

DOI: 10.30644/rik.v12i1.716

## Resources quantity and nurse welfare in the quality of nursing services

Rian Maylina Sari<sup>1\*</sup>, Basok Buhari<sup>1</sup>, Dian Octavia<sup>1</sup>

<sup>1</sup>Nursing Science Study Program, Sekolah Tinggi Ilmu Kesehatan Harapan Ibu Jambi, Jambi, Indonesia

\*Corresponding Email: (rianmaylinasari@gmail.com)

Accepted: 28 November 2022; revision: 1 June 2023; published: 30 June 2023

### Abstract

**Background:** Nursing management is a group of nurse managers who manage nurses' organization and efforts, which eventually becomes a nursing process. Nurse resource development needs to be done to maintain the quality of nursing in providing nursing care to patients. One of the reasons for the low ability of quality nursing services is the low level of well-being. The care received is not by rights, so it can affect a person's performance, disrupting the quality of nursing services. This study aims to determine the number of resources and the level of welfare of nurses in the quality of nursing services.

**Methods:** this research is a quantitative study with a cross-sectional data analysis method using the Chi-Square statistical test within the 5% significance limit, the total sampling technique with a sample size of 81 nurses. The data was collected with a questionnaire regarding the resources and welfare of nurses in the quality of nursing services.

**Result:** statistical test results obtained v-value 0.007 <0.05 indicating a relationship between human resources and the quality of nursing services, 0.014 <0.05, which indicates a relationship between the welfare of nurses and the quality of nursing services. The findings related to the relationship between the number of nursing human resources and the quality of nursing services show that 55.8% of the quality of service is not good because the number of human resources is not good or does not meet needs, while the welfare of nurses on the quality of nursing services is 56.8% which is not good.

**Conclusion:** the resources and well-being of nurses have a relationship with the quality of nursing services. Adequate resources and well-being can improve the quality of nursing services.

**Keywords:** Resources, welfare, and quality of nursing services

### INTRODUCTION

The quality management system is an arrangement that guarantees the achievement of a planned quality goal and objective, including in nursing services(1).

The quality of nursing services can describe the products of nursing services which include biological, psychological, social,

and spiritual in sick and healthy individuals and are carried out in accordance with nursing standards(2). The quality of nursing services is an indicator of the quality of health services. Public. This happens because nurses are one of the professional groups with the number at the forefront and closest to patients and patient families(3).

Indonesian nurses are currently faced with a dilemma, on the one hand, nurses must continue to strive to improve the quality of health services. When carrying out their duties, nurses rarely have good interpersonal relationships because they have to serve many patients and are pressed for time. This situation is a challenge for nurses in adhering to moral and ethical values. The role of professional nurses in the national health system is to strive to create a good health system so that the delivery of health services is in accordance with the health needs and demands of the community(3).

Nursing managers have several focuses in one dimension, namely the function of nursing, nursing resources, and skills in nursing care services(4).

The challenge faced by the nursing profession is that the number of nurse resources is still lacking and does not match the needs of nurses in the room so it is not comparable to the number of patients who will be given nursing care every time and the welfare of nursing in terms of income is still very small and very low when compared to the country. Others, either in Asia or America. This situation has an impact on the performance of nurses in carrying out professional nursing care.

Based on Indonesia's health profile data in 2012 the number of hospitals in Indonesia was 1,721 units with 170,656 beds. Whereas the ideal number is 237,000. All of that requires nurse resources who can provide nursing services to both patients with minimal care, partial care, and total care. The adequacy of nurse resources in quality and quantity will determine the quality of nursing services provided(5).

Based on the background description above, the authors are interested in conducting research on the number of resources and welfare of nurses in the quality of nursing services.

## METHOD

The research was carried out at the Jambi Provincial General Hospital, using a total sampling technique with a total sample of 81 nurse managers. This research has carried out an ethical test with number: LB.02.06/2/170/2021. This research is a quantitative study with the cross-sectional method and data analysis using the Chi-Square statistical test with a significance limit of 5% (0.05).

