



# PROCEEDING

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**AKADEMI KEBIDANAN - SEKOLAH TINGGI ILMU KESEHATAN  
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**RELATIONSHIP OF CHARACTERISTICS WITH BEHAVIOR NURSE  
IN HEALTH CARE SPEED IN INSTALLATION EMERGENCY (IGD)  
Dr. ISKAK TULUNGAGUNG AND RSD MARDI WALUYO BLITAR**

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**ABSTRACT**

**Background:** Behavior is the attitude expressed (Expressed attitudes). Nimble behavior in conducting its responsibility to provide health services quickly to all patients who come to the ER in accordance with the procedure by taking into account the patient's condition will affect patient waiting time.

**Objective:** Analyze the relationship with the behavioral characteristics of nurses in health care in the ER speed.

**Methods:** Design research using cross sectional study. Sampling technique used total sampling, obtained 59 respondents. Data collected by using questionnaires and observation sheets and processed by a computer program receipts chi-square test at 95% significance level ( $\alpha \leq 0,005$ ).

**Results:** The result showed a significant relationship between age and years of service with the behavior of nurses.

**Conclusion:** There is relationship of Characteristic with behavior nurse in health care in the ER speed

**Keywords:** age, education, employment, behavior

## BACKGROUND

Emergency patient care plays a very important (Time saving is life saving). The waiting time is too long can affect the patient's condition where in the ER need of urgent assistance that is fast, precise and careful in order to prevent an increase in mortality and disability. Long waiting times can affect the breadth of damage to internal organs, can also increase financing costs (Wilde, 2009).

Myers (1983) explain that, the behavior is the attitude expressed (Expressed attitudes). The new behavior occurs if there is something that is needed to cause a reaction, called stimulation. Means specific stimuli will result in certain behaviors (Sunaryo, 2004). According to Green (2000), behavior is influenced by three main factors: predisposing factors (predisposing factor), enabling factors (enabling factor), and the factor of the amplifier (reinforcing factor) (Notoatmodjo, 2010; Green, 2000).

Nimble behavior in conducting its responsibility to provide health services quickly to all patients who come to the ER in accordance with the procedure by taking into account the patient's condition and the need for health education will affect the patient waiting time. While the results of studies conducted Talombo (2007), showed for the quality of health services, customers assess negatively to the behavior of health workers with the indicator value of 2.49. Lowest score is on the waiting time of service, administrative procedures, room cleanliness, friendliness and attention to patients. Several studies reveal the number of patients who visited the emergency department in Canada is increasing as 14 million per year and in the UK exceeded 15 million a year (S. Ajami et al, 2011). Based on data from patient visits to the emergency in Indonesia reached 4,402,205 (13.3% of all visits in RSU) where 12% of emergency department visits come from referral

number 1,033 1,319 General Hospital of the existing hospital. A significant number of these require considerable attention from emergency patient care (Kepmenkes, 2009). Of the traffic data in the ER dr. Iskak Tulungagung found the number of patients in emergency department visits in 2011 a number of 31 533, in 2012 reached 32 162, while the traffic data in January 2013 a number of 1740 and increased in March reached 3,293. From interviews terhadap 10 patients who come in the ER all waiting to get health care from nurses / doctors more than 15-30 minutes. Noting the importance of speed and accuracy problems in the delivery of health care in the ER, the researchers are interested in researching and finding out whether there is a connection with the behavior characteristics of nurses in health care in the ER speed dr. Iskak Hospital RSD Mardi Waluyo Tulungagung and Blitar.

## **MATERIALS AND METHODS**

This study design is analytic correlation with cross sectional approach. The population in this study are all nurses in the ER dr Iskak RSD Mardi Waluyo Tulungagung and Blitar some 59 people. Sampling technique with total sampling technique in which samples are taken is all the ER nurses are a number of 59 people. Measuring tool used is a questionnaire which had previously been carried out to test the validity using Pearson correlation test and reliability test using Cronbach alpha and observation sheet. Analysis of this study is univariate, bivariate with chi square test at 95% significance level ( $\alpha \leq 0,05$ ).

Ethics in this study as follows: researchers conducted several matters relating to the ethics of research in the form of informed consent, anonymity, confidentially respect the privacy and confidentiality of respondents, respecting the circumstances, taking into account the benefits and losses incurred.

