THE INFLUENCE OF NURSES' PERCEPTIONS OF ACCREDITATION RATINGS ON NURSE PERFORMANCE IN GENERAL HOSPITAL OF SABANG CITY

Nurul Azmie[1], Siti Saidah Nasution[2*], Zulfendri[3]
[1]Faculty of Nursing, University of North Sumatera
Email: azmienurul28@gmail.com
[2]Faculty of Nursing, University of North Sumatera
Email correspondence: siti.saidah@usu.ac.id
[3]Faculty of Nursing, University of North Sumatera
Email: zulfendri@usu.ac.id

ABSTRACT
Nurses are professional staff who have the ability, responsibility, and authority to provide nursing services. However, the quality of nursing services in hospitals is still not optimal. To improve the quality of nursing performance and services in hospitals is through accreditation. This study aims to analyze the influence of nurses' perceptions of accreditation rankings on the performance of nurses at the Regional Hospital of Sabang City. The research method used was quantitative with a correlation analytical design. The object of this study was 125 nurses who worked at the hospital. A purposive sampling technique was conducted on 95 people. The data collection was in the form of a questionnaire. The analysis used linear regression analysis to find out the influence between the independent variable and the dependent variable. The result showed that there was an influence of nurses' perceptions of accreditation rankings on the performance of nurses at the hospital ($\rho=0.000$) and ($F0\ 27.741 > Ftabel = 3.942$). Respondents had a good perception of the accreditation rating of 48.4%, based on the hospital management group as much as 60.0%, based on the patient-focused service group as much as 51.6%, and based on patient safety targets as much as 80.0%. Respondents had a good performance regarding the accreditation rating of 70.5%. This research can serve as evaluation material for hospitals to provide rewards and sanctions to nurses so that their performance becomes better. Conduct periodic evaluations of nurse performance and the implementation of hospital services by hospital accreditation standards.

Keywords: Perception; Nurses; Accreditation; Performance

INTRODUCTION

Individuals who carry out duties and responsibilities in an organization will demonstrate the quality and quantity of good work results, which is called performance (Mangkunegara, 2015). A nurse is a professional who has the ability, accountability and authority to provide nursing care. Nurses are professional staff who deliver nursing care to patients on a constant and uninterrupted 24-hour basis, so they can describe whether the quality of a nurse's performance in a hospital is to be considered good or bad. The quality of

nursing performance in hospitals is determined by skill, ease, accuracy and speed with which nurses perform nursing action (Rosa, 2018).

Accreditation is an effort to improve the quality of care and services in hospitals (Jaafaripooyan et al., 2011) . Accreditation is a tools used by the goverment to regulate and guarantee the quality of healthcare and patient safety (Alswat et al., 2017) . Accreditation also provides an opportunity for hospitals to implement changes in routine aspects and improve the quality of services (Avia & Hariyati, 2019).

According to RI Minister of Health Regulation (2020) accreditation is a recognition of the quality of hospital services. According to Komisi Akreditasi Rumah Sakit (KARS), hospital accreditation is a tool to assess whether or not an organization meets quality and patients safety standards so that it can influence continous quality improvement through external evaluation mechanisms (KARS, 2022). This is in alignment with the Law of the Republic of Indonesia No 44 of 2009 on Hospitals, Article 29(b) of which states that hospitals are obliged to provide safe, quality, non-discriminatory and effective healthcare services by prioritizing the interests of patients in accordance with the hospital service standards.

In order to improve nursing services in hospitals, attempts need to be made in terms of shared perceptions among nurses to play a role in improving the quality of nursing services in hospitals, as the nurse's role can increase commitment to decision making and have a positive impact on performance and productivity (Robbins & Judge, 2013). Nurses who have a positive perception of hospital accreditation will have an effect on improving the quality of performance of nurses in hospitals, particularly in delivering care to patients (Trisno et al., 2020). Nurses

need to adopt a positive perception of accreditation in order to enhance their performance in providing services to patients, which is the main objective of hospital accreditation. If this does not happen, then all forms of nursing services provided to patients will only be routine activities devoid of meaning due to having been conceptualised in the manner of procedural formality activity (Potter & Perry, 2015).

This is in accordance with the research of Yulisnawati, Zulfendri, & Nasution (2020) in relation to nurses' perceptions of patient safety culture as an attempt to improve service quality, it was found that management support in establishing patient safety was only focused on accreditation assessment, there was no specific training on patient safety, there was no open communication and there was still a culture of shifting blame when an incident occured, there is lack of learning after an incident occurs and the policies adopted by the hospital do not support the implementation of patient safety, the availability of facilities and infrastucture is still in a damage and unsatisfying condition, there is a lack of socialisation regarding the reporting system of patient safety incidents and there are still many patient safety incidents that are not reported. Study by Mansur, Fitriani, & Rifai (2017) states that nurses with negative attitudes are 9.4 times more likely to be underperforming compared to those with positive attitudes. Study by Yildiz & Kaya (2014), was found that nurses were generally high on issues related to the benefits of accreditation and a significant relationship was found between quality outcomes, the advantages of accreditation and staff involvement.

