

# Relationship Perception of Coordination and Communication Skills with Performance Head Room Nurses

(Observation Study in Hospital Dr H. Moch. Ansari Saleh Banjarmasin)

Syamsul Arifin<sup>1</sup>, Fauzie Rahman<sup>2\*</sup>, Azahra Aisyadilla<sup>3</sup>

<sup>1</sup> Department of Public Health Sciences, Medical Education Studies Program, Medical Faculty  
University of Lambung Mangkurat  
Banjarbaru, Indonesia

<sup>2</sup> Department of Administration Health Policy and Health Promotion, Public Health Program, Medical Faculty  
University of Lambung Mangkurat  
Banjarbaru, Indonesia

<sup>3</sup> Public Health Program, Medical Faculty  
University of Lambung Mangkurat,  
Banjarbaru, Indonesia

\* Corresponding author's email: [fauzierahmankmpk2010 \[AT\] gmail.com](mailto:fauzierahmankmpk2010@gmail.com)

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**ABSTRACT---** *The purpose of this study was to determine the relationship between nurse's perception of head room coordination and communication abilities with nurse performance in Hospital Dr. H. Moch. Ansari Saleh Banjarmasin. The method used analytic observational study design with cross sectional approach. The population was nurse of patient room sapphire, jade, sapphire, and alexandri in Hospital Dr H. Moch. Saleh Ansari Banjarmasin with sample are 30 nurse. The instrument was a questionnaire and analyzed using Fisher's exact test ( $\alpha = 0.05$ ). The results showed that most respondents have a good perception of head room coordination abilities (97%), head room communication ability (100%), as well as having good performance (90%). The analysis showed that there was no relationship between the nurse's perception of head room coordination ability with the nurse performance ( $p$ -value = 1.000). Nurses' perception of communication otherwise good head room fully (100%). It is recommended to the Hospital Dr. H. Moch. Ansari Saleh to improve the quality of services-provided to the community by always pay attention to the quality of human resources (HR).*

**Keywords---** *Perception, Coordination, Communication, Performance, Nurse*

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## 1. INTRODUCTION

The hospital is a management organization in the field of health care services to the many activities organized by health workers with different types of professions<sup>1</sup>. Greatest resources in service at the hospital are nurses, which helps the patient at all times and work for 24 hours a day, in rotation and continuously provide comprehensive nursing care and professional. Nurses are at the forefront whether or not the health care provided to patients. Such heavy responsibility not supported with adequate human resources, so that the performance of nurses are often in the spotlight either by other professions and patients or their families<sup>2,3,4</sup>.

Improved performance of nurses can further improve the quality of nursing, it takes many efforts. Structuring a conducive working environment needs to be created so that nurses can work effectively and efficiently. In creating a working environment that can encourage nurses to do their best, needed a leader. Strategic leadership role in moving, motivate, coordinate and communicate to staff in order to improve its performance to jointly realize the goal to improve the health development in the working area<sup>4,5</sup>. In this case, the role of the head of the room is very important in determining the quality of nursing care in the room<sup>6</sup>.

Based on the service indicator Hospital Dr. H. Moch. Ansari Saleh Banjarmasin for the year 2012, the number of *Bed Occupancy Ratio* (BOR) (bed utilization rate (TT)), *Turn Over Interval* (TOI) (level of efficiency TT), and *Bed Turn Over* (BTO) (TT-use efficiency level) still located in the default value, which amounted to 71.39% BOR, TOI and BTO for 2 days at 50 times. As for the *Length of Stay* (LOS) (level of service efficiency) below the recommended standard is 5

days. Based on the report on the implementation of activities Hospital Dr. H. Moch. Ansari Saleh Banjarmasin overall in 2012 concluded that the quantity and quality of services is still not sufficient.

Therefore, researchers are interested in taking the study entitled Perceptions About Capability Coordination Relations and Communications Head of Performance Against room nurse at the Hospital Dr. H. Moch. Ansari Saleh Banjarmasin.

## 2. RESEARCH METHODS

This study uses observational analytic design with *cross sectional* approach. The population was nurse patient room sapphire, jade, sapphire, and alexandri in Hospital Dr H. Moch. Ansari Saleh Banjarmasin. *The sampling* method used is *purposive sampling* method and have met the inclusion criteria of 30 people (7).

The research variables are independent variables, namely the ability of coordination and communication head room, and the dependent variable is the performance of nurses. Data were obtained from the questionnaire.

