



The role of supervision of the head of room in the application of nursing care standards in inpatient Kendari City Hospital

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ABSTRACT

This study aims to evaluate the relationship between the supervision of the head of the room and the implementation of nursing care standards in the Inpatient Room of Kendari City Hospital. With a sample of 53 respondents, the results showed a significant relationship between the supervision of the head of the room and the implementation of nursing care standards ($\chi^2 = 16,345$, $p = 0,000$). Percentage analysis showed that the implementation of nursing care standards considered sufficient received a higher percentage (60.4%) compared to those considered less (11.3%). The implications of this study provide support for the role of room head supervision in improving the implementation of nursing care standards at Kendari City Hospital. Improvement recommendations include strengthening the supervision program, improving the implementation of nursing care standards, periodic monitoring and evaluation, improving communication, and involving nurses in decision making. These steps become an important foundation for improving the quality of nursing services, creating a work environment that supports the development and satisfaction of nurses in the hospital.

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1. Introduction

A hospital is a health service center consisting of various professions that form a unity and influence each other. Hospitals in carrying out their functions need arrangement or management to provide the best service. Nursing management that is managed and implemented properly will produce a good service to clients who are hospitalized. Nursing services as one of the sub-systems of health services in hospitals are a central component for the realization of quality health services. Efforts to improve the quality of nurses must be able to carry out nursing care according to standards, starting from assessment to evaluation along with documentation (Rouhifard et al., 2022).

Nursing documentation is written information about the status and development of the client's health condition as well as all nursing care activities carried out by nurses (Bolado et al., 2023). Control over nursing care documentation is very important to ensure that nursing care documentation is written completely and can be accounted for. One of the controls carried out in nursing management is supervision. Supervision is an effort to assist in coaching and improving the ability of supervised parties so that they can carry out the tasks of predetermined activities efficiently and effectively (Bunting & de Klerk, 2022).

The standard set by the Ministry of Health of the Republic of Indonesia regarding the implementation of nursing care documentation is 75%, Poor care documentation can be associated with

many variables, including work motivation, work stress, workload, leadership style, less harmonious human relations, supervision from superiors is not effective and may be work saturation (Regulation Of The Minister Of Health Of The Republic Of Indonesia Number 62 OF 2017, 2017). Research related to the documentation of nursing care was conducted by Yuwanto & Prasetyo (2023) which found that the implementation of nursing care documentation at Kelet Jepara Hospital was in the good category 58.1% and the bad category 41.9%. The nurse in carrying out daily duties is led by a head of the room. In relation to documenting nursing care, the head of the room has the duty to provide assistance / supervision to his room members because most of the results of the documentation audit are still less than the value of 75. Assistance / supervision in the implementation of nursing care documentation can be done so that all room members have the same opportunity to get assistance (Yulianita et al., 2020).

According to Yulianita (2020), supervision is the process of supervising the implementation of activities to ensure whether the activities run according to organizational goals and standards that have been set. Supervision is carried out by people who have capable abilities in the field being supervised. Supervision is usually carried out by superiors to subordinates or consultants to executors. According to Keliat (2012) nursing managers or room heads have the responsibility of implementing effective and safe nursing care to a number of patients and providing physical, emotional and position well-being for nurses.

Nursing supervision is a process of providing the resources needed by nurses to complete tasks in order to achieve tasks in order to achieve predetermined goals. Supervision allows a nursing manager to find various obstacles faced in the implementation of nursing care in the room concerned through a comprehensive analysis together with nurse members effectively and efficiently (Anthon et al., 2021)

Based on the profile of Kendari City Hospital, on December 12-14, 2012, it was visited by the Hospital Accreditation Committee Team (KARS), and was successfully fully accredited as many as 5 services (Administration and Management, Medical Records, Nursing Services, Medical Services and IGD). Based on the Kendari Mayor Decree No. 16 of 2015 dated May 13, 2015, the name was changed to Kendari City Hospital in accordance with Kendari City Regional Regulation No. 17 of 2001 with the determination of the Hospital class to be a Class C Hospital from the Ministry of Health of the Republic of Indonesia No. HK 0305 / I / 1857 / 12 dated October 3, 2012.

