



## The Effect of Evaluation by the Chairman on the Performance of Nurses in Investigations in Medan Hajj General Hospital

Rian Alfian<sup>1</sup>, Arifah Devi Fitriani<sup>2</sup>, Beni Satria<sup>2</sup>

<sup>1</sup>Student of Master's Program in Public Health Sciences, Helvetia Health Institute Medan, Indonesia

<sup>2</sup>Lecturer, Faculty of Public Health, Helvetia Institute of Health Medan, Indonesia

\*Corresponding Author: Rian Alfian



### Article Info

#### Article history:

Received 1 March 2021

Received in revised form 26 March 2021

Accepted 09 April 2021

#### Keywords:

Evaluation

Nurses

Inpatient Room

### Abstract

The purpose of this study is to determine the effect of evaluation by the head of the room on the performance of nurses in the inpatient room of RSU Hajj Medan in 2020. This study used a quantitative method with a cross sectional design. The results of the study found that the effect of behavior evaluation on nurse performance showed a significance value of 0.000 ( $p < 0.05$ ). The effect of the evaluation of professional abilities on the performance of nurses shows a significance value of 0.417 ( $p > 0.05$ ). The effect of the evaluation of the nursing process on the performance of nurses shows a significance value of 0.006 ( $p < 0.05$ ). The conclusion of this study is that there is an effect of behavior evaluation and nursing process by the head of the room on the performance of nurses in the inpatient room of RSU Hajj Medan in 2020. Evaluation of professional abilities does not have a significant effect on the performance of nurses. The most influential variable is the behavior with the highest coefficient value, amounting to 0.512 with a positive value. The head of the room is expected to optimize his role in evaluating programmed, scheduled, and in accordance with the standards and principles of implementation.

## Introduction

Nursing programs are critical in sustaining and enhancing the consistency and safety of patient care, which is understandable given that nurses are one of the most numerous Human Resources (HR) organizations, accounting for 60-70 percent of all human resources in a facility. The nurse is the health provider who has the most direct contact with the customer, and so the quality and efficiency of nursing care has a significant impact on the quality and performance of patient facilities in the facility (Nursalam, 2014).

The standard of nursing care is highly affected by the quality of clinical facilities and is frequently one of the variables influencing how the population perceives the service organization. To sustain and enhance the consistency of nursing care, an assessment framework is used to evaluate the standards of nursing care. This tool should be composed of three components: instruments assessing nursing process standards, patient perception and comfort standards, and nursing practice standards. Nursing care principles function as guidance and benchmarks for nursing practice adoption to ensure that it adheres to ethical ideals, ethics, and obligations (Azwar, 1980).

The aim of nursing care guidelines is to serve as a reference and a benchmark for measuring nursing care implementation. Both the method and outcomes of nursing care must be

continually reviewed and tracked, and then changes and revisions made in line with the assessment and tracking findings and the client-set priorities (Azwar, 1980).

In their novel, Rismawati and Mattala argue that performance assessment or evaluation is a measuring activity taken on different events within a company's value chain. The effects of these assessments are used as input, including details about efficiency, strategy execution, and what changes and controls the business requires (Rismawati, 2018).

Dewi's research indicates that assessment has a beneficial impact on employee success. Where job assessment is an effective instrument for determining if workers delivered satisfactory work outcomes and performed work tasks in compliance with organizational expectations, such as work efficiency, knowledge, dependability, participation and timeliness, and freedom (Dewi, 2011).

The success of nurses is their activity in applying the best available authority, roles, and obligations in order to accomplish the primary duties of the career and the accomplishment of the organizational unit's priorities and objectives. According to the Nursing Law of the Republic of Indonesia No. 38 of 2014, nursing is the practice of caring for people, relatives, organisations, or populations, both ill and well. Nurse output is identical to those of all employees in the organization. Nurses desire to be evaluated against objective expectations that are transparent and easily shared (Kurniadi, 2013).

Nurse efficiency is a critical area of study in order to sustain and enhance the standard of clinical facilities and to provide patients with high-quality nursing care. Nurses who perform poorly or do not meet the requirements established by the Ministry of Health of the Republic of Indonesia may take acts that violate the Standard Operating Procedure (SOP), are ineffective in delivering nursing services, and may result in accidents, damages, and grievances from patients and third parties. Connected parties (Yanti, & Warsito, 2013).

