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## RELATIONSHIP NEEDS AND EXPECTATIONS WITH PERFORMANCE OF NURSE IN PREVENTION AND CONTROL OF INFECTION IN INTENSIVE CARE ROOM ULIN HOSPITAL BANJARMASIN

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### ABSTRACT

*Hospital and other health facilities must implement infection prevention and control. In an effort to prevent and control the infection in hospital, need to break the chain of transmission. Nurses with good performance is necessary to break the chain of transmission. Professional nurses organizing can not be separated from the needs and expectations. This study aim to identify the relationship between needs and expectations with the performance of nurses in infection prevention and control. This study use quantitative design method. The population are all nurses in Intensive Care Room of Ulin Hospital numbered 42 people. Samples are 35 people, calculation using Slovin formula. The result show a relationship between needs with the performance of nurses ( $p = 0,000$  OR = 162,000) and a relationship between expectations with the performance of nurses ( $p = 0,003$  OR = 36,000). Logistic regression results Nagelkerke R Square = 0.732. Simultaneously that the performance of nurses in infection prevention and control are 73.2% influenced by the needs and expectations. The conclusion are needs and expectations have relationship with the performance of nurses in the infection prevention and control in the Intensive Care Room Ulin Hospital.*

**KEYWORDS:** Needs, expectations, performance of nurses

### PRELIMINARY

Infectious diseases still one health problem in the world, including Indonesia. There are community acquired infection and hospital acquired infection formerly known as nosocomial infections (MoH RI, 2009). Related to the prevention and infections control in hospital, the WHO research conducted in 2010 at 68 hospitals in 15 developing countries found that (24.8%) the implementation of infection prevention implemented incorrectly. The results of the survey at the Government Hospital in the provincial level throughout Indonesia in 2013, generally the implementation of the correct prevention of infection already well underway. The results of the survey of the implementation of infection

prevention properly on medical measures in good category (99.8%), midwifery are good (99%) and nursing actions are good (89%) implemented. When viewed by each percentage implementation of infection prevention each action it can be seen nursing actions although generally good, but it is the lowest when compared with the actions of medical and midwifery.

The data related to the implementation of infection prevention correctly at the provincial level as well as in Ulin Hospital Banjarmasin has not described, until recently had never done a survey to determine the implementation of infection prevention properly in Ulin Hospital Banjarmasin either by local government and the hospital itself. However, the data associated with

nosocomial infections were found from October to December 2014 in the Intensive Care Room undertaken by the Committee on Prevention and Infection Control Ulin Hospital, found nosocomial infections Ventilator Associated Pneumonia (VAP) at 7.31% , urinary tract infections (UTI) at 5.97%, plebitis lab 1.38%, plebitis IVL 4.04%, decubitus 0.68% and wound infections 4.02%. The incidence of nosocomial infection that occur in in the period that exceeds the value of the Minimum Service Standards National Hospital (SPNM-RS) which is 0.5%. The condition shows that the implementation of prevention and control of nosocomial infections are still lacking and would be detrimental to patient. Indications of patients treated at the Intensive Care Room is patients who require strict supervision and treatment by titration, patients requiring cardiovascular monitoring in an unlimited period of time, patients with respiratory failure threat that needs immediate action endotracheal intubation and mechanical ventilation installation. Intensive Care Room in serving patients involves a lot of human resources (medical, nursing, non nursing, technicians, analysts and administrative personnel) also use a lot of equipment and drugs. This is what might trigger a high rate of incidence of nosocomial infections in patients admitted to the Intensive Care Room.

Nurses are required to have a good performance in providing services to patients. The performance of nurses in infection prevention and control in performing nursing actions should perform proper hand hygiene by applying the six steps of hand washing, use of personal protective equipment (PPE) when carrying out invasive action such as installing a catheter and infusion, attention to patient-care equipment that is used as a tool after patient was cleaned and sterilization in the installation of the CSSD and the patient's bed to be cleaned immediately after discharge and disinfektan, pay attention to self-protection by treating syringe used banished to special places that hold the stick before being discharged into an incinerator, the placement of patients by placing patients of infectious diseases such as pulmonary TB patients separate from other patients, dispose of waste according to the type of trash to the dumpster that has been provided and inject the correct practice to always use a new syringe to inject each type of drug

Preliminary survey conducted by researchers on April 21-23, 2015 to nurse amounted to 15 people consisting of 6 nurses male and 9 female nurse on duty at the Intensive Care Room obtained the following results are the presence of special clothing of nurses that are only used in space Intensive Care entire (100%), the visited time for patients have been adhered to by all at 66,7% of nurses expressed sometimes met and

33.3% of nurses expressed unmet and income working in the Intensive Care Room fulfill/meet the needs of nurses by 80% stated not met and 20% stated very unmet.