## RESULT

### 1. Univariate Results

**Table 1.** The results of the univariate analysis of each variable are as follows.

| Demographic characteristi<br>c | Category             | N        | %            |
|--------------------------------|----------------------|----------|--------------|
| Age                            | Young adults (21-40) | 56       | 69.1         |
|                                | Old adults (41-65)   | 25       | 30.9         |
|                                | Mean=37.56           | SD=6.826 | Range =24-57 |
| Gander                         | Male                 | 14       | 17.3         |
|                                | Female               | 67       | 82.7         |
|                                | Mean=1.83            | SD=0.380 | Range =1-2   |
| Education                      | Nursing Diploma      | 47       | 58.0         |
|                                | Nurses               | 7        | 8.6          |
|                                | Bachelor             | 26       | 32.1         |
|                                | Master               | 1        | 1.2          |
|                                | Mean=1.77            | SD=0.952 | Range =1-4   |

In table 1 it is known that demographic characteristics show a large number at the young adult level of 56 respondents (69.1%). Gender was dominated by women by 67 respondents (82.7%). And the level of education shows a large number at the education level of 3-year Diploma degree (D3) nursing as many as 47 respondents (58.0%).

**Table 2.** Quantity of nurse resources and nurse welfare

| Variable          |                          | n  | %           |
|-------------------|--------------------------|----|-------------|
| Nurses Resource   | Not Good                 | 42 | 51,9        |
|                   | Good                     | 39 | 48,1        |
|                   | Median=11.00<br>SD=1.238 |    | Range =8-14 |
| Welfare of nurses | Not Good                 | 36 | 44.4        |
|                   | Good                     | 45 | 55.6        |
|                   | Mean=13.00<br>SD=2.297   |    | Range =8-18 |

In table 2 it is known that the quantity of nurse resources is in the good category of 39 respondents (48.1%) and the welfare of nurses is in the good category of 45 respondents (55.6%).

**Table 3.** the Quality of Manager nurse's service in Jambi province hospital, 2021

| Quality of manager nurse's | n  | %            |
|----------------------------|----|--------------|
| Not good                   | 33 | 40.7         |
| Good                       | 48 | 59.3         |
| Median=91<br>SD=6.398      |    | Range=72-100 |

Table 3 found the quality of manager nurses good categories as many as 48 respondents (59.3%).

The dimensions of quality manager nurses were divided into caring, collaboration, quickness, empathy, courtesy, sincerity, and therapeutic communication.

**Table 4.** The dimensions of quality manager nurse's in Jambi province hospital, 2021

| Variable      | n                      | %  |            |
|---------------|------------------------|----|------------|
| Caring        | Not good               | 26 | 32.1       |
|               | Good                   | 55 | 67.9       |
|               | Median=11.00<br>SD=1.2 | 39 | Range=7-12 |
| Collaboration | Not good               | 33 | 40.7       |
|               | Good                   | 48 | 59.3       |

|                           |                        |    |             |
|---------------------------|------------------------|----|-------------|
| Quickness                 | Not Good               | 28 | 34.6        |
|                           | Good                   | 53 | 65.4        |
| Empathy                   | Not Good               | 27 | 33.3        |
|                           | Good                   | 54 | 66.7        |
|                           | Median=12.00<br>SD=0.9 | 97 | Range=9-12  |
| Courtesy                  | Not Good               | 37 | 45.7        |
|                           | Good                   | 44 | 54.3        |
|                           | Median=13.00<br>SD=1.1 | 34 | Range=10-16 |
| Sincerity                 | Not Good               | 29 | 35.8        |
|                           | Good                   | 52 | 64.2        |
|                           | Median=12.00<br>SD=1.0 | 04 | Range=9-12  |
| Therapeutic communication | Not Good               | 32 | 39.5        |
|                           | Good                   | 49 | 60.5        |
|                           | Median=15.00<br>SD=1.4 | 46 | Range=10-16 |

Table 4 found the quality of nurse services has the seventh dimension. The dimension is caring, collaboration, quickness, empathy, courtesy, sincerity, and therapeutic communication. The result of the study found that all of the dimensions in nurse's services are good categories. Caring is 55 respondents (67.9%), collaborations as many as 48 respondents (59.3%), quickness for 53 respondents (65.4%), empathy for 54 respondents (66.7%), courtesy for 44 respondents (54.3%) , sincerity for 52 respondent (64.2%), and therapeutic communications for 49 respondent (60.5%).