Pham et al (2016) Research established this fact. In a survey performed in 11 hospitals across five continents, 52 patient care accidents occurred, with Hong Kong accounting for 31%, Australia 25%, India 23%, America 12%, and Canada 10%. Meanwhile, harmful events in hospitals are expected to occur at a rate of 7.6 percent in Brazil. According to some of the study's findings, there are currently many patient care accidents occurring in different countries around the world, which are exacerbated by a variety of causes, one of which is bad nurse competence (Pham et al., 2016).

Additionally, the new phenomenon shows that numerous customers are already concerned with substandard service quality. In 2019, Girsang conducted research at Djoelham Hospital and found that 68% of clients believed the quality of nursing care was still insufficient (Girsang, 2020).

Rusmiati's 2012 study revealed that the majority of nurse managers performed poorly (50.5 percent). This demonstrates that nurses' nursing services continue to fall short of standards and that nurses' performance statistics have not yet met the goal set by the Indonesian Ministry of Health, namely an achievement rate of at least 75% of nurses' results in delivering treatment or nursing services (Rusmiati & Hastono, 2015).

General Hospital for Hajj Medan Hajj Medan is the North Sumatra Province's government hospital, situated in Medan City, North Sumatra. The assessment procedure used at RSU Hajj Medan by the head of the room is deemed inefficient. This is since, depending on the findings of the presurvey, the head of the room does not regularly review the nurse in charge's improvement, while the assessment phase is sometimes conducted every month or every six months. Additionally, the head of the room does not have a specific format for assessing the success of nurses; typically, each head of the room chooses his or her own measurement, which

results in inconsistent appraisal results and possible assessment mistakes, such as certain points not being included in the points for assessment.

The actions of nurses demonstrates this issue, as some nurses seem to demonstrate a lack of care for patients, are slow to offer help, and are not welcoming to patients, with nurses speaking in blunt voices such as reprimanding the patient or the patient's relatives. Several difficulties are encountered when carrying out the nurse in charge's tasks, which are classified as human errors. The ineffectiveness of nurses is also evident in the findings of the researchers' preliminary survey of inpatient satisfaction. The researcher distributed a questionnaire of 18 questions addressing various facets of nursing activity, communication, and ability. Just four patients (out of twelve) expressed satisfaction with the care and results of nurses at Hajj Medan General Hospital (RSU). On average, the eight patients who expressed dissatisfaction worried about the nurse's lack of contact with the patient. For example, details regarding hospital regulations and services. Additionally, patients expressed dissatisfaction with the results of nurses who were perceived to be sluggish to provide assistance as required.

The initial survey at RSU Hajj Medan also revealed that the hospital's phlebitis incidence was 1.9 percent in 2018 (Report on Hospital Infection Surveillance Outcomes (Healthcare Associated Infections) Medan Hajj Hospital in 2018), above the standard for nosocomial infection incidence in hospitals, which is 1.5 percent. This demonstrates that nosocomial infections continue to be prevalent (Pham et al., 2016).

Nurses also have coordination issues with the head of the room. For example, as nurses encounter challenges or difficulties when doing duties, they seldom address them with the head of the room but often with other nurses. This demonstrates a lack of communication between the room's lead nurse and the charge nurse.

As this occurs in a health care institution, it results in a reduction in service efficiency and a decrease in general interest in the facility. According to the author's preliminary report completed in February 2020, there were 110 nurses and 254 beds. Additionally, data on the amount of inpatients treated at the Medan Hajj Hospital in 2017 were collected, which totaled 10,129. In 2018, there were 8,586 uninsured people. In 2019, there were 9,160 hospitalized patients. These statistics show that the number of admitted patients at RSU Hajj Medan has decreased over the last three years.

The application of Nursing Care Standards at RSU Hajj Medan in 2020 revealed that the implementation of nursing care standards for the success of implementing nurses was short of predetermined standards. Observations in nursing care documentation reveal twenty distinct models of nursing care, twelve of which lack adequate nursing care and do not adhere to nursing care philosophy. Nursing history is important since it contains notes that may be used with communications, accounting invoices, schooling, reports, research, and audits, as well as legal documentation.