The results of the basic survey obtained from the recap of members as of July 2023 in the Inpatient Room of Kendari City Hospital there were 61 nursing staff ranging from SPK to Ners with details of 9 people (14.8%), S1 Nursing as many as 13 people (21.3%), D-III nursing as many as 38 people (62.3%) and SPK as many as 1 person (1.6%).

The target of supervision includes room equipment, problems that occur in the room, and complaints from room nurses. Nursing supervision related to the completeness of nursing care documentation. Incompleteness in filling nursing care is found in the filling of studies, diagnoses, actions, evaluations and nursing care records. The problem in the assessment lies in filling in the data studied from the time the patient enters until discharge, the problem in diagnosis lies in the diagnosis that is not sorted by priority, the problem in action lies in the absence of written patient response to nursing actions in the document, in the evaluation problem there is no written evaluation of each shift change, while in the nurse's nursing record does not include the name or paragraph of every action taken (Apriadi et al., 2023; Risnawati et al., 2023; Yulianita et al., 2020).

In an effort to enhance the quality of healthcare services, particularly in the context of implementing Nursing Care Standards and nursing documentation at Kendari City Hospital, this research holds significant importance. The identification of concrete obstacles in the nursing care documentation process provides valuable insights for the development of more effective management strategies. The impact of this research lies in the potential improvement of healthcare service quality through the enhancement of management processes, including supervision and support from the head of the department to nursing staff. With a better understanding of the role of supervision in improving care documentation, hospitals can take concrete steps to ensure the consistency and sustainability of Nursing Care Standards implementation. Thus, this research offers benefits that involve not only

technical aspects but also positive impacts that can be felt in the enhancement of healthcare service quality at Kendari City General Hospital.

2. Method

This study adopts an analytical study with a cross-sectional approach, aiming to make observations or measurements at a specific point in time (Sugiyono, 2022). The research was conducted during the period from October 2 to October 31, 2023, focusing on the Inpatient Room of Kendari City Hospital. The sample for this study consisted of 53 respondents. The data collection process began with obtaining ethical clarification from the relevant authorities and obtaining informed consent from the participants. Subsequently, the researchers distributed previously validated and reliable questionnaires and conducted observations to assess the implementation of nursing care standards. The practices of the Head of Room's supervision were evaluated through direct interactions with the nursing staff, examining the level of compliance with established protocols and standards. The collected data were then analyzed to conclude the role of the Head of Room's supervision in the application of nursing care standards at Kendari City Hospital.

3. Research Results

3.1 Univariate Analysis

Univariate analysis is an analysis of dependent variables and independent variables. This analysis analyzes only one variable, either a dependent variable or one independent variable, provided that all independent variables must be analyzed univariately

Supervision of the Head of the Room

The distribution of supervision of the head of the room in the Inpatient Room of Kendari City Hospital can be seen in table 1 below:

Table 1
Distribution of respondents according to the supervision of the head of the room in the inpatient room of Kendari City Hospital in 2023

No	Supervision of the Head of the Room	n	%
1.	Enough	38	71.7
2.	Less	15	28.3
	Sum	53	100

Source: Primary Data, processed in December, 2023

The data analysis reveals a breakdown of the respondents' perceptions regarding the supervision provided by the Head of the Room in the hospital setting. Out of the total 53 respondents, a significant majority (71.7%) expressed satisfaction, considering the supervision to be "enough." Conversely, 28.3% of the respondents indicated that they perceived the supervision as "less." These findings shed light on the varying perspectives among the healthcare professionals in the study, highlighting the need for a nuanced approach in the supervision practices. Understanding these perceptions becomes pivotal for hospital administrators and supervisors to tailor their strategies and address specific concerns raised by those who perceive the supervision as insufficient. This insight could contribute to the development of targeted interventions aimed at improving the overall effectiveness of supervision in the hospital's nursing care environment.

