

THE RELATIONSHIP BETWEEN INDIVIDUAL CHARACTERISTICS AND PERFORMANCE OF NURSE IN NURSING CARE DOCUMENTATION OF INPATIENTS AT PADANG PARIAMAN DISTRICT HOSPITAL IN 2014

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Abstract

Nurses on duty are less aware of the importance of nursing care documentation. It is obvious in the documentation statistics where the data of assessment, diagnosis, planning, implementation and evaluation are sometimes empty or incomplete. The purpose of the study is to find the relationship between individual characteristics of nurse in nursing care documentation of inpatients at Padang Pariaman District Hospital in 2014. The research is quantitative, using analytic descriptive method with cross sectional approach. The study was conducted by taking preliminary data at the beginning of June until August 2014 in inpatient rooms of Padang Pariaman regional hospital. The number of sample is 34 respondents. The sample is taken by using a total sampling method. Data collection techniques and tools are done by using a questionnaire which are later processed by computerized data analysis system (SPSS). The result of data analysis shows that most respondents are from age category of young age group (94.1%); more than half of the respondents' employment status is volunteer (52.9%); most of the respondents' educational background is D III (85.3%); the majority of the respondents are on newly working period (82.4%); more than half of the respondents are knowledgeable (52.9%); more than half of the respondents possess negative attitude (52.9%); more than half of the respondents have a good performance in documentation. The result of bivariat analysis shows no relationship between age and the performance of nurse in nursing care documentation ($p > 0.05$); there is a relationship between employment status and the nurse's performance ($p < 0.05$); there is a relationship between years of service and the nurse's performance ($p < 0.05$); there is a relationship between the knowledge and the nurse's performance ($p < 0.05$); there is a relationship between the attitude and the nurse's performance ($p < 0.05$). From the discussion above, the writer suggests the hospital to provide theories and shared experience from the senior nurses to the newly working nurses. One form of the theories to be given is about the importance of proper documentation to do the continuous and sustained care process in order to reach the maximum quality of nursing services especially in the nursing care documentation.

Keywords: Characteristic; performance of nurse; nursing documentation.

BACKGROUND

Documentation is a written evidence of nursing care in the form of nursing process. However, nurses on duty are less aware of the importance of nursing care documentation. It is obvious in the documentation statistics where the data of assessment, diagnosis, planning, implementation and evaluation are still empty or incomplete. There are some factors leading to the inoptimum

performance of nurse in nursing care documentation, such as the individual characteristics, the skill and ability level, education, knowledge, the work burden, motivation, the work design and attitude. The individual characteristics are age, gender, education level and years of service (Ilyas, 2009).

According to WHO (World Health Organization), the phenomena in most hospitals around the world are about the

high level of incompleteness of nursing care documentation leading to the nursing care of patients becomes inoptimum. People see it as a disobedience of nurse in nursing care documentation (WHO, 2007). From many researches in most hospitals in Indonesia, it is found that the quality of nursing care documentation is still low. Based on the study by Nelfyanti (2009) at Medan Pilgrim Hospital about medical record of nursing care documentation it is concluded that most of the nursing care documentation are not complete and knowledge factor has a significant influence on the completeness of medical record of nursing care documentation. Meanwhile, the preliminary survey on March 2014 about nursing care documentation at Padang Pariaman Regional hospital shows that the completeness level of nursing care documentation is still incomplete. From 407 medical record of inpatients, 50 files are taken randomly. The result shows that there are incompleteness in nursing assessment (87%), nursing planning (55%) nursing activity record (45%) and nursing resume (75%).

METHOD

The research is qualitative, conducted at Padang Pariaman Regional Hospital from 11 – 21 April 2014 for

preliminary sampling and then continued on 2 June until 20 July 2014. The hospital is one of the reference hospital in Padang Pariaman Region. The reason of choosing the location of the research is because the quality of nursing care documentation there is still very low and that there are various characteristics of nurse in nursing care documentation. The population of the research is all nurses of inpatient rooms at Padang Pariaman Regional hospital who are doing the process of nursing in which the nursing care documentation is finished. All population became the sample of research by using the total sampling technique of 34 nurses. The data are analyzed by using univariat and bivariat analysis techniques.

