

**JOB PERFORMANCE OF NURSES  
IN HOSPITAL KOTA BHARU, KELANTAN.**

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**JOB PERFORMANCE OF NURSES  
IN HOSPITAL KOTA BHARU, KELANTAN**

Project Paper submitted to the Graduate School in partial  
fulfillment of the requirements for the degree

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**by**

**Mary Abraham**

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## ABSTRAK

Perkhidmatan kejururawatan memainkan peranan yang penting bagi memastikan pesakit dapat menikmati rawatan yang berkualiti. Kajian ini bertujuan untuk mengenalpasti tahap kualiti perkhidmatan kejururawatan di Hospital Kota Bharu (HKB). Doktor-doktor yang berkhidmat di HKB telah diminta menilai tahap kualiti jururawat-jururawat di HKB dari segi beberapa aspek kemahiran kejururawatan. Seramai 50 orang doktor telah mengambil bahagian dalam kajian ini. Kemahiran kejururawatan dinilai dari beberapa aspek seperti kebolehan, kemahiran kejururawatan, ilmu kejururawatan, kebolehan bekerjasama dengan anggota-anggota yang lain dan juga kebolehan dalam mengurus keadaan yang tertekan. Sebuah Jawatankuasa 'Expert' yang dianggotai oleh beberapa pakar perunding kanan juga ditubuhkan dengan tujuan menetapkan tahap kemahiran yang sepatutnya dicapai oleh jururawat-jururawat di HKB supaya perkhidmatan kejururawatan yang berkualiti dapat disediakan. Analisa maklumat yang diperolehi hasil daripada kajian ini menunjukkan bahawa tahap kemahiran jururawat-jururawat di HKB pada keseluruhannya berkurangan sebanyak 20% berbanding dengan tahap yang telah ditetapkan oleh Jawatankuasa 'Expert'. Tahap kekurangan yang paling tinggi di kenalpasti bagi kemahiran kejururawatan ialah sebanyak 23% berbanding dengan tahap yang ditetapkan. Kekurangan lain juga dikenalpasti bagi ilmu kejururawatan (22%), kebolehan (21%), pengurusan anggota (18%) dan pengurusan keadaan yang tertekan (14.5%). Maklumat yang diperolehi hasil daripada kajian ini boleh digunakan untuk merancang dan menilai tindakan pemulihan ke arah peningkatan kualiti perkhidmatan kejururawatan di HKB.

## **ABSTRACT**

Nursing is a core component of patient care. The quality of nursing provided has a significant impact on the outcome of patient care. This study was conducted with the objective of determining the current level of performance and competency of nurses in Hospital Kota Bharu (HKB). Doctors in HKB were asked to assess the level of performance of nurses in HKB. 50 doctors participated in the study. Data was collected through self administered questionnaires. An expert committee of consultants determined the level of performance that was required to ensure quality nursing. The results of the assessment by the doctors was compared with the level of performance required by the expert committee. The competencies assessed were grouped under those relating to personal capability, nursing knowledge, skills, ability to manage relationships and stressful situations. The overall job performance of nurses in HKB was assessed to be 20% below requirement. The nurses were assessed to be best in managing stressful situations with a 14.5% gap between required and assessed performance. They received lowest scores with competencies related to skills – with a gap of 23%. Competencies related to knowledge, personal capability and relationships had shortfalls of 22%, 21d%, and 18% respectively. The study gave information that could assist in planning interventions to improve nursing in HKB and other government hospitals. The results also provided baseline information that could be used in the future to assess the effectiveness of remedial measures taken.

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## **LIST OF ABBREVIATIONS**

HKB	Hospital Kota Bharu
ICU	Intensive Care Unit
HDW	High Dependency Ward
CCU	Coronary Care Unit
NICU	Neonatal Intensive Care Unit
CRW	Coronary Rehabilitation Ward
CSSD	Central Sterilizing Service Department
OT	Operation Theater
MSQH	Malaysian Society for Quality in Health
JU5	Matron
JU7	Nursing Sister Grade 7
JU8	Jururawat ( Staff Nurse) Grade 8
JM13	Jururawat Masyarakat (Community Nurse) Grade 13
BU13	Bidan (Midwife) Grade 13
CME	Continuing Medical Education
CNI	Continuing Nursing Education

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## **CHAPTER ONE**

### **INTRODUCTION**

#### **1.1 Background**

Nursing forms an integral part of patient care. From the time of Florence Nightingale who formalized nursing during the Crimean War, the nurse has played a major role in the healing process. This is exemplified by the saying ‘nursing back to health’. The nurse has been held in high regard in the community and nursing has been a popular choice as a career for women around the world. Malaysia is no different in this aspect. Nurses in Malaysia were trained abroad till mid-twentieth century when local institutions of learning took over.

#### **1.2 The Nursing Function**

Morrison, J. (2000) described the Nursing job as one that is driven by the needs of the patients, the needs of the patients’ family members, the needs of health care system as well as the needs of the society. The traditional doctor – patient relationship is now altered with the advent of specialization. The care of the patient now involves the coming together of a group of health care specialists in the clinical and support

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