According to interviews with medical record verification unit agents, regulation of nursing care reporting was a significant concern, with about 60–70% of instances including inadequate recording of subjective, empirical, calculation, and plan (SOAP) formats. According to the preliminary survey, there is a trend or problem concerning the nurses' performance at RSU Hajj Medan.

According to a preliminary study conducted by researchers after interviewing the nursing staff's boss, the head of the room could not have an optimal evaluation in light of the nurse not receiving enough guidance and instruction when conducting routine tasks due to an unreasonable workload. Nurses' performance in the inpatient setting is less than adequate due to a lack of appraisal.

As a consequence of the above, the researcher felt compelled to conduct research on the following: The Effect of Room Head Evaluation on the Performance of Implementing Nurses in the Medan Hajj General Hospital's Inpatient Room in 2020.

## Methods

This is a comparative study using analytic survey methods to determine the impact of the head of the room's assessment on the success of nurse executives. In this analysis, the independent variables are attitudes, technical abilities, and nursing procedure, while the dependent variable is the nurse in charge's output. This analysis took a cross sectional strategy. The population for this research was comprised of all nurses admitted to the General Hospital of Hajj Medan, which numbered up to 110 individuals. The survey method or method used to assess nurse output is relative random selection of 86 nurses.

## Result and Discussion

### Univariate Analysis

Table 1. Characteristics of Respondents in the Inpatient Room of the Medan Hajj General Hospital in 2020

No	Characteristics of Respondents	Total (N)	Percentage (%)
1	Age		
	< 25 year	1	1.2
	25 – 35 year	38	44.2
	> 35 year	47	54.7
2	sex		
	male	14	16.3
	female	72	83.7
3	Last education		
	D III nursing	79	91.9
	S1 Nursing	7	8.1
4	Employment status		
	Honorary	82	95.3
	Civil Servant	4	4.7
5	Length of work		
	< 10 year	23	26.7
	10-20 year	58	67.4
	>20 year	5	5.8

According to the table, the bulk of respondents above the age of 35 were 47 years old (54.7 percent). Female respondents comprised the bulk of respondents, 72 in all (83.7 percent ). The plurality of respondents (79 people) reported having a D III Nursing degree from their most recent graduate (91.9 percent ). According to job status, 82 respondents had honorary employment (95.3 percent ). According to their job duration, the bulk of respondents who worked for 10-20 years were between the ages of 58 and 60. (67.4 percent ).

Table 2. Frequency Distribution of Behavior Evaluation by Heads of Rooms in Inpatient Rooms at General Hospital Hajj Medan

No	Behavior	Frequency (f)	%
1	Goodless	0	0
2	Good Enough	5	5,8

3	Good	27	31,4
4	Very good	54	62,8
Total		86	100

Based on the table of frequency distribution of behavior evaluations by the head of the room in the inpatient room of the Medan Hajj General Hospital which is very good, as many as 54 people (62.8%), both 27 people (31.4%), 5 people quite good (5, 8%).

Table 3. Frequency Distribution of the Evaluation of Professional Ability by the Head of the Room in the Inpatient Room of the General Hospital of Hajj Medan

No	Professional knowledge	Frequency(f)	%
1	Goodless	0	0
2	Good Enough	3	3,5
3	Good	31	36
4	Very good	52	60,5
Total		86	100

Based on the frequency distribution table of the evaluation of professional abilities by the head of the room in the inpatient room of the Medan Hajj General Hospital which is very good as many as 52 people (60.5%), both 31 people (36%), quite good as many as 3 people (3.5 %).

Table 4. Frequency Distribution of the Nursing Process Evaluation by the Head of the Room in the Inpatient Room of the General Hospital of Hajj Medan

No	Nursing Process	Frequency (f)	%
1	Goodless	0	0
2	Good Enough	1	1,2
3	Good	38	44,2
4	Very Good	47	54,7
Total		86	100

Based on the frequency distribution table of the evaluation of the nursing process by the head of the room in the inpatient room of the Medan Hajj General Hospital which was very good as many as 47 people (54.7%), both 38 people (44.2%), 1 person was good enough (1 , 2%).