Implementation of Nursing Care Standards

The distribution of the implementation of nursing care standards in the Inpatient Room of Kendari City Hospital can be seen in the following table 2:

Table 2
Distribution of respondents according to the implementation of nursing care standards in the inpatient room of Kendari City Hospital in 2023

No	Implementation of Nursing Care Standards	n	%
1.	Enough	36	67.9
2.	Less	17	32.1
	Sum	53	100

Source: Primary Data, processed in December, 2023

The analysis of responses regarding the implementation of nursing care standards among the 53 participants in the study presents a notable distribution of perspectives. A substantial portion, constituting 67.9% of the respondents, acknowledged that the implementation of nursing care standards within the hospital setting is considered "enough." However, 32.1% of the participants expressed a contrasting view, perceiving the implementation as "less" than what is expected. This disparity in perceptions underscores the importance of addressing potential gaps in the adherence to nursing care standards. It suggests a need for further investigation into the specific areas or factors contributing to the perceived insufficiency, allowing for targeted improvements. Hospital administrators and nursing supervisors can use these insights to refine strategies and interventions, ensuring a more uniform and satisfactory implementation of nursing care standards across the healthcare environment.

Bivariate Analysis

Bivariate analysis is an analysis of 2 (two) variables, namely between the independent variable (independent) and the dependent variable (dependent). To determine the relationship between the supervision of the head of the room and the implementation of nursing care standards in the Inpatient Room of Kendari City Hospital, it can be seen in the following table 3:

Tabel 3
Distribution of head of room supervision relationships with the implementation of nursing care standards in Kendari City Hospital inpatient rooms in 2023

Supervision of the Head of the Room	Implementation of Nursing Care Standards				Sum		χ^2 Count	p Value
	Enough		Less		n	%		
	n	%	n	%				
Enough	32	60.4	6	11.3	38	71.7	16.345	0,000
Less	4	7.5	11	20.8	15	28.3		
Sum	36	67.9	17	32.1	53	100		

Sumber: Data Primer, di olah bulan Desember, 2023

The study conducted a comprehensive examination of the relationship between the supervision provided by the Head of the Room and the implementation of nursing care standards in the Inpatient Ward of RSUD Kota Kendari. The statistical analysis, using the χ^2 test, revealed a significant association ($\chi^2 = 16.345$, $p = 0.000$) between the supervision of the Head of the Room and the adherence to nursing care standards among the 53 respondents. The percentage distribution highlighted that those who perceived the implementation as "enough" constituted a higher percentage (60.4%) compared to those who considered it "less" (11.3%).

This implies that the effectiveness of supervision plays a crucial role in influencing the compliance with nursing care standards in the hospital setting. The findings underscore the importance of enhancing supervisory practices, emphasizing the need for a structured program to improve the overall implementation of nursing care standards. The substantial χ^2 value and the calculated φ coefficient ($\varphi = 0.555$) emphasize the strength and relevance of the relationship, providing valuable

insights for healthcare institutions aiming to optimize nursing care quality through targeted supervisory interventions.

3.2 Discussion

Based on the results of this study, it was found that most respondents (73.5%) stated that the supervision of the head of the room was sufficient and 67.9% stated that the implementation of nursing care standards was sufficient. This is because most of the nurse education in the Inpatient Room of Kendari City Hospital is D3 Nursing which allows to understand the implementation of nursing care standards.

In addition to educational factors, nursing equipment and nursing environment greatly affect the success of nursing care that can support nurse performance (Hakimzadeh et al., 2020). Direct supervision allows nursing managers to find various obstacles in the implementation of nursing care in the room by trying to look thoroughly at the influencing factors and together with the nursing staff to find ways to solve them. Supervision executor, making a decision about a job to be carried out. The division of the task of implementing supervision then regulates who will carry out the supervision. Supervision implementers need to provide explanations in the form of instructions to implementers (Patarru' et al., 2019).

The results of the statistical test obtained the value of X^2 count (16.345) > X^2 table (3.841) or value p (0.000) < value p (0.05) with a value of $\phi = 0.555$, it can be concluded that there is a moderate relationship between the supervision of the head of the room and the implementation of nursing care standards in the Inpatient Room of Kendari City Hospital.

This is in line with the application of a management approach aimed at monitoring the implementation of nursing care standards is a supervision activity that can be carried out by the head of the room. The existence of supervision is expected to affect the implementation of the correct nursing care standards in the nursing process, so that professional and legal evidence can be accounted for. Therefore, the implementation of nursing care standards is an aspect that must be considered so that what has been implemented will be recorded properly and correctly (Tadzong-Awasum & Dufashwenayesu, 2021).

