

## Analysis of Factors Related to the Compliance of Nurses in Applying the Standard of Nursing Care Inpatient at the Bakti Mulia Hospital Muncar Banyuwangi

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### ABSTRACT

Nurses are an important and strategic component in the implementation of health services. In performing its duties, a nurse is required to understand the process and standards of nursing practice consisting of the stage of assessment, problem identification (nursing diagnosis), planning, implementation, and evaluation. The purpose of this research is to know the factors related to the compliance of the nurses in applying the standard of nursing care of inpatient at Bakti Mulia Hospital Muncar Banyuwangi. The research design used was cross sectional. The study population was all nurses in the hospital ward of Bakti Mulia Hospital Muncar as many as 48 people and a large sample 48 people. The sampling technique uses saturated sampling. Data collection using questioner then analyzed using logistic regression. The results showed that there was no effect of long time to work on nurse compliance in the application of nursing care standard ( $p = 0,425$ ;  $OR = 0,495$ ), no influence of education to nurse compliance in applying nursing care standard ( $p = 0,151$ ;  $OR = 2,189$ ) the effect of motivation on nurse compliance in applying nursing care standard ( $p = 0,008$ ;  $OR = 0,084$ ). While the most dominant factors that influence the compliance of nurses in the application of nursing care standards in Bakti Mulia Hospital Muncar Banyuwangi regency ( $p = 0.011$ ;  $OR = 0.7200$ ). Based on the research, it is necessary to improve the ability (knowledge and skills) to apply nursing care following the workshop of applying the nursing care so that the responsibility for the task can be improved.

*Received : March 12, 2019*

*Accepted : April 13, 2019*

*Published : May 10, 2019*

**Keywords:** Compliance nurse, length of work, education, motivation



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### INTRODUCTION

The hospital is a health service institution that provides full range of personal health services providing inpatient, outpatient and emergency care services (Permenkes RI No. 147 / Menkes / Per / 2010). Implementation of complete hospital services can improve the quality of a hospital. Based on PerMenKes No. 1691 of 2011 on patient patient safety, it is explained that the patient's safety goal is to encourage specific improvements in patient safety by highlighting the problematic parts of the health service and explaining evidence and solutions to provide safe and high quality health services.

Nurses are an important and strategic component in the implementation of health services. The presence and role of the nurse can not be ignored. In performing its duties, a nurse is required to understand the process and standard of nursing practice. The function of nurses in conducting studies on healthy and sick individuals where all activities carried out is useful for the recovery of health based on knowledge owned, this activity is done by various nursing process consisting of the stage of assessment, identification problems (nursing diagnosis), planning, implementation, and evaluation (Sudarman, 2008).

The results of Natasia (2014) showed the results of t test no relationship between the length of work with compliance ( $t = 0.986$ ,  $p = 0.311$ ). The level of education is also not related to compliance with SOP ( $p = 0.729$ ). Highly motivated nurses are more adherent in applying SOPs, whereas low-motivated nurses are largely disobedient. The test results also showed a significant relationship between motivation and compliance level ( $p = 0.040$ ;  $\alpha < 0.005$ ). Value of OR (Odd Ratio).

Preliminary study conducted on February 26, 2018 shows that the implementation of nursing care based on completeness in Bakti Mulia Muncar Hospital K Banyuwangi district showed from 15 nurses who do nursing care as many as 6 nurses apply the standard of nursing care according to SOP (complete), nurses 9 have not implemented standard of nursing care according to SOP.

Standard Operational Procedures (SPO) is an instructional tool that is performed to meet certain needs aimed at directing the activities of effective and efficient nursing care in order to improve the quality of service through compliance with applicable standards. SPO is a device that must be owned by the hospital in order to maintain patient's quality of service. This situation implies that health workers, especially nursing, can meet international standards in providing health care/nursing, professional skills, intellectual and technical skills and sensitive to social aspects of culture, have broad insight and master the development of science and technology. Because nurses are at the forefront of hospital care. Implementation of nursing care is the responsibility of nurses in carrying out nursing care inpatients on the client through the provision of quality nursing care using nursing standards as a guide for nurses in implementing nursing care.

One way to improve the quality of hospital services is by meeting the standards of hospital services that apply among other standards of operational procedures, medical service standards, and standards of nursing care. Improving the safety of patients one by doing the infection prevention and control in the hospital. Preventive measures that can be done to maintain patient safety, one of them by applying Standard operating procedures (SPO) in every action nurse (Pusdiknakes, 2004 in Nazvia, 2014). Nurse compliance is a nurse's behavior toward a suggestion, procedure or regulation that must be done or obeyed (Notoatmojo, 2005). Based on the above description, the researcher is interested in taking the title of analysis of factors related to the compliance of nurses in applying the standard of nursing care inpatient at Bakti Mulia Hospital Muncar Banyuwangi.

