

The Impact of Nurses Workload, Humanities and Health Policy: Exploratory Analysis of the Patient Experience Satisfaction

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Abstract—The ability of nurse professionals to provide quality healthcare services is necessary for consumers when conducting health care in hospitals. The optimal health services that are expected by the patients using health care services, and it's certainly an obstacle for the hospital in providing quality services for the whole community. The purpose of this study is to identify workloads for healthcare professionals and the desire of consumers to improve health quality during the period of medical care and treatment. The methods in this study used an exploratory analysis. And the sampling technique is performed using non-probability using questionnaires and observations to get the study results significantly. The result showed that there was an impact on the workload carried out by healthcare professionals with the satisfaction of patients during hospital treatment. Thus, the quality of health services will also impact the workload for healthcare professionals. Health institutions such as general hospitals certainly need the planning of professional health personnel sufficient to improve the quality of service. Therefore, the number of consumers who do health care should undoubtedly comply with the ratio of health personnel available.

Keywords—healthcare policy, workload, performance, patients satisfaction

I. INTRODUCTION

The importance of health development in a region must be followed by good governance. Hence, human development is expected to include physical and spiritual health to understand healthy and productive human resources. The intended health must undoubtedly follow the physical, mental, spiritual beneficial circumstances that enable everyone to live socially and economically productive lives. Health services are indeed a form of professional service that is an integral part of the healthcare service based on the health sciences shown to individuals, families, groups, and society. In addition, the nurse's primary role is to take good care of the patient's health and, when working, always follow health care procedures.

Health professionals are the most important human resources in hospitals. The health profession strives to help healthcare consumers by providing services to patients at any time [1]. As a health institution, a hospital is a place to take care of health for all communities. Besides, the institution aims to conduct health services supported by a good management system and have professional health resources to meet health expectations for all communities. All activities

in the hospital will certainly be able to operate properly when supported by all members of the organization. This quality and effective service must be supported by professional medical professionals as well. Therefore it takes the quality of professional health resources and able to help overcome health problems in the community [2], [3]. Besides, each hospital must have an emergency installation, which is the main facility that must be available in addressing public health complaints as well as a referral center for disease sufferers before getting intensive health care in the hospital.

The installation of emergency in public hospitals in an area is necessary for the medical treatment of emergency patients who need immediate healthcare. On the other hand, to seek treatment quickly for the patients who perform the medication in the installation, it is necessary for health professionals who can overcome health problems in the societies [4]. However, a less of healthcare professionals, such as professional nurses, is undoubtedly a barrier to patients who need treatment quickly. This is undoubtedly the cause of the high workload that the medical personnel should do while assisting the patients who enter the emergency installation [5].

Performance is a result of work that has a strong relationship with the strategic objectives of the organization that will undoubtedly impact customer satisfaction and can also contribute economic value to an organization. Thus, the performance performed by individuals or group work must certainly be able to produce works in improving the performance of the organization. According to [6] that the workloads are the average frequency of activities of each job within a specified period. Healthcare professionals such as hospitals should undoubtedly be able to analyze the workload of medical personnel carried out on the health institution. Some essential aspects of being aware of, such as the presence of additional tasks that must be executed in addition to the main job. Similarly, there are extra tasks or the number of patients to be treated. On the other hand, the working time used to work on the job must match the working hours that take place every day [7]; and supported by the completeness of facilities that can help the medical personnel to be able to finish their work properly [8].

The workload of medical personnel in all the activities or activities undertaken by a nurse during service in a nursing care unit. The necessary nurse workload is known in evaluating the needs of the nursing force in the emergency

intensive space. Nursing care is the primary workload of medical personnel and the focus of all activities in performing tasks properly.

This excessive workload is very influential in the productivity of healthcare personnel and, indeed the effects of productivity of the hospital itself [9] The productivity is a comparison between the results achieved the output with the overall resources used. Hence, the nurse productivity depends on the amount of time given and the number of patients entering the emergency installation.