Data were analyzed using univariate analysis to determine the frequency distribution of each of the variables studied. Meanwhile, bivariate analysis to determine the relationship between the independent variables with the dependent variable. The statistical test used is the *chi-square* test, and *fisher exact* test when the *expected count* value <5 with a degree of confidence of 95%.

## 3. RESULT AND DISCUSSION

Based on the results of the study to 30 samples obtained frequency distribution of the results of the nurse's perception of the ability to coordinate the head space is presented in Figure 1.

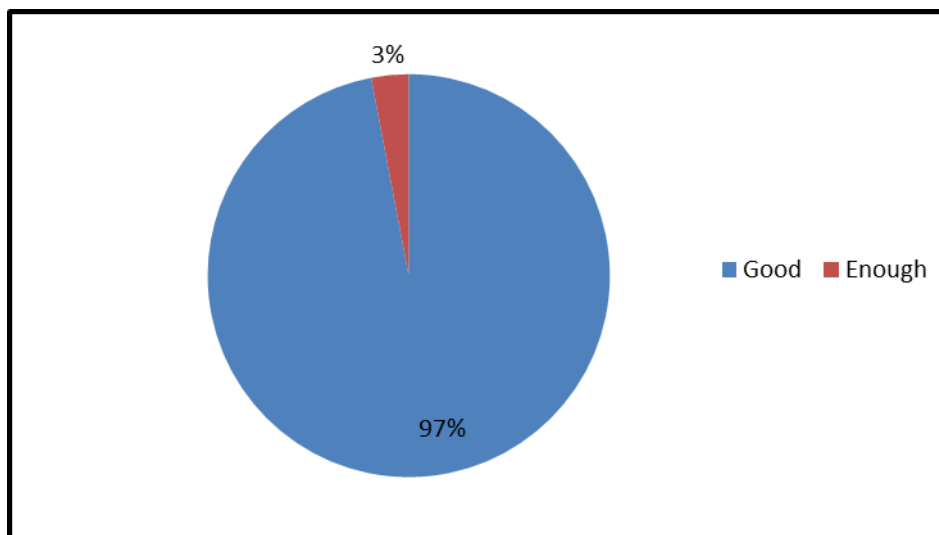


Figure 1: Frequency Distribution of Nurses Perceptions About Capability Coordination Head Room In Hospital Dr. H. Moch. Ansari Saleh Banjarmasin

Figure 1 shows that the perception of nurses about the ability to coordinate more head room expressed either as many as 29 people (97%). Based on the results of the study to 30 samples obtained frequency distribution of the results of the nurse's perception of communication skills good head room fully declare 100%.

Based on the results of the study to 30 samples obtained frequency distribution nurse performance results presented in Figure 2.

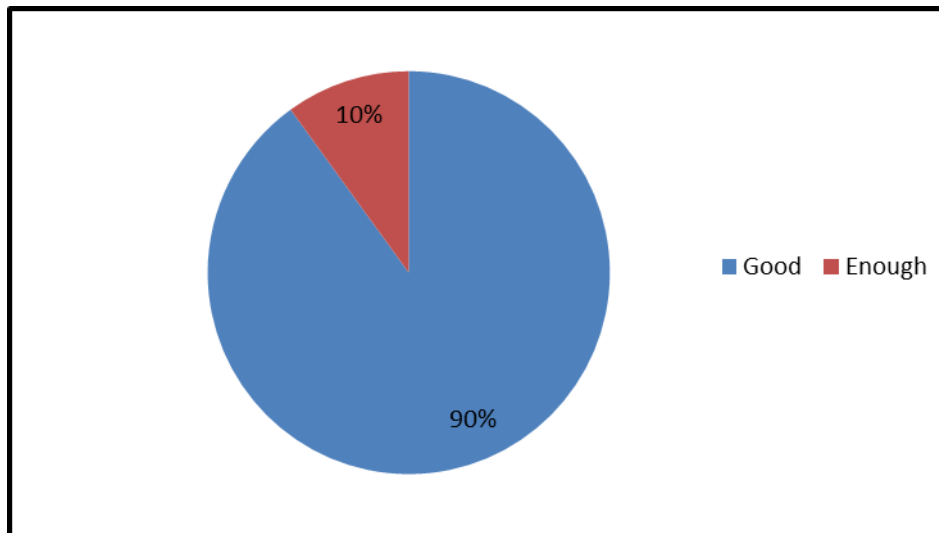


Figure 2 : Frequency Distribution Perceptions About Performance Nurse Nurse In Hospital Dr. H. Moch. Ansari Saleh Banjarmasin

Figure 2 shows that more nurses have a good performance as many as 27 people (90%). Based on this research, the relationship nurse perceptions about the ability to coordinate with the room head nurse performance and communication skills can be seen in Table 1.

