

# Artikel 4

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## Development of Clinical Supervision Instruments towards Performance Indicator Achievement of Nurses at Panembahan Senopati Hospital Bantul

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### ABSTRACT

**Background:** Quality of nursing service as an indicator of health service quality becomes one of the determinant factors of health service institution reputation in the public. To improve the quality of nursing care is through supervision activities conducted by the room coordinator. Supervision that has been running in RSUD Panembahan Senopati Bantul was only with the format and mechanism limited to the activity of the room.

**Aim:** To know the effectiveness of the use of clinical supervision instrument developed toward the improvement of nurse performance indicator achievement in Panembahan Senopati Hospital Bantul.

**Method:** This is a quasi-experimental research with Pre Post-test design with control group design. The subjects of this study were all nurses at the inpatient ward of Panembahan Senopati Hospital Bantul amounted to 137 nurses. Data analysis was done by independent T-test.

**Results:** The Implementation of nursing supervision showed that as many as 55.7% nurses perform nursing assessment, 52.5% nursing action plan, 75.4% nursing care, and 32,8% nursing evaluation. Nurse performance indicator achievement before and after the use of the instrument of clinical supervision at nurses showed an increase of average from control group to treatment in every aspect of the performance indicator. Statistically, the use of clinical supervision instrument developed for nurses in Panembahan Senopati Bantul Hospital is effective to improve the nurse performance.

**Conclusion:** The developed clinical supervision instrument can improve nurse performance indicator achievement at Panembahan Senopati Hospital Bantul.

**Keywords:** Clinical Supervision, Performance Indicator, Supervision

### INTRODUCTION

The quality of nursing services as an indicator of the quality of health services is one of the determining factors in the image of health service institutions in the views of the community. In the effort to provide quality nursing care, caring behavior is needed by nurses<sup>1</sup>. One way to improve the quality of nursing care is through supervision activities carried out by the room coordinator<sup>2</sup>.

Supervision activities are more on 'supervising' activities; not in the activities of guiding, observing and assessing. In Indonesia, the model of nursing clinic supervision is also unclear as to what and how it is implemented in hospitals<sup>3</sup>.

Based on the initial survey at Panembahan Senopati Hospital in Bantul on the nurse and the room coordinator, it was found that there were still limited supervision activities from room coordinator to the nurse. Individual performance indicators for nurses working inward have the same target in each nurse's job grading. However, the achievements variants vary due to differences in the characteristics carried. Performance appraisal is based on indicators from the Employee Performance Unit with an average achievement of 80% per year. So the assessment was still not based on individual achievements per month.

Supervision that has been running in Panembahan Senopati Hospital Bantul is only with a format and mechanism that is limited to room activities. Execution of supervision does not include the activities of nurses. The available format has not shown results in the performance evaluation of individual nurses and is limited to room activities by the room coordinator.

Based on the condition, the researcher develops a clinical supervision instrument in Panembahan Senopati District General Hospital, Bantul, Yogyakarta.

### RESEARCH METHODS

This is a quasi-experimental research with a Pre-Post test with a control group design. The subjects of this study were all nurses (Room Coordinator, Team Coordinator and nurse) in the inpatient room of Panembahan Senopati Hospital Bantul. The number of nurses working in the inpatient room at Panembahan Senopati Hospital Bantul amounted to 207 nurses with a total sample of 137 nurses. The inclusion criteria of the research subject are as the following:

- Nurse
- Willing to be a research sample
- Conducting Nursing care directly

Exclusion criteria are:

- Nurse who is sick / on leave
- Nurse who resign

The research instruments are:

- The existing clinical supervision instruments at Panembahan Senopati Hospital Bantul which are used as instruments in carrying out clinical supervision of nursing.
- Clinical supervision instruments developed in the form of clinical supervision guidelines compiled by researchers.
- The instrument for measuring the dependent variable (the performance indicator of nurse) by measuring the indicator

The data collected was then processed through the steps of editing, coding, entry, cleaning, and tabulating. Data analysis used univariate and bivariate analysis. Bivariate analysis used independent t test.

## RESULTS

**Characteristics of supervisors at Panembahan Senopati Hospital Bantul:** Table 1 explains that the most age range is 41-45 years with 18 people. Based on years of service, the most working period is 21-25 years with 21 people. Based on the level of education, most of the respondents are D-III with 16 people.

