

# The Implementation of Team Assignment Model on Nurse Performance in East Kalimantan City General Hospital

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## ABSTRACT:

*Background:* In the application of the professional nursing care model, if the responsibility or role of the nurse both in terms of documentation, weighing, supervision, and drug centralization is not carried out properly, which means that it shows that the nurse's work performance has also decreased (Nursalam, 2002). Patient satisfaction results will be achieved when optimal results are obtained for each patient and health services pay attention to patients and their families, there is attention to complaints, physical environmental conditions, and responsiveness to patient needs (Anna, 2001). The purpose of this research is the application of nursing care by applying a team assignment model to improve nursing performance.

*Objective:* Information was obtained about the effect of the implementation of the team assignment model on the performance of nurses at the Regional General Hospital of the City of East Kalimantan.

*Methods:* The samples in this study were all implementing nurses at the Regional General Hospital of the City of East Kalimantan as many as 162 implementing nurses. Research data will be processed using statistics. Test the difference between two paired samples with the following conditions: If normally distributed data is used a t test (paired sample t-test). If the data is not normally distributed, the Wilcoxon signed rank test is used.

*Results:* These factors make individuals in the application of the team assignment method different from each other and will influence the individual in perceiving an object, stimulus, even though the object is the same. In the implementation of team or group assignment methods can be much different even though the situation is the same. Differences can be traced to individual differences, personality differences, differences in attitudes or differences in motivation. The results of the Wilcoxon test on the variables of executing nurse performance (Control) with the performance of the implementing nurse (Intervention) showed that there was a difference in the performance results of the implementing nurse (Control) with the performance of the implementing nurse (Intervention).

*Conclusion:* The results of the Wilcoxon test on the variables of executing nurse performance (Control) with the performance of the implementing nurse (Intervention) showed that there was a difference in the performance results of the implementing nurse (Control) with the performance of the implementing nurse (Intervention)..

**KEY WORD:** Team Assignment Model, Nurse Performance

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## I. INTRODUCTION

Hospitals as a form of health service organization that provides comprehensive health services covering promotive, preventive, curative and rehabilitative aspects for all levels of society, often experience problems related to public dissatisfaction with the quality of hospital services that are considered inadequate or satisfactory. In order to maintain and improve the quality of services, one aspect that needs attention is the quality of nursing services. (Ministry of Health RI, 1994) One form of nursing services to improve the quality of service is to provide a higher sense of responsibility of nurses so that there is an increase in work performance so that it has an impact on satisfaction. This nursing service will be more satisfying, of course, by applying the TIM model of nursing care in professional nursing practice because patient satisfaction is determined, one of which is with optimal nursing services (Fisbach, 1991). A good relationship between patients and nurses can be carried out if health services become the focus of demands of society in general, both government and private. Therefore, the quality of health services is the first reason for patients and families in choosing a hospital. One of the efforts to improve health services is by improving the quality of nursing services by providing a higher sense of responsibility to nurses so that there is an increase in work performance and patient satisfaction. This nursing service is applied through the application of a professional nursing care model or MAKP because patient satisfaction is determined, one of which is with optimal nursing services. Management of the Professional Nursing Care Model (MAKP) is one of the factors that influence patient satisfaction in the Hospital. The results of the analysis show that the Professional Nursing Care Model (MAKP) is directly proportional to the improvement of the quality of health services and patient satisfaction in hospitals. Thus, patient service becomes optimal so that it can increase patient

satisfaction while in the hospital. Low nursing care causes the quality of nursing services to also decline and eventually triggers patient dissatisfaction, such things will continue to repeat if not addressed immediately. According to Azwar (1996) patients feel dissatisfied with nursing services because these services are not optimal. The results of the research on the description of the implementation of the implementation of the nursing team assignment model during the Covid-19 period in the Krg Asam room of the IE Moeis Samarinda Hospital in 2020 (Rasmun, 2020) were examined as follows; the role and duties of the head of the room in the application of the model obtained results in the category of very good, as well as in the roles and duties of the team leader, an overview of the results in the good category was obtained, however, in the role of the executing nurse's duties in terms of receiving assignments from the team leader, there were 39.39% (N=36) in the category of not good, for the sake of receiving the task delegation from the team leader, 18.18% of the categories were not good, in terms of participating in the Nursing Round / Visite 18.18% of the categories were not good