Table 1 : Relationship Nurse Perceptions About Capability Coordination Head Nurse Room and Ability Communication Head Nurse Room with Nurse Performance

Variables	Nurse Performance				Total
	Good	%	Enough	%	
<b>Coordination Ability Head Room</b>					
Good	26	86.7	3	10	29
Less	1	3.3	0	0	1
<b>Communication Ability Head Room</b>					
Good	27	90	3	10	30
Less	0	0	0	0	0

Table 1 shows that the table is more than 2 x 2 and 3 there is a sell (75%) the *expected* value is less than 5, it can not be in the *chi square test*. Therefore, the table is processed 2x2 with the incorporation of sufficient and less category. *Fisher's Exact* results ( $\alpha = 0.05$ ) obtained *p-value* of 1.000, which means there is no significant relationship between the perception of nurses about the ability of head room coordination with the performance of nurses in hospitals Dr. H. Moch. Ansari Saleh Banjarmasin.

The results of this study indicate that the majority of respondents who have a good perception of the ability of coordination and less head room, their performance remains good, so it makes no significant relationship between the two variables indicated by the *p-value* of 1.000. Leader or supervisor needs to demonstrate continuous and coordinated to prevent the ineffectiveness of doing work so well with each party involved in an organization should always show the attitude of coordination in order to create harmony within the organization. Proper coordination is one of the keys to obtain optimal performance of each employee in addition to morale, creativity and initiative also will develop. Coordination will encourage the achievement of a better employee performance in implementing the tasks of the organization <sup>7</sup>.

These results are similar to studies conducted by Roymond H Simamora (2005) about the relationship perceptions of nurses towards organizing functions performed by the head of the room with its performance in the inpatient unit Koja Hospital stating ability to coordinate a good head room and there was no relationship with the performance of nurses <sup>8</sup>.

Based on table 1 it can be seen that the outcome variables constant communication skills head room or fully well (100%), so that these variables can not be tested statistically. This result is a very good thing, because the communication skills good head room give results on the performance of a good nurse is also in the amount of 90%. Communication function head room in nursing practice is how the head of the room in fostering communication downward and upward communication, be open, honest, and convey the message clearly and positively respond to nurses in order to avoid

communication errors that impede the flow of information and also affect the achievement of organizational goals. No group can survive without communication, namely the transfer of purpose among its members. Communication maintain the motivation to deliver information to employees about what to do, how well they do it, and what can be done to improve performance if it was below standard. In fact there are those who say that the failure to work 70% due to communication failure<sup>6,9</sup>.

These results are similar to studies conducted by Nursya'baniah W, et al (2013) on the relationship of effective leadership with the application of patient safety culture. The results of these studies which indicate that communication head room has a high proportion of the category, amounting to 96.8%. leadership can not happen without interaction with other people, so it is important to maintain continuity in the interaction<sup>10</sup>.

#### 4. CONCLUSION

The conclusion of this study is perceptions about the ability to coordinate the head nurse in the hospital room, Dr. H. Moch. Ansari Saleh Banjarmasin by 96.7% said good and 3% said enough. Nurse perceptions about communication capabilities head room in Hospital Dr H. Moch. Ansari Saleh declared wholly good Banjarmasin is equal to 100%. Performance room nurse hospitalization by 90% and 10% considered good enough category. Based *Fisher's Exact* ( $\alpha = 0.05$ ) obtained *p-value* of 1.000, which means there is no significant relationship between the perception of nurses about the ability of head room coordination with the performance of nurses in hospitals Dr. H. Moch. Ansari Saleh Banjarmasin. Capacity of communication head room either constant or fully (100%), so that these variables can not be tested statistically. This result is a very good thing, because the communication skills good head room give results on the performance of a good nurse is also in the amount of 90%.

Advice can be given as follows Hospital Dr. H. Moch. Ansari Saleh is expected to improve the quality of services provided to the community by always pay attention to the quality of human resources (HR) and infrastructure. Head room Hospital Dr. H. Moch. Ansari Saleh is expected to improve coordination and communication in building successful performance and achievement of objectives hospital. Inpatient hospital room nurse Dr. H. Moch. Ansari Saleh is expected to continue to improve the performance of the work in providing a quality service.

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