Based on the data of inpatient performance indicators at Sabang City Hospital in 2021 the Bed Occupancy Ratio (BOR) was 24%, Length Of Stay (LOS) was

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3.34 Days, Turn Over Interval (TOI) was 33.5 days and Bed Turn Over (BTO) was 25.3 Days (RSUD Kota Sabang, 2022). According to the aforementioned data, the BOR value is lower than the recommended ideal value, which is 75%-85%, the LOS value is still is at the recommended ideal value of the efficiency standards, which is 3 to 12 days, the TOI value is higher than the ideal value, which is 1 to 3 days, and the BTO value is lower than the ideal value, which is a minimum of 30 patients in a year of period, indicating the low utilisation of beds used to treat patients compared to the available number of beds, so it may be concluded that the hospital will experience economic difficulties if the number of patients is less. (Nisak & Cholifah, 2020). The aim of this research is to determine the influence of nurses' perceptions of accreeditation grades on the performance of nursing staff.

RESEARCH METHODS

This research uses a cross-sectional study design. The population is composed of all 125 nurses working in Sabang City Regional Hospital. The sampling technique was purposive sampling, which involved implementing nurses who worked in children's ward, male ward, female ward, covid isolation, VIP class 1, VIP class 2, HCU, emergency room, operating room, maternity and baby room. The nurses in the implementation were sampled, i.e the nursing services from assessment to evaluation were carried out merely by the implementing nurses, so that the performance of the implementing nurses could determine the quality of the nursing services. The total sample consisted of 95 nurses. Data was collected using an instrument in the format of a questionnaire. The perception variable of the nurses uses a likert scale with 3 points, which is, agree is given a score of 3, disagree is given a score of 2, and not agree is given a score of 1. The measurement results are if it is good with the score of $x \geq 88$ and if is poor, it is given a score of $x < 88$.

The nurse performance variable uses a questionnaire from Putri (2010) regarding caring based implementing nurse performance assessment instruments consisting of two assessment components, which are: the assessment component of 13 items of nurse performance goals (implementing nurse job descriptions) with a weight of 40% and 10 items of work behaviour based on the 5 dimensions of caring according to Kristen Swanson (maintaining belief, knowing, being with, doing for and enabling) with a weight of 60%. The outcome of the measure is very good with a score of >95%, good with a score of 86-95%, fair with a score of 66-86%, poor with score of 51-65% and very poor with a score of <50%. This statistical test uses simple linear regression analysis. Ethical considerations related to this research were conducted with the approval of the Ethics Committee of the Faculty of Nursing, University of North Sumatra number 836/KEPK/USU/2023.

RESULTS AND DISCUSSION

Nurses' perceptions of accreditation and its impact on nursing performance are discussed in the findings of this study.

Table 1. Distribution Frequency of Nurses Perception About Ranking Accreditation at Sabang City Hospital

Perception Nurse	Frequency	Percentage
Not enough	49	51.6
Good	46	48.4

(92-100)

Table 1 shows that the majority of respondents have a poor perception of the accreditation ranking is 49 respondents (51.6%).

Table 2. Distribution Frequency of Nurses' Perception óf Hospital Management Group, Patient-Centred Service Group and Patients Safety Targets Group at Sabang City Hospital by Group Hospital Management

Variable	Good	Not enough
Hospital Management Group	57 (60.0%)	38 (40.0%)
Patients-Centred Service Group	49 (51.6%)	46 (48.6%)
Patients Safety Targets Group	76 (80.0%)	19 (20.0%)

Table 2 shows that the majority of respondents have a good perception of accreditation ranking based on the hospital management group (57 respondent; 60.0%), based on patient-centred service group (49 respondent; 51.6%), and based on patients' safety targets (76 respondents; 80%).

Table 3. Distribution Frequency of Nurse Performance in Nursing Care at Sabang City Hospital

Perception Nurse	Frequency	Percentage
Enough	28	29.5
Good	67	70.5

Table 3 shows that the majority of respondent have a good performance of accreditation ranking based on nurse perception as many as 67 respondent (70.5%).

