

# The Nurse Performance of Ponkesdes in Giving Family Nursing Care

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**Keywords:** Nurse performance, Ponkesdes, Family Nursing Care.

**Abstract:** The performance of nurse in giving family nursing care as spearhead of health service is a very important issue to be studied in order to maintain and improve the quality of health services. Nurse as health workers in Ponkesdes carry out promotive services, preventive continuous. This study aims to identify a description of the nurse performance of ponkesdes in providing family nursing care. This research used descriptive research design with the number of samples of 101 nurses taken by using simple random sampling technique and take sample using random number table. Data collection was done by using questionnaire of demographic data and questionnaire picture of nurse performance in giving of family nursing care. Analysis from the results of the study noted that the majority of respondents had a good performance in providing nursing care as much as 79%. The standard of achievement in giving of family nursing care at least 90%. Although the results of this study showed 79% of nurses had good performance but this value has not reached the standard from Department of health. It is expected that the nurse be able to improve the performance in giving family nursing care accordance with the standards set by (Department of health).

## 1 BACKGROUND

*Pondok Kesehatan Desa (Ponkesdes)* is a health service located in village which is development of *Pondok Bersalin Desa (Polindes)* as a network of Puskesmas in order to get closer access and quality of health service (PergubJatim, 2010). Nurse of ponkesdes has role, function and main task in providing nursing care. The success of a Ponkesdes in implementing family nursing care in health services in perfect quality is influenced by many factors one of them is Human Resources. Human resources that can determine the quality of health is the performance of nurses. The performance of nurses as the spearhead of health services is a very important issue to study in order to maintain and improve the quality of health services. The performance of a good nurse is a bridge in answer assurance of health service quality that is given both of sick and health patients. Main key in improvement quality of health service is nurse has high and good performance. However, complaints were found related to the quality of health services whose came from the performance of health workers including nurse.

Performance is a result of work that is intended to the task in an organization (Nursalam, 2014). The performance of nurses is capability or learning application that has been received during the completion of nursing education program to give services and responsible for health improvement, and disease prevention and service to patient (Wibrata, 2017).

Nurses as health workers in Ponkesdes have duties and responsibilities according to the authority of the Puskesmas. Poskesdes nurses have UKM program (Public Health Enterprises) applied in Puskesmas program by implementing promotive, preventive service continuous without neglecting curative and rehabilitative services as a whole and integrated. Nursing care intended for individuals, families, groups and communities through the nursing process in order to make community be independent in effort for their health.

East Java Government has run Ponkesdes since 2010 which aims to close health services to the society. Society hope will be easier get access of health service in caring for the family, one of the main elements in the welfare of society is health. From data taken in Wibrata research (2017) from Health of Department in East Java there were 10%

(291) nurses who carry out activities as nurses Ponkesdes, and the remaining 90% (2619) nurses have not well performed as nurse Ponkesdes. This problem will certainly obstruct health development if not handled properly.

The results of reports in several Health Department in Bangkalan District since Ponkesdes run in 2009 obtained Ponkesdes nurse are more oriented be Individual Health Business activities (UKP), if compared to Public Health Enterprises (SMEs). Employment data of Bangkalan Health department in 2009 conducted on 99 nurses Ponkesdes obtained most of the performance of nurses in yellow category or quite were 47 people (58%) and the performance of nurses in the red category or less as many as 23 nurses (26%), there are even 2 nurses (3%) did not have standard performance so happened termination of employment by personnel at the Bangkalan health department.

The factors that influence nurse's performance consist of 3 main factors: individual variable (ability & skill, background of experience, demography), psychology variable (perception, attitude, personality, learning, motivation), organizational variable (resource, leadership, structure, job design) (Gibson, 2005) According to the results of the study Performance of nurses in the implementation of perkesmas is directly influenced by affection factors, personal factors, and interaction factors (Wibrata, 2017). Factors that obstruct the implementation of family nursing is the inability of ponkesdes officers in the filling cohort instrument, the unavailability of nursing care format for the patient, the community have not understood the function of Ponkesdes. Non-technical constraints is inadequate infrastructure facilities, operational budget of Ponkesdes not available, standard salaries of Ponkesdes officers are still below the District Minimum Wage (UMK) in 2016 (Munir, 2016).