Healthcare personnel workload is an activity undertaken to provide healthcare services to consumers of healthcare users. The high workload done by healthcare personnel is the responsibility of the health officer in delivering excellent health services. To achieve organizational objectives, every healthcare worker is expected to give achievements produced by employees following their role in the organization. [10] stated that the implementation of duties and functioning of health workers should be able to provide satisfaction to all health services users. Such performance is a picture of the achievement of the implementation of an activity program. It is a strategic health Organization planning conducted by a person or group of people in an organization to get the quality implementation of health care under the expectations of health care users [11]. On the other hand, that healthcare professionals are people who have the competency and can provide nursing care for patients during hospital treatment.

According to [12], the ability to provide health care in patients must have been by the knowledge gained when attending a health education. Therefore, a healthcare professional as a nurse has undoubtedly had the expertise and experience following the ethics of the health profession it does. Thereby, a professional health workforce, such as nurses certainly always provide healthcare, is still based on science. Hence, for the health service that does not necessarily have to conform to the bio-psychosocial and spiritual comprehensive and addressed to the community as a user of health care services. According to [13] [14], the good quality of health services must always be based on nursing care in providing holistic health services. Holistic health care services always include a healthy human life cycle as well as an effort to improve health quality. The Good care service is caring and certainly can give a good feeling for patients as health services users.

In assessing the quality of health services to clients, the standard of nursing practice is used as a duty guideline for healthcare workers in conducting nursing care [15], [16]. The standards of healthcare should follow the needs of good health care in accordance with the regulations set in the hospital, such as the application of health assessment, treatment diagnosis, and implementation that must be done by health personnel in the hospital. Therefore, a pattern of good health implementation is required in accordance with the service standards undertaken by the professional health workforce. According to [17] is the act of providing healthcare to the client, the health care objectives are to address the health of the client following the health care standards. Furthermore, the health standards undertaken

include providing education to the public about the concept of healthy living, as well as assisting the client to explain how to modify the environment where the consumer lives to be kept clean. Therefore, the action of nursing in addressing the client must certainly be implemented by the objectives that the health institution will achieve based on the analysis of services that should be given to consumers of healthcare users [18], [19].

The implementation of health care for people in the hospital is indeed not separated from the health facilities provided by the health institution itself, such as the emergency installation room [20]. Sufferers urgently need such installations in the immediate time to care for the health and are health rescue actions for clients. Besides, the installation conducts an emergency care service, which is the first service for patients to come to the hospital, especially in case of emergency medical. Therefore, in improving the excellent healthcare services for users of healthcare in hospitals, the emergency unit is undoubtedly indispensable to address health problems [21], [22]. The expected goal is to save the lives of people who are experiencing serious problems with health

II. METHODS

This study used an exploratory analysis approach to test the hypothesis results. The subject that has been established is a nurse as a trained health worker with a high workload of 49 professional healthcare professionals working in Mataram Public hospital. The variables used in this study were intended to determine the behavior and characteristics of the health worker's workload carried out in the hospital's emergency installation room. Besides, to know the length of time the health worker is doing the activity in the hospital and the amount of workload done, then the coding system is used based on the structured performance criteria. The entire data obtained later in the analysis by using the *Spearman rank test* to achieve the expected research results.

III. RESULT AND DISCUSSION

The workload is the frequency of the regular activity of each job within a specified period. Healthcare personnel workloads such as nurses are all activities or activities undertaken by a nurse during duty in the health care unit. To meet the workload standard for healthcare personnel, one of the essential elements to be aware of by the organization is the compatibility of working productivity elements with additional burdens due to the working environment.

The provincial hospital is a referral hospital for the district in West Nusa Tenggara, with the number of patients who have medication every day is very large, so it is not comparable to the number of health workers who work in the hospital. The amount of workload for the healthcare personnel will undoubtedly impact the function of time, volume, and complexity that must be done in a given period with several procedures, either patient screening or the number of patient visits to the hospital.