In the application of the professional nursing care model, if the responsibility or role of the nurse both in terms of documentation, weighing, supervision, and drug centralization is not carried out properly, which means that it shows that the nurse's work performance has also decreased (Nursalam, 2002). Patient satisfaction results will be achieved when optimal results are obtained for each patient and health services pay attention to patients and their families, there is attention to complaints, physical environmental conditions and responsiveness to patient needs (Anna, 2001). The purpose of this research is the application of nursing care by applying a team assignment model to improve nursing performance.

The formulation of the problem in this study is how the implementation of the team assignment model affects the performance of nurses in the Regional General Hospital of the City of East Kalimantan. Information was obtained about the effect of the implementation of the team assignment model on the performance of nurses at the Regional General Hospital of the City of East Kalimantan.

## **II. LITERATURE REVIEW**

### **Performance**

Performance is the result of an individual's work in carrying out tasks assigned to them based on their abilities, experience, dedication, and the time provided. Performance is also defined as the work activities of employees or an organization in terms of the amount and quality of work that can be completed by staff within a certain period of time (Hasibuan, 2012, Mangkunegara, 2015). Nursing performance is the standard work activities carried out by each individual or group of nurses based on their role and responsibilities in providing nursing care in a hospital room. Factors that affect nursing performance are explained by Nursalam (1995), including leadership models implemented by the head of the room, individual nurse factors, work environment such as the existing reward system, clarity of role in the ward's organizational structure, established work standards, and working relationships among colleagues.

Measurement of nursing performance. Nursing performance is measured by how nurses comprehensively carry out nursing care tasks according to nursing care standards, which include direct and indirect nursing actions for a number of patients under their responsibility and have an impact on the quality of service and patient satisfaction. The performance of implementing nurses will be measured by nursing work standards, which have been outlined by the Indonesian National Nurses Association (PPNI) in 2000 and refer to the stages of the nursing process: 1 Data collection, 2 Nursing diagnosis, 3 Planning, 4 Nursing implementation, 5 Evaluation.

### **Nursing Team Assignment Method**

The definition of the nursing care assignment method is where a professional nurse leads a group of nursing staff based on the concept of cooperation and collaboration (Douglas, 1992). This model concept is based on the philosophy that a group of nursing staff works together in a coordinated and cooperative manner to function comprehensively in providing nursing care to each client. The team model is based on the belief that each member of the group has a contribution in implementing and a high sense of responsibility as a nurse, so that each team member feels satisfied because their contribution is recognized in achieving the common goal of achieving quality nursing care, and the potential of each team member complements each other to become a strength that can increase leadership abilities and create a sense of togetherness in providing nursing care, resulting in high moral attitudes.

In general, the purpose of implementing the nursing team assignment method is to facilitate comprehensive nursing services through the work of a group of nurses in a nursing organization in the nursing ward, by applying the nursing process according to standards. In implementing this team assignment method, each nurse is required to have comprehensive abilities. The head of the ward and the team leader are required to be able to unite the various abilities of different team members to achieve the established nursing care goals.

### **The Concept of Implementing the Nursing Team Assignment Method:**

The head of the ward as a leader must have the ability and capability to lead the team, make the right decisions, plan, direct and control. As the team leader, a professional nurse must be able to use various leadership techniques, apply effective communication principles, and nursing skills that demonstrate their competence. The advantage of the team assignment method is that it allows nursing care to be provided comprehensively, so that the impact is directly felt by patients/clients because it applies the concept of nursing service. The implementation of this team model also allows all team members to apply leadership principles and effective communication principles among team members.

## **III. RESEARCH METHODOLOGY**

### **Research Design**

This research is a quasi-experimental study with case control, which is a study that aims to compare a group of nurses with another nurse with one group first with an MPKP (Professional Nursing Practice Model) model by applying a team assignment model with another group of nurses as a control. The nurses given treatment will be measured by the performance of laimya implementing nurses at the East Kalimantan City Regional General Hospital.