Table 5. Frequency Distribution of Nurse Performance in Inpatient Rooms of General Hospital of Hajj Medan

No	Nurse Performance	Frequency (f)	%
1	Goodless	0	0
2	Good Enough	2	2,3
3	good	35	40,7
4	Very Good	49	57
Total		86	100

Based on the frequency distribution table of the performance of the nurses in the inpatient room of the Medan Hajj General Hospital which was very good, as many as 49 people (57%), both 35 people (40.7%), 2 people (2.3%) quite good.

## Bivariate Analysis

Table 6. The Relationship of Behavior Evaluation by the Head of the Room on the Performance of Implementing Nurses in Inpatient Rooms at the Medan Hajj General Hospital in 2020

Behavior Evaluation By Head of the Room	Nurse Performance								Total		P value
	Goodless		Good Enough		Good		Very good				
	n	%	N	%	N	%	n	%	N	%	
Goodless	0	0	0	0	0	0	0	0	0	0	0,000
Good Enough	0	0	2	40	3	60	0	0	5	100	
Baik	0	0	0	0	24	88,9	3	11,1	27	100	
Sangat Baik	0	0	0	0	8	14,8	46	85,2	54	100	
<b>Total</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2,3</b>	<b>35</b>	<b>40,7</b>	<b>49</b>	<b>57</b>	<b>86</b>	<b>100</b>	

According to the table above, of the 86 respondents, the findings of the head of room's assessment of conduct were quite favorable; there were five individuals, two of whom (40 percent) had quite favorable nurse output and three of whom (60 percent) had favorable nurse performance. The findings of the head of room's appraisal of conduct were positive; there were 27 participants, with 24 people (88.9 percent) rating their nurse's output as good and three people (11.1 percent) rating their nurse's performance as really good. The findings of the head of room's assessment of conduct were excellent; there were 54 patients, including 8 people (14.8 percent) whose nurse output was excellent, and 46 individuals (85.2 percent) who rated their nurse's work as excellent. The Kendall Tau statistical test revealed that  $p = 0.000$ , indicating that "There is an association between the Head of the Room's Behavior Evaluation and the Performance of Implementing Nurses in the Inpatient Room of the Medan Hajj General Hospital in 2020," or that the theory is acknowledged.

Table 7. The Relationship between the Evaluation of Professional Ability by the Head of the Room on the Performance of Implementing Nurses in the Inpatient Room of the Medan Hajj General Hospital in 2020

Professional Ability Evaluation by Head of the Room	Nurse Performance								Total		P value
	Goodless		Good enough		Good		Very Good				
	n	%	N	%	N	%	n	%	N	%	
Goodless	0	0	0	0	0	0	0	0	0	0	0,000
Good Enough	0	0	1	33,3	1	33,3	1	33,3	3	100	
good	0	0	0	0	28	90,3	3	9,7	31	100	
very good	0	0	1	1,9	6	11,5	45	86,5	52	100	
<b>Total</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>20</b>	<b>29</b>	<b>60</b>	<b>70</b>	<b>86</b>	<b>0 0</b>	

According to the table above, of the 86 respondents, the findings of the head of the room's appraisal of technical skills were very positive; there were three individuals, namely one (33.3 percent) with a nurse output that was quite decent, one (33.3 percent) with a nurse performance

that was decent, and one (33.3 percent) with a nurse performance that was quite nice. The findings of the head of a strong room's assessment of technical skills is 31 participants, with 28 people (90.3 percent) rated as having good nurse output and three people (9.7 percent) rated as having really good nurse performance. The findings of the head of room's assessment of clinical skills were excellent; 52 participants were evaluated, with 1 individual (1.9 percent) having very good nurse skill, 6 people (11.5 percent) having good nurse performance, and 45 people (86.5 percent) having quite good nurse performance. The Kendall Tau statistical test revealed that  $p = 0.000$ , indicating that "there is an association between the Professional Ability Evaluation by the Head of the Room and the Performance of Implementing Nurses in the Inpatient Room of the Medan Hajj General Hospital in 2020," or that the theory is acknowledged.