Table 4. Linear Regression Influence Perception Nurses on Rank Accreditation On the Performance of Nurses in Sabang City Regional Hospital

Model	df (n-1)	F	p-value
Variable Independent: Perception Variable Dependent: Performance	94	27,741	0,000

Based on the linear regression hypothesis test, the expected calculated F value is 27.741 and the p-value is 0.000. Since the expected calculated F is greater than the F table (F0 27.741 >F table = 3.942) and the p-value is less than 0.05 (0.000 <0.05), there is an influence of nurses' perception of accreditation ranking on nurses' performance in Sabang City Hospital.

Nurse Perception of Accreditation Rating

Based on the research findings was found that as many as 49 respondents had a poor perception of accreditation ranking. This is in line with the study by Haryanti, Pujianto & Adinatha (2013), who found that nurses' perceptions of nursing care documentation were good at 35.1% and fair at 50.9%. Research by Yulisnawati, Zulfendri, & Nasution (2020) shows that negative perceptions also affect the lack of participation

Nurul Azmi et. all | The Influence of Nurses' Perceptions of Accreditation Ratings on Nurse Performance in General Hospital of Sabang City

(92-100)

in efforts to improve service quality, which may be caused by management that focuses only on accreditation assessment without any socialisation, training and lack of assistance to create patient safety, in addition to existence of facilities and infrastructure that are damaged and do not meet the requirements. It can therefore be concluded that some nurses have a good perception, and some others have a poor perception of the accreditation ranking, which consists of the hospital management group, the patient-centred services group, and the patient safety objectives.

Nurses' positive perceptions of hospital accreditation assessments can be used as a guide or standard of service in carrying out their activities. Therefore, it is essential to have a common perception of nurses towards hospital accreditation to enable nurses to actively participate in improving patient-centred health services and enhancing patient safety. According to Potter & Perry (2015), nurses need to develop a positive perception of accreditation in order to optimise their performance in providing care to patients, which is the main objective of implementing hospital accreditation.

Hospital Management Group

Based on the research findings, it was found that there were 57 respondents who had a good perception of the accreditation ranking based on the management group. This is in line with the findings of Suryanto (2011), who found that the majority of nurses had a very good perception of leadership 71.57%. Similarly, research by Mandawati, Fu'adi, & Jaelan (2018) stated that nurses who have a positive perception of the implementation of accreditation have an impact on the organisation of hospital management and changens in leadership decision making. Hospitals are required to have effective leadership in providing excellent services to

patients (Keputusan Menteri Kesehatan Republik Indonesia Nomor HK.01.07/MENKES/1128/2022 Tentang Standar Akreditasi Rumah Sakit, 2022). The effectiveness of a leader's leadership is determined by positive synergy with good cooperation in the operation of the hospital together with the leaders, head of work units, and service units in achieving the established vision and mission. Supporting, guiding, and supervising the hospital management to ensure that the implementation and reporting of the development of the standards established is done well (Surahmat et al., 2019).

This can be concluded that most of the respondent have a good perception of the accreditation ranking in the hospital management group. This good perception can be seen from the nurses' opinions that all nurses agree on the hospital management's plan to ensure the safety of all residents, also effective communication between leaders, head of work units and service units can improve patient safety, hospital management provides training on preventing infection to all nurses for optimal running of quality health services.

Patient-Centred Services Group

Based on the research outcomes, it was found that as many as 49 respondents had good perceptions. This is in accordance with the research by Hernawati, Zulfendri, & Saidah Nasution (2021), who found that the majority of nurses had moderate attitudes of 38.6% and good attitudes of 35.1% regarding nurses' commitment to implementing patient safety culture. Hospitals are responsible for providing an effective and safe healthcare services to patients (Keputusan Menteri Kesehatan Republik Indonesia Nomor HK.01.07/MENKES/1128/2022 Tentang Standar Akreditasi Rumah Sakit, 2022). Therefore, hospitals need a model or strategy

to be able to implement service processes focused on improving service quality and increasing patient satisfaction (Alfajri et al., 2017).

Patient-centred services, or more commonly referred to as PCC (*Patient Centered Care*) is an approach that aims to create a mutual relationship between service providers and patients, thereby reducing conflicts that have arisen over time as a consequence of inadequate communication and information received by patients. The implementation of PCC in hospital has to involve various aspects ranging from managers, doctors, nurses to non-medical staff. Strategies that can be used to implement PCC include leadership training, providing rewards and incentives, and quality improvement training. Apart from these, PCC can also promote patient independence and empower nurses to plan and perform their work according to patient requirements (Ernawati & Lusiani, 2019).

It can be concluded that most respondents have a good perception of the accreditation ranking in the patient-centred service group. This good perception can be seen from the nurses' opinion that all nurses agree to conduct an assessment, plan and analyse the patient's health, nurses provide education with proper methods using practical and documented formats.

