

Relationship of Knowledge And Attitude of Nurses With Quality Of Nursing Care In RSUD Tarutung

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ABSTRACT

Quality service is the hope of all clients who are brought and treated at the hospital, however not all hospitals are able to provide the desired service. This is because quality services can only be provided by health professionals who have good knowledge and abilities, so that patients feel comfortable. Convenience greatly affects the quality of the treatment undertaken. This study uses a cross sectional design. The total population is 35 nurses with a sample of 34 nurses using total sampling. Data analysis using the chi square test with a degree of confidence $p < 0.05$. Based on the results of the chi square test there is a relationship between knowledge and attitudes of nurses with the quality of nursing care in RSUD Tarutung with a significance degree ($\alpha = 0.05$ and $df = 1$), the calculation results are Sig (2-tailed) $0.013 > (\alpha) = 0.005$, then H_0 is rejected and H_a is accepted. It is recommended for nurses. The results of this study can be used as input to improve the quality of nursing services in providing more services for patients.

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1. Introduction

The hospital as a form of health service organization that provides comprehensive health services includes promotive, preventive, curative and rehabilitative aspects for all levels of society, who often experience problems regarding the quality of hospital services that are considered inadequate or satisfactory. In order to maintain and improve service quality, one aspect that needs attention is the quality of nursing services according to the Indonesian Ministry of Health (1994) in (Librianty, 2019)

Nurses are one of the medical personnel who interact the most with patients directly although indirectly until now there are still many patients or even patients' families who ignore or even look down on the nursing profession (Nursalam, 2013).

Improving the quality of service to patients must pay attention to the management of patient care managed by doctors, nurses and other health workers who must collaborate, coordinate, cooperate in providing information to each other and have a common goal of healing patients. (Eugenia & Fay, 2011).

Quality service is the hope of all clients who are brought and treated at the hospital, however not all hospitals are able to provide the desired service. This is because services quality can only be provided by health professionals who have good knowledge and abilities, so that patients feel comfortable. Comfort greatly affects the quality of care the client undergoes (Muttagin, 2014)

Researchers have conducted a preliminary survey on 20 nurses who work in RSUD Tarutung. From the interviews, the results showed that there was a discrepancy between knowledge and attitudes of nurses in providing nursing care. Based on the above background, the researcher is interested in conducting research on "The Relationship of Nurses' Knowledge and Attitudes with the Quality of Nursing Care at RSUD Tarutung in 2020".

2. Methods

The type of research used is quantitative correlation with a cross sectional approach which was carried out in RSUD Tarutung. The time of the study will be carried out in January 2021. The population in this study is 170 inpatient nurses who work in RSUD Tarutung.

Types of data collected in this study in the form of primary and secondary data. Primary data was collected by researchers with data collection methods using questionnaires to measure the relationship between knowledge and attitudes of nurses with the quality of nursing care in RSUD Tarutung. While secondary data in this assessment is in the form of information collected from sources in the medical record section. Secondary data was obtained by conducting a survey

related to the general description of the RSUD Tarutung.

3. Results

In this chapter, the research data will be described as well as the discussion of research results regarding the relationship between knowledge and attitudes of nurses with the quality of nursing care in RSUD Tarutung.

a. Univariate Analysis

The research was carried out from January to February 2021 in the RSUD Tarutung inpatient room, with a total of 34 respondents, the data obtained are as follows:

1. Characteristics of respondents based on demographic data

TABLE 1.
DISTRIBUTION OF DEMOGRAPHIC DATA CHARACTERISTICS OF RESPONDENTS BASED ON AGE, GENDER,
EDUCATION LEVEL IN RSUD TARUTUNG

Variabel	n	%
Age		
a. Early adulthood	21	61.8
b. Middle adult	13	38.2
Total	34	100
Gender		
a. Man	8	23.5
b. Woman	26	76.5
Total	34	100
Education		
a. D3-Nursing	20	58.8
b. S1-Nursing	13	38.2
Total	34	34

From the table it is found that most of the nurses in the internal medicine inpatient room at RSUD Tarutung with the age group mostly early adults with a total of 21 people (61.8%). Based on gender, most of the nurses were female with a total of 26 people (76.5%). Based on the education of implementing nurses, most of them have a D3 Nursing education level with a total of 20 people (58.8%).

