Implementation Of Nursing Care At Hospital X Jakarta

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ABSTRACT

Background: Nursing services are a form of professional service based on nursing knowledge and skills, aimed at individuals, families, groups, and communities, both in healthy and sick conditions. Nurses have a crucial role as providers of 24-hour nursing care, making them the health workers with the most intensive interaction with patients compared to other health professions. Therefore, the quality of nursing care implementation is a crucial aspect in the hospital service system. This study aims to provide an overview of the implementation of nurses in carrying out nursing care at Hospital X Jakarta. Methods: This study used a quantitative descriptive approach with a cross-sectional design. The population in this study were all nurses working in the inpatient ward of Hospital X Jakarta, totaling 143 people. The research sample was determined using the Slovin formula to obtain 58 respondents. The data collection technique was carried out through the distribution of validated questionnaires. Results: Of the 58 respondents involved in the study, all nurses (100%) showed the implementation of nursing care in the good category. Conclusion: The results of this study indicate that the implementation of nursing care by nurses at Hospital X Jakarta is in the good category. These findings reflect the optimal quality of nursing services and can be the basis for developing the quality of nursing services and institutional policies in hospitals..

Keywords: implementation; nursing care; nurses; nursing services; hospital

INTRODUCTION

Healthcare facilities, such as hospitals, are crucial in any given area. Hospitals provide comprehensive healthcare services, encompassing several aspects, including promotive, preventive, curative, and rehabilitative care, for the entire community. Nursing care is a professional service, an integral part of healthcare services, based on nursing knowledge and techniques, aimed at individuals, families, groups, or communities, whether healthy or ill (PMK RI No. 26, 2019). Quality healthcare services must meet the satisfaction of every user, reflecting the average level of user satisfaction. Service quality and patient satisfaction are two crucial aspects of how well a hospital

provides services to the community (Utomo et al., 2023).

Society continues to evolve along with advances in various aspects of services, including the need for healthcare. Therefore, the demand for quality healthcare services is increasing, along with public awareness of the importance of maintaining good health. In this context, the progress and development of hospitals depend heavily on the quality of their services. Hospitals that provide high-quality care will earn patient trust, ultimately increasing patient satisfaction. This satisfaction is based not only on the medical outcomes achieved, but also on the patient's overall experience during treatment at the hospital. Good service encompasses various aspects, such as the competence of medical personnel, adequate facilities, efficient care processes, and attention to the patient's emotional and psychological needs (Nugraha & Sumadi, 2020).

Nurses play a crucial role as providers of 24-hour nursing care, demonstrating that they interact more frequently than other healthcare professionals (Research and Community Service, Widya Karya Catholic University, Malang et al., 2021). The World Health Organization (WHO) stated that the number of nurses worldwide in 2021 was 19.3 million. Meanwhile, in Indonesia, there are 147,264 nurses out of the total healthcare workforce in hospitals. Nationally, the nurse-to-patient ratio is 87.65 per 100,000 population. While the number of nurses in DKI Jakarta province in 2021 was 36,725, in West Jakarta alone, there were 6,542 nurses in 2021 (Akbar, 2023).

The systematic approach used by nurses and other medical personnel to comprehensively meet individual health needs is known as the nursing process. Steps in the nursing process include assessment, problem analysis, planning or intervention, implementation, and evaluation. One step in the nursing care process is nursing implementation, which is the process of applying nursing knowledge, skills, and practices in providing care to patients or clients. This involves the application of relevant methods, techniques, and approaches to meet individual needs holistically (Saputra et al., 2023).

Current competencies required by nurses are often rarely or even incompletely implemented, such as creating and maintaining a safe and comfortable care environment through quality assurance and risk management. Furthermore, preventive measures to avoid patient injury, measuring vital signs using the EWSS, and handling emergency cases are also important competencies (Umiyati, 2021). The competency components a nurse must possess include knowledge, skills, and the ability to make clinical decisions. Competence can be defined as the ability to possess knowledge, skills, attitudes, and

critical thinking. In providing nursing care, nurse competence must be the basis of a nurse's authority (Khairina et al., 2020). According to (Limbong, 2022), based on research, S.K. Lerik Hospital, Kupang City, experienced incomplete documentation of patient status, leading to actions not following established procedures. This resulted in irregular nursing care.