Target Safety Patient

Based on the research results, it was found that as many as 76 respondents had a good perception of the accreditation ranking according to patients' safety targets. This is in line with Hernawati, Zulfendri, & Saidah Nasution (2021), who found that 26.3% of nurses had a good perception of patient safety culture and 43.9% had a moderate perception. Nurses have a positive perception of the implementation of accreditation and nurses explained that accreditation also requires

nurses to pay more attention to patient safety initiatives such as better implementation of SOPs as an infection prevention efforts, and patient movement and protective care (Mandawati , Fu'adi, and Jaelan, 2018) .

According to RI Minister of Health Decree (2022), hospitals must be implement patient safety targets to prevent accidents and improve the quality of health services in accordance with standards. The aim is to encourage hospitals to make improvements that support the achievement of patient's safety. Patient safety goals should be implemented accurately and effectively. This includes ensuring an accurate patient identification, effective communication, increasing the safety of medications to be monitored which is right place, right patient, right procedure, reducing the risk of infection and risk of injury.

It can be concluded that the accreditation rating has a positive impact on patient safety targets, as most respondents have a good perception of the accreditation rating. There is unanimous agreement among nurses regarding the importance of ensuring correct procedures for patients, increasing drug safety, and reducing the risk of infection.

Nurse Performance in Nursing Care

Based on the research results, 67 respondents demonstrated good performance in nursing care. This is consistent with Suryanto (2011) which showed that the majority of nurses had very good performance (68.42%), while 21.05% had an adequate performance and 10.53% had less than adequate performance. Similarly Aditya, Enok, and Milkhatun (2020) research found that nurses' performance in providing nursing care was categorized as quite good (53.2%), poor (24.2%), and good (22.6%).

Nurse performance involves carrying out task, responsibilities, and authorities to achieve professional goals in providing

nursing care according to established standards (Edison, Yohny, & Imas, 2016). Potter & Perry (2015) state that a nurse's job description is based on nursing care standards, which include assessment, diagnosis, planning, implementation, and evaluation of nursing.

Nursing care standards are a commitment to achieving quality in nursing services (Mandagi et al., 2015). Nurses are required to consistently provide correct nursing care. Standardized nursing care ensures that a nurse's work is of good quality, appropriate, and correct. The article cites Krisnawati et al.,(2017) as a reference for assessing a nurse's performance. This text discusses the importance of good nurse performance in providing quality nursing services to patients. It also highlights the association between nurse performance and patients satisfaction, with patients in hospital inpatient rooms reporting higher satisfaction levels when nurses perform well (Suryanto, 2011). The text adheres to a formal register and employs clear, objective language with precise word choice. The sentences and paragraphs create a logical flow of information with causal connections between statement. The text is free form grammatical errors, spelling mistakes, and punctuation errors. Nurses are required to provide competent nursing services to meet patient needs. It is important to appreciate patients and provide good service to ensure patient satisfaction (Krisnawati et al., 2017) .

It can be concluded that most nurses perform well in providing nursing care. The provision of quality nursing services is a standard for assessing hospital accreditation. Effective nursing services also positively impact patient satisfaction by resolving their problems efficiently.

The Influence of Accreditation Rank on Nurse Performance and Perception

The statistical test of linear regression was conducted to determine the influence of nurses' perceptions of accreditation rankings on nurse performance. The obtained ρ-value was 0.000, which is less than 0.05, and F0 was 27.741, which is greater than the critical value (F_{tabel} =3.942). Therefore, it can be concluded that there is a significant correlation between nurses' perceptions of accreditation rankings and their performance. This suggests that nurses who have a positive perception of accreditation rankings are likely to provide better nursing care.

Most respondents are early adults, work as civil servants, have a minimum of D-III nursing education, and have worked for 5 to 10 years support the influence of perceptions on nurse performance. This is consistent with the findings of Hernawati, Zulfendri, & Saidah Nasution (2021) research, which identified a correlation between attitudes and nurses' compliance with the implementation of patient safety culture. Kurniawan K & Khatimah (2020) found a significant correlation between motivation and nurse performance (ρ= 0.010). Similarly, Pinem & Nasution (2021) reported that an increase in work motivation leads to an increase in the implementation of EWSS. According to Mandawati, Fu'adi, and Jaelan (2016) research, accreditation has a positive safety prioritisation, and facility and infrastructure improvement.

CONCLUSION

Accreditation is an important factor in improving the quality of nursing performance and services in hospitals. It is essential for nurses to have a common understanding of hospital accreditation so that they can actively participate in improving patient-centered health services and enhancing patient safety. Nurses who have a positive perception of the

accreditation rating are likely to improve their performance in providing nursing care.

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