## 2. Bivariate Results

The results of the bivariate analysis are as follows:

**Table 5.** Human Resources with the Quality of Nursing Services at the Jambi Province Hospital

| No. | Nurses Resource | Quality of Nursing Services |      |      |      | Total | p-value |
|-----|-----------------|-----------------------------|------|------|------|-------|---------|
|     |                 | Not Good                    |      | Good |      |       |         |
|     |                 | n                           | %    | n    | %    |       |         |
| 1.  | Not Good        | 24                          | 55.8 | 19   | 44.2 | 43    | 100     |
| 2.  | Good            | 9                           | 23.7 | 29   | 76.7 | 38    | 100     |
|     | Total           | 33                          | 40.7 | 48   | 59.3 | 81    | 100     |

Table 5 shows the relationship between nurse resources and the quality of nursing services at the Jambi Provincial Hospital with a significant result of  $0.007 < 0.05$ . This shows that there is a relationship between the independent variable, namely human resources, and the dependent variable, namely the quality of nursing services.

**Table 6.** The welfare of Nurses and Quality of Nursing Services in Hospitals

| No.   | The welfare of Nurses | Quality of Nursing Services |      |      |      | Total | p-value |       |
|-------|-----------------------|-----------------------------|------|------|------|-------|---------|-------|
|       |                       | Not Good                    |      | Good |      |       |         |       |
|       |                       | n                           | %    | n    | %    |       |         | n     |
| 1.    | Not Good              | 21                          | 56.8 | 16   | 43.2 | 37    | 100     | 0.014 |
| 2.    | Good                  | 12                          | 27.3 | 32   | 72.7 | 44    | 100     |       |
| Total |                       | 33                          | 40.7 | 48   | 59.3 | 81    | 100     |       |

Table 6 shows the relationship between salary and the quality of nursing services at the Jambi Provincial Hospital in 2021 with a significant result of  $0.014 < 0.05$ . This shows that there is a relationship between the independent variable, namely the welfare of the nurse, and the dependent variable, namely the quality of nursing services.

## DISCUSSION

Nursing resources are the most important factor in hospital services because in almost every country 80% of health services are provided by nurses(6). Therefore, hospitals must be able to provide quality and professional health services according to the needs of the community. Based on the research results, nurse resources for the quality of nursing services are still not good, because there are so many responsibilities that must be carried out by nurses in providing nursing care to each patient but the number of nurses in the room is still not fulfilled.

This result is in line with Sirait's statement, which states that the challenge faced by nurse managers in the nursing profession in implementing nursing care is that the number of nurse resources is not

proportional to the number of patients who will be given nursing care(7).

Managing nurse resources in a hospital is an effort to manage resources, to have good performance results by maintaining several factors that can improve the quality of nursing services(8).

Nurse welfare is one of the most important factors because it is an external factor in improving performance, thus influencing motivation in activities.

Based on the research, the results obtained were not good, on the welfare of nurses in the quality of nursing services. There are several factors including the salary received does not match experience and performance, and low incentives for nurses so which can reduce morale in nursing services.

This result is not in line with research(9), namely that there is no effect between salary/wages and nurse performance. The salary/wages sub-variable does not show a significant effect ( $p = 0.118$ ) because it is higher than  $\alpha = 0.05$ . This is because the salaries/wages of the majority of nurses are in the medium category, meaning that whatever incentives the nurses receive, the nurses still do their job well. Nurse performance is also in the moderate category. This research is also under research conducted by(10–12).

Providing appropriate and fair compensation as well as the opportunity for nurses to develop their careers is one of the factors that can increase job satisfaction. When nurses feel satisfied, they will feel comfortable working and show good performance so that the quality of nursing services will be more optimal (8). Therefore, the understanding and ability to manage nursing resources need to be owned by nurse managers so that nursing resources owned by a hospital can be better and have a positive influence on improving the quality of nursing service(13).