Table 8. Relation of the Evaluation of the Nursing Process by the Head of the Room on the Performance of Implementing Nurses in the Inpatient Room of the Medan Hajj General Hospital in 2020

Evaluation of the Nursing Process by Head of the Room	Kinerja Perawat								Total		P value
	Goodless		Good enough		good		Very Good				
	n	%	N	%	N	%	n	%	N	%	0,000
Goodless	0	0	0	0	0	0	0	0	0	0	
Good enough	0	0	0	0	1	100	0	0	1	100	
Good	0	0	1	2,6	30	78,9	7	18,4	38	100	
Very Good	0	0	1	2,1	4	8,5	42	89,4	47	100	
<b>Total</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2,3</b>	<b>35</b>	<b>40,7</b>	<b>49</b>	<b>57</b>	<b>86</b>	<b>100</b>	

According to the table above, the findings of the head of the room's assessment of the nursing phase were very favorable for 86 respondents; nevertheless, there was one individual, specifically one person (100 percent), whose nurse output was quite favorable. The findings of the head of a strong room's assessment of the nursing phase were 38 participants, with 1 individual (2.6 percent) having very good nurse performance, 30 people (78.9 percent) having good nurse performance, and 7 people (18.4 percent) having quite good nurse performance. The findings of the head of room's assessment of the nursing method were excellent; there were 47 participants, including 1 individual (2.1 percent) whose nurse output was very high. 4 individuals (8.5%) whose nurse performance was satisfactory, and 42 individuals (89.4%) whose nurse performance was excellent. The Kendall Tau statistical test revealed a value of  $p = 0.000$ , indicating that "there is an association between the head of the room's assessment of the nursing method and the nurses' success in the inpatient room of the Medan Hajj General Hospital in 2020," or that the theory is acknowledged.

### Multivariate Analysis

Table 9. Results of Variable Bivariate Selection of Head of Room Supervision on Performance of Implementing Nurses in Inpatient Rooms of General Hospital of Hajj Medan

Variable	P value	Selection
Behaviour	0,000	Candidate
Professional Knowledge	0,000	Candidate
Nursing Process	0,000	Candidate

Based on the table above, it shows that all variables, namely behavior, professional abilities, and the nursing process have a p value <0.25. Thus, all of these variables deserve to be included in the multivariate model.

Table 10. Multivariate Analysis of Multiple Linear Regression Modeling of Evaluation Variables by the Head of the Room on the Performance of Implementing Nurses in the Inpatient Room of the General Hospital of Hajj Medan

Variable	B	Std.Error	Standardized Coefficients Beta	t	Sig.
Constant	4894.870	9578.245		.511	.611
behaviour	1,460	.269	.512	5.428	0.000
Profesional Knowledge	.246	.301	.081	.815	0.417
Nursing process	.821	.290	.255	2.287	0.006

The regression equation is as follows, based on the outcome of the multiple linear regression test in the table above:

$$Y = 4894,870 + 1,460 X1 + 0,246 X2 + 0,821 X3 + Y = 4894,870 + 1,460 X1 + 0,246 X2 + 0,821 X3 +$$

The preceding formula may be explained as follows:

A constant value of 4894,870 means that the statistic used to evaluate the nurse's actions, technical skills, and nursing processes has a value of 0. If this value is 0, the nurse's score is 4894,870.

The Behavior coefficient (X1) has a positive value of 1.460. This assumes that with every time the behaviour assessment is increased by one, the nurse's output will improve by 1.460, assuming all other factors remain unchanged. And achieved a significance value of 0.000, which is less than the threshold (0.00 0.05). As a result, the theory may be acknowledged.

Skilled ability (X2) has a positive coefficient value of 0.246. This assumes that for every time an assessment of technical skills is increased by one, the nurse's output will improve by 0.246, assuming all other factors remain unchanged. And received a significance degree of 0.417 (0.417>0.05). As a result, the theory may be ruled out.

The nursing phase coefficient (X3) has a positive value of 0.821. This assumes that with any additional period the nursing phase is evaluated, the nurse's output would improve by 0.821, assuming all other factors remain unchanged. And achieved a significance value of 0.006, which is less than the threshold (0.006 0.05). As a result, the theory may be acknowledged.

The maximum beta coefficient norm value is action (X1) of 0.512 for a positive value. This suggests that in 2020, the behaviour assessment component would have the greatest impact on the success of nurses in the RSU Hajj Medan inpatient bed.

