weak knowledge and skills of nurses in serving patients, lack of training in accordance with demographics, nurses' behavior that is not in accordance with ideal nursing behavior. Nurse behavior that has been ingrained is the wrong culture in the hospital because it does not get used to being right and just getting used to what is usually done. Carrying out the duties of medical services such as care, treatment, prevention of disease, diagnosis, recovery of health and carrying out referrals, is the duty of a nurse, so the improvement efforts are mainly to improve quality so that patients feel satisfied must continue to be done. A nurse is expected to have competence including knowledge, skills, personal support as a nurse reflected in the behavior, according to Service Quality principles, namely: tangible (physical evidence), reliability, responsiveness, assurance and empathy (Tjiptono, 2008).

The growth of various quality private hospitals will increasingly threaten the existence of regional public hospitals, how not to gain the trust of patients of various private hospitals that have improved the quality of their services. Private hospitals that have adequate facilities and have satisfying services are more attractive to the public, especially BPJS in almost all hospitals in Medan. Not only to private hospitals, to hospitals abroad even if the patient will be chosen as long as the service is satisfying.

Based on the results of the pre-survey of researchers in the field, information was obtained that there was a decline in inpatients who usually could reach 400 inpatients per day, to 200 patients only after the enactment of BPJS to private hospitals.

From the data it can be seen that there is a decrease in the number of inpatients each year, but the number of patients dying is still high. In addition, one indicator to see the quality of hospital services can be seen through the GDR and NDR, where the ideal standard set by the Ministry of Health (2005) is for GDR: <45 per mile and for NDR: <25 per mile. From data Table 1.1. shows the value of the GDR and NDR indicator numbers for the past 3 years has not been ideal and is still high and this shows that service quality is still low.

As a hospital resource, nurses are one of the determinants of the quality level of hospital services themselves. The researcher conducted interviews with several nurses who were hospitalized related to nurses' skills and behavior in April 2018. Through the initial survey through interviews, information was obtained that there were several nurses stating that nurses were limited to work rather than vocations, some said their parents wanted him become a nurse. This needs to be taken into account by the friendly human resources so that each nurse can act professionally even though the nurse is only a non-life job, so the vision and mission of the hospital is achieved and the patient feels safe and comfortable.

Throughout 2017 training on nurses in order to improve diligence and behavior has also been carried out with various types of training. Some training was conducted with the title of training: Patient Transfer held in January, Ward Management in May, Strengthening Management of Nursing HR as an Effort to Increase Nursing Services and Support Accreditation held in July, Communication Ethics in September, Faculty of Nursing National Seminar USU in October.

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## **II. Theoretical Review**

### **2.1 Skills**

Nasution (2008) says skills need training and the basic abilities that each person has can help to produce something more valuable more quickly. Skills are the ability of a person to apply knowledge into action. A person's skills are influenced by education and training. According to Garry Dessler, training provides new employees or existing skills they need to carry out work, there are several benefits obtained through education and training: a) helping individuals to make better decisions and problem solving; b) internalization and operationalization of work motivation, achievement, responsibility, and progress; c) enhance self-confidence and self-development; d) helps to reduce fear in the face of new tasks (Rosidah, 2009).

### **2.2 Behavior**

Behavior (behavior) according to Ndraha (2016), is oprasionalisasi and actualization of the attitude of a person or a group in or against a (situation and condition) environment (society, nature, technology, or organization). Courteous, friendly and polite behavior is very important for the care of nurses for patients, good service will encourage good behavior and loyal behavior towards the service of a hospital for a patient.

According to Sofyandi and Iwa (2007), talking to managers, listening to co-workers' suggestions, compiling reports, typing memos, and placing goods units into warehouses is "behavior". Behavior can be influenced and arise because, directed towards goals, can be observed and measured, indirect behavior can be observed (such as: thinking, perception) is also important in achieving goals, and motivated behavior.

