

ANALYSIS RELATED WORK PRODUCTIVITY NURSE IN UNIT CARE OF GENERAL HOSPITAL KOJA, JAKARTA

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Abstract

Professional nursing services is an integral part of health care that is based on nursing science. Productivity as nursing output unit can be seen and measured through indicators of the quality of nursing care. The organization must know the motivation of employees to be able to raise the spirit and the work that can increase work productivity.

This study aims to identify factors associated with work productivity nurse at the unit care General Hospital Koja, Jakarta. Using quantitative research design with cross sectional descriptive analytic. The dependent variable is labor productivity of nurses in the Unit care General Hospital Koja, Jakarta, while the independent variables are individual characteristics (age, sex, education, marital, employment and work period), extrinsic factors (Reward, working conditions, supervisions, human relations, and the hospital policy) and intrinsic factors (the responsibility and self-development).

The respondents are all nurses in care unit of General Hospital Koja, Jakarta totaling 116 persons. Research result showed nurses have low productivity by 68 persons (58.6%), based on the statistical test showed statistical p value ≤ 0.05 , there is a relationship between productivity nurse by age (0.014), education (0.006), reward (0.018), supervision (0.027), the hospital policy (0.047), Responsibility (0.046), self-development (0.036).

The hospital needs to improve incentives, improve management and provide the opportunity to develop skills through education or training nursing care

Keywords: *Productivity, Nurse, General Hospital Koja, Jakarta*

INTRODUCTION

Health development is directed to maintaining the quality of human resources is healthy, intelligent and productive and able to maintain and improve public health. Hospital as a health care facility has a very strategic role in accelerating the improvement of health status of Indonesian society. The strategic role is obtainable because the Hospital is a health facility dense and solid technology karya¹.

¹Aditama, Tjandra Yoga, Manajemen Administrasi Rumah Sakit, Edisi Kedua, Penerbit UI-Press, Jakarta, 2002

The nurse is one of the professions in the hospital who was instrumental in the organization of health services. The nurse is also the force that is most directly involved in the delivery of services to patients (40%). Quality of service is determined by the skilled human resources, while the professional nurse in Indonesia is only about 2%, this indicates low productivity. Productivity as a nursing unit output can be influenced by motivasi².

Survey was conducted at Koja Hospital on patients' perceptions of the quality of nursing care were carried out on May until June 2003 at Unit Care Koja General Hospital. The result are found the quality of nursing care only by 48% at the treatment room Orchid while at the Rose was 38%. Furthermore, at Dahlia room, it resulted 43%, and at Teratai room was 74% and 51% for Midwifery room.

METHODOLOGY

This research was conducted in care unit of General Hospital Koja on June to July. The research method was using cross sectional descriptive analytic. The population in this study were all nurses in inpatient, with the total number was 116 people. Moreover, for this research sampling was not selected due to the sampling as similar as the population.

The dependent variable in this study was the productivity of nurses in care unit of General Hospital Koja while the independent variables were individual characteristics, such as: age, sex, education, marital, employment and work period as well. Furthermore, the extrinsic factors were reward, working conditions, supervision, human relations as well as the hospital policy, while for the intrinsic factors were the responsibility and self-development.

Data was analyzed by using two methods. First method was unvaried to describe the frequency of distribution form each variable. Second was bivariate analysis to know the relationship between a dependent variable and independent variables. In addition, if the p value <0.05, therefore, the statistics shown that there was a significant relationship between the two variables.

RESULTS AND DISCUSSION

General Hospital Koja is one of the health facilities that can provide health services for people in Jakarta. It is located in North Jakarta. The results of the unvaried nurse productivity care unit of General Hospital Koja namely low productivity 68 people (58.6%) and high productivity 48 (41.4%). For unvaried independent variables are:

Table 1: Distribution of respondents according to individual characteristics, extrinsic and intrinsic factors at Inpatient Unit General Hospital Koja

Variables	Amount	Percentage
Individual characteristics		
1. Age		
≤ 27 years	73	62.9
≥ 27 years	43	37.1

²Depkes RI, Standar Manajemen Pelayanan Keperawatan dan Kebidanan di Sarana Kesehatan, Jakarta, 2001

2.	Sex		
	Man	20	17.2
	Female	96	82.8
3.	Education		
	Senior High School for Nursing		
	Nursing Diploma	14	12.1
4.	Marital	102	87.9
	Single		
	Married	43	37.1
5.	Employment	73	67.9
	Government Officer		
	Private Officer		
6.	Work Period	57	49.1
	≤ 7 years	59	50.9
	≥ 7 years	75	64.7
		41	35.3
Extrinsic factors			
1.		Rewar	
	ds	71	61.2
	Less accordance	45	38.8
	Corresponding		
2.		Worki	
	ng Conditions	46	39.7
	Poor	70	60.3
	Good		
3.		Superv	
	ision	62	53.4
	Poor	54	46.6
	Good		
4.		Huma	
	ns relations	42	36.2
	Poor	74	63.8
	Good		
5.		Hospit	
	al Policy	61	52.6
	Poor	55	47.4
	Good		
Intrinsic factor			
1.		Respo	
	nsibility	49	42.2
	Poor	67	57.8
	Good		
2.		Self-	
	Development	78	67.2
	Never	38	32.8
	Ever		

With the number of nurses who have low productivity could affect to the hospital performance. Moreover, to increase the nurse's productivity, motivation is required, for instance reward³. This is in accordance with the nurses feel less appropriate reward as many as 71 people.

