The Relationship Between the Application of the Team's Professional Nursing Care Method (MAKP) with Nurse Performance in the Internal Inpatient Room of Dr. M.M Dunda Limboto Hospital, Gorontalo Regency

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ABSTRACT

Performance is an action taken by a nurse in an organization by their respective authorities and responsibilities. Improve performance and improve nurse performance, one of them is by applying the Professional Nursing Care Method (MAKP) team to improve the quality of nurse performance. The purpose of the study was to analyze the application of the Nursing Care Method (MAKP) Team with nurse performance. Quantitative research design with cross-sectional approach. The population is 52 people with total sampling techniques so the number of samples is 52 people. The results showed that most TIM nursing care methods were optimal as many as 35 people with good performance in as many as 36 people, pValue value = 0.000<0.05. Conclusion There is a relationship between the Application of the Nursing Care Method (MAKP) Team with the Performance of Nurses at RSUD dr. M.M. Dunda Limboto, Gorontalo Regency. Suggestions are expected to be input for RSUD dr. M.M. Dunda Limboto in improving service and satisfaction to patients and also for the welfare of nurses who work.

Keywords: Nursing Care Method (MAKP) Team, Performance Nurse

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INTRODUCTION

The Professional Nursing Care Model (MAKP) is a system (structure, process, and values) that allows professional nurses to manage the provision of nursing care including the environment to support the provision of care. MAKP has been implemented in Indonesia as an effort by hospital management to improve nursing care through several activities that support systematic professional nursing activities. The implementation of MAKP is one of the leverages for quality services. This method strongly emphasizes the quality of nursing staff performance that focuses on nursing professionalism, among others, through the application of nursing care standards (Pradana et al., 2022). The implementation of MAKP can increase patient satisfaction because the quality of quality hospital services is always the expectation of every health service user, and along with the development of science and technology, the community has become increasingly critical in assessing health services (Kanang et al., 2020). According to the WHO Expert Committee on Nursing the nursing working group, it is explained that professional nursing practice as an act of professional nursing uses staring and solid theoretical knowledge from various disciplines, especially nursing science in addition to the science of various
basic sciences including biology, physics, boidic science, behavioral science, social sciences as a basis for conducting studies. Making nursing diagnoses, and drawing up a plan. Carry out actions evaluate the results of nursing actions and make adjustments or revisions to nursing care plans (Nurfaidah et al., 2022).

In nursing, each nurse team will have full responsibility for nursing in several patients. With the responsibility given to an individual, the person will try and be motivated to improve his performance by the expectations and responsibilities given. In addition, therapeutic communication is also applied consistently by nurses in providing nursing services and in relationships between nurses, it will provide satisfaction achievement to patients and will also increase a more harmonious and trusting relationship between fellow nurses and patients (Pradana et al., 2022).

METHOD

This study is an analytical survey study and uses a cross-sectional research design to determine the relationship between independent variables and dependent variables. This type of research is observation or data collection at once (point time approach), which is a study that studies the relationship between risk factors (independent) and factors (dependent).

The source of the data taken is the primary data source by giving questionnaires to research subjects, in addition to documenting when subjects fill out questionnaires. The population in this study was all implementing nurses in the upper Irina F room, lower Irina F, and Irina H room at Dr. M.M. Dunda Limboto Hospital, Gorontalo Regency, which was 52 nurses. In this study, researchers used sampling techniques with total sampling. Total sampling is a sampling technique where the number of samples is equal to the population because the population is less than 100 so the entire population is sampled, the number of samples in this study is 52 respondents.

This research has been carried out at RSUD Dr. M.M. Dunda Limboto, Gorontalo Regency, surgical room and irina H Dr. M.M. Dunda Limboto Hospital, has been carried out from July to August 2023. Quantitative type of research with cross-sectional design studies. The independent variable (Independent) is the Team Nursing Care Method (MAKP). And the dependent variable is nurse performance. The analysis was carried out with a chi-square statistical test with a level of significance (α=0.05%) with statistics using a computer.