Based on data on the workload of the healthcare that the high workload (59.2%) For health professionals is undoubtedly heavily influenced by the experience of work he

has done for years. Another factor that can affect the workload is the level of education that has not followed the operational standards of the procedures in the hospital.

The high workload carried out by a professional workforce with professionalism-oriented education can be seen in Fig. 1, obtained the results that the bachelor of nursing (34.7%), diploma in nursing (53.1%), Vocational study (12.2%). The data explains that generally, working nurses who provide services with high workloads are the level of vocational education. The limited number of health professionals will undoubtedly impact the high workload for the trained personnel.

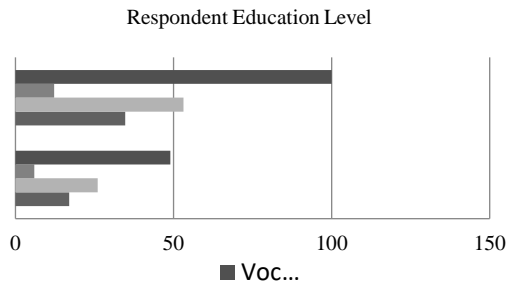


Fig. 1. Respondent distribution based on the education level

However, if it is reviewed from the job experience, the health worker generally has good knowledge regarding the procedure of treatment following health procedures. According to [23] that the workload factor of healthcare is heavily influenced by experience and nursing management skills. Therefore, addressing the problems related to the high workload rate is to prepare good health workers in quality and quantity according to the demands of work. According to [24] that the quality of nursing services can be achieved when there is a balance between the number of caregivers with their workload in a hospital. Nursing care Service is a fast response in providing services that will lead to a sense of satisfaction patients to the service felt by consumers. Nurse in providing service to the patient either directly or simply provide information that is fast and precise when the patient needs it.

Based on the distribution of healthcare personnel performance, the nurse has been able to perform the task of nursing well and professionally (59.2%). Various factors that affect the performance of the healthcare personnel, such as skills and work experience, will undoubtedly improve the ability of the professional health workforce. However, performance level results that are not by the expectations of customers can positively be influenced by the ability factor in working and low levels of education. According to [25] that the ability of a healthcare professional in carrying out its duties or work is different from one another. Although his responsibilities and tasks are the same, the influence of job professionalism is also influential at the level of education. The difference in the results of the work is due to differences in skills and abilities owned by the employee. Therefore, the ability of employees to carry out their duties is generally aligned with their achievements.

The high workload was done by healthcare professionals at a hospital, generally not only determined by the level of education but also will be influenced by experience in

treating patients in the hospital. Based on the data that most of the healthcare professionals working in the hospital have had work experience of 3-5 years (38.8%), and have working experience of about 1-2 years (26.5%). According to [26] that the longer the term of a health worker, the more experience and knowledge of health he has so that the work he will surely be better anyway. Besides, the experience that a health worker has can undoubtedly be an essential factor in interpreting the job done. Therefore, the experience factor will be very influential in the implementation of nursing care to patients. This is in accordance with the suggestion of [27] that the longer the health workers work in the hospital, hence the experience in treating the patient will be better and more perfect.

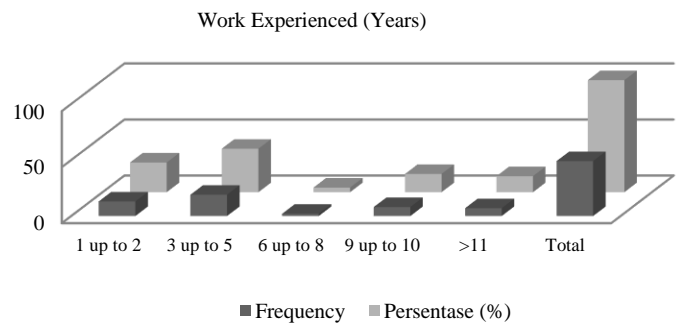


Fig. 2. Respondents distribution based on work experience

Based on the data above, it is explained that generally, the health workers working in the public health care department have been working for 3-5 years. It means that the experience in addressing the problems relating to health recovery in patients can undoubtedly be adequately addressed. This will certainly impact the success of the high level of public health as well.