### **Place and Time of Research**

This research will be carried out with implementing nurses at the Regional General Hospital of the City of East Kalimantan as respondents, this research will be conducted from April to October 2022

### **Population and Sample**

The population in this study was all implementing nurses at the Regional General Hospital of Kota Se-Kalimantan Timur. The samples in this study were all implementing nurses at the Regional General Hospital of the City of East Kalimantan as many as 162 implementing nurses at the Balikpapan Faith Hospital, IA Moies Samarinda Hospital, IA Moies Samarinda Hospital-Karang Asam A, IA Moies Samarinda-Karang Asam B Hospital, Taman Husada Bontang Hospital, with inclusion criteria, namely implementing nurses at the Regional General Hospital of the City of East Kalimantan and the exclusion criteria, namely all characteristics, willing to be respondents.

### **Research Instruments**

The research instrument consists of 2 parts of part A, namely data on repondent characteristics which include gender, age of respondents, last education, length of work and place of work. Instrument B is a questionnaire prepared based on the performance standards of nurses implementing questionnaire research answers with a likert scale using 17 questions with alternative answers SL (always) Score 5, meaning excellent performance, Srg (often) Score 4 means good performance, Kdg (sometimes / rarely) score 3 means poor performance, rarely score 2 means performance is not good. Never (never) A score of 1 means that the performance is not very good.

### **Data Analysis**

In this study, all data from the study were analyzed using univariate analysis and bivariate analysis with the following information: 1) Univariate analysis. Univariate analysis was performed on each research variable to see the frequency distribution using frequency distribution statistics. 2) Bivariate analysis. Research data will be processed using statistics. Test the difference between two paired samples with the following conditions: If normally distributed data is used a t test (paired sample t-test). If the data is not normally distributed, the Wilcoxon signed rank test is used.

## **IV. RESULT AND DISCUSSION**

### **RESULTS**

#### **Characteristics of Respondents**

The characteristics of the respondents in this study describe the identity of the respondents based on gender, age, last education, length of service, place of work of the Nurses at the Regional General Hospital of the City of East Kalimantan. Of the 126 respondents, the characteristics of the respondents were described as follows:

Table 1: Characteristics of Research Respondents

Characteristics of Respondents	Sum	Percentage
<b>Gender</b>		
1) Man	18	14%
2) Woman	108	86%
<b>Age of respondents</b>		
1) < 20 years	0	0%
2) 21-40 years	70	55%
3) 41-60 years	56	45%
<b>Final Education</b>		
1) D-3 Nursing	91	72%
2) D-4 Nursing	28	22%
3) S-1 Kep Ners	7	6%
<b>Length of Service</b>		
1) < 1 Year	31	25%
2) 1-5 Years	25	20%
3) 6-10 Years	51	40%
4) 11-20 Years	13	10%
5) > 20 Years	6	5%
<b>Where to Work</b>		
1) Hospital Beriman Balikpapan	22	17%
Room Mahoni (Control Group)	17	13%
Room Gaharu (Treatment Group)		
2) Hospital IA Moies Samarinda		
Room Karang Asam A (Control Group)	9	7%
Room Karang Asam B (Treatment Group)	14	13%
3) Hospital Taman Husada Bontang		
Room Bougenvil (Control Group)	37	29%
4) Room Edelweis (Treatment Group)	27	21%
<b>Sum</b>	<b>126</b>	<b>100%</b>

Source: Primary Data, Processed by Authors 2023.

Table 1 shows that most of the respondents to this study were female, namely 108 people or 86%. The characteristics of the study based on gender are more dominated by women, this is in accordance with the number of nurses in the Regional General Hospital of the City of East Kalimantan, most of whom are women. Based on the age of the respondents, it was shown that the respondents of this study were the most aged from 21 to 40 years, namely 70 people or 55%. This condition gives an idea that nurses at the Regional General Hospital of the City of East Kalimantan are filled with employees aged from 21 to 40 years. Based on the latest education, it shows that the respondents of this study are the most educated in D-3 Nursing, namely 91 people or 72%. This condition gives an idea that nurses at the Regional General Hospital of the City of East Kalimantan are filled with employees who have D-3 education. Based on the length of service, it shows that the respondents of this study have the most work period between 6-10 years, which is 51 people or 40%. This shows that nurses at the Regional General Hospital of the City of East Kalimantan have a commitment to work quite well. Based on the place of work, it can be dominated by nurses who work at Taman Husada Bontang Hospital, namely 37 nurses with a percentage of 29%.