Nurse has not optimal performance of ponkesdes in family can reduce the independence of families in health care, and prevention of disease. As a result the quality of public health declined, and hampered health development. Because the family is a group that has a very important role in Because family is a group that has a very important role in developing, preventing, adapting and fixing health problems found in families (Azwar, 2007). The problem of nurse performance of Ponkesdes if it is not handled soon will have wide-ranging and dangerous effect for long term. Not only for health agencies but also the wider society.

The Efforts that need to be done in order to improve the role and function of nurse in health care service of family nursing care in Ponkesdes is to improve the quality of nurses in Ponkesdes. To

improve the quality of nurses required changes in nurse performance that begins with behavioral change. The purpose of this study was the researcher interested to do research nurse performance Ponkesdes in giving nursing care of family in Bangkalan regency.

## 2 METHODS

This research used descriptive design to know the description of nurse performance in Ponkesdes Kab.Bangkalan. The population of this study were all nurses in Ponkesdes of Bangkalan regency. The sample size for this study were 101 people. Sampling was done by simple random sampling with the formula of sample used slovin

Data collection tool was the form of questionnaires prepared by the researchers by referring to the concept of theory. Questionnaires have been examined by experts and have been tested outside of respondents of Ponkesdes Bangkalan regency. The questionnaire consists of two parts, namely the questionnaire demographic data and the questionnaire description of nurse performance in the provision of family nursing care. The nursing performance questionnaire consisted of 30 statements using Guttman scale where the score 0-15 was poor performance and the score 15-30 was good performance (Arikunto, 2010).

Data analysis done starting from checking phase completeness of identity of respondent data and make sure all answer filled. The data obtained is identified by the next data processed with computerized program in descriptive test to know the frequency, percentage of mean and standard deviation.

This study has passed the ethical review conducted by research Ethics Commission of Faculty of Nursing Airlangga University with number 727 KEPK dated January 10,2018

## 3 RESULTS

Based on the data of respondent's characteristic, the majority of the education of nurse of ponkesdes are DIII (75.8%), male majority (80.5%), madura majority (70.8%), married majority (63.3%). Based on the results of research on the performance of nurse ponkesdes in Kab.Bangkalan divided into 2 categories that was good and bad. The result showed that 80 respondents (71,4%) description of nurse performance good and 21 respondents (28,6%) bad performance picture.

Table1: Performance of Nurses in Family Nursing Care in Ponkesdes Bangkalan Regency.

No	Performance	Frequency	Percentage
1	Good	80	79%
2	Bad	21	21%

Table 2: Nurse performance in giving family nursing care in Ponkesdes Bangkalan Regency.

No	Performance in Family nursing care	Yes	No
1	Assessment	80 (79%)	21 (21%)
2	Diagnose	69 (69,7%)	32 (30,3%)
3	Intervention	84 (85%)	16 (15%)
4	Implementation	79 (80%)	22 (20%)
5	Evaluation	73 (73,7%)	27 (27,7%)

The results of table 1 showed that the performance of Ponkesdes showed that 80 respondents (79%) was good nurse performance and 21 respondents (21%) was poor performance.

Based on the results in the table 2, it was found that 80 nurse (79%) had assessment family nursing care, 69 nurse (69,7%) had diagnose family nursing care, 84 people (85%) had Intervention family nursing care, 79 people (80%) had Implementation family nursing care, and 73 people (73,7%) had evaluation family nursing care.