The results of the interview relating to expectations nurse first level in the form of productivity, attendance and hope the second level in the form of awards obtained the interview as follows as, activity nursing held in the Intensive Care effective, efficient and compliant by 60% of nurses expressed as expected and amounted to 40 % so according to very expected; The number of nurses in the Intensive Care Activities in accordance with the workload of 66.7% of nurses expressed not as expected and amounted to 33.3% of nurses expressed sometimes as expected; nurse in Intensive Care participate in tourism activities financed hospital nurses (100%) stated strongly as not expected.

Based on the results of the preliminary survey conducted to nurses in the Intensive Care Room, researchers can conclude that the need for nurses are still not being met is a matter of income. This condition can be understood as based on services received follow-up interviews nurse each month only between four hundred thousand to six hundred thousand rupiah. These earnings are deemed nurses still can not meet their needs, these earnings are very much different compared to fellow nurses who served in Hemodialysis Installing a monthly gain ranging between four million to six million rupiah per month. As related to the expectations of nurses, the researchers concluded that tourism activities is not in accordance with the expectations of nurses, this condition can occur because during his stint in the Intensive Care room never participate in tourism activities by hospital

See the above background, where there are indications that the application of the prevention of infection control is still not implemented up by nurses as evidenced by the high incidence of nosocomial infection and there still needs and expectations of nurses are still not being met by the hospital management, the researchers are interested in doing research with title: "Relationships needs and expectations with performance of nurses in prevention and control of infection in Intensive Care Room Ulin Hospital Banjarmasin".

## RESEARCH METHODS

This research is a quantitative research. The population, all nurses who carry out their duties and functions as nurses and care in the Intensive Care Room Ulin Hospital Banjarmasin totaling 42 people, using the formula slovin by purposive sampling. The independent variables needs and expectations while the dependent variable is the nurses' performance in infection prevention and control. The research was

conducted in September 2015 by using a questionnaire and analyzed by the Fisher exact test and logistic regression.

**RESULTS AND DISCUSSION**

**1. Relationship Needs with Performance of Nurses in Prevention and Control of Infection:-**

**Table 1. Relationship Needs with Performance of Nurses in Prevention and Control of Infection**

No.	Needs	Nurses performance				Total	
		Good		Bad		N	%
		f	%	f	%		
1	Met	27	96.4	1	3.6	28	100
2	Not met	1	14.3	6	85.7	7	100
	Total	28	80	7	20	35	100

Test Fisher's exact test, p = 0.000 (OR: 162.000 95% CI 8.829 to 2972.441)

The result of Fisher's exact test analysis  $H_0$  is rejected with  $p = 0,000$  which means there is relationship needs with performance of nurses in the prevention and control of infection. Analysis based on the odds ratio (OR) were obtained, namely 162 000 (95% CI 8.829 to 2972.441 does not exceed

1) statistically there is significant and it is believed that 95% of nurses who needs are being met 162 times better in performance in the prevention and control of infection than nurses whose needs are not being met.

**2. Relationship Expectations with Performance of Nurses in Prevention and Control of Infection:-**

**Table 2. Relationship Expectations with Performance of Nurses in Prevention and Control of Infection**

No.	Expectations	Nurses performance				Total	
		Good		Bad		N	%
		f	%	f	%		
1	Accordance	27	90	3	10	30	100
2	Not accordance	1	20	4	80	5	100
	Total	28	80	7	20	35	100

Test Fisher's exact test, p = 0.003 (OR: 36,000 95% CI 2.970 to 436.344)

The result of Fisher's exact test analysis  $H_0$  is rejected with  $p = 0.003$  which means there is relationship expectations with performance of nurses in the prevention and control of infection. Analysis based on the odds ratio (OR) were obtained, namely 36,000 (95% CI 8.829 to 29770 to 436.444 does not

exceed 1) statistically there is significant and it is believed that 95% of nurses who expectations are being accordance 36 times better in performance in the prevention and control of infection than nurses whose expectations are not being accordance.

**3. Multivariate analysis:-**

**Table 3 Relationships Needs and Expectations with Performance of Nurses in Prevention and Control of Infection in Intensive Care Room Ulin Hospital Banjarmasin**

No.	Variable	P Value	OR	95% CI	
				Lower	Upper
1	Needs	0,000	162.000	8.829	2972.441
2	Expectations	0,003	36,000	2,970	436.344

Logistic regression Nagelkerke Rated R Square = 0.732, Chi-Square Compute (21.182) > Chi-Square Table 5.990 ( $p = 0.000 < 0.05$ )

Obtained  $X^2$  count 21.182 >  $X^2$  tables for two independent variables = 5.990 (0.000 Sig < 0.05), which means simultant needs and expectations related to the performance of nurses in the prevention and control of infection in Intensive Care Room Ulin Hospital Banjarmasin. The ability of the needs and expectations in explaining the performance of

nurses in the prevention and control of infection by 73.2% and are 100% -76, 9% = 26.8% explained by factors other than the needs and expectations.