**Description of the characteristics of the nurse in Panembahan Senopati Hospital Bantul:** Table 2 explains that the majority of nurses have an age range of 21-30 and 31-40, respectively 34 people (44.7%). Based on years of service, the most working period is 6-10 years with 33 people. Based on the level of education, the majority are D-III with 65 people (85.5%). Based on marital status, the majority were married as many as 71 people.

**A description of the implementation of clinical supervision by a supervisor at Panembahan Senopati Hospital Bantul:** Table 3 explains that, of 61 nurses, there were 34 nurses (55.7%) performing nursing assessment, 32 nurses (52.5%) planning nursing actions, 46 nurses (75.4%) performing nursing care and 20 nurses (32.8%) doing a nursing evaluation

**Description of performance indicators for nurses prior to the use of clinical supervision instruments for nurses at Panembahan Senopati Hospital Bantul:** Table 4 explains that there is an increase in the average of the control group to the treatment one in every aspect of performance indicators for nurses before the nurses performed clinical supervision using the existing format in the hospital or before using the clinical supervision development format created by researchers.

**10** Table 1: Frequency Distribution of Supervisor Characteristics Based on Age, Education Level and Working Period at Panembahan Senopati Hospital Bantul Yogyakarta (n = 61)

Respondent Characteristics	Treatment		Control	
	f	%	F	%
Age (Year)				
a. 31-35	2	6,7	3	8,2
b. 36-40	11	36,7	6	27,9
c. 41-45	6	20	12	29,5
d. 46-50	6	20	3	14,8
e. 51-52	5	16,7	7	19,7
Working Period				
a. 5-10	0	0	4	12,9
b. 11-15	5	16,7	5	16,1
c. 16-20	7	23,3	4	12,9
d. 21-25	7	23,3	14	45,2
e. 26-30	6	20	4	12,9
f. 31-35	5	16,7	0	0
Education Level				
a. D-III	16	53,3	19	61,3
b. D-IV/SI	14	46,7	12	38,7
Total	61		100	

**Description of nurse performance indicators after the use of clinical supervision instruments at Panembahan Senopati Hospital Bantul:** Table 5 explains that there is an increase in the average of the control to the treatment group in every aspect of the performance indicators of

nurses after the nurses performed clinical supervision using the clinical supervision development format created by researchers.

**Effectiveness of the use of developed clinical supervision instruments for nurses at Panembahan Senopati Hospital Bantul:** Table 6 explains that there was a change in the value of p value of each indicator of the nurse performance in the control group to the treatment one which was originally  $> 0.05$  to  $< 0.05$ . Statistically the use of clinical supervision instruments developed for nurses at Panembahan Senopati Hospital Bantul District Hospital is effective in improving the nurse performance.

**1** Table 2: Frequency Distribution of Characteristics of Nurses by Age, Education Level and Working Period at Panembahan Senopati Hospital Bantul Yogyakarta (n = 76)

Respondent Characteristic	Treatment		Control	
	F	%	F	%
Age (year)				
a. 21-30	17	44,7	17	44,7
b. 31-40	18	47,4	16	42,1
c. 41-50	3	7,9	5	13,2
Working period				
a. 1-5	14	6,8	14	36,8
b. 6-10	16	42,1	17	44,7
c. 11-15	2	5,3	2	5,3
d. 16-20	3	7,9	5	13,2
e. >20	3	7,9	0	0
Education Level				
a. D-III	32	84,2	33	86,8
b. D-IV/SI	6	15,8	5	13,2
Marital Status				
a. Unmarried	3	7,9	2	5,3
b. Married	35	92,2	36	94,7
Total	38	100	38	100

Table 3: Frequency Distribution of Clinical Supervision by Supervisor at Panembahan Senopati Hospital Bantul Yogyakarta (n=61)

Kind of Activities	Yes		no		Total	
	f	%	f	%	F	%
Assessment	34	55,7	27	44,3	61	100
Care Plan	32	52,5	29	47,5	61	100
Actuating	46	75,4	15	24,6	61	100
Evaluation	20	32,8	41	67,2	61	100

Table 4: Frequency Distribution of Performance Indicators of Nurse Performance Before the Use of Clinical Supervision Instruments for Nurses at Panembahan Senopati Hospital Bantul Yogyakarta