### **The Effect of Behavior Evaluation by the Head of the Room on the Performance of Implementing Nurses**

The regression analysis revealed that the head of room's appraisal of the nurses' actions had an impact on their success in the inpatient room of the General Hospital of Hajj Medan (p = 0.000 0.05). Additionally, the regression test findings indicate a strong association. This state demonstrates that increasing the nurse's assessment by the head of the room maximizes her success. The beta coefficient of 0.152 derived from the test effects indicates how strongly the action variable influences the output variable in comparison to other factors.

The findings of this study corroborate those of Yulizar's 2019 studies at a public hospital in the Bengkinang district, which found a relevant value of disciplinary action with a p value of 0.000 0.05 and a tcount (5.676) > ttable value (2.132). According to the findings of multivariate research using multiple linear regression tests, the most significant variable affecting nurse administrators' success is disciplinary behaviour, as opposed to the tcount environment (3.666). (Yulizar, 2019) Yulizar

This is supported by Arina's 2016 study, which examined the effect of work discipline, motivation, and incentives on the performance of inpatient nurses at a regional mental hospital. Dr. Amino Gondhohutomo Semarang City demonstrates that there is a strong correlation between job discipline activity and the nurse in charge's results. According to the findings of the multiple linear regression examination, job discipline has a favorable and important impact on nurse success (Manasikana & Djastuti, 2017). However, this is in contrast to Ela's 2018 report, which found little correlation between actions and employee results (Nurdiawati, & Atiatunnisa, 2018).

According to researchers' conclusions, a person's success cannot be divorced from his or her disciplinary actions. If a person's action is disciplined, he can perform optimally if he wishes to follow the established guidelines. A person's sense of duty for the duties entrusted to him is reflected in his discipline. This fosters commitment to service, appreciation for work, and achievement of the hospital's objectives.

This relates to Sutrisno's point of view, in which punitive action aims to avoid sluggish job starts or premature work termination due to tardiness or laziness. Additionally, disciplinary action aims to overcome conflicts between workers and to discourage disobedience, as well as to remedy errors and carelessness (Daya, 1996).

### **The Effect of Professional Knowledge Evaluation by the Head of the Room on the Performance of Implementing Nurses**

The regression analysis revealed that the head of room's assessment of technical skills had no major impact on the success of nurses in the inpatient room at Hajj Medan General Hospital ( $p = 0.417 > 0.05$ ). Additionally, the regression test findings indicate a strong association. This state demonstrates that by increasing the head of the room's assessment of the nurse's technical skills, the nurse's success can be maximized. The beta coefficient of 0.081 derived from the test results indicates how much the technical talent variable impacts the output variable in comparison to other variables.

This is consistent with Arie Soeti's 2016 study on the Impact of Intellectual and Emotional Intelligence on Employee Performance with Professionalism as an intervening component. The findings of the study of the inner and outer models indicate that discipline has a major detrimental impact on employee success when it comes to interfering with analytical knowledge. And the detrimental impact of emotional intelligence intervention on job results is negligible (Yani, & Istiqomah, 2016). However, this is in contrast to Tati Setiawati's 2009 study, which found a strong association between competency outcomes and success. Additionally, as shown by the partial hypothesis test findings, expertise has a major impact on success (Yani & Istiqomah, 2016). This is also in contrast to the findings of Tiara's 2015 report, which found that professionalism has a strong and important impact on success (Sari, 2013).

According to the researchers' assumptions, evaluating professional ability has no major impact on results since each nurse is trained with professional skills appropriate for their nursing duties. As a result, even without technical ability assessment, the efficiency of nurses is still very high. However, it was discovered in the analysis that the association benefit was positive, indicating that if technical skills were evaluated more accurately, the nurse's output would strengthen. This relates to Suwanto's assertion that preparation enhances talents, expertise, and skills (Priansa & Suwatno, 2011).

## **The Effect of Nursing Process Evaluation by the Head of the Room on the Performance of Implementing Nurses**

The regression analysis revealed that the head of room's assessment of the nursing phase had a major impact on the nurses' success in the inpatient room of the General Hospital of Hajj Medan ( $p = 0.006 > 0.05$ ). Additionally, the regression test findings indicate a strong association. These criteria mean that by increasing the head of the room's assessment of the nursing operation, the nurse's success would be maximized. The beta coefficient of 0.255 derived from the test results indicates how much the nursing phase variable impacts the output variable in comparison to other variables.