RESULT

Univariat And Bivariat Analysis

Table 1
The Relationship Between Age and Nurses Performance in Nursing Care Documentation of Inpatients at Padang Pariaman Regional Hospital in 2014

Age	Documentation Performance				Total		p Value
	Good		Not Good		f	%	
	f	%	f	%			
Young	17	89,5	14	45,2	31	93,9	0.496
Old	2	10,5	0	0	2	6,1	
Total	19	56,6	14	42,4	33	100	

Based on table 8, it is found that from 31 young respondents, 17 respondents (89,5%) are good in performance and 14 respondents (45,2%)

are not good in documentation performance. From the total of 2 old respondents, the documentation performance is good (10,5%) from the test it is found that p value is 0,496 or biggest than 0.05, so it means that there is no significant relationship between age and the nurses performance in nursing care documentation.

Table 2
The Relationship Between Years of Service and the Nurses Performance in Nursing Care Documentation of Inpatients at Padang Pariaman Regional Hospital in 2014

Employment Status	Documentation Performance				Total		P Value
	Good		Not Good				
	f	%	f	%	f	%	
Civil Servant	13	68,4	3	21,4	16	48,5	0.020
valunteer	6	31,6	11	78,6	17	51,5	
Total	19	57,6	14	42,4	33	100	

The table above shows that from 16 respondents (48,5%) with the status as civil servant, 13 respondents (68,4%) have good documentation performance while 3 respondents (21,4%) have the documentation performance as not good. The respondents with employment status as valunteer, non civil servants are 17 people (51,5%), 6 of them (31,6%) are good in documentation performance while 11 people (78,6%) are not good.

Table 3

The Relationship Between Education and Nurses Performance in Nursing Care Documentation of Inpatients at Padang Pariaman Regional Hospital in 2014

Education	Documentation Performance				Total		p Value
	Good		Not Good				
	f	%	f	%	f	%	
S1/Ners	5	26,3	0	0,0	5	15,2	0.057
D-III	14	50,0	14	50,0	28	84,8	
Total	19	57,6	14	42,4	33	100	

From the table above, it can be seen that 5 respondent with S1 /Ners background have good documentation performance. From 28 respondents (84,8%) with DIII background, 14 respondents, (50,0%) are good at their documentation performance while 14 other respondents are not good.

Table 4
The Relationship Between Education and Nurses Performance in Nursing Care Documentation of Inpatients at Padang Pariaman Regional Hospital in 2014

Years of Service	Documentation Performance				Total		p Value
	Good		Not Good				
	f	%	f	%	f	%	
Old	6	31,6	0	0,0	6	18,2	0,027
Young	13	48,1	14	51,9	27	81,8	
Total	19	57,6	14	51,9	33	100	

The table above shows that from 33 respondents 27 respondent (81,8%) are newly working and 6 respondents (18,2%)

are nurses with long years of service and good documentation performance (31,6%) from the result the p value is 0,024 or smaller than 0,05 which means that there is a significant relationship between years of service and the nurses performance in nursing care documentation.

Table 5

The Relationship Between Knowledge and Nurses Performance in Nursing Care Documentation of Inpatients at Padang Pariaman Regional Hospital in 2014

Knowledge	Documentation Performance				Total		p Value
	Good		Not Good		f	%	
	f	%	f	%			
High	13	68,4	4	28,6	17	51,5	0,056
Low	6	31,6	10	71,4	16	48,5	
Total	19	57,6	14	42,4	33	100	

From the table above, it is found that 17 respondents (51,5%) has high level knowledge but 13 of them are not good in their documentation performance (68,4%) from 16 respondents of low level knowledge (48,5%), 6 respondents (31,6%) are good in documentation performance while 10 respondents (71,4%) are not good in their performance. The result reveals that p value is 0,05 which means there is no significant relationship between knowledge and the nurses performance in nursing care documentation.

Table 6

The Relationship Between the Attitude and Nurses Performance in Nursing Care Documentation of Inpatients at Padang Pariaman Regional Hospital in 2014

Attitude	Documentation Performance				Total		Documentation Performance Good
	Good		Not Good		f	%	
	f	%	f	%			
Positive	19	59,4	1	40,6	32	97,0%	0,424
Negative	0	0	1	100	1	48,5	
Total	19	57,6	14	42,4	33	100	

From the table above, it is found that 32 respondents (97%) are positive with 19 responden (59,4%) are good in documentation performance. 13 other respondents (40,6%) are not good in their performance, and only 1 respondents (100%) with negative attitude but good documentation performance. From the test result the p value is 0,424 or bigger than 0,05 which means there is no significant relationship between attitude and the nurses performance in nursing care documentation.

