ABSTRACT

THE EFFECTIVENESS OF SUPERVISION IN IMPROVING PERFORMANCE QUALITY OF THE NURSING UNIT MANAGER OF TAMAN HUSADA REGIONAL HOSPITAL, BONTANG

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Introduction: Supervision on nursing service quality is vital in improving professional health service. However, the Head of Nursing Department rarely conducts supervision to monitor the performance of his/her subordinates recently.

Method: This study applied pre-experiment design with pre-test and posttest group design approach. The population of this study consists of the Head of Nursing Department and the Nursing Unit Manager. The sampling method applied in this study is total population method with the number of samples are 2 Heads of Nursing Department and 10 Nursing Unit Manager at Taman Husada Regional Hospital Bontang. The data taken includes the characteristics of the respondents, supervising skill of the Head of Nursing Department, and the performance of the Nursing Unit Manager. The data were collected through questionnaire and being analyzed using paired t-test and Wilcoxon test.

Findings: The result of analysis on the Head of Nursing Department planning skill was 6.1% and implementation skill was 21%. After intervention, the skills improved by 18.7%. Analysis on the Nursing Unit Manager skills indicated that their conceptual skill was 32%, technical skill 13.5%, and interpersonal skill 24.6%. The result of statistical analysis on the Nursing Unit Manager conceptual skill according to Wilcoxon Ranks test indicated p-value 0.005. The result of statistical analysis on the Nursing Unit Manager technical skill according to Paired t-test indicated p-value 0.005. The result of statistical analysis on the Nursing Unit Manager interpersonal skill according to Wilcoxon Ranks test indicated p-value 0.005.

Discussion: The findings of this study show the Head of Nursing Department and the Nursing Unit Manager improve after the intervention. Result of statistical analysis comparing performance effectiveness indicates significant difference before and after the intervention. The intervention is intended to improve supervising skill of the Head of Nursing Department supervision skill and to improve performance effectiveness of the Nursing Unit Manager in managing the treatment wards more optimally and efficiently. In order to improve nursing service quality all elements of hospital management should be involved.

Keywords: Supervision, Performance quality