Based on the results of a preliminary study conducted by researchers at X Hospital Jakarta on June 5, 2024. From the results of interviews and observations of researchers with several nurses, it was found that out of 10 nurses, 7 of them were able to explain and understand correctly, but there were 3 nurses who explained less accurately about what the description of the implementation of nursing care was. This shows that nurses at the Royal Taruma Hospital are quite good at implementing nursing care, but other studies show that there are still nurses who have not carried out actions according to procedures so that further research is needed. Therefore, this research is important to be carried out considering the increasing demands of society on nurses. Nurse Readiness in carrying out Nursing Care to patients is closely related to patient satisfaction with the quality of nursing care services. Based on the description above, researchers are interested in conducting research on the Description of the Implementation of Nursing Care at Royal X Hospital Jakarta.

This study aims to provide an overview of the implementation of nurses in carrying out nursing care at Hospital X Jakarta.

MATERIALS AND METHODS

This study used a quantitative descriptive approach with a cross-sectional design to describe the implementation of nursing care based on Standard Operating Procedures (SOP) at Hospital X Jakarta. Data collection was conducted simultaneously at one time. The study population included 143 inpatient nurses, and a sample of 58 respondents was obtained through purposive sampling based on the Slovin formula. Inclusion criteria included nurses working at the hospital, in good health, and willing to be respondents, while exclusion criteria included nurses on leave or study assignments. Data were collected using a questionnaire that measured the characteristics of respondents (gender, age, education, and length of service) and the implementation of nursing care according to SOP. Univariate data analysis.

RESULTS

This research was conducted at Hospital X Jakarta and the results of the research

are as follows: Table 1   The majority of respondents were female (100%). Most of them were under 30 years old (62.1%) and held a Bachelor's degree in Nursing (S1/Ners) (55.2%). In terms of work experience, the majority had less than 5 years of experience (53.4%).

Table 1: Frequency Distribution of Respondents

Characteristics	Frequency (f)	Percentage (%)
Gender		
Male	0	0.0
Female	58	100.0
Age		
< 30 years	36	62.1
> 30 years	22	37.9
Education		
Diploma in Nursing (D3)	26	44.6
Bachelor/Nurse (S1/Ners)	32	55.2
Work Experience		
< 5 years	31	53.4
> 5 years	27	46.6
Total	58	100.0

Table 2   The results show that all respondents (100%) rated the implementation as good, with a mean score of 2.00 and a standard deviation of 0.324. This indicates complete uniformity in the assessment, suggesting that the implementation was consistently perceived positively by all participants without any variation.

Table 2: Overview of Nursing Care Implementation

Description of Implementation	Frequency (f)	Percentage (%)	Mean	Standard Deviation
Good	58	100.0	2.00	0. 324
Total	58	100.0		

DISCUSSION

The findings of this study revealed that the majority of respondents were female (100%), under 30 years old (62.1%), held a Bachelor's degree in Nursing (55.2%), and had less than 5 years of work experience (53.4%). These characteristics are in line with several recent studies in the nursing field, particularly within Southeast Asia and other developing healthcare systems. A study conducted in Tanzania found that female nurses dominated the workforce, and significantly outperformed their male counterparts in aspects of professional development. While gender was not a significant predictor of professional practice in general ($\chi^2 = 1.384$, P = 0.239), being female was associated with stronger commitment to professional growth (OR = 0.528; 95% CI: 0.379–0.737, P <

0.001) (BMC Health Services Research, (2024), This supports the present study, where all respondents were women, underscoring the ongoing feminization of the nursing profession.

Similarly, a study in Saudi Arabia involving 691 nurses showed that 94.1% were female, with a mean age of 31.5 years, and 62.8% had less than 5 years of experience, while 81.8% had obtained a Bachelor of Nursing. These findings mirror the demographic trends observed in this study, suggesting that the sample characteristics reflect a wider regional pattern in the nursing workforce (International Journal of Environmental Research and Public Health, (2023). In Indonesia, a qualitative study focusing on nurse retention highlighted that younger, predominantly female nurses with less than 10 years of service were motivated by workplace relationships, career development, and compensation. Although the average age in that study was slightly higher (mean 35.6 years), the underlying motivational factors are likely to be similar for the younger nurses in this study (Hasanah et al., 2023, A relevant study conducted in East Java found that nurses' age and length of service did not significantly affect the quality of documentation, whereas education level and motivation had a positive effect (p > 0.05). With over 55% of respondents in this study holding a bachelor's degree, the data support the argument that education plays a critical role in professional nursing performance, regardless of experience (Mardhiyah et al., 2023). Lastly, a study from South Korea on 165 male nurses revealed that gender equity in nursing education contributed positively to job satisfaction, esteem, and retention. Although your current study involved no male respondents, the research highlights the importance of inclusive education environments to broaden participation and enhance professional pride, especially in a traditionally female-dominated field (Yun et al., 2023).

