

## WORK MANAGEMENT IN IMPROVING THE QUALITY OF NURSING FOR TUBERCULOSIS PATIENTS

Febi Septiani

Faculty of Nursing Universitas Harapan Bangsa

Email Correspondence: febis3430@gmail.com

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### ABSTRACT

Primary health services are efforts made to increase access to quality health services. The increasing burden of tuberculosis in the world is inadequate health services, practices carried out that do not comply with SOPs, causing the detection of tuberculosis to worsen. Quality nursery provides services to achieve the patient's desires or expectation. Service quality is influenced by Tangibles, Reliability, Responsiveness, Assurance and Empathy. Improving the quality of nursing in hospitals can be done with work management. Psychologically, they consider their work to be meaningful, there is a sense of responsibility for the work they do so that the results of their work can increase patient satisfaction. Performance management is a process used for planning, organizing, implementing, monitoring and evaluating. The aim of this research is to identify work management in improving the quality of tuberculosis nursing. The method used in this research is a literature review. The library sources used are laws and journals. Article literature sources consist of Scopus, Science direct, Proques, JSTOR, EBSCOhost, Spingerlink, Pubmed, Google Scholar. By using the keywords "tuberculosis", "patient perspective", "quality of nursing" and "performance". Work management requires planning, organizing, implementing, monitoring and evaluating to improve service quality. Facilities, good communication, ability to provide services, ability to help, listen and resolve patient complaints, provide attention and motivation can improve the quality of nursing. Work management in hospitals is very necessary to improve the quality of nursing services in hospitals

**Keywords:** Tuberculosis, Patient Perspective, Nursing Quality, Work Management

### INTRODUCTION

Tuberculosis is an infectious disease that causes death. This problem is of global concern because the infection and death rates are high. Tuberculosis is caused by the bacterium *Mycobacterium tuberculosis* which spreads through the air, while this bacterium attacks various organs, the majority affecting the lungs (Stenhoff et al., 2020).

One of the factors of tuberculosis is social problems such as socio-economic status, nutrition, perception of disease, poverty, health behavior and lack of access to free and affordable health services, affecting the detection of tuberculosis to get worse (Mohamed Abd Rabo et al., 2014).

A hospital is a health service unit for comprehensive health

services that provides inpatient, outpatient and emergency services (Benedí C. & Güemes J., 2009). Health services are provided in hospitals, health centers and private practices. Hospitals have an important role in providing health services (Cazabon et al., 2020).

Primary health care is an effort made to increase access to quality health services. The quality of health services greatly determines the status of improving the level of public health. To realize quality health standards, cooperation between health services and the community is needed in using existing health facilities (Kementrian Kesehatan Republik Indonesia, 2019).

#### LITERATURE REVIEW

The prevalence of tuberculosis globally is 10,000,000 people fall ill with TB in 2018, 1,500,000 people die from TB every year, 484,000 people fall ill with drug-resistant TB, making it the largest infection killer in the world (Who, 2020). Cases with a high burden of tuberculosis in 2012-2019 increased by 10%, the first being India, the Philippines, Indonesia (Who, global report 2020). The prevalence of tuberculosis in Indonesia reached 1,017,290, with the three largest provinces in Indonesia, namely, West Java 1,86,809, East Java 151,878, and Central Java 132,565 (Risksedas nasional, 2018). Prevalence based on the doctor's diagnosis history, Semarang ranks third in the high percentage of tuberculosis in Central Java with a percentage of 4,710 (Risksedas, 2018).

The increasing burden of tuberculosis in the world is inadequate health services, practices carried out that do not comply with SOPs, causing the detection of tuberculosis to worsen.

Tuberculosis sufferers experience several psychological, physical, financial and social problems. Social factors that make sufferers feel isolated from family and friends. The need for prolonged standard treatment, and the psychological factors experienced by patients due to a lack of understanding of the disease process and treatment knowledge can cause anxiety and depression. This problem has a major impact on the health of tuberculosis sufferers, thereby reducing the quality of life of tuberculosis sufferers (Mohamed Abd Rabo et al., 2014).

The attitude of nurses in providing care in hospitals is less cooperative because their approach to providing information to patients is less clear (Barnett, 2019). Health care for tuberculosis patients with consultations related to tuberculosis is still very limited (Mase et al., 2019). The quality of care is inadequate, namely the interaction between patients and nurses is still lacking, the information given by nurses regarding tuberculosis is unclear, and the facilities/availability of equipment is inadequate. (Eticha et al., 2014). Patient compliance with re-control for tuberculosis decreases due to long waiting times for treatment at the hospital (Nezenega et al., 2013).