## RESULTS

Table1 Characteristic of Nurse by Age

Age	N	%
23- 30 Years	34	57,6
>30 Years	25	42,4
Total	59	100

Table2 Characteristic of Nurse by Education

Pendidikan	N	%
D3	49	83,1
S1	10	16,9
Total	59	100

Table3. Characteristic of Nurse by length of working

Length of Working	N	%
< 5 Years	38	64,4
>5 Years	21	35,6
Total	59	100

Table 4. frequency of the behavior of nurses

Behavior	N	%
Good	38	64,4
Not Good	21	35,6
Total	59	100

Table 5. Analysis of Characteristics Relationship with nurses Behavior

Variable / Behavior	Good		Not Good		p	
	n	%	n	%		
Age	23	85,3	5	14,7	0,000	
	-30 Years	9	36,0	16		64,0
Total	38		21	100%		
Education	D3	33	67,3	16	32,7	0,296
	S1	5	50	5	50	
Total	38		21	100%		
Length of working	<5 Years	29	76,3	9	23,7	0.010
	>5 Years	9	42,9	12	57,1	
Total	38		21	100%		

Table 6. Distribution of Frequency Speed Health Care in ER Hospital Hospital dr. Iskak Tulungagung and Blitar Mardi Waluyo

Rumah Sakit	Indikator	N	Mean (minute)	Median (minute)	SD (minute)	Min (minute)	Maks (minute)	IC 95%	
								Lower (minute)	Upper (minute)
RSUD Dr. Iskak Tulungagung	Yankes Speed emergent Patient	12	1,17	1,50	2,12	0	5	0,82	3,52
	Yankes Speed Urgent Patient	50	18,50	18,00*	1,05	5	41	15,99	20,70
	Yankes Speed less urgent Patient	38	18,58	16,00	7,64	9	43	16,46	21,01
RSD Mardi Waluyo Blitar	Yankes Speed emergent Patient	9	1,33	1,00*	2,12	0	5	-0,30	2,96
	Yankes Speed Urgent Patient	53	19,00	18,00*	9,24	6	43	16,45	21,55
	Yankes Speed less urgent Patient	24	24,04	23,00	9,73	10	50	19,93	28,15

Note: \* = Data not normal distribution with  $p < 0.05$



## DISCUSSIONS

This research was conducted in hospitals dr.Iskak RSD Mardi Waluyo Tulungagung and Blitar, with samples of all the nurses on duty in the ER. Based on the results of research conducted arrives, the characteristics of the most widely known is the emergency room nurses aged 23-30 years, most educated D3, and most that have tenure <5 years.

Results of this study was to examine the relationship of age to the behavior of the ER nurses in health care in the ER speed obtained value  $\rho = 0,000$  with significance level  $\alpha \leq 0,05$  then  $\rho < 0.05$ . So from this study can be concluded that there is a significant relationship between age and behavior of nurses in the speed of service in the ER this study explains the theory that the development of adults that half of the first part of the lives of young adults are searching competence ourselves, happiness in this period primarily sought through performance and achievement ability. The second half is becoming

increasingly so an adult he started to measure the time remaining, needs turned into integrity, value - the value and existence. Physiological growth and development of someone can be described with increasing age, increasing age expected increase motor skills in accordance with the growth. but the growth and development of a person at a certain point there will be setbacks as a result of factors degenerative.

Results of this study to look at the relationship of education level to the behavior of the ER nurses in health care in the ER speed obtained value  $\rho = 0.26$  with a significance level  $\alpha \leq 0,05$  then  $\rho > 0.05$ . So from this study can be concluded that there is no correlation between level of education and behavior of nurses in the speed-of service in the ER. Results of the study explains the theory that the education reached someone expected to be a determinant factor productivity, among others, knowledge, skills, abilities, attitude and behavior, which is enough to run the

activities of his job, but to the speed of nursing action is likely to also be affected by the lack of information about response time in IGD in accordance with the priorities and services in people's understanding of the gravity of the patient's emergency department on a priority basis.

Results of this study to look at the future relationship with the behavior of the nurses working in the emergency department of health services at IGD speed obtained value  $\rho = 0.010$  with a significance level  $\alpha \leq 0,05$  then  $\rho < 0.05$ . So from this study can be concluded that there is a relationship between the period of employment with the behavior of nurses in the speed of service in the ER. Results of the study explains the theory that the work experience also determines a person's performance. The longer service life of the skill will be better because it was adjusting to his job. Where if someone is getting longer working in the ER will be familiar with the patterns and routines in the ER so

that it will affect the speed of service delivery in the ER.

## CONCLUSION

### 1. Characteristics of respondents:

- a. Most nurses IGD dr.Iskak Hospital Tulungagung and Blitar Waluyo RSD Mardi aged 23-30 years
- b. Most nurses IGD dr.Iskak Hospital Tulungagung and Blitar Waluyo RSD Mardi educated D3.
- c. Hospital emergency room nurse at most dr.Iskak RSD Mardi Waluyo Tulungagung and Blitar which have a service life  $< 5$  years.

2. Most hospital emergency room nurses dr.Iskak RSD Mardi Waluyo Tulungagung and Blitar which have good behavior in the provision of health care in the ER.

3. From the characteristics of nurses only age and working time related to the behavior of nurses in health care in the ER speed dr.Iskak Hospital RSD Mardi Waluyo Tulungagung and Blitar.

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