Important nurses know the personality of themselves and others so that there is no misunderstanding and behave according to nursing standards, being able to control themselves, being able to interact well and be able to provide good and right service. Based on this, the behavioral traits that must be possessed by nurses are honest, cheerful, positive spirit, inferior, generous, friendly, trustworthy, loyal and polite.

### **2.3 Quality of Service**

The quality of nursing services as an indicator of the quality of health services is one of the determinants of the image of health care institutions in the eyes of the public. This happens because nursing is the highest number of professional groups, the front and the closest to sufferers, pain, and misery experienced by patients and their families. One indicator of the quality of nursing services is whether the nursing services provided satisfy patients or not (Nursalam, 2011).

### **2.4 Nurse Services**

According to Permenkes No.02.02 / Menkes / 148/1/2010, that Nurse is someone who has passed the perawa education both at home and abroad in accordance with the applicable legislation. Hospital care services are an integral part of overall hospital services, which is at the same time a measure of the success of achieving hospital goals, and is often a determinant of hospital image in the eyes of the public.

## **III. Materials and Method**

### **3.1 Types of Research**

The type of research used in this study is correlational research, namely a study carried out with the aim of detecting the extent to which variations in a factor correlate with one or more other factors. The approach in this study is Cross Sectional, which is to examine the independent variables and dependent variables simultaneously at a certain time (Sinulingga, 2017).

### **3.2 Location of Research**

This research was conducted at the hospital Dr. Pirngadi. Address Jalan Prof. HM. Yamin SH No.47, Sei Kera Hilir II, Medan Perjuangan, Perintis, Medan, North Sumatra 20234.

### **3.3 Data Analysis Method**

This study uses descriptive qualitative analysis method to determine the existence of relationships between dependent variables and independent using inductive statistics correlation with multiple regression analysis. The qualitative descriptive objective in this study is to provide a systematic, factual and accurate description of certain facts.

### **a. Descriptive Analysis**

Sugiyono (2016) explains that qualitative research methods are research methods used to examine natural objects, where researchers are key instruments, while data collection techniques are conducted by interview methods, data analysis is inductive, and the results of qualitative research emphasize meaning rather than generalization.

### **b. Hypothesis Analysis**

To test the hypothesis of this study, the hypothesis analysis that will be used is the associative research method. According to Sugiyono (2016), associative research aims to determine the effect or also the relationship between two or more variables. Test the correlation coefficients that exist in the sample to apply to the entire population where the sample was taken.

## **IV. Results and Discussion**

### **1. Effect of Skills on Nurse Service Quality**

The results showed that the skill variable had a negative and not significant effect on the still low quality of nurse services at the inpatient installation at the Dr Pirngadi Hospital in Medan. This can be seen from the comparison between the  $t_{count}$  and  $t_{table}$  values where  $t_{count} < t_{table}$  and multiple linear regression coefficients are negative. This indicates that the skills do not have a positive and insignificant effect on the quality of Nurse services in the RSUD. Dr. Pirngadi Medan, which means there are other things that affect the quality of service. Nurses have been skilled in providing nursing care to patients.

In terms of research, it shows that the higher the level of skills without considering other aspects of service, the lower the quality of service. This is because the nurses feel that the higher the level of skills they will carry out service activities that they feel are right.

### **2. Effect of Behavior on Nurse Service Quality**

The results showed that the behavioral variables had a positive and significant effect on the low quality of nurse services at the inpatient installation at the Dr Pirngadi Hospital in Medan. This can be seen from the comparison between the  $t_{count}$  and  $t_{table}$  where  $t_{hitung} > t_{table}$ . This indicates that behavior is able to improve the quality of service at Dr. Pirngadi Medan.

A hospital is always driven by a group of people who play an active role in achieving the goals to be achieved from the hospital. The vision and mission will be realized if the nurse behaves aware of this need to be applied every time he meets the patient and serves patients while being treated inpatient at the RSUD Dr. Pirngadi Medan. Behavior that is in accordance with service standards, in accordance with the expectations of patients will improve the quality of care for nurses on an ongoing basis because there is a sense of trust, safety and comfort from the patients.