Aspect Indicator	Mean	
	Control	Treatment
Quality of implementing nursing care	40.1333	44.2000
Quantity	46.7667	53.7333
Punctuality	38.8667	43.6333
Independency	19.7333	21.7667

Table 5: Frequency Distribution of Nurse Performance Indicators After the Use of Clinical Supervision Instruments at Panembahan Senopati Hospital Bantul Yogyakarta

Aspect Indicator	Mean	
	control	Treatment
Quality of implementing nursing care	36.8387	35.7097
Quantity	49.5806	50.1935
Punctuality	39.8065	39.6129
Independency	18.5161	18.8065

Table 6: Effectiveness of the use of developed clinical supervision instruments for nurses at Panembahan Senopati Hospital Bantul

Aspect Indicators	Mean	Std. Deviation	P value
Treatment			
a. Quality of implementing nursing care standard	-4,06667	7,23465	0,005
b. Quantity	-6,96667	,79868	0,000
c. Punctuality	-4,76667	1,23984	0,001
d. Independency	-2,03333	,84484	0,023
Control			
a. Quality of implementing nursing care standard	1,12903	4,95810	0,215
b. Quantity	-,61290	3,17991	0,292
c. Punctuality	0,19355	4,94246	0,829
d. Independency	-,29032	4,32199	0,711

## DISCUSSION

**Normality Test:** Before the instrument was tested on the research sample respondents, the instrument was first tested to find out the level of validity and reliability in order to determine test items that were feasible and not suitable for use as instruments. It was done by using bivariate correlation techniques. From the output, it can be seen the significance value of all items with a total score at sig <0.05, and then it was declared valid. After the data collection process of the supervisor, then the data normality test was done by using the one-sample Kolmogorov-Smirnov test. Data of control and treatment supervisor groups are normally distributed with asymp results. Sig. (2-tailed) 0.922 and 0.083, respectively.

**Respondent Characteristic:** The results showed that the maximum age range of supervisors was 41-45 years as many as 18 people. Based on years of service, the most span is 21-25 years with 21 people. Based on the level of education most supervisors are D-III with 35 people.

Respondent nurses indicated that most of them had an age range of 21-30 and 31-40, respectively 34 people. Based on years of service, the most span is 6-10 years with 33 people. Based on the level of education, most of them are D-III with 65 people. Based on marital status, the majority were married as many as 71 people.

**The description of the implementation of clinical supervision by a supervisor at Panembahan Senopati Hospital Bantul:** Clinical nursing supervision models include developmental, academical, experimental and 4S<sup>4</sup>.

The results of this study indicate that by conducting clinical supervision, nurses can carry out the nursing care process well. This is in accordance with the characteristics of good supervision in nursing.

The type of nursing evaluation activities showed that most nurses did not carry out these activities. That can happen because of a lack of awareness of the importance of nursing documentation. Writing nursing documentation does not refer to standards that have been set, so that sometimes it is incomplete and inaccurate<sup>5</sup>.

Supervision is an important part of nursing management. Management of nursing care requires the ability of the nursing manager to supervise. The better the implementation of supervision carried out by supervisors, the better the pattern of nursing care performed by nurses<sup>5</sup>.

**The description of nurse performance indicators before the use of clinical supervision instruments in nurses at Panembahan Senopati Hospital Bantul:** The results of performance indicators for nurses before the use of clinical supervision instruments in nurses at Panembahan Senopati Hospital Bantul showed an average increase from the control group to the treatment of every aspect of the performance indicators of nurses' performance before the use of clinical supervision instruments.

This happens because supervision is an important part of nursing management<sup>6</sup>. This study used the supervision format in the hospital. However, the performance of the nurses has shown good performance results in accordance with the goals/tasks of supervision.

The task of supervision cannot be separated from the leadership function. Supervisor or supervisor in the views of the nurse is considered a father figure with a role that is not only supervising and directing, but also it must be able to accommodate all complaints both related to work and personal problems that hamper while working<sup>6</sup>.

Supervisors also need to know the extent of their subordinates' abilities and the level of cooperation between the employees they supervise. Supervisors must be able to intervene to help solve problems without delay so as to create a comfortable and pleasant working atmosphere.