Research result (Jain et al., 2019) Quality assurance during hospital treatment from the costs and care services provided while in hospital makes patients feel dissatisfied. The opening hours of treatment centers, the cost of treatment, and the length of treatment are the causes of patients feeling dissatisfied with the quality of care provided (de Vries et al., 2017). In Australia, tuberculosis care is getting worse due to a lack of motivation from nurses regarding their responsibilities for tuberculosis

patients, namely organizing and coordinating routine discussions related to tuberculosis, monitoring and evaluating the activities of tuberculosis patients in hospitals. (Lisboa et al., 2020). The results of research in Uganda were that the quality provided by nurses in hospitals was low because the quality of care provided was poor and respond to patient preferences was slow (Babikako et al., 2011).

In India as in other countries, generally accepted high-quality care rarely goes beyond correct diagnosis, treatment and compliance. Quality of care across geographies rural urban, regional and gender and socio-economic is defined as leaving patients behind, high quality care is defined without the patient's perspective, and patient needs and expectations are not met (Mehra et al., 2020). The attitude of nurses in providing hospital care in providing information to patients is very influential for the patient's recovery (Barnett, 2019). In Indonesia, the quality of tuberculosis services in hospitals is limited and the relationship between nurses and patients is less effective, namely from the aspect of nurses respecting patients, nurses listening to patients, explanations from nurses, sufficient time for discussions, discussion of problems, respect for privacy, tuberculosis information which affects quality nursing in hospital (Suriya, 2018).

Kualitas keperawatan provide services to achieve the patient's desires or expectations (Hadiwijaya, 2018). According to (Andika, 2018) The quality of nursing services is influenced by Tangibles (direct evidence), Reliability (dependability), Responsiveness (Responsiveness), Assurance (Guarantee), Empathy (Attention/empathy). Improving the quality of nursing in hospitals can be

done with work management. People will like work and will be motivated towards their work. Psychologically, they consider their work to be meaningful, there is a sense of responsibility for the work they do so that the results of their work can increase patient satisfaction. The success or quality of nursing can be seen from the performance of a nurse.(Nursam, 2017).

Performance is the result of work in terms of quality and quantity achieved in carrying out their duties in accordance with the responsibilities given (Ginting, 2019). Performance is the implementation of plans that have been prepared. Performance implementation is carried out by human resources who have the ability, motivation, competence and interests.

Organizational performance is also shown by how activities are carried out to achieve planned goals (Atituha, Pasiringi, 2015). Worker management is how to manage the entire organization to achieve previously established organizational goals. Work management benefits organizations, managers and individuals. For organizations, the benefits of work management are adjusting organizational goals with team and individual goals, improving performance, motivating performance, increasing commitment, supporting ethical values, improving training and development processes, improving skills, promoting organizational planning. Performance management is a process used for planning, organizing, implementing, monitoring and evaluating. Observation process activities regarding the implementation of work on the workforce itself, on the work process, and on the results of the work (Atituha, Pasiringi, 2015).