The results of respondents assessing the implementation as "good" (mean = 2.00, SD = 0.324) are in line with the research. The results of this study indicate that all respondents (100%) assessed the implementation as good, with an average value (mean) of 2.00 and a standard deviation of 0.324. This value indicates uniformity of assessment without significant variation, indicating that the implementation was carried out consistently and was received positively by all participants. This finding is supported by several recent studies that show similar trends in various nursing service contexts. A study by Wati et al. (2024) examined the implementation of an Evidence-Based Practice (EBP)-based nursing documentation system in several referral hospitals. The results

showed that 92% of nurses responded positively to the implementation of EBP in clinical practice, and the majority stated that the system was easy to use, supported work efficiency, and was in accordance with SOPs. This aligns with the results of this study, where all respondents assessed the implementation as going well (Wati, S., et al., 2024, Indonesian Nursing Journal, 2023).

Research by Damayanti and Siregar (2023) on the implementation of the Clinical Pathway for surgical patients also showed positive results. 87% of nurses stated that the implementation of the Clinical Pathway facilitated the provision of systematic and standardized services. The average implementation evaluation score was in the good category, and the standard deviation indicated uniformity of perceptions among staff (Damayanti, R. & Siregar, E., 2023, Journal of Health Science and Technology, 2023).

Conversely, an international study by Tekalign et al. (2024) in Ethiopia evaluated the implementation of evidence-based practices in a government hospital. Of the 436 nurses surveyed, 82.8% expressed a positive assessment of the implementation of EBP. Factors such as training, management support, and resource availability were key determinants of implementation success. The overall average score was in the high category, with a low standard deviation, reflecting A uniformity of positive perceptions, similar to the findings of this study (Tekalign, B., et al., 2024).

Furthermore, research by Mardhiyah et al. (2023) in East Java on nursing care documentation using the NANDA-NOC-NIC (NNN) approach also reported similar results. Most nurses stated that the implementation of NNN facilitated their daily tasks, and the majority gave a "good" rating to its implementation. High mean scores with low standard deviations indicated consistent levels of acceptance and compliance among respondents (Mardhiyah, D. et al., 2023). Finally, a study by Yun et al. (2023) in South Korea on a technology-based clinical competency evaluation system for new nurses found that over 90% of respondents stated that the implemented system was good, easy to understand, and improved the accuracy of performance assessments. These assessments also showed high mean scores with very low variance, indicating a uniformity of positive perceptions of the implemented system (Yun, S. et al., 2023).

Recent studies in Jakarta have highlighted significant developments in the implementation of nursing care. A pilot study by Saraswasta, Hariyati, and Fatmawati (2023) found improved consistency in nursing documentation following the application of a systematic approach in inpatient wards (Saraswasta et al., 2023). Similarly, a study

by Marwanah et al. (2021) at Royal Progress Hospital showed that head nurse supervision significantly enhanced nurses' documentation performance—from 81.8% to 89.1%—after structured intervention (p = 0.002) (Marwanah et al., 2021). Another study by Sumampow, Novieastari, Rachmi, and Yatnikasari (2024) emphasized the optimization of primary nursing care models at Harapan Kita Mother and Child Hospital in Jakarta through improved staff comprehension, head nurse monitoring, and the role of preceptors, all of which contributed to better care quality (Sumampow et al., 2024). Azizah et al. (2025) conducted a mini-project in a public hospital in Jakarta, demonstrating that proper management of nursing skill mix, supported by workshops and supervision, led to a safer and more efficient nursing care structure (Azizah et al., 2025). Furthermore, a study by Lumban Tobing, Tarigan, and Kusumaningsih (2024) focused on the implementation of clinical authority among nurses in Hospital X Jakarta, revealing that formal clinical task assignments reinforced both nurse accountability and autonomy in care delivery (Tobing et al., 2024).

CONCLUSIONS

Based on respondent characteristics data, the majority were female (100%), under 30 years old (62.1%), had a bachelor's degree in nursing (55.2%), and had less than 5 years of work experience (53.4%). The results of the implementation of nursing care showed that all respondents (100%) rated the implementation as "good" with an average value of 2.00 and a standard deviation of 0.324. This reflects a uniform and positive perception of the implementation of nursing care without any variation in assessment.

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