The room coordinator conducts continuous supervision of the work and when supervision from the head of the room is always in place can improve the performance of nurses in implementing nursing care.

**The description of performance indicators for nurses after the use of clinical supervision instruments in nurses at Panembahan Senopati Hospital Bantul:** One of the activities to increase the performance indicator of nurses can be done with supervision activities that are mainly carried out by the room coordinator. The main key in improving the quality of health services is nurses who have high performance<sup>7</sup>. The results of this study indicate that there was an increase in the average of the control group to the treatment group in every aspect of performance indicators for nurses after they performed clinical supervision using a clinical supervision development format made by researchers.

The results of the study prior to the use of the development of clinical supervision instruments for nurses in Panembahan Senopati Hospital Bantul showed that there was an increase in the performance of nurses as well as after the use of developing clinical supervision instruments. This happens because there are many factors that affect the performance of the nurses.

Nurses' clinical performance factors are influenced by internal and external factors, internal factors are nurses' skills and motivation while external factors are supervision, leadership style, and monitoring<sup>6</sup>.

**The effectiveness of the use of developed clinical supervision instruments in nurses at Panembahan Senopati Hospital Bantul:** Nursing supervision ensures that all patients receive nursing care as they should. The researcher developed the clinical supervision instrument for the nurses so that it can figure out the performance of the nurses in carrying out nursing care to patients.

The results obtained in this study are changes in the value of p value of each indicator of the performance of

nurses in the control group to the treatment group which was originally  $> 0.05$  to  $< 0.05$ . Statistically, the use of clinical supervision instruments developed in nurses at Panembahan Senopati Bantul District Hospital is effective in improving nurse performance.

Nurses after supervision activities will be able to adjust their duties by taking care actions taught. <sup>8)</sup> Implementing supervisors need to provide explanations in the form of directives to implementers. <sup>9)</sup> It is expected that the clinical supervision instruments developed by researchers can be used as guidelines for implementing supervisors in conducting supervision to the nurse.

## CONCLUSION

1. The description of supervisor characteristics in Panembahan Senopati Bantul District Hospital shows that the highest age range is 41-45 years as many as 18 people. Based on years of service, the most span is 21-25 years with 21 people. Based on the level of education, most of them are D-III consisting of 16 people.
2. The description of the characteristics of nurses in Panembahan Senopati Hospital Bantul shows that most nurses have an age range of 21-30 and 31-40, respectively 34 people (44.7%). Based on years of service, the most span is 6-10 years with 33 people. Based on the level of education, the majority are D-III with 65 people (85.5%). Based on marital status, the majority are married as many as 71 people.
3. The description of the implementation of clinical supervision by the supervisor shows the following results, as many as 55.7% of nurses conducted a nursing assessment, 52.5% a nursing action plan, 75.4% a nursing care, and 32.8% a nursing evaluation.
4. The description of nurse performance indicators prior to the use of clinical supervision instruments for nurses shows an increase on average from the control group to the treatment in every aspect of the performance indicators before implementing nurses supervision.

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5. The description of nurse performance indicators after the use of clinical supervision instruments in nurses shows an increase on average from the control group to the treatment of every aspect of the achievement indicators of nurses' performance indicators after implementing nurses clinical supervision.
6. Statistically, the use of developed clinical supervision instruments for nurses at Panembahan Senopati Hospital Bantul is effective to improve nurses performance

## RECOMMENDATION

### Institutions

1. It is expected to make a positive contribution to the Health Polytechnic Institution of the Ministry of Health in Yogyakarta in the form of the results of the developed nursing clinical supervision model for nurses.

### Department / study program

2. It is expected that the results can give a description to students about the implementation of supervision at Panembahan Senopati Hospital Bantul.

### Lecturer

3. It is expected to develop professional skills in Nursing Management courses so that they contribute to improving the professional abilities of lecturers in carrying out the tri dharma of higher education.

### Instructor

4. It is expected to provide benefits to educational instructors and field instructors with the latest research results so that they can provide a direct description of the implementation of clinical supervision to students both learning in the classroom and field laboratories.

### Hospital

5. It is expected that the results of the developed model of clinical supervision can be used as guidelines for the implementation of clinical supervision for nurses in Panembahan Senopati Hospital Bantul.
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