### Validity and Reliability

Validity indicates the extent to which this tool is able to measure what will be measured. Validity testing as a measuring tool is intended to find out whether the questionnaire question is quite repressive or sufficient as a sampling test. Validity testing steps: Operationally define the concepts to be measured. Conducted a measuring scale trial on several respondents. Preparing an answer tabulation table. Calculates the correlation between each question with a total score. A variable is said to be valid if: 1) the result  $r$  value  $> 0.3$  then the variable is valid. 2) the result  $r$  value  $< 0.3$  then the variable is invalid

Reliability is an index that shows the extent to which measuring devices are trustworthy or reliable. Reliability shows the consistency of a measuring instrument in measuring a state. The technique used to perform reliability tests is to use *Alpha Cronbach* (what scale) which is to group items into two or more hemispheres. The closer *cronbach's alpha* is to 1, the higher the internal consistent reliability. If a reliability of less than 0.60 is considered bad, reliability in the range of 0.70 is acceptable, and over 0.80 is good. The following are the results of the instrument validity and reliability test as follows:

Table 2: Validity and Reliability Test Results

Variable	Items	Correted item Total Correlation	Result	Cronbach's Alpha
Performance (Control)	X1	.470**	Valid	0.852 (reliable)
	X2	.424**	Valid	
	X3	.541**	Valid	
	X4	.570**	Valid	
	X5	.598**	Valid	
	X6	.605**	Valid	
	X7	.551**	Valid	
	X8	.458**	Valid	
	X9	.492**	Valid	
	X10	.592**	Valid	
	X11	.645**	Valid	
	X12	.465**	Valid	
	X13	.535**	Valid	
	X14	.587**	Valid	
	X15	.573**	Valid	
	X16	.619**	Valid	
	X17	.703**	Valid	
Performance (Intervention)	X1	.694**	Valid	0.840 (reliable)
	X2	.619**	Valid	
	X3	.685**	Valid	
	X4	.709**	Valid	
	X5	.474**	Valid	
	X6	.610**	Valid	
	X7	.742**	Valid	
	X8	.750**	Valid	
	X9	.743**	Valid	
	X10	.721**	Valid	
	X11	.721**	Valid	
	X12	.404**	Valid	
	X13	.375**	Valid	
	X14	.309**	Valid	
	X15	.331**	Valid	
	X16	.391*	Valid	
	X17	.346**	Valid	

Source: Primary Data Processed by Authors, 2023.

The validity calculation results show that the statement items, all of which are declared valid because they have *corrected items with a total correlation* greater than the table r (0.300). For alpha coefficients are expressed as reliable because they are greater than 0.6. Thus, the measurement items on each indicator in the research variables are declared reliable and can subsequently be used in the study.

### Wilcoxon Test Results

The results of the Wilcoxon test on the self-esteem variable were to determine the difference between the performance data of the implementing nurse (Control) and the performance of the implementing nurse (Intervention) after the treatment or implementation of the team assignment model. The results of the Wilcoxon test on the performance variables of the implementing nurse (Control) with the performance of the implementing nurse (Intervention) are as follows:

Table 3: Wilcoxon Test Results

Test Statistics <sup>a</sup>	
	Intervention Performance - Control Performance
Z	-2,422 <sup>b</sup>
Asymp. Sig. (2-tailed)	.015
a. Wilcoxon Signed Ranks Test	
b. Based on positive ranks.	

Source: Primary Data Processed by Authors, 2023.

Based on table 3 Wilcoxon test results on the performance variables of the implementing nurse (Control) with the performance of the implementing nurse (Intervention) shows that Z count of -2.422 and sig of 0.015, it can be concluded that there is a difference in the performance results of the implementing nurse (Control) with the performance of the implementing nurse (Intervention).