DISCUSSION

The Relationship Between Age and the Nurses Performance in Nursing Care Documentation

From table 1, it is found that the respondents percentage on age group > 45 years or old-age group has good documentation performance and the respondents are very small at only 2 respondents (6,1%) compared with the respondents of young age group with 31 respondents (93,9%) 17 respondents on the young age category are good in their performance from the statistic test using chi-square cross tabulating, the p value is 0,496 (>0,05) which means there is no relationship between age and the nurses performance in documentation.

The same result is obtained from the research by martini who studied the relationship between attitude, the job burden of nurses and the availability of facilities with nursing care documentation in inpatients rooms of BPRSUD Salatiga where the result in > 45 years age group has the incomplete documentation performance smaller (54.5%) and from the statistic test using rank spearman, the result of the study shows the p value of 0,438 (>0,05) which means there is no relationship between the respondents age with nursing care documentation performance. This is because of the ineffectiveness of the management in the hospital in the recruitment of professional new staff and a lack of senior staff in the hospital so that the new staff do the

nursing care documentation under the standard because of their limited knowledge.

The Relationship Between the Employment and the Nurses Performance in Nursing Care Documentation

The result is similar to Fiqi's research (2014) who studied the factor related to completeness of nursing assessment by primary nurse in inpatients rooms at RSUD Dr. Margono Soekardjo, Purwokerto. The result of data analysis shows that there is a significant relationship between working motivation and the completeness of nursing assessment which is positively correlated to weak degree. According to Gray and Starke in Baidoeri (2003), the employment status is related to highly working motivation to created high quality performance.

The Relationship Between Education and the Nurses Performance in Nursing Care Documentation

Chi – Square test shows the p value of 0,057 which means there is no significant relationship between education and the nurses performance in nursing care documentation. The result is the same as martini's study (2007) which shows that the respondents with high education has an impact on someone response to external

influence and open mindedness an new things

The Relationship of Years of Service and the Nurses Performance in Nursing Care Documentation

From the result of statistic test there is a significant relationship between years of service and the performance of nurse in nursing care documentation. The same result is also obtained by the research of Fiqi's (2014) in which the indicator of years of service on respondent show the most incomplete nursing care documentation is on the group with years of service 5 years according to Hani (1989) in Martini (2007), years of service is usually related to the time when someone starts working and the experience will also determine someones performance.

The Relationship Between Knowledge and the Nurses Performance in Nursing Care Documentation

From table 5 it is found that the total respondents with high knowledge are 17 respondents, 13 respondents (68,4%) have good performance in documentation and 4 respondents (28,6%) are not good in their performance. The result of statistic test shows no significant relationship in which p value is 0.056 or more than 0,05.

The Relationship Between Attitude and the Nurses Performance in Nursing Care Documentation

From the test result it is found that the p value is 0,228 or more than 0,05 which means that there is no significant relationship between attitude and the nurses performance in nursing care documentation. Attitude it self is a general evaluation of human on herself/himself, others, object or an issue (Azwars, 2000 : 6). During the research, some nurse have positive attitude documentation while some others have negative attitude to documentation. The negative attitude to documentation is caused by lack of knowledge on the importance of the documentation. It could happen because act negatively on documentation by not doing documentation correctly and properly according to the standard.

CONCLUSION

Most of the respondents are in the category of young age group (94,5%) more than half of the respondents have employment status as volunteer (52,9%) most of the respondents have DIII educational background (85,3%), most of the respondents are newly working (82,4%), more than half of the respondents are knowledgeable (52,9%), more than half of the respondents possess negative attitude (52,9%), more than half of the respondents have a good performance in documentation. The result of bivariat analysis shows no relationship between

age and the performance of nurse in nursing care documentation ($p > 0,05$), there is a relationship between employment status and the nurse performance ($p > 0,05$), there is a relationship between years of service and the nurses performance ($p > 0,05$), there is a relationship between the knowledge and the nurses performance ($p > 0,05$), there is a relationship between the attitude and the nurses performance ($p > 0,05$).

From the discussion above, the writer suggests the hospital to provide theories and shared experience from the senior nurses to the newly working nurses. One from of the theories to be given is about the importance of proper documentation to to the continous and substained care process in order to reach the maximum quality of nursing service specially in nursing care documentation.

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