## 4 DISCUSSION

From the results of the study, the majority of respondents (79%) got good performance while the bad (21%). This achievement has not reached the standard from Department of health, which provides the terms of family nursing care based on the research results of Munir's (2016), performance will be good if supervision done routinely. According Notoadmojo, (2010) the success of performance determined by guidance of good supervision from superiors to subordinates who asked the problems and obstacles in the implementation to solve the problems. Supervision is a component of management functions to achieve results in performance.

Nurse performance is a measure of success in achieving the goal of nursing service. The nurse performance of ponkesdes in the provision of family nursing care is the application of the ability or learning that has been received during the completion of the nursing education program to provide direct health services to the family (Ali, 2012)

According to Friedman (2003), family health care function can be achieved from the ability of families to understand and implement the five family health tasks. This is very dependent on the role of nurses in providing nursing care to the family, so that the family expected to get coaching and guidance in running the five functions of family health care. Coaching and guidance to the family greatly affects the achievement of family independence to solve various health problems in the family. This is because the family nursing care is a series of transferred knowledge activities and the ability of families to overcome existing health problems by using various strategies to make behavior change in a better direction. Strategies or methods used include health education using verbal, psychomotor (practice) and affective to see the extent of family compliance doing activities to overcome health problems in the family

Notoatmodjo (2010) stated that behavior change strategy is to provide information about how to avoid disease and increase the knowledge of society Based on the result of Munir's research (2016), the nurse's performance in nursing care can only be given by the nurse minimum D-3 grade education. Because in studying Diploma 3 Nursing, they obtained the theory of nursing care. One type of nursing care is family nursing care.

Family nursing care is a process or a series of activities on nursing practice given directly to clients / families in various health care settings (IPPKI, 2017). Family nursing care is carried out based on nursing orders or the authority of nursing services to carry out nursing assessment to the family in health facilities or ponkesdes which includes the client's bio-psycho-social-cultural and spiritual status, formulates a family nursing diagnosis related to the phenomenon of non-fulfillment of basic human needs, develop plans for simple and complex nursing actions for individuals, groups and communities in health facilities, implement nursing actions that have been performed, document the results of nursing performed (IPKKI, 2017).

Based on this research 79% of respondents have done the assessment, but the performed in this family assessment has not reached the standard set by the health of department (Fahriadi, 2015). Assessment is the most important thing in doing nursing care because in it series of data collection

and will affect the next work that diagnosed until evaluation. However, nursing diagnoses have reached the density of 69.7% of respondents have done. Nursing diagnoses will not work if the data assessment is lacking or incomplete. Nursing diagnoses are conclusions drawn from data collected about the client. This indicates that if the assessment is not done then the nursing diagnosis nonsense even threaten client because the action did not in accordance with the actual family conditions therefore nurses must conduct a complete and accurate assessment (ICN, 2013).

In this study obtained on the results of planning and implementation also has not reached the standards from department of health. Implementation is the action or application of the nursing care plan to achieve the expected goal. In performing the action in accordance with the nursing plan then required a sufficient number of nurses, good knowledge and skills. The nurse who most needed when the number of clients increases and the client's condition decreases (Potter & Perry, 2005). It is a component of nursing management that nursing managers need to pay attention (Gillies, 2005). This returns to the role of nursing managers to consider the number of workers or nurses to be comparable with the nurse's task, knowledge and skills of nurse also improved through training and further education.

Based on the results of this study nursing evaluation has reached 73.7% of respondents, nurses did evaluation actions compliance with the standards. Nursing evaluation is a step to find out whether the expected results have been achieved (ICN, 2013). Results will be achieved if all nursing care process activities from assessment to evaluation are done correctly and appropriately. All nursing care processes affect each other mutually, with this all stages of nursing care must be in accordance with the standards for achieved the best result.

## 5 CONCLUSIONS

The results showed that the nurse performance of Ponkesdes in Bangkalan District showed that more responden showed good nurse performance than poor performance. It can be used as input for nurse as efforts to improve the performance of nurses in the provision of family nursing care in Ponkesdes. It is expected that the next researcher can examine the effect of nurse ponkesdes's performance in giving family nursing care to independences of Family.

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