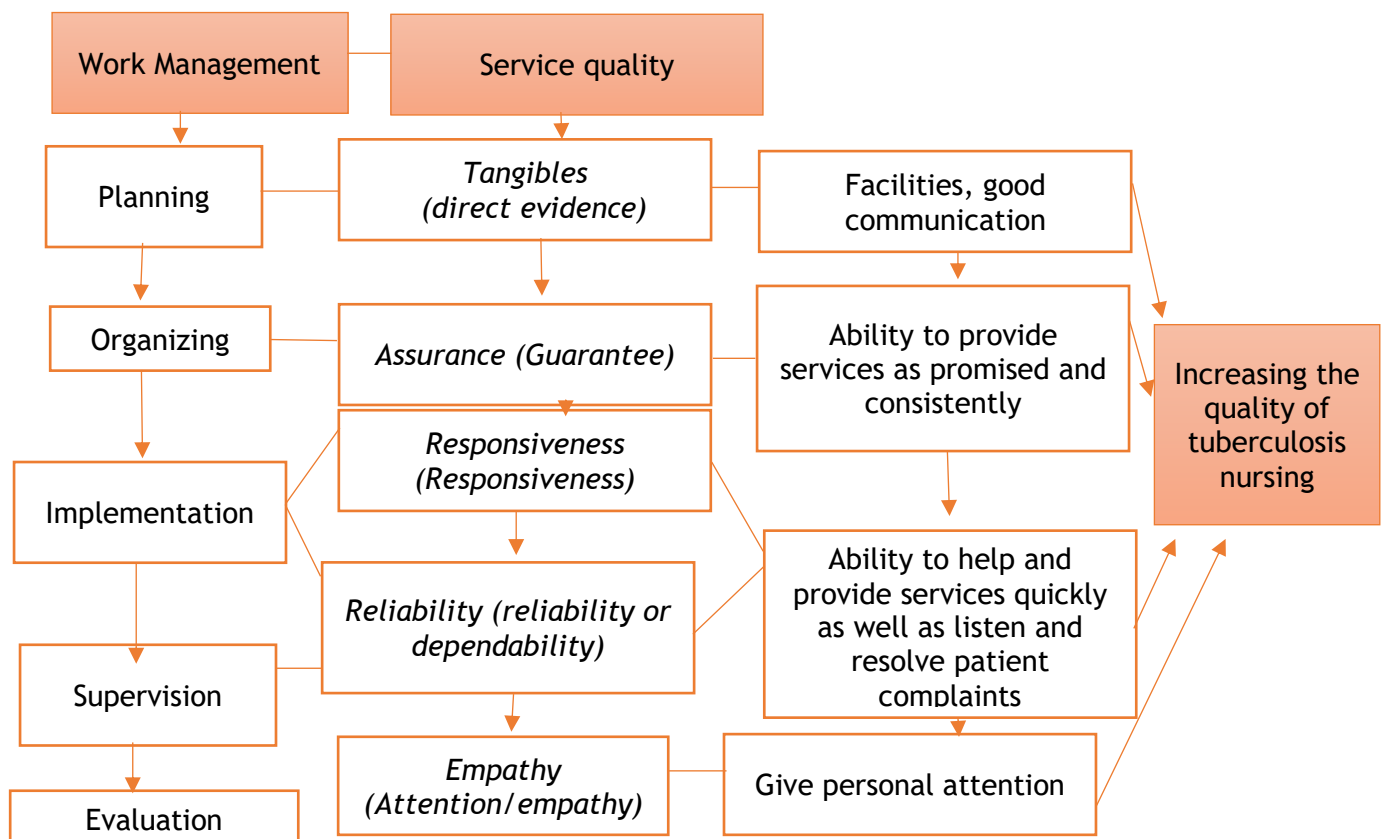
The aim of this research is to identify work management in improving the quality of tuberculosis nursing.

**RESEARCH METHODOLOGY**

This research method is a literature review study. Search for articles by analyzing theory, practice content, and research results. The literature sources used in this writing are laws and journals

related to the quality of nursing for tuberculosis patients and work management. Article literature sources consist of Scopus, Science direct, Proques, JSTOR, EBSCOhost, Spingerlink, Pubmed, Google Scholar. By using the keywords "tuberculosis", "quality of nursing", "Optimizing Nursing Care" and "Performance". The inclusion criteria are full text articles in English or Indonesian published in 2010-2020.

**RESEARCH RESULT**



Gambar 1. Research Result

**DISCUSSION**

Work management requires planning, organizing, implementing, monitoring and evaluating to improve service quality. Facilities, good communication, ability to provide services, ability to help, listen and resolve patient

complaints, provide attention and motivation can improve the quality of nursing. Work Management can be applied to improve the quality of nursing for tuberculosis patients, namely (Purba, 2019).

According to (Purba, 2019) *Tangibles (direct evidence), namely the facilities and communication provided to tuberculosis patients, based on research, show that they are not satisfied with the quality of services in hospitals. The availability of equipment and response to patient care is still lacking so that assessment of the quality of service in hospitals is inadequate* (van der Westhuizen et al., 2019). The quality of care is inadequate, namely the interaction between patients and nurses is still lacking, the information given by nurses regarding tuberculosis is unclear, and the facilities/availability of equipment is inadequate. (Eticha et al., 2014).