RESULT

Univariate Analysis

<table>
<thead>
<tr>
<th>Team Nursing Care Methods</th>
<th>Frequency (n)</th>
<th>Presentation (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Optimal</td>
<td>35</td>
<td>67.3</td>
</tr>
<tr>
<td>Not optimal yet</td>
<td>17</td>
<td>32.7</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>52</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

Sumber: Data primer 2023

In table 1. it can be seen that the TIM nursing care method in the upper Irina F room, lower Irina F and Irina H Dr. M.M. Dunda Limboto Hospital is the most optimal as many as 35 people (67.3%) and the lowest is not optimal as many as 17 people (32.7%).

<table>
<thead>
<tr>
<th>Nurse performance</th>
<th>Frequency (n)</th>
<th>Presentation (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good</td>
<td>36</td>
<td>69.2</td>
</tr>
<tr>
<td>Enough</td>
<td>16</td>
<td>30.8</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>52</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

Sumber: Data primer 2023

Table 2. It can be seen that nurse performance in room Irina F above, Irina F lower, and Irina H Dr. M.M. Dunda Limboto Hospital is mostly in the good category, which is 36 people (69.2%), and the lowest is in the sufficient category, which is 16 people (30.8%).
Bivariate Analysis

In bivariate analysis, chi-square is used with the level of significance (\( \alpha = 0.05 \)) because it is to find out the relationship between the two variables.

Table 3. The Relationship between the Application of the Team's Professional Nursing Care Method (MAKP) with the Performance of Nurses at RSUD dr. M.M. Dunda Limboto, Gorontalo Regency

<table>
<thead>
<tr>
<th>Team Nursing Care Method (MAKP)</th>
<th>Nurse Performance</th>
<th>P=</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Good</td>
<td>%</td>
<td>Enough</td>
</tr>
<tr>
<td>Optimal</td>
<td>35</td>
<td>67.1</td>
<td>0</td>
</tr>
<tr>
<td>Not optimal yet</td>
<td>1</td>
<td>1.9</td>
<td>16</td>
</tr>
<tr>
<td>Total</td>
<td>36</td>
<td>69.3</td>
<td>16</td>
</tr>
</tbody>
</table>

Sumber: Data primer 2023

The results of statistical tests show that nurses with the Nursing Care Method (MAKP) The optimal team have a good performance of 35 people. While nurses with the Nursing Care Method (MAKP) Team have not optimally performed well as many as 1 person and enough as many as 16 people. It is known that the statistical value or pValue = 0.000<0.05, then Ha is accepted, so it can be concluded that there is a relationship between the Application of the Nursing Care Method (MAKP) Team and the Performance of Nurses at RSUD dr. M.M. Dunda Limboto, Gorontalo Regency.

DISCUSSION

Univariate Analysis

Team Professional nursing care methods

The team's nursing care method in the upper Irina F room, lower Irina F and Irina H Dr. M.M. Dunda Limboto Hospital is the most optimal for as many as 35 people and the least is not optimal for as many as 17 people. The indicators of duties and responsibilities of the head of the room in the upper Irina F room, lower Irina F, and Irina H Dr. M.M. Dunda Limboto Hospital were optimal for as many as 46 people (88.5%) and not optimal for as many as 6 people (11.5%). The optimal indicators of the duties and responsibilities of the team leader are 47 people (90.4%) and not optimal as many as 5 people (9.6%). The indicators of duties and responsibilities of team members are optimal for as many as 46 people (88.5%) and those are not optimal for as many as 6 people (11.5%).

The development of professional nursing practice model has been developed in Indonesia since (1997) based on observations about the efforts made by various hospitals in Indonesia to improve the quality of nursing care. There are several assignment methods in the implementation of nursing care which include case methods, functional methods, team methods, and primary nursing methods. Based on the results of research conducted by Asriani et al., (2017), the application of MPKP in the inpatient room can improve the quality of implementation of nursing care standards through nurse job satisfaction and patient perceptions of nursing interventions (Setiawati, 2021).

Based on the discussion above, researchers concluded that the application of the MAKP team in the room of Irina F above, Irina F downstairs, and Irina H RSUD Dr. M.M. Dunda Limboto was on average optimal but there were still some nurses who were not optimal, this needs to be reviewed the cause is not optimal from some nurses, the cause is not optimal can be the cause from the team group itself or individual nurses, The implementation of MAKP team should be able to optimize all nurses in providing services.