The research findings show that there is a relationship between salary and service quality, this is in line with nursing theory

(14,15). that the salary of nurses, especially those working in government agencies, is felt to be very low when compared to other countries, both in Asia and America. This situation has an impact on the performance of nurses in carrying out professional nursing care. The quality of nursing services needs to be improved quickly by minimizing the challenges faced.

## CONCLUSION

Nursing resources are one of the most important aspects of achieving quality service in a hospital, namely the availability of nursing staff according to the situation and needs. Staff planning must be taken into account so that it does not have an impact on the high workload of nurses so that the quality of nursing services will be better.

The welfare of nurses must be considered because it is very supportive of professional performance in nursing. Besides that, nursing is a profession full of risks, which involves the lives and safety of patients and the nurses themselves.

## REFERENCES

1. Samuel H, Zulkarnain J. The Influence of Iso Quality Management System on Employee Performance Through Corporate Quality Culture (Case Study of PT. Otsuka Indonesia Malang). *J Manag Entrep* [Internet]. 2012 Feb 7;13(2).
2. Asmuji. *Nursing Management: Concepts And Applications* [Internet]. East Java: AR-RUZZ MEDIA; 2012.
3. Nursalam. *Nursing Management: Applications in Professional Nursing Practice* (4th ed.) [Internet]. 4th ed. Jakarta: Salemba Medika; 2014.
4. Folkman AK, Tveit B, Sverdrup S. Leadership in interprofessional collaboration in health care. *J Multidiscip Healthc* [Internet]. 2019 Jan;Volume 12:97–107.
5. Deddy B. *Leadership and Management of Nursing Services: Theory, concept, and implementation*. Jakarta: Trans info media; 2020.
6. Organization International Labour I. *International Nurses Day (12 May 2007) - Positive practice in the health sector: Quality workplaces equal quality patient care* [Internet]. Geneva; 2007.
7. Ruminta Sirait. *Challenges for the Nursing Profession in the Health Service System*. Faculty of Nursing: University of North Sumatra [Internet]. Indonesia, West Sumatra; 2019. pdf
8. Ryan T. *Nursing Management*, 3rd edition D A Gillies W B Saunders 626pp £21.50 0-7216-6588-8. *Nurs Stand* [Internet]. 1994 Jun 22;8(39):48–48.
9. Lawati MHA, Dennis S, Short SD, Abdulhadi NN. Patient safety and safety culture in primary health care: a systematic review. *BMC Fam Pract* [Internet]. 2018;19(104).
10. Gunawan NPIN, Hariyati RTS, Gayatri D. Motivation as a factor affecting nurse performance in Regional General Hospitals: A factors analysis. *Enfermería Clínica* [Internet]. 2019 Sep;29:515–20.
11. Prima B. THE RELATIONSHIP BETWEEN NURSE WORK MOTIVATION AND NURSE PERFORMANCE IN THE ROYAL PRIMA MEDAN HOSPITAL IN 2019. *Al-Tamimi Kesmas J Public Heal Sci (Journal Public Heal Sci* [Internet]. 2020 Feb 8;8(2):74–82.
12. Sirait E, Pertiwiwati E, Herawati. FACTORS AFFECTING JOB SATISFACTION NURSE IN THE INPATIENT ROOM OF HAJI BOEJASIN HOSPITAL TRAINER. *Dunia Keperawatan* [Internet]. 2016;4(1):14–20.
13. Busse R, Klazinga N, Panteli D, Quentin W. *Improving healthcare quality in Europe Characteristics, effectiveness and implementation of different strategies* [Internet]. Denmark: NCBI Bookshelf; 2019.
14. Berman, Synder, Jones L, Dawyer, Hales, Harvey, et al. *KOZIER AND ERB'S*

FUNDAMENTALS OF NURSING [Internet]. Third. Melbourne, Australia: Pearson Australia (a division of Pearson Australia Group Pty Ltd); 2015.

15. Younas A, Quennell S. Usefulness of nursing theory-guided practice: an integrative review. *Scand J Caring Sci* [Internet]. 2019 Sep 13;33(3):540–55.