2. The knowledge and attitudes of nurses with the quality of nursing care

TABLE 2.
FREQUENCY DISTRIBUTION OF RESPONDENTS BASED ON THE KNOWLEDGE AND ATTITUDES OF NURSES WITH
THE QUALITY OF NURSING CARE IN RSUD TARUTUNG

No	Category	Total	%
1	Knowledge	16	47
	- Well	18	53
	- Not good		
	Total	34	100
2	Attitude	18	59.9
	- Well	16	41.1
	- Not good		
	Total	34	100
3	Quality of nursing care		
	- Well	24	70.6
	- Not good	10	29.4
	Total	34	100

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Based on table 4.1, it is known that of the 34 respondents, most of the respondents had poor knowledge of 18 people (53%) and a small proportion of respondents had good knowledge of 16 (15%). Based on table 1, it is known that out of 34 respondents, most of the respondents' attitudes were good as many as 18 people (59.9%) and a small proportion of respondents' attitudes were not good, amounting to 16 people (41.1%). Based on table 1, it is known that from 34 respondents, most of the respondents' quality of nursing care was good as many as 24 people (70.6%) and a small proportion of the quality of nursing care of respondents were good, amounting to 10 people (29.4%).

b. Bivariate Analysis

Bivariate analysis was conducted to determine the relationship between the independent variable and the dependent variable. According to Hidayat, 2012 in (Ainunnisa & Hidayat, 2019) the analysis was carried out using the Chi-Square test at a 95% confidence level, so that if a statistical analysis result of $p < 0.05$ is found, the variable is stated to be significantly related

1. The relationship between nurses' knowledge and the quality of nursing care in RSUD Tarutung

Based on the results of the study, the relationship between knowledge and attitudes of nurses with the quality of nursing care in RSUD Tarutung was found in the following table:

TABEL 3.
THE RELATIONSHIP BETWEEN NURSES' KNOWLEDGE AND THE QUALITY OF NURSING CARE IN RSUD TARUTUNG

No	Knowledge	Quality of nursing care				Total	Df	Sig (2-tailed)	
		Good		Not Good					
		N	%	n	%				N
1.	Good	7	30.4	9	81.8	16	47.6	1	0.005
2	Not Good	16	69.6	2	18.2	18	52.4		

Based on table 2, it is known that of the 16 respondents with good knowledge, the majority of nursing quality care is not good, namely 9 people (81.8%) and the minority has good knowledge of good nursing quality care, as many as 7 people (30.4%). Of the 18 respondents with poor knowledge, the majority of good nursing care were 16 people (69.6%) and the minority had poor knowledge of poor nursing care as many as 2 people (18.2%). Based on the results of the chi square test, the relationship between nurses' knowledge and the quality of nursing care in RSUD Tarutung with a degree of significance (α) = 0.05 and $df = 1$ obtained the calculation results, namely Sig (2-tailed) 0.005 < (α) = 0.05, then H_0 is rejected and H_a is accepted. In conclusion, there is a relationship between knowledge and attitudes of nurses with the quality of nursing care in RSUD Tarutung.

2. The relationship between nurses' attitudes and the quality of nursing care in RSUD Tarutung

TABEL 4.
THE RELATIONSHIP BETWEEN NURSES' ATTITUDES AND THE QUALITY OF NURSING CARE IN RSUD TARUTUNG

No	Attitude	Quality of nursing care				Total	Df	Sig (2-tailed)	
		Good		Not Good					
		N	%	n	%				N
1	Good	9	50	9	50	18	100	1	0.020
2	Not Good	14	0	2	12	16	100		

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Based on table 4.2, it is known that of the 18 respondents with good attitudes, the majority of the quality of nursing care is good, as many as 9 people (50%) and the minority of good attitudes, the quality of nursing care is not good, as many as 9 people (50%).

Of the 16 respondents who had bad attitudes, the majority of the quality of nursing care was good, as many as 14 people (88%) and the minority with bad attitudes, the quality of nursing care was not good, as many as 2 people (12%).