Based on the research that has been done from the two independent variables, namely skill and behavior, the most influential behavioral variable on the quality of nurses is still low. The way nurses treat patients with courtesy, courtesy, friendliness and smiling, and giving greetings when greeting and interacting with patients makes a great contribution to each patient. The patient feels very cared for, cared for which encourages the desire of each patient to be more excited to get well soon and recover. this requires more and more serious attention from the hospital management so that each patient will feel strongly agree that nurses are skilled in providing nursing care.

In an effort to improve the quality of care for nurses in the inpatient hospital Dr. Pirngadi, Medan, must know what type of disease is, who is the patient, how it is, where to treat, how and how to treat it. From the results of the research the researchers found that the respondents treated were 48 men and 52 women who were respondents aged 41-50 years 25%, 21% aged 17-30 years, 19% aged 31-40 years, 18% were ages 51-60 years old, and the remaining 17% are over 60 years old. Based on variations in the age and sex of the respondents it appears that emotion, their mindset regarding service is definitely different. In addition, respondents also come from various educational backgrounds and diverse occupations that have different perspectives / perspectives regarding the quality of service of a hospital and of course this greatly influences the mindset of respondents. The majority of respondents are BPJS service users as many as 96 people, who also want to get the same fast service as their personal fee service users or public lines.

Based on the results of interview researchers during conducting research in the field, during the dissemination of questionnaires to obtain information related to skills, behavior and quality of care of nurses, obtained various information and complaints of patients that varied. Some patients state that nurses who are street vendors are far more friendly and easier to find. Some patients also say that nurses are sometimes difficult to find at night while patients have to change catheters. The results of the interviews conducted by researchers obtained the tendency of patients to be very satisfied with the nurses' skills in providing nursing care. The

patient's disability is the behavior of nurses, the way they treat patients who are basically 47% of respondents (47 people) were treated for the first time in Dr Pirngadi General Hospital, Medan.

For this reason, it is necessary to identify the patient quickly and accurately so that no errors occur, starting from the placement of the room, because not all patients may use air conditioning or fans, while patients suffer from heart or lung disease. as consumers, hospital patients must be provided with quality services, in accordance with service standards reflected through the skills and behavior of nurses as long as the patient is treated. The uniformity of service, the same speed of service will be received by each patient, without having to wait too long.

Patients really need good treatment, especially the results of the study show that 24 respondents were treated for 3 days, 29 people 4 days, 26 people for 5 days and 21 people have been treated for more than 5 days. Boredom, boredom, wanting to enjoy the open air is one that patients expect. With the condition of patients being treated for days at the hospital, nurses must be able to behave well and be skilled in preventing patients from feeling bored and stressed.

The need to improve the quality of nurse services through improving the quality of nurses' skills and behavior so that the compatibility between the services provided can provide satisfaction for patients. Nurse's skills and behavior must be in accordance with service quality standards reflected through tangibles, reliability, responsiveness, assurance, and empathy. From the results of the coefficient of determination (R-Square), it can be seen that 0.835 or 83.50% service quality is influenced by nurses' skills and behavior, 16.50% nurse service quality is influenced by other variables apart from behavior and behavior.