The management function consists of planning, namely support from directors, types of planning, forecasting preparation, goals, targets and standards, operational improvement, coordination, resource preparation. Implementation of forecasting does not only compare the situation last year, it is based on many factors that are considered. According to (Purba, 2019). Every organization needs to plan every organizational activity. Planning is a basic process for organizations to choose goals and determine how to achieve them. Therefore, organizations must determine the goals and objectives to be achieved. Planning is necessary and occurs in various forms of organization because planning is a basic management process in taking decisions and actions. Planning is needed in this type of activity, both organizational activities and planning, in every management function, because these functions can only implement decisions that have been determined in planning. Planning is the most important stage of a management function, especially in facing a dynamically

changing external environment. In this era of globalization, planning must rely more on rational and systematic procedures and not just on intuition and hunch. The Professional Nursing Care Model (MAKP) can be carried out using the Functional Method, which is a model of providing nursing care oriented towards completing nursing tasks and procedures. Nurses are assigned to carry out certain tasks to be carried out for all patients treated in a room. The TEAM method is the organization of nursing services using a team consisting of a group of clients and nurses. Professional service is synonymous with quality service, to improve the quality of nursing care in carrying out activities implementing nursing care standards and continuing education. In the nursing group, what is no less important is how to assign nursing staff so that it can be carried out regularly, efficiently with energy, time and space, as well as improving work skills and motivation.

According to (Purba, 2019) Planning in nursing management based on the time period is divided into 3 types, namely short-term, medium-term and long-term planning. Short-term planning as operational planning is planning made for activities within a period of one hour to one year. Medium-term planning is planning made for activities with a period of between one year to five years, while long-term planning or often called strategic planning is planning made for activities lasting 3-20 years. Meanwhile, according to the planning process, it is classified into a profitable development approach (Profitable Growth Approach) and a SWOT analysis approach (Strength, Weakness, Opportunity and Treat).

According to (Atituha, Pasiringi, 2015) Respondents said that nursing planning was good,

namely 68.0% (70 people), while 32.0% (33 people) said it was poor. Respondents with better service quality performance, stated that nursing planning was good as much as 81.4% (57 people), compared to 60.6% (20 people) who stated that nursing planning was poor. Meanwhile, respondents with poor service quality performance, stated that nursing planning was good, amounting to 18.6% (13 people) compared to those who stated that nursing planning was poor, namely 39.4% (13 people) (Atituha, Pasiringi, 2015).

### Organizing

According to (Purba, 2019) *Assurance, namely the ability to provide services as promised and consistently. Quality care for TB patients, namely care that is affordable, easily available or accessible, care is provided efficiently so that the patient is comfortable, is provided in a respectful, empathetic manner and without stigma.* (Mehra et al., 2020). Research result (Jain et al., 2019) Quality assurance during hospital treatment from the costs and care services provided while in hospital makes patients feel dissatisfied. The opening hours of treatment centers, the cost of treatment, and the length of treatment are the causes of patients feeling dissatisfied with the quality of care provided (de Vries et al., 2017).

According to (Purba, 2019) Organizing is an important management function. Organizing is the process of arranging organizational resources to achieve the desired goals by taking into account the existing environment and facilities owned. Characteristics of low organization of information that is not in line with targets, low accountability and left to

incompetency matters. To organize effective work in achieving organizational goals, there are four principles, namely the division of work, delegation of tasks, coordination and time management. Division of work means that each staff has a clear task to do certain work. To avoid mistakes, nurse managers should understand the characteristics of the duties, responsibilities and authority of their staff. Delegation contains elements of good or natural mentoring and regeneration and has the value of how to manage resources effectively and efficiently with limited capabilities. Good delegation must look at The five rights of delegation, namely the task/work, the surrounding environment, the person appointed, the existence of direction / good communication and supervision or evaluation. Coordination is the activity of carrying out communication and relationships with parties involved in carrying out activities so that there is the same tone or rhythm so that there is harmony in actions, efforts, attitudes and adjustments between personnel in the workplace. Time management ability is a person's achievement of success. In order to be successful in managing time, it is necessary to utilize time effectively by analyzing the time used by making schedules and categories of activities, re-examining each portion of the category according to the available time, determining work priorities according to emergency, urgent, and non-urgent/routine (management organization).

According to (Atituha, Pasiringi, 2015) Respondents generally said that nursing organization was good, namely 80 people (77.7%), only 23 people (22.3%) answered that it was poor. Respondents with good nursing

quality performance said that nursing organization was good at 80.0% (64 people) compared to 56.5% (13 people) who said nursing organization was poor. Meanwhile, respondents with poor service quality performance said that nursing organization was good, 20.0% (16 people) compared to those who said nursing organization was poor, namely 43.5% (10 people).