## MATERIALS AND METHODS

The design used in this study is cross-sectional. The population is all nurses in the inpatient room Bakti Mulia Muncar Hospital as many as 48 people. The sample size is 48 respondents using saturated sampling technique. Independent research variables are length of work, education and motivation. Dependent variable is nurse compliance. Data were collected using questionnaire, then data were analyzed using logistic regression test with a significance level of  $\alpha \leq 0.05$ .

## RESULTS

Table 1. Distribution f rekuensi based on long work

Length of work	n	f (%)
New	29	60,4
Long	19	39,6
Total	48	100

Source: Primary data of research in 2018

Based on table 1 shows that of 48 respondents most of the old working new category of 29 respondents (60.4%).

Table 2. Frequency distribution by education

Education	n	f (%)
SMA	8	16,7
D1-D3	19	39,6
S1	21	43,8
Total	48	100

Source: Primary data of research in 2018

Based on table 2 shows that of 48 respondents almost half of S1 educated as many as 21 respondents (43.8%).

Table 3. Frequency distribution based on motivation

Motivation	n	f (%)
High	30	62,5
Medium	18	37,5
Low	-	-
Total	48	100

Source: Primary data of research in 2018

Based on table 3 shows that from 48 respondents most of the high category motivation as many as 30 respondents (62.5%).

Table 4. Frequency distribution based on nurse compliance in applying nursing care standards

Nurse Compliance	n	f (%)
Not obey	11	22,9
Obedient	37	77,1
Total	48	100

Source: Primary data of research in 2018

Based on table 4 shows that of 48 respondents most of the compliance of nurses in applying the standard of care nursing careful category that is as much as 37 respondents (77,1%).

Table 5 Pseudo R-Square Test Results

#### Pseudo R-Square

Cox and Snell	,188
Nagelkerke	,255
McFadden	,194

Tatistical test results in this study was obtained Pseudo R-square value at Nagelkerke amounted to 0.255 it means long work, education and motivation affect the compliance of nurses in nursing care standard implementation at Bakti Mulia Hospital Muncar Banyuwangi by 25.5% and the rest influenced by other factors equal to 74.5%.

Based on backward logistic table shows that from three variables after logistic regression test there is only one variable that influence in applying of nursing care standard at Bakti Mulia Muncar Hospital of Banyuwangi Regency, that is motivation ( $p = 0,011$ ;  $OR = 7,200$ ). This implies that if the nurse has low motivation about applying the standard of nursing care, then the nurse has a less adherent risk in applying the standard of nursing care 7,200 times greater than the nurse who has high motivation. So it can be concluded that the most dominant factor affecting Y (compliance nurse) is a motivation factor with the influence of 7,200 times.

## DISCUSSION

### A. Effect of long working on compliance of nurses in applying the standard of nursing care inpatient

Based on the results of this study showed that from 48 respondents almost half of the old working new categories and compliance nurses obedient category (45.8%), and from the results of *regression tests logistics* obtained  $p = 0.425$  ( $OR = 0.495$ ). This implies that if the new old nurse working towards compliance, the opportunity to improve the compliance of nurses in applying the standard of nursing care by 0, 495 times lower than the old long been working nurses. Because the value of  $p > 0.05$ , so  $H_1$  rejected and  $H_0$  accepted means there is no effect of long work on the compliance of nurses in applying the standard of nursing care inpatient at Bakti Mulia Hospital Muncar Banyuwangi.

The results of this study are similar to the results of previous research conducted by Natasia (2014) who examines the factors that affect compliance of SOP implementation of nursing care in ICU-ICCU Gambiran Hospital Kediri. The result of analysis test shows that there is influence between motivation and perception toward nurse compliance in SOP implementation. Other variables such as age, education level and duration of work have no effect on nurse compliance. Where the value of  $t$  test shows no relationship between the length of work with compliance ( $p = 0.311$ ).

The period of work a person in an organization can be a benchmark employee loyalty in the work and indicate a period of service for the organization. The longer a person's working period can be assumed that the person is more experienced and more senior in the field he or she is engaged in. Workers who have a long working period will be more skilled and experienced in doing the job so that the results will be better and safer.

According to Nazvia (2014) Length of work is a period or duration of the worker work somewhere. Duration of work is one tool that can affect a person's ability, by looking at his tenure we can know how long someone worked and we can assess the extent of his experience.

The length of time a person works well in a day generally 6-10 hours. The rest is used for life in family and society, rest, sleep, and others. Extending more work time than the duration of the work is usually not accompanied by the efficiency, effectiveness and compliance of the optimal nurse, and usually seen decreased quality and results of work and work with prolonged time arise tendency to the occurrence of fatigue, health problems, illness and accidents and dissatisfaction (Suma "mur, 2014). Although theoretically the longer a person's working period, the more likely it is for a person to understand his work. One's adherence does not depend only on how long he / she works in an institution, but compliance arises because it is influenced by several aspects, such as discipline, motivation and responsibility in performing their duties in accordance with procedures established by the management company.