One important factor to improve the quality of nursing records is supervision by leaders of the process of documenting or filling out nursing record sheets carried out by nurses. It is very impossible for the nursing manager to know the documentation process carried out by nurses and the obstacles faced regarding filling out nursing record sheets without supervision (Driscoll et al., 2019; Yulianita et al., 2020).

Supervision is an important part of nursing management. Nursing care management requires the ability of nursing managers to supervise. The head of the room is the frontline manager and the person in charge of the room must be able to be a good supervisor of the implementing nurse, so as to improve the quality of nursing care provided and ultimately can improve the performance of the implementing nurse (Apriadi et al., 2023; Ernstmeyer & Christman, 2022; Hajri et al., 2023). This is supported by Ahmad et al (2023) research on the relationship between the technique and frequency of head room supervision activities with the performance of implementing nurses in the inpatient room of public hospitals in Batang, Central Java, also found that the proportion of implementing nurses who get supervision once a day will have better performance opportunities than implementing nurses who get supervision twice or more in one day.

Some things that affect nurses in managing skills related to fixed procedures are not simply because of the knowledge factor. Supported by Allah (2020), stated that not all knowledge is a science, only knowledge that is arranged systematically is science. Knowledge that emphasizes sensory observation and experience is known as empirical knowledge or a posteriori knowledge

The application of a management approach aimed at monitoring the documentation of nursing care is a supervision activity that can be carried out by the head of the room. The existence of supervision is expected to affect the correct documentation of the nursing process, so that professional and legal evidence can be accounted for. Therefore, the implementation of documentation is an aspect

that must be considered so that what has been implemented has been recorded properly and correctly (Asmirajanti et al., 2019)

The behavior of implementing nursing care standards is influenced by internal factors of the nurse herself. These internal factors can be caused by nurses' attitudes, habits or behaviors that exist during work, while external factors that exist can be caused by the number of equipment / facilities, the ratio of implementing nurses and patients, so that in the implementation of nursing care standards supervision is needed supervision and guidance in the form of supervision. The implementation of nursing care standards is influenced by the person's experience. The process of supervision that is not good, in this case will not affect the implementation of nursing care standards, the existence of real experience and routine activities can form nurses able to carry out activities for the implementation of nursing care standards properly (Teaching & Anambra, 2022)

Supervision carried out by the head of the room to the implementing nurse in the inpatient room has an important role in shaping nurse behavior, especially in terms of documenting nursing care. For this reason, it is necessary to carry out continuous supervision by the head of the room in order to help form good behavior for all implementing nurses in documenting nursing care (Yulianita et al., 2020).

4. Conclusion

Based on the research findings regarding the role of Head of Room supervision in the implementation of nursing care standards at Kendari City Hospital, it was found that the presence of supervision has a significant impact on the quality of the implementation of care standards. This finding provides a strong empirical basis to recommend the improvement of the quality of Head of Room supervision as an effective strategy to enhance nurse compliance with care standards. In this context, further research comparing the effectiveness of supervision in various hospitals or contexts needs to be conducted to gain a more comprehensive perspective. This conclusion can encourage policymakers and hospital management to consider investing in the improvement of supervision as an integral part of human resource management strategy.

The recommended corrective steps, such as strengthening the supervision program, improving the implementation of nursing care standards, conducting periodic monitoring and evaluation, improving communication, and involving nurses in decision making, are important foundations in improving the quality of nursing services at Kendari City Hospital. By providing clear supervision guidance and additional training for room heads, hospitals can ensure that the supervision process is effective and supports nurses' professional development. Drivers of implementation of nursing care standards through regular training, workshops, or seminars provide nurses with the in-depth understanding, resources, and support needed. Regular monitoring and evaluation is an important instrument for identifying areas of improvement, while improved communication and nurses' involvement in decision-making creates a collaborative, open and motivating work environment. Thus, these steps form a strong foundation for improving the quality of nursing services and create an atmosphere that supports the development and satisfaction of nurses at Kendari City Hospital.

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