Based on the policy of the hospital, a nurse who expressed unfavorable as many as 61 people, it indicates that the existing management at General Hospital Koja poorly managed. Most nurses have never attended self-development to improve the quality of nursing care and skill, this indicates that the Hospital should always conduct education and continuous training. According to Anoraga, skills in the company can be done through training, courses and other⁴.

The results of the bivariate analysis between the dependent variable and the independent variables are as follows:

Table 2: Summary of Results The bivariate analysis of dependent and independent variables

Variable	OR	p-value
Individual characteristics		
1. Age	2.99	0.01
2. Sex	0	4
3. Education	0.29	0.06
4. Marital	5	0
5. Employment	6.44	0.00
6.	1	6
	1.03	1.00
	2	0
	0.92	0.97
	0	4
	1.16	0.85
	3	4
Extrinsic factors		
1.	Rewards	2.82 0.01
2.	Working	9 8
3.	Supervision	1.15 0.85
4.	Humans	4 8
5.	Hospital	2.53 0.02
6.	Policy	3 7
	1.10	0.96
	0	2
	2.31	0.04
	0	7
Intrinsic factor		
1.	Responsibility	2.31 0.04
2.	Self-	2 6
3.	Development	2.66 0.03

³ Surya Ede, Administrasi Kesehatan Masyarakat, Teori dan Praktik, PT Raja Grafindo Persada, Jakarta, 2016

⁴ Anoraga, Pandji, Manajemen Bisnis, Penerbit Rineka Cipta, 1997

The results of the bivariate analysis of individual characteristics, which shown there were two variable which had correlation with the productivity of nurses in care unit of General Hospital Koja. They were age (p-value 0.014) and education (p-value 0.006). Moreover, from these results, it can be seen that the higher of age, had the higher productivity of its work, which is in line with the Siagian's opinion who said that increasing a person's age, the maturity and psychological mounting, they will be able to take decisions, wise, able to think rationally, control emotions and be able to accept the opinions from others⁵. Education affects productivity, where the higher the education, the people became more productive because more expert⁶.

For extrinsic factors, which showed the correlation with the productivity of nurses in care unit of General Hospital Koja were reward (p-value 0.018), supervision (0.027) as well as hospital policy (p-value 0.047). According to Sinungan, that increased productivity characterized by their share of comprehensive financial and other benefits throughout the organization and needed supervision is coaching not persuasive that will push into a human being disciplined and productive and should be supported by the company's policy, especially regarding the rights of employees to obtain wage decent, opportunity to move forward, the feeling of certainty will increase productivity nurses⁷.

Intrinsic factors that shown the correlation with the productivity of nurses in care unit of General Hospital Koja were responsibility (p-value 0.046) and self development (p-value 0.036). If a worker feel satisfy on the responsibility given to him to do various jobs, then this may lead to job satisfaction that motivates him to work more productively, it is in line with statement from Osok who said the significant relationship between responsibility with produktivity⁸.

Self-development is required by nurses to increase their productivity, nurses who has more skills must have more competent in their field. This is consistent with the statement from Notoatmojo who said that training will improve the skills of employees. Therefore, it will increased employee productivity⁹.

CONCLUSION

Productivity of nurse at care unit of General Hospital Kojashown that the low productivity from 68 people (58.6%). Moreover, there was a significant relationship between the productivity of nurses in care unit of General Hospital Koja with individual characteristics such as age (p-value 0.014) and education (p-value 0.006). For extrinsic factors, which shown the correlation with the productivity of nurses in care unit of General Hospital Koja is the reward (p-value 0.018), supervision (0.027) and hospital policy (p-value 0.047). In addition, there was a significant relationship between the productivity of nurses in care unit of General Hospital Koja to intrinsic factor that responsible (p-value 0.046) and self-development (p-value

⁵Siagian Sondang, Teori Motivasi dan Aplikasinya, Penerbit Bina Aksara, Jakarta, 1989

⁶Mondy, R. Wayne, Manajemen Sumber Daya Manusia, Penerbit Erlangga, 2008

⁷Sinungan, Muchdarsyah, Produktivitas, Apadan Bagaimana, Penerbit Bumi Aksara, Jakarta, 2003

⁸Osok, Emanuel, Faktor-faktor yang berhubungan dengan Produktivitas Tenaga Pelaksana Keperawatan Diruang Rawat Inap RS Sukmul Jakarta, Tesis, FKM UI, Depok, 1998

0.036). At last, the hospital needs to improve incentives, improve management and provide the opportunity to develop skills through education or training nursing care.

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