From these two independent variables related to the performance of nurses in the prevention and control of infections in Intensive Care Room Ulin Hospital Banjarmasin, the



most dominant variables related to the performance of nurses in the prevention and control of infection is needs variable with OR 162 000.

This condition indicates that as long as the needs are met then the nurse will be able to work with a good performance, the results of research that the relationship needs nurse's performance the most dominant relationship, because the need is a matter that must be met because when needs are not met then the nurse can not work in accordance with service standards. One example is a special need for rooms occupied by patients with infectious diseases. The nurse had to put them together with other patients even though by giving distances to other patients. This condition can still be a risk of spreading the disease to other patients.

In contrast to expectations though related, the hope that does not match the nurse still can work well, such as expectations of nurses who want the services of intensifnya more with another room because the workload is higher does not meet expectations, they are still able to carry out the performance of prevention and infection control good. This result is consistent as what was raised Mahmudin (2013) in his research that found the need to have the most influence on work motivation of PTT midwives in Tanah Laut.

In contrast to research Mahmudin (2013) which examined more weight to Maslow's needs to be met individual needs that affect the performance of nurse researchers did a general need that is not provided or not be met by the nurse personally though still associated with Maslow's needs. The needs in this research is the need in the prevention and control of infection that must be met by the hospital management in order to improve quality and patient safety and the safety of employees and to meet the needs of the nurses did not attempt to meet it, is proven by although sometimes supply PPE lack or can not meet the need for nurses to work, they make no effort to comply, they tend to work sober even without PPE.

The results also revealed simultaneously relationship between the needs and expectations of the performance of nurses in the control and prevention of infection. Based on the results of logistic regression test 73.2% performance can be explained by the need and performance, while 26.8% likely to be influenced by other factors.

In this study, researchers used a measuring tool is the development of Victor Vroom in Suarli & Bahtiar (2012) on the theory of expectations, Umar (2001) on aspects of performance are assessed. In the measurement instruments expectations by Victor Vroom aspects expectation first level includes the aspect of productivity researchers added aspects of the training, the aspect of job quality researchers added aspects of satisfaction, in the aspect of the level of attendance

researchers added aspects of the division of labor time (scheduling), on the aspect of management engagement researchers added communication aspect weigh received. While aspects of the second level of hope that includes wage increases, promotions and awards. Researchers added aspect of tourism as one of the aspects of the award.

As for the performance measurement tools researchers did not examine the performance aspects that include performance, creativity / abilities, personality, sincerity and cooperation work. In this study researchers to look more dominant prudential aspects (*safety*) in working out which aspects are very important to provide protection to nurses and patients in order to avoid transmission of nosocomial infections.

Theory of measurement needs and expectations with the performance revealed the two variables are linked to the performance of nurses in infection prevention and control. Hubunganya value is greater than the needs of the expectation value of 162 000 OR needs and value expectations of 36,000. The difference in value between the two variables is quite large so it was revealed that in order to achieve the performance of nurses optimal management must meet the needs required the need for nurses in the prevention and control of infection without prejudice to the things that the expectations of nurses such as holding tourist activity to refrening nurses so as to release the saturation of nurses in the work.

As for excellence in meeting the needs Musbikin (2003), found evidence that the factor of fulfillment has a strong impact and performance. In his research, it was found that the factors involved in the need for labor increased motivation, increased creativity, delivering increased business cooperation improvement of performance.

Of the variables the study observed, the development of a theory that was found is that to increase the optimal performance, the needs and expectations must be met. To improve the performance of the main thing is to meet the needs not meet the needs of employees because if these needs are met directly expectations are met and if expectations are met the needs are not necessarily met.

## CONCLUSION

1. There is a relationship needs with the performance of nurses in the prevention and control of infections in Intensive Care Room Ulin Hospital Banjarmasin, p (0.000), OR (162.000).
2. There is a relationship expectations with the performance of nurses in the prevention and control of infections in Intensive Care Room Ulin Hospital Banjarmasin, p (0.003), OR (36,000).
3. The most dominant variable needs to do with the performance of nurses in the prevention and

control of infections in Intensive Care Room Ulin Hospital Banjarmasin, (0,000), OR (162.000).

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