This is consistent with research performed by Mohamad As'ad Efendy in 2017 titled "Analysis of the Implementation of Nursing Documentation Standards and the Quality of Nursing Services in the Inpatient Room of Gambia Hospital." The findings indicate that there is a correlation between the application of nursing documentation standards and the quality of nursing services in the Inpatient Room. Regional Hospital of Gambia (Efendy, 2017).

This is also reinforced by Elisa Claudia's 2019 study on the effectiveness of delivering quality nursing care by the implementation of the nursing method; the findings indicate that there is a correlation between the application of the nursing process and the success of providing quality nursing care. The nursing method will contribute to the enhancement of the standard of nursing care. The healthcare method simplifies the process of developing nursing care policies for nurses (Simanjuntak, 2019).

According to the researchers' conclusions, when the nursing procedure is carried out correctly, the continuity of nursing treatment offered is assured, since knowledge regarding the patient's situation is gathered via a series of structured and coordinated phases. This relates to Potter and Perry's assertion that the nursing phase is a method of problem solving that allows nurses to coordinate and provide high-quality nursing care (Potter, 2006).

### **Conclusion**

The study's hypothesis is focused on its goals and findings, namely that there is an impact of behavioral assessment by the head of the room on the success of nurses in the inpatient room of RSU Haji Medan in 2020. There is no impact of the head of the room's assessment of technical skills on the success of nurses in the inpatient room of RSU Haji Medan. The year 2020. There is an impact of the head of room's assessment of the nursing phase on the success of nurses in the RSU Haji Medan inpatient room in 2020. With a correlation coefficient of 0.512, the predictor of behaviour assessment by the head of the room has the greatest impact on the success of nurses in the inpatient room of RSU Hajj Medan in 2020.

### **References**

- Azwar, A. (1980). Menjaga Mutu Pelayanan Rawat Jalan. available from: [https://scholar.google.com/scholar?hl=id&as\\_sdt=0%2C5&q=Azwar+A.+%281980%29+&btnG=](https://scholar.google.com/scholar?hl=id&as_sdt=0%2C5&q=Azwar+A.+%281980%29+&btnG=)
- Dewi, S. C. (2011). Hubungan fungsi manajemen kepala ruang dan karakteristik perawat dengan penerapan keselamatan pasien dan perawat di IRNA I RSUP dr. Sardjito Yogyakarta. *Sardjito Yogyakarta (Tesis magister, tidak dipublikasikan). Fakultas Ilmu Keperawatan Universitas Indonesia, Depok, Jawa Barat, Indonesia.*
- Daya, S. (1996). Manajemen sumber daya manusia. *Universitas Gunadarma*. Available from: [http://windy\\_dwi.staff.gunadarma.ac.id/Downloads/files/71952/1\\_Manajemen-SDM.pdf](http://windy_dwi.staff.gunadarma.ac.id/Downloads/files/71952/1_Manajemen-SDM.pdf)
- DepKes, R. I. (2008). Standar Pelayanan Minimal Rumah Sakit. *Jakarta: Departemen Kesehatan RI*, 18.