## V. DISCUSSIONS

Most of the respondents to this study were female, namely 108 people or 86%. The characteristics of the study based on gender are more dominated by women, this is in accordance with the number of nurses in the Regional General Hospital of the City of East Kalimantan, most of whom are women. Based on the age of the respondents, it was shown that the respondents of this study were the most aged from 21 to 40 years, namely 70 people or 55%. This condition gives an idea that nurses at the Regional General Hospital of the City of East Kalimantan are filled with employees aged from 21 to 40 years. Based on the latest education, it shows that the respondents of this study are the most educated in D-3 Nursing, namely 91 people or 72%. This condition gives an idea that nurses at the Regional General Hospital of the City of East Kalimantan are filled with employees who have D-3 education. Based on the length of service, it shows that the respondents of this study have the most work period between 6-10 years, which is 51 people or 40%. This shows that nurses at the Regional General Hospital of the City of East Kalimantan have a commitment to work quite well. Based on the place of work, it can be dominated by nurses who work at Taman Husada Bontang Hospital, namely 64 nurses with a percentage of 51%.

The results of the validity calculation show that the statement items, all of which are declared valid because they have a *corrected item total correlation* greater than 0.3, this means that the questionnaire made is in accordance with the predetermined limits or the questionnaire made is correct. For alpha coefficients are expressed as reliable because they are greater than 0.6. Thus, the measurement items on each indicator in the research variables are declared reliable and can then be used in the study, this means that the answers given by the respondents are correct.

These factors make individuals in the application of the team assignment method different from each other and will influence the individual in perceiving an object, stimulus, even though the object is the same. In the implementation of team or group assignment methods can be much different even though the situation is the same. Differences can be traced to individual differences, personality differences, differences in attitudes or differences in motivation. These will all affect the behavior of individuals or groups in the implementation of team assignment methods and will be generated on the performance of individuals or groups of people. The behavior of a person on its basis is inseparable from the underlying motives. Behavior is formed in itself in relation to the method of team assignment. This can be seen contextually, meaning that situations in which behavior in the team assignment method arises, should receive attention. The situation is a supporting factor in the process of forming a person's behavior in applying the method of team assignment. If the team assignment method on an object that is considered good will get improved performance results and vice versa. Whereas as a social being, a person wants relationships and cooperation with other social beings, therefore he seeks to adjust to the environment in which he works.

This is in accordance with research conducted by Cindy et al (2017) who said that the performance of most nurses has good performance indicating that there is a relationship between the application of team methods and the performance of implementing nurses. But of the many who have good performance, there are still those whose performance is not good. Such conditions need to be traced to factors related to performance so that the expected assessment of the nurse's performance is an improvement or increase in the work motivation of all implementing nurses. This is in accordance with the research conducted that the performance of the implementing

nurse here is how the documentation of nursing care is carried out, the speed and responsiveness of the respondents how the implementing nurse creates or maintains cooperative relationships with other health workers.

Based on research conducted by Kuswanto (2012), about the influence of the application of managerial functions in the team assignment method on performance, statistical test results can be explained that managerial functions have a significant effect on the performance of implementing nurses. This is the same as what researchers do in this case managerial functions in which there is planning, organizing, directing and supervising, namely by assigning a team that examines managerial functions.

## **VI. CONCLUSION, LIMITATION AND FUTURE RESEARCH**

The limitation in this study is the subject of the study, it is hoped that in the future it will include respondents not only the implementing nurse but the team leader and the head of the treatment room so that the team assignment model can be optimally accommodated. The result of the validity calculation shows that the statement items, all of which are declared valid. For reliability of measurement items on each indicator in the variable, namely the performance of the implementing nurse (Control) with the performance of the implementing nurse (Intervention) the research is declared reliable. In improving the performance of nurses in the general hospital area of Kota Se-Kaltim, one of the alternatives is nursing care, starting from planning, organizing, directing, and supervising. For this reason, the hospital management can consider this method approach to be applied. The results of the Wilcoxon test on the variables of executing nurse performance (Control) with the performance of the implementing nurse (Intervention) showed that there was a difference in the performance results of the implementing nurse (Control) with the performance of the implementing nurse (Intervention). The suggestions that can be given from the results of this study are as follows: For nurses, it is hoped that this research can be a reference in applying the team assignment method in nursing care, starting from planning, organizing, directing, and supervising. For subsequent researchers, the results of this study are expected to be a reference and a reference to be developed in broader research, for example expanding the sample to be studied or others.

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