## **V. Conclusion and Suggestion**

### **Conclusion**

Based on the data analysis that has been done in the previous chapter, the following conclusions can be drawn:

1. Skills have a negative and not significant influence on the low quality of care for nurses at the Dr Pirngadi Hospital in Medan. Nurse skills at the inpatient installation at Dr. Pringadi Medan is good. Patients felt no doubt about the skills and workings of nurses as long as the respondents were treated.
2. Nurse behavior has a positive and significant influence on the low quality of nurse services at the Dr Pirngadi Hospital in Medan. The behavior of the nurses at the RSUD Dr. Pirngadi Medan is the most influential for the quality of nurse servants. This means that nurse behavior greatly determines the perception of patients in choosing Dr. Hospital. Pirngadi Medan, and this behavior of nurses helps improve the quality of care for nurses.
3. Based on the results of the study with simultaneous testing or F Test, the skills and behavior of nurses have a significant influence on the quality of nurse services at Dr. Pirngadi Medan. Both have influence and have an impact on the quality of care for nurses. From the results of the coefficient of determination (R-Square), it can be seen that 0.835 or 83.50% service quality is influenced by nurses' skills and behavior, 16.50% nurse service quality is influenced by other variables apart from behavior and behavior.

## **VI. Suggestion**

### **1. For RSUD Dr. Pirngadi Medan**

- a) Applying the standards of skills, behavior and quality of care of nurses in the Orchid Room 1 as a reference for equitable distribution of nurse service quality standards. Continuous improvement so that not only Orchid 1 Room meets nurse service quality standards, but all rooms can meet service quality standards.
- b) Conduct evaluation in stages, by giving agendas, nurse assessment questionnaires, and advice for hospitals from each patient just before the patient returns home from the hospital.
- c) Receive ideas of creativity, input from each nurse, moreover the nurses in question attend training and education held outside the Dr. Hospital. Pirngadi Medan. Conduct ongoing training related to the needs of each patient and the type of illness suffered by the patient and the use of standardized new tools.
- d) full commitment between the fields of management and the nursing field to support the achievement of vision and mission. The need for management in this case the Director of RSUD Dr. Pirngadi Medan to continue to realize what is the vision and mission, and what are the targets that must be achieved by the hospital.
- e) Rewarding, rewarding the best performing room every month, and giving appreciation to each nurse with the best evaluation from the hospital management.
- f) Completing the patient's room with electronic facilities such as AIPHONE (nurse call) to make the patient call the guard nurse. By having service quality, hospital reliability in anticipating inpatient emergencies can be more assured.
- g) Registering hospital service quality into ISO 9001: 2000.

### **2. For Nurses in the Inpatient Installation Hospital Dr. Pirngadi Medan**

- a) Develop a self-development plan so that it is more competent in providing nursing care and creative in providing nursing care to each patient who is treated.

- b) Acting swiftly, trustworthy, humanist, accountability, orderly and effective and efficient under any circumstances. The nurse is fair, applies the same to one patient with another patient. Speaking politely, always giving time to listen to the complaints of patients with full empathy and attention.
- c) Practice the knowledge of education that has been obtained, both from the education bench, training to health forums that are followed. Evaluating, compiling work journals, providing constructive inputs to management.
- d) Enlightening each other to respond to the hospital's vision and mission, reprimand other nurses if they do not carry out nursing procedures in accordance with nursing and hospital standards.
- e) Providing mutual support from one nurse to another, sharing knowledge if the nurse has just attended training and seminars, in order to improve skills and change behavior towards a better one so that service quality increases and becomes superior.
- f) Nurses should make proper attitudes that are not usually done, do not familiarize things that are wrong and things that are not in accordance with the code of ethics of nursing and a sense of humanity.

### **3. For Doctors**

As someone who helps doctors, nurses are not someone who is a messenger, but a colleague who can provide input and continuous supervision of patients. Therefore doctors must be able to make nurses as partners who can be invited to talk about patient complaints. Doctors also have to routinely check the patient's condition not to be too dependent on the nurse even though it's the nurse's job. Because thus patients will feel more cared for and feel their health is noticed.

### **4. For Further Researchers**

- a) providing assistance and explaining things the respondent did not understand during filling out the questionnaire.
- b) Conducting research on the analysis of the influence of skills and behavior on the quality of care of nurses in special and emergency care installations, so as to obtain a comparison of the effect of skills and behavior on the quality of care for nurses.

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