The results showed that the new nursing work has high motivation in applying the standard of nursing care at Bakti Mulia Muncar Hospital, Banyuwangi District. Although there is no influence between the lengths of work with the compliance of nurses in the application of nursing care standards. But for nurses who are new to work in this hospital certainly have the spirit and motivation in working so that the standard of care nursing established by the management of their hospital well meet. Therefore, the application of nursing care standards is an obligation that must be performed by nurses both new and old nurses. In addition, the completeness of the application of nursing care standards is a benchmark of the quality quality of a hospital. If the nurse in carrying out its function properly of course every trap in SOP will be passed well.

## **B. The influence of education on the compliance of nurses in applying the standard of nursing care inpatient**

Based on the results of the study showed that from 48 respondents almost half of undergraduate education and obedient compliance nurses (35.4%), and from the results of *regression* tests *logistics* obtained  $p = 0.151$  (OR = 2.189). This implies that if S1 education on nurse compliance, then the opportunity to improve nurse compliance in applying the standard of nursing care is 2,189 times greater than that of low education. Because the value of  $p > 0.05$ , so H 1 rejected and Ho accepted means there is no effect of education on the compliance of nurses in applying the standard of nursing care inpatient at Bakti Mulia Hospital Muncar Banyuwangi.

The results of this study are similar to the results of previous research conducted by Ndama (2017) who examines the analysis of factors related to nurse motivation in documenting nursing care in the General Nursing Room of Madani Palu Regional Hospital. The results of the study showed that there was no significant correlation between education level ( $p = 1.00$ ), sex ( $p = 1.00$ ), length of work ( $p = 0.34$ ), employment status ( $p = 0.86$ ), hospital regulation ( $p = 0.96$ ), working condition ( $p = 0.07$ ) with nurse motivation in documenting nursing care (Ho accepted). While the supervision variable ( $p = 0.005$ ) and reward ( $p = 0.000$ ) there is significant relation with nurse motivation in documenting nursing care (Ho rejected).

Education is an important factor in everyday life. A good level of education can affect the level of knowledge society in understanding an information. Education affects the learning process, the higher a person's education the easier it is for someone to receive information. Educational domains can be measured from (Notoatmodjo, 2010): knowledge of the given education (knowledge), attitudes or responses to the given educational materials (attitude) and Practice or action with respect to educational materials provided.

Education is a provision that must be owned by someone in work, where with education one can have a skill, knowledge and ability. With an adequate level of education is expected someone can better master the work charged to him because of the limitations of education will affect a person in determining the world of work he wants. The higher level of nurse education can be assumed to have more knowledge, skill and high skills. However, in the case of applying nursing care standards between education D.III and S.1 does not affect the compliance in applying SOP of nursing care because each nurse both D.III and S1 both get the same education about the standard of nursing care while on the bench lecture. Therefore, what distinguishes the obedient nurse or not in the application of askep influenced by the factor of self nurse itself.

## **C. The influence of motivation on the compliance of nurses in applying the standard of nursing care inpatient**

Based on the results of the study showed that from 48 respondents almost half of the high category motivation and adherence obedient category nurses (56.2%), and from the results of *regression* tests *logistics* obtained  $p = 0.008$  (OR = 0.084). This implies that if the motivation is high on compliance, then the opportunity to improve nurse compliance in applying nursing care standards is 0.084 times greater than low motivation. Because the value of  $p < 0.05$ , so H 1 accepted and Ho rejected means there is a motivation influence on the compliance of nurses in applying the standard of nursing care inpatient at Bakti Mulia Hospital Muncar Banyuwangi.

The results of this study are similar to the results of research conducted by Pakudek (2014) who examines the relationship of nurse motivation in the implementation of nursing care documentation in Installation of Inpatient C RSUP Prof. Dr. RD Kandou Manado. The results showed that from 51 respondents, who have good intrinsic motivation and complete documentation as many as 43 people, and who have less motivation and do not complete documentation as much as 3 people. The result  $p \text{ value} = 0.003 \leq \alpha (0.05)$  which means H0 is rejected. Meaning there is a meaningful relationship between the motivations of nurses with the implementation of nursing care documentation in inpatient installation C RSUP Prof. Dr. RD Kandou Manado.

According to Kadarisma (2012), work motivation is a motivator or incentive in a person to want to behave and work hard and well in accordance with the duties and obligations that have been given to him.

Motivation objectives in Hasibuan (2012) reveal that: Improve employee morale and job satisfaction, improve employee nurse compliance, maintain employee stability, improve employee absenteeism, streamline employee procurement, create good working atmosphere and relationships, increase loyalty, creativity and participation employees and improve employee welfare.