Based on the results of the chi square test, the relationship between nurses' attitudes and the quality of nursing care in RSUD Tarutung with a significance degree (α) = 0.05 and $df = 1$, the calculation results are Sig (2-tailed) 0.020 > (α) = 0.05, then H_0 is rejected and H_a is accepted. The conclusion is that there is a relationship between nurses' attitudes and the quality of nursing care in RSUD Tarutung.

3. Analysis

a. Knowledge of nurses with the quality of nursing care in RSUD Tarutung

Based on table 4.1, it is known that of the 34 respondents, most of the respondents had poor knowledge of 18 people (53%) and a small proportion of respondents had good knowledge of 16 (15%).

Lack of knowledge will have a negative impact on clients and nurses, this can cause the services received are of poor quality, aggravate the client's sick condition because the services obtained are not in accordance with the client's needs. Therefore, to provide professional nursing services, good knowledge from nurses is needed. According to Amiyati in (Yulita et al., 2019) Professional Nursing Care is a system (structure, process and values) that allows professional nurses to regulate the delivery of nursing care, including the environment to support the provision of such care.

b. Attitude of nurses with quality of nursing care in RSUD Tarutung

Based on table 4.1, it is known that out of 34 respondents, most of the respondents' attitudes were good as many as 18 people (59.9%) and a small proportion of respondents' attitudes were not good, amounting to 16 people (41.1%).

Attitude is a person's assessment of a stimulus or object (Notoatmodjo, 2012) where through the stimulus given the implementation of professional nursing assignments can be absorbed by nurses through various stages. The stage of receiving from the nurse will be able to increase the nurse's self-esteem so that the nurse becomes motivated to respond well. The emergence of a good response will increase the sense of responsibility for better implementation.

c. The quality of nurses with the quality of nursing care in RSUD Tarutung

Based on table 4.1, it is known that from 34 respondents, most of the respondents' quality of nursing care was good as many as 24 people (70.6%) and a small proportion of the quality of nursing care of respondents were good, amounting to 10 people (29.4%).

Service quality is showing all forms of actualization of service activities that satisfy people who receive services specified in five elements, namely in accordance with responsiveness, requiring assurance (assurance), showing physical evidence (tangible), showing empathy (empathy). , and people who provide services in accordance with the reliability (Reliability) that is given as a consequence to satisfy those who receive the service (Nursalam, 2014).

The relationship between nurses' knowledge and the quality of nursing care in RSUD Tarutung

Based on the results of the chi square test, the relationship between nurses' knowledge and the quality of nursing care in RSUD Tarutung with a significance degree (α) = 0.05 and $df = 1$, the calculation results are Sig (2-tailed) 0.005 > (α) = 0.05, then H_0 is rejected and H_a is accepted. The conclusion is that there is a relationship between nurses' knowledge and the quality of nursing care in RSUD Tarutung.

Knowledge of good standard nursing care will further perpetuate the implementation of nursing care for nurses in carrying out their nursing duties, as one part of efforts to realize the

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quality of health services to patients. This is where the importance of the level of knowledge about nursing care standards in order to improve the quality of the implementation of nursing care standards in the nursing team (Notoatmodjo, 2007).

The results of this study are in line with research (Sugiyati, 2015) there is a relationship between nurses' knowledge in nursing documentation and its implementation, p value = 0.001. Analysis using Pearson product moment. Nurses at Kendal Islamic Hospital have good knowledge of 24 people (80%) and the implementation of nursing documentation from the number of medical records of 90 patients is on average good (84.9). Incomplete nursing documentation on assessment 20%, diagnosis 12.6%, nursing planning 28%, nursing action 3%, evaluation 8%, and nursing records 16.4%.

The factors that influence a person's knowledge are as follows: Education means the guidance given by someone to others on something so that they can understand. It is undeniable that the higher a person's education, the easier it is for them to receive information, and in the end the more knowledge they have. On the other hand, if someone has a low level of education, it will hinder the development of a person's attitude towards receiving information and introducing new values.