Increasing the high workload will undoubtedly be able to trigger the decline in performance; it certainly has an impact on the declining quality of service that will be given to other patients. Therefore, all the health workforce that is in charge, of course, requires an excellent physical condition so that carrying out its task can work well. Nurses who work continuously with high workloads can cause fatigue and result in decreased performance levels. Eo et al. [28] stated that many additional tasks that must be done by a professional health workforce can undoubtedly interfere with the effectiveness of the nurses at work. So, this excessive workload is very influential in the productivity of work and, of course, affects the quality of service provided to users of healthcare.

Based on the research results from 49 respondents were found that more than half of the respondents (59.2%) Experiencing moderate workloads. Meanwhile, 46.9% of the respondents ' performance does not conform to the workload being reassigned by hospital management. Of the overall workload carried out by the professional health workforce, only a few of the respondents had a lightweight workload (32.7%). This is because hospital management is challenging to acquire a qualified workforce that can work to help people overcome problems related to addressing health problems for the community. The increased workload

is also associated with an increasing number of patients. With the rising workload of professional health workers, the nurses are mainly required to be able to carry out their duties to the fullest and should have a healthy physical condition as well.

Based on the results of the exam, using the analysis of Spearman Rank obtained the calculated consequence more magnificent than the calculated table, which is 0.448 for a significant level of 1% (0.366). This means that there is a link between the workload of a healthcare worker such as a nurse in the hospital's emergency installation room. The nurse's workload can include its main function and the additional tasks undertaken by the healthcare personnel as well as the number of patients that should be cared for [29]. Its performance capacity indeed corresponds to the level of professional health education he has learned.

Analysis of the workload of health care workers in the emergency department of the hospital, the results showed that the performance of the professional health workers from several respondents as many as 49, 29 health nurses experienced moderate workloads (59.2%) And 32.7% of the health workforce with lightweight workloads. More details can be seen in the table below:

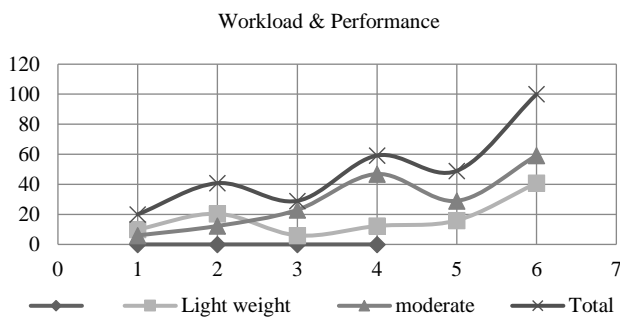


Fig. 3. Cross-tabulation of workload & performance

Results showed that only a small portion of respondents (8.1%) Work in the emergency department. While as many as 16 respondents (32.7%) In the category according to the workload provided by hospital management and 12.3% in the category do not fit the magnitude of the workload to be undertaken by the health officer in the hospital. The above Data also indicates that most respondents have moderate workloads with performance categories not following the workload provided by the hospital management. This is because of the many jobs that must be done during working hours.

IV. CONCLUSION

Working in the Department of Emergence indeed does not be separated from the number of patients who will use the treatment room to address public health problems. But the workload that should be done by health professional workers, especially in treating patients, each health personnel will have varying characteristics and positively will impact on the conditions and workload. For that, the nurse should serve as a health worker who can handle all patients who are medicated in the health unit.

A healthcare worker, like a nurse, is expected to be attentive and affectionate to the patient or patient's family in carrying out their duties. However, not achieving the quality of nursing services is caused by excessive workload so that the performance of health workers in providing nursing care that is the standard for the professional health workforce.

Based on this, the high level of workload in healthcare will undoubtedly impact the quality of services that will be given to patients in improving the quality of health care for the community. Based on the performance of nurses in the emergency installation room is generally the health workforce can work well.

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