Motivation is the main key that determines the performance of nurses in this case the implementation of nursing care standards. In the implementation of the nurse should have a strong impulse and willingness that comes from within the nurse itself such as discipline and responsibility. If nurses do not have good intrinsic motivation then the implementation of nursing care standards will not be achieved and this may affect the quality of health services. In addition to factors from within the nurse, encouragement and strong will also come from outside the nurse as there is recognition and appreciation from the hospital to the nurse who apply the standard of nursing care completely. Thus, it can be explained that there is a strong motivation in nurse in applying the standard of nursing care because of loyalty factor. For nurses working in hospitals Bakti Mulia is very promising and in accordance with his choice. Besides that there is a harmonious relationship between colleagues, and also with superiors. The existence of a good relationship is a form of attention made by management to nurses. This is what affects the relationship between motivation and compliance of care in the application of standards of nursing care.

#### **D. The most dominant factor affecting the compliance of nurses in applying the standard of nursing care inpatient**

Based on the result of statistical test of logistic regression got value on motivation ( $p = 0,011$ ;  $OR = 7,200$ ). This implies that if the motivation of a high nurse has a tendency to comply in applying the standard of nursing care is 7,200 times greater than the nurse who has low motivation. So it can be concluded that the most dominant factor affecting Y (compliance nurse) is a motivation factor with the influence of 7,200 times.

The results of this study are similar to previous research results. Research conducted by Gon (2018) who examined the relationship of nurse motivation with compliance documenting nursing care in Nurse Room Disease In RSUD Noongan. The result of statistical test of spearman rho correlation shows  $p = 0.012$ . The results of this study indicate there is a relationship of nurse motivation with nurse compliance carry out documenting nursing care in RSUD Noongan.

Nursing care is any form of action or activity on nursing practice provided to clients in accordance with standard operating procedure (SOP) (Carpenito, 2009). The nursing nurses are assigned to provide nursing care, help with healing, and help solve patient problems under the supervision of the physician or head of space (Pratiwi & Utami, 2010). According to Roy (Nursalam, 2011) provide guidance to nurses in developing nursing care. Elements of the nursing process include assessment, determination of nursing diagnoses, interventions and evaluations.

Obedience is a term to explain obedience or resignation to a predetermined goal. The health-care literature says that adherence is directly proportional to the goals achieved in the prescribed treatment program. Adherence to a health program is a behavior that can be observed and measured directly (Bastable in Konis, 2012).

Nurse compliance is a nurse's behavior as a professional against a suggestion, procedure or rule that must be performed or obeyed. Compliance nurse itself is one measure of the success of nursing services and is an important target in human resources management, especially concerning the application of complete nursing care. Therefore, the application of Standard Operating Procedures of nursing services in principle is part of the performance and behavior of individuals in the work according to their duties and usually related to compliance. And nurse compliance is a nurse's behavior toward a suggestion, procedure or rule that must be done or obeyed. The most dominant influence in applying the standard of nursing care in Bakti Mulia Muncar Hospital Banyuwangi Regency is motivation because it has significant number  $<0,05$  while other factors that is long work and education do not influence significantly.

## CONCLUSION

In this research can be concluded as follows:

1. There is no long-standing effect on nurse compliance in applying nursing care standards at Bakti Mulia Muncar Hospital, Banyuwangi District. ( $p = 0.425$ ;  $OR = 0.495$ ).
2. There is no effect of education on nurse compliance in applying the standard of nursing care at Bakti Mulia Muncar Hospital of Banyuwangi Regency ( $p = 0,151$ ;  $OR = 2,189$ ).
3. There is influence of motivation to nurse compliance in applying of nursing care standard at Bakti Mulia Muncar Hospital of Banyuwangi Regency ( $p = 0,008$ ;  $OR = 0,084$ ).
4. The most dominant factor influencing nurse compliance in applying the standard of nursing care at Bakti Mulia Muncar Hospital of Banyuwangi Regency is motivation ( $p = 0,011$ ;  $OR = 0,7200$ ).

## SUGGESTION

1. For the nurse

Need to improve the ability (knowledge and skills) apply nursing care following workshop of applying of askep so that responsibility to task can be improved.

2. For research sites

The management of the hospital should conduct periodic monitoring and evaluation of the nurse in conducting the nursing action so that it can improve the nurse's compliance in applying the standard of nursing care. For non-complying nurses / SOPs made by hospital management may be verbal or written reprimands even if deemed necessary to terminate the employment.

3. For Further Researchers

Further research on other factors related to nurse compliance is required in the application of nursing care standards such as internal factors including knowledge, attitude and behavior and external factors including work environment, workload and also increase the number of samples more.

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