The relationship between nurses' attitudes and the quality of nursing care in RSUD Tarutung

Based on the results of the chi square test, the relationship between knowledge and attitudes of nurses with the quality of nursing care in RSUD Tarutung with a degree of significance (α) = 0.05 and $df = 1$ obtained the calculation results, namely Sig (2-tailed) 0.020 > (α) = 0.05, then H_0 is rejected and H_a is accepted. The conclusion is that there is a relationship between knowledge and attitudes of nurses with the quality of nursing care in RSUD Tarutung.

In (Katharina & Iit, 2018) Newcomb states that attitude is a readiness or willingness to act and not the implementation of certain motives. The function of attitude is not yet an action (open reaction) or activity, but is a behavioral predisposition (action) or closed reaction (Notoatmodjo, 2005). According to Maulana (2009) in (Sumarni et al., 2014), attitudes are not brought from birth, but are learned and formed based on experience and practice throughout individual development. As social beings, humans cannot be separated from the influence of interactions with other (external) people. Internal factors that influence a person's attitude are physiological factors (hunger, thirst and illness) while external factors that influence attitudes consist of experiences, norms, situations, obstacles and drivers. Hubungan sikap perawat dengan kualitas asuhan keperawatan di RSUD Tarutung.

This is in line with the results of this study showing that there is a relationship between nurses' knowledge and the completeness of nursing care documentation in the inpatient room at Mitra Kasih Cimahi Hospital (P -value = 0.001), there is a relationship between nurses' attitudes and the completeness of nursing care documentation in the inpatient room. Mitra Kasih Hospital, Cimahi (P -value = 0.012).

The assumption of researchers to improve the quality of nursing complaints, we must look at several factors including documentation. If nurses have good knowledge and attitudes in nursing care and document it well, then the quality of service will be better.

The relationship between knowledge and attitudes of nurses with the quality of nursing care in RSUD Tarutung

Notoadmodjo (2010) explains that a person's knowledge is obtained from the results of human sensing or the result of knowing someone's object through the senses he has, knowledge will increase along with the increasing number of life experiences.

The quality of nursing services is an indicator of the quality of health services. The determinant of the image of health service institutions in the community is the nurse. The quality of services provided by nurses will be seen from the nursing care that has been given to clients. Nurse knowledge plays an important role in documenting the nursing process. Nurses need to acquire knowledge about the application of the nursing process used to interpret patient data. With different levels of knowledge, documentation of the nursing process will result in incomplete and uniform documentation which will affect the quality of care differently. In the legal aspect, nurses do not have written evidence if the patient demands dissatisfaction with nursing services. In reality, with the increasing complexity of services and improving the quality of nursing, nurses are not only

required to improve the quality of services but are required to document nursing care correctly (Nursalam, 2012).

According to the Indonesian Ministry of Health (2012) in (Suparta et al., 2018) Service quality greatly affects the quality of health services, even being one of the determining factors for the image of health service institutions. One of the quality of health services that must be continuously improved is the quality of nursing services in hospitals.

The quality of health services is one of the determining factors for the image of health service institutions in the eyes of the public. This happens because nursing is a professional group with the highest number, at the forefront and closest to suffering, pain, and misery experienced by patients and their families. One indicator of the quality of nursing services is whether the nursing services provided satisfy the patient or not.

4. Conclusion

Based on the results of research and discussion that have been described previously, the following conclusions are obtained: Based on table 4.1, it is known that out of 34 respondents, most of the respondents had poor knowledge of 18 people (53%) and a small proportion of respondents had good knowledge of 16 (15%). Based on table 4.2, it is known that out of 34 respondents, most of the respondents' attitudes were good as many as 18 people (59.9%) and a small percentage of respondents' attitudes were not good, amounting to 16 people (41.1%). Based on table 4.2, it is known that from 34 respondents, most of the respondents' quality of nursing care was good as many as 24 people (70.6%) and a small portion of the quality of nursing care of respondents was good, amounting to 10 people (29.4%).

The relationship between knowledge and attitudes of nurses with the quality of nursing care in RSUD Tarutung with a degree of significance (α) = 0.05 and $df = 1$ obtained the calculation results, namely Sig (2-tailed) 0.020 > (α) = 0.05, which means There is a relationship between knowledge and attitudes of nurses with the quality of nursing care in RSUD Tarutung.

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