- Efendy, M. A. A. (2017). Analisis Penerapan Standar Dokumentasi Keperawatan dengan Kualitas Pelayanan Keperawatan di Ruang Rawat Inap RSUD Gambiran. *STRADA Jurnal Ilmiah Kesehatan*, 6(1), 24-30.
- Girsang, A. C. M. (2020). Penilaian Kinerja RSUD Dr. RM Djoelham Berdasarkan Balanced Scorecard Tahun 2019. available from: [https://scholar.google.com/scholar?hl=id&as\\_sdt=0%2C5&q=Girsang+ACM.+Penilaian+Kinerja+RSUD+Dr.+RM+Djoelham+Berdasarkan+Balanced+Scorecard+Tahun+2019.+2020%3B+&btnG=#d=gs\\_cit&u=%2Fscholar%3Fq%3Dinfo%3Aaw\\_UcFxlWUEJ%3Ascholar.google.com%2F%26output%3Dcite%26scirp%3D0%26hl%3Did](https://scholar.google.com/scholar?hl=id&as_sdt=0%2C5&q=Girsang+ACM.+Penilaian+Kinerja+RSUD+Dr.+RM+Djoelham+Berdasarkan+Balanced+Scorecard+Tahun+2019.+2020%3B+&btnG=#d=gs_cit&u=%2Fscholar%3Fq%3Dinfo%3Aaw_UcFxlWUEJ%3Ascholar.google.com%2F%26output%3Dcite%26scirp%3D0%26hl%3Did)
- Kurniadi, A. (2013). Manajemen keperawatan dan prospektifnya: Teori, konsep dan aplikasi. *Jakarta: Fakultas Kedokteran Universitas Indonesia*.
- Manasikana, A., & Djastuti, I. (2017). Analisis Pengaruh Disiplin Kerja, Motivasi Dan Pemberian Insentif Terhadap Kinerja Perawat Rawat Inap (Studi pada Perawat Rawat Inap Rumah Sakit Jiwa Daerah Dr. Amino Gondhohutomo Kota Semarang). *Diponegoro Journal of Management*, 6(1), 13-20.
- Nurdiawati, E., & Atiatunnisa, N. (2018). Hubungan Stres Kerja Fisiologis, Stres Kerja Psikologis dan Stres Kerja Perilaku Dengan Kinerja Karyawan. *Faletehan Health Journal*, 5(3), 117-122.
- Nursalam, D. (2014). Manajemen Keperawatan" Aplikasi dalam Praktik Keperawatan Profesional. Available from [https://scholar.google.com/scholar?q=Nursalam.+Manajemen+Keperawatan+Aplikasi+Keperawatan+Profesional.+2014%3B342.+&hl=id&as\\_sdt=0,5](https://scholar.google.com/scholar?q=Nursalam.+Manajemen+Keperawatan+Aplikasi+Keperawatan+Profesional.+2014%3B342.+&hl=id&as_sdt=0,5)
- Pham, J. C., Hoffman, C., Popescu, I., Ijagbemi, O. M., & Carson, K. A. (2016). A tool for the concise analysis of patient safety incidents. *The Joint Commission Journal on Quality and Patient Safety*, 42(1), 26-AP3.
- Priansa, D. J., Pd, S., SE, M., & Suwatno, D. H. (2011). Manajemen SDM dalam organisasi Publik dan Bisnis. *Bandung: Alfabeta*.
- Potter, P. A. (2006). Buku Ajar Fundamental Keperawatan: Konsep, Proses, dan Praktik, vol. 2. EGC.
- Rusmiati, D., & Hastono, S. P. (2015). Sikap Remaja terhadap Keperawatan dan Perilaku Seksual dalam Berpacaran. *Kesmas: Jurnal Kesehatan Masyarakat Nasional (National Public Health Journal)*, 10(1), 29-36.
- Rismawati M. (2018) *Evaluasi Kinerja*. Makassar Celebr Media Perkasa.
- Setiawati T. (2017) Pengaruh kompetensi kerja terhadap kinerja dosen. *Media Pendidikan, Gizi, dan Kuliner*, 1(1).
- Sari, C. D. L. (2013). Pengaruh Profesionalisme Guru Dan Motivasi Kerja Terhadap Kinerja Guru Sma Batik 2 Surakarta. available from: <https://digilib.uns.ac.id/dokumen/detail/32970/Pengaruh-Profesionalisme-Guru-Dan-Motivasi-Kerja-Terhadap-Kinerja-Guru-Sma-Batik-2-Surakarta>
- Simanjuntak, E. C. (2019). Keberhasilan Pemberian Asuhan Keperawatan Yang Berkualitas Melalui Penerapan Proses Keperawatan
- Yanti, R. I., & Warsito, B. E. (2013). Hubungan karakteristik perawat, motivasi, dan supervisi dengan kualitas dokumentasi proses asuhan keperawatan. *Jurnal Manajemen Keperawatan*, 1(2).

- Yulizar, Y. (2019). Pengaruh Lingkungan Dan Disiplin Kerja Terhadap Kinerja Perawat Pada Rumah Sakit Umum Daerah Bangkinang. *Ensiklopedia Sosial Review*, 1(2).
- Yani, A. S., & Istiqomah, A. (2016). Pengaruh Kecerdasan Intelektual Dan Kecerdasan Emosional Terhadap Kinerja Karyawan Dengan Profesionalisme Sebagai Variabel Intervening (Studi Empiris Terhadap PT. JNE Service Center Utara 1). *Media Studi Ekonomi*, 19(2).