Nurse Performance

Nurse performance in the room Irina F above, Irina F lower, and Irina H Dr. M.M. Dunda Limboto Hospital is mostly in the good category of 36 people and the lowest is in the sufficient category of 16 people. Indicators of caring behavior in the room Irina F upper, Irina F lower and Irina H Dr. M.M. Dunda Limboto Hospital performed well as many as 49 people (94.2%) and enough as many as 3 people (5.8%). The indicators of good cooperation are 50 people (96.2%) and enough as many as 2 people (3.8%). Honesty indicators in the good category were 49 people (94.2%) and the sufficient category was 3 people (5.8%). Politeness indicators with good categories were 49 people (94.2%) and as many as 3 people (5.8%). Indicators of empathy with good categories are as many as 49 people (94.2%) and as many as 3 people (5.8%). The response speed indicator of the good category was 50 people (96.2%) and enough as many as 2 people (3.8%).

Nurse performance is an action taken by a nurse in an organization by their respective authorities and responsibilities, where good performance can provide satisfaction to service users and also improve the quality of nursing services. Therefore, nursing services as an integral part of health services have a contribution that
greatly determines the quality of service in hospitals. So every effort to improve the quality of hospital services must also be accompanied by efforts to improve the quality of nursing services (Maulani, 2016). According to Paneo and Firmawati (2020), a person's performance will not be the same as others because many things can affect performance such as personal factors such as knowledge, skills, abilities, high self-confidence, motivation, and commitment. Both leadership factors such as the quality of leadership and management as well as system factors which include the way of working, work facilities, and various infrastructures are provided and supplemented by contextual factors such as pressure and changes in external and internal conditions.

Based on the discussion above, the researcher concluded that the performance of nurses can determine whether or not the service in a hospital can result in patient satisfaction, nurses are the most important human resources in hospitals because in addition to the dominant number it is also a profession that provides nursing care services for 24 hours to patients, therefore hospitals must have nurses who perform well and also support The need for nurses in providing services is patient.

**Bivariate Analysis**

**The Relationship between the Application of the Team's Nursing Care Method (MAKP) and the Performance of Nurses at RSUD dr. M.M. Dunda Limboto, Gorontalo Regency**

The results showed that nurses with the Nursing Care Method (MAKP) The optimal team had a good performance of 35 people. While nurses with the Nursing Care Method (MAKP) Team have not optimally performed well as many as 1 person and enough as many as 16 people. It is known that the statistical value or pValue = 0.000<0.05, then Ha is accepted, so it can be concluded that there is a relationship between the Application of the Team's Nursing Care Method (MAKP) and the Performance of Nurses at RSUD dr. M.M. Dunda Limboto, Gorontalo Regency.

The results of this study are in line with research conducted by Pujiyanto & Basith (2019) entitled the relationship between the Application of the Team Method and the Performance of implementing nurses in the Nakula Room of K.R.M.T Wongsonegoro Hospital Semarang. The results showed that the value of p = 0.005 (p < 0.05) which means Ha is accepted means that there is a relationship between the application of the team method and the performance of the implementing nurse. There is a relationship between the application of the team method and the performance of the implementing nurse. For nurses, it is necessary to make efforts to improve themselves, both knowledge and skills through formal and non-formal levels to support efforts to achieve better performance. This research is also in line with research conducted by Yunita & Rabithah (2021) entitled The Effect of the Application of Professional Nursing Care Methods: Team Methods on the Performance of Implementing Nurses. The results showed that a p-value of 0.000 < α (0.05) was obtained so that Ha was accepted. The conclusion of this study is the Influence of the Application of Professional Nursing Care Methods (MAKP).

**CONCLUSION**

Based on the results of research on the relationship between the Application of the Nursing Care Method (MAKP) Team nurse performance was obtained by 35 nurses with the optimal TEAM nursing care method while in nurse performance there were 36 nurses with good performance. In the bivariate analysis, a significant value = 0.000<0.05 was obtained so that it can be concluded that there is a relationship between the Application of the Nursing Care Method (MAKP) Team and the Performance of Nurses at RSUD dr. M.M. Dunda Limboto, Gorontalo Regency.
REFERENCES