### Implementation

According to (Purba, 2019) Responsiveness is the ability to help and provide services quickly as well as listen to and resolve patient complaints. The long diagnosis of tuberculosis patients, and social support of the services provided at the hospital are one of the factors causing patients to feel dissatisfied with the care provided (Tadesse et al., 2013). Health education related to tuberculosis, timeliness in providing care, social support of nurses to strengthen patients because they consider themselves sentenced to death and stigma from society makes patients feel embarrassed about coming to the hospital, are the most important factors for improving quality care (Amo-adjei, 2017).

According to (Purba, 2019) Reliability (reliability or dependability) is the ability to provide services, reliably, accurately and consistently. The increasing burden of tuberculosis in the world, namely inadequate health services, practices carried out that do not comply with SOPs, causing the detection of tuberculosis to worsen (Mohamed Abd Rabo et al., 2014). Influenced by good ability and experience in providing nursing services in hospitals. Inconsistent transport of sputum for testing hampers treatment, lack of communication with nurses creates a perception of poor quality provided

during care (Cattamanchi et al., 2020). Unmet patient needs lead to poor evaluation of the hospital (Mehra et al., 2020).

In implementing management, it is necessary to pay attention to personnel policies, leadership, communication and motivation. It is necessary to pay attention to the number of employees so that it is in accordance with physical progress, equipment and information systems. Motivation of medical services to improve services. Leadership is developed to be oriented towards inviting all employees to provide the best service. According to (Atituha, Pasiringi, 2015) A total of 59 people (57.3%) stated that the implementation of nursing was good, while 44 people (42.7%) stated that the implementation of nursing was poor. Respondents with better service quality performance, stated that nursing implementation was good at 83.1% (49 people) compared to those who stated that nursing implementation was poor at 63.5% (28 people). Meanwhile, respondents with poor service quality performance stated that nursing implementation was good at 16.9% (10 people) compared to those who stated that nursing implementation was poor, namely 36.4% (16 people).

### Supervision

According to (Purba, 2019) Empathy (attention/empathy), namely giving personal attention. In Canada, the quality of care provided by nurses regarding tuberculosis health education is still lacking, namely the lack of health education regarding good quality patient care. In Ethiopia, the lack of social support from nurses provided by DOTS is one of the factors causing patients to feel dissatisfied with the care provided (Tadesse et al., 2013). The results of research in Uganda were that the quality provided by nurses

in hospitals was low because the quality of care provided was poor and respond to patient preferences was slow (Babikako et al., 2011). Quality care for TB patients means that care is provided efficiently so that the patient is comfortable, provided in a respectful, empathetic manner and without stigma. Quality of care across geographies rural urban, regional and gender and socio-economic is defined as leaving patients behind, high quality care is defined without the patient's perspective, and patient needs and expectations are not met (Mehra et al., 2020).

According to (Atituha, Pasiringi, 2015) Control components that must be considered to improve service quality are assessment standards, standard procedures, information systems, evaluation of past implementation and corrective actions. Most of the respondents, namely 72 people (69.9%) answered that the implementation of nursing supervision was good, and 31 people (30.1%) answered that it was poor. Respondents with better service quality performance, stated that nursing supervision was good at 82.4% (61 people) compared to those who stated that nursing supervision was poor at 55.2% (16 people). Meanwhile, respondents with poor service quality performance, stated that nursing supervision was good was 17.6% (13 people) compared to those who stated that nursing supervision was lacking, namely 44.8% (13 people).

### Evaluation

According to (akhmad fauzi, 2020) Evaluation is assessing whether plans can be discussed well and goals can be achieved, whether there are deviations, what the causes are and how to prevent them from happening again. In organizational activities in hospitals,

experience and treatment are not based on expectations or tastes. This is due to increasingly difficult and expensive resources, an era of competition that demands excellent service and increasingly growing societal demands. And professional work management is carrying out management using procedures that can be scientifically accountable, so it requires people who are properly and appropriately trained.

### CONCLUSION

Work management in hospitals is very necessary in planning, organizing, implementing, monitoring and evaluating. So that nurses in hospitals can provide excellent service so that they can improve the quality of nursing, especially for tuberculosis patients. Tuberculosis patients need motivation from nurses and families for treatment because they think that they are being sentenced to death and the stigma from society is not good. Nurses can provide motivation, therapeutic communication, listen to patient complaints, and provide quality nursing services so that patients feel satisfied with the quality provided at the hospital, especially at the DOTS polyclinic.

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