



The Effect PRIMA Supervision as a More Humanist and Professional Approach in Improving Nurse Performance

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Abstract. Background: Supervision as an assessment, mentoring and evaluation activity is one of the important parts in managerial nursing. Studies show nurses' performance still shows suboptimal results.

Aim: The aim of this study was to determine the effect of PRIMA supervision on the performance of nurses at the Blora Health Center. The design of this study is quasi-experimental with the presence of intervention groups and control groups using pre and post approaches.

Methods: The design of this study is quasi-experimental with the presence of intervention groups and control groups using pre and post approaches. The intervention group consisted of 44 nurse respondents at the Puskesmas Ngawen and Kunduran, while the control group consisted of 41 respondents from the Puskesmas Jiken and Todanan. The measuring instrument used to measure nurse performance is in the form of a questionnaire.

Results: The Wilcoxon test results showed a significant difference in nurse performance before and after PRIMA supervision in the intervention group (p value 0.000), while in the control group there was no significant difference in nurse performance before and after regular supervision routinely (p value 0.739). The comparative test using mann whitney resulted in significant differences in nurse performance between the intervention group and the control group (p value 0.000).

Conclusion: PRIMA Supervision was effective to improve nurse performance.

Keywords: TNF- α · menstrual pain · Sacral Region Counter-pressure Therapy

1 Introduction

The quality of nursing services describes how the quality of service provided by nurses to patients through various interactions with other health teams. The performance of nurses greatly supports the overall quality of service in general because nurses as the majority of professions in hospitals [1, 2].

The performance of nurses is quite good, which has a significant impact on satisfaction surveys, including: quality of service in general, level of patient satisfaction, level

of nurse satisfaction and increased rewards. One of the leading links that need to be considered in improving the quality and performance of health services, one of which is the experience of patients and the community towards the services they receive and the management applied [3, 4].

One of the management activities is the existence of supervision. Nursing supervision is a process of providing the resources needed to complete tasks in order to achieve nursing goals. Good supervision is proven to improve nurse performance. Factors that affect care performance include: fatigue, workload, stress at work, lack of experience in carrying out a nursing action, work motivation and poor management system [5]. Supervision activities ideally include: determining the objectives and activities of supervision, supervising the performance of nurses, assessing performance, clarifying, conducting coaching, providing positive input and reinforcement, but in fact there are still many supervision activities that are not standard [6].

Supervision uses the PRIMA model (Professional, Ramah, Independent, Malu dan akuntabel or Professional, Friendly, Independent, Shy and Accountable) as a supervision approach that prioritizes the professional value of nurses, so that the appointed supervision officers and the items assessed are the professional limits of nurses with a minimum of nurses education and have had supervision training. The supervision approach technique uses humanist and friendly values. The supervisor and the supervised must gang up on the values of hospitality. Supervising nurses must be independent who come from direct supervisors who are not easily intimidated, all supervisors must apply a culture of shame if they perform their duties poorly by signing an integrity pact and the results of the supervision carried out will be announced in the announcement panel which is attended by all members of the supervision and supervised by the nursing professional organization.

2 Methods

The design of this study is quasi-experimental with the presence of intervention groups and control groups using pre and post approaches. The intervention group consisted of 44 nurse respondents at the Puskesmas Ngawen and Kunduran, while the control group consisted of 41 respondents from the Puskesmas Jiken and Todanan. The measuring instrument used to measure nurse performance is in the form of a questionnaire. The Wilcoxon test used in statistical analysis. This research has received approval for implementation by the Health Research Ethics Commission, Faculty of Public Health, the University of Muhammadiyah Semarang through the Ethical Clearance letter number 694/KEPK-FKM/UNIMUS/2022.

3 Results and Discussion

3.1 Nurse Supervision

Understanding

Supervision is a coaching activity and activity carried out by a professional to assist other personnel in improving materials, methods and service evaluation by conducting

continuous stimulation, coordination and guidance in order to become more professional in improving the achievement of service objectives [2]. Well-carried care supervision is proven to improve nurse performance which has an impact on nurse satisfaction and management [7].

Purpose of Care Supervision Maintenance supervision is prioritized to improve the situation that is not good for the better by using data according to the facts found through structured activities. Improvements from the service with various supporting facilities are prioritized to create comfortable working conditions as well as the amount of supplies and feasibility of maintenance to facilitate the implementation of task [1, 8]. In various studies nursing supervision has been proven to make better facilities, good nursing documentation, and excellent service [9]. In various studies nursing supervision has been proven to make better facilities, good nursing documentation, and improved services. In detail the objectives of nursing supervision include: Organizing staff and nursing staffing. Nursing services are not possible alone. Nursing services will involve human resources, facilities, costs and arrangements. Interaction between parts with care needs to be managed properly. Train nursing staff and executives One of the activities in supervision is the coaching of poor performance results from nursing. Coaching activities are encouraged to provide opportunities for nursing personnel to correct existing deficiencies so that the results will look better. Provide direction in the implementation of their duties in order to realize and understand the role, functions as staff and implementers of nursing care Good supervision will provide solutions and guidance to the shortcomings carried out in nursing services. Services for the ability of nursing staff and implementers in providing nursing care Supervision carried out by the supervisor should also open a time room for the implementing nurse to conduct consultations and discussions. Nurses must be well served [10, 11].

3.2 Supervision Function

Nursing supervision in an organization or nursing unit is one of the management tools carried out based on a certain azaz so that the supervision functions properly. Functions include: Regulate and organize the process of providing nursing services that concern the implementation of nursing service policies regarding agreed care standards. Assess and correct the factors affecting the process of providing nursing care services. Coordinate, stimulate, and encourage towards improving the quality of nursing care stimulate, and encourage towards improving the quality of nursing care. Assisting, supporting and sharing. Nursing supervision activities are carried out in conducive and comfortable working conditions that include the physical environment, work atmosphere and resources needed to facilitate the implementation of tasks. Principle is one of the important pillars in maintaining the quality of supervision is the existence of principles that must be firmly held. The principles of nursing supervision are based on professional and not personal relationships. Carefully planned activities. Be educational, supporting and informant. Providing staff with a sense of security and nursing [10–13].

Implementation

Establish a democratic cooperation between supervisors and staff and nursing executives. Must be objective and able to hold a self-evaluation. Must be progressive, innovative,

flexible and be able to develop each other's advantages. Professionalism in nursing is based on understanding the existence of a specific scientific foundation and becomes the basis for nursing practice, accompanied by the ability of nursing personnel to carry out the nursing practice and applied to human welfare [9, 12, 14].

4 Conclusion

PRIMA Supervision was effective to improve nurse performance. The supervision approach has potentially to implement in the hospital and primary health care setting to improve nurse performance.

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