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by Syamsuriansyah Sadakah

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The implementation of the value of local philosophy on nurse performance in bima regional general hospital, Indonesia[☆]



Syamsuriansyah Sadakah^{a,*}, Sukri Palutturi^b, Syahrir A. Pasinringi^c,
Andi Indahwaty Sidin^c, Ridwan Amiruddin^d, Sangkala^e, Lalu Muhammad Saleh^f

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^a Doctoral Student of Public Health Hasanuddin University, Indonesia

^b Department of Health Policy and Administration Faculty of Public Health Hasanuddin University, Indonesia

^c Department of Hospital Management and Administration Faculty of Public Health Hasanuddin University, Indonesia

^d Department of Epidemiology Faculty of Public Health Hasanuddin University, Indonesia

^e Faculty of Social and Political Science Hasanuddin University, Indonesia

^f Department of Occupational Health and Safety, Faculty of Public Health, Hasanuddin University, Indonesia

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Abstract

Objective: This study aimed to describe the values of local philosophy of nurse as a manifestation of improving the performance of nurses in Bima Regional General Hospital.

Methods: The research used in this study was a qualitative method with a case study approach. Data were collected using in-depth interviews with nurses and hospital directors, and focus group discussion with nurses and supervisors.

Result: The results showed that the values of Local philosophy as a complex of ideas, norms, attitudes, communication, and regulations in the performance of nurses. However, the values of local philosophy were improving the performance of nurses Bima Regional General Hospital. Bima Regional General Hospital has implemented the values of local philosophy. Even though the hospital should make written regulation of local philosophy as a policy. Obviously, we cannot deny that the values of local philosophy greatly affect nurse performance then affect human behavior.

Conclusion: The values of Local philosophy as a complex of ideas, norms, attitudes, communication, and regulations in the performance of nurses. Basically, those values were derived from language as a form of verbal and nonverbal communication which were obtained from the history and social life of Bimanese.

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* Corresponding author.

E-mail address: pmc@agri.unhas.ac.id (S. Sadakah).

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Introduction

Hospitals are considered as one of the health facilities that have an important role in improving the level of public health. The hospital is a health service institution that organizes health services that are very useful in providing health services to the community, as stated in the Republic of Indonesia.¹ Therefore, hospitals are required to provide quality services that are very much determined by the human resources in them. Human Resource planning, especially nursing, is a competency that must be possessed by every nursing leader in a hospital, including all nurses, so that sufficient human resources are available with high enough quality and professionalism.²

Nursing services are part of hospital health services, if the quality of nursing services, the hospital health services is also qualified because the majority of hospital services are provided by nurses. Health Ministry mentions 'concerning health workers that include Human Resources (HRH) there are 13 types of disciplinary fields that provide health services includes nursing personnel. One of the competencies that must be possessed by a nurse is cultural competence. A nurse who has cultural competence will care and be sensitive to the cultural needs of patients who receive nursing care. The cultural knowledge of nurse and their understanding from the culture of the patient is one of the vital factors in providing effective nursing care.³ The present study is an attempt to find out the major factors that motivate employees and it tells what is the relationship among reward, recognition, and motivation while working within an organization.⁴

Recent research on job performance and local culture now needs to be developed to appreciate the cultural values in certain regions. Nursing students need to have the ability to apply nursing fundamentals and skills in taking care of the patients. The first course in which the students learn how to use their nursing skills in care is fundamentals of nursing.⁵ This training proved to be effective in increasing nurses' cultural competence, where trained nurses had a 12.8 times chance of being competent culturally compared to groups of nurses who did not attend training.⁶

The health services of regional public hospitals in NTB Province, especially in the work area of Bima in the last three years have experienced rapid progress. Research on nurse performance is due to the importance of the role of nurses as the spearhead of hospital services, having a strategic position in determining the quality of services, where nurses are the largest staff in the hospital, which is around 50–60%. In addition, nurses also had the longest contact time with patients, 24 h.⁷ Therefore, it is not excessive if 90% of hospital services are nursing services.⁸

Method

Research location

The Research was conducted in Bima Regional general hospitals in West Nusa Tenggara; the informants of this research were 25 nurses and other professionals who are very consent to the health care service in the hospital.

Types and sources of data

Type of research used in this study was a qualitative method with a case study approach. Qualitative research is applied by observing and analyzing the social situation, which includes place, actors, and activities that interact synergistically.⁹

Data collection techniques

Data were collected using in-depth interviews with 22 nurses, two head of community and one hospital manager of Bima Regional General Hospital. Besides that, the researcher has conducted Focus Group Discussion involving nurses, supervisors, and the head community. Data processing and analysis are carried out in three stages, namely: data reduction, data presentation, and taking a conclusion.¹⁰

Result

This study was the implementation of the value of local philosophy on nurse performance in Bima Regional General Hospital. Based on the interview, the researcher found five main points that by implementing the values of local philosophy on nurse performance could encourage nurse performance. These are the main points explained by the informants, namely; ideas, norms, attitude, communication, and regulation.

One of the informants regarding the regulation

"...Every hospital should make a policy to implement the values of local cultural philosophy to improve health services in hospitals..." (InfNers2)

That statement describes there are five organizational espoused values, namely: (1) as a guideline for behaving in realizing the organization's mission; (2) as a source of 'power' and 'motivation' in acting and held firm by every individual in the organization; (3) reflect and strengthen organizational culture; (4) directing deep decision making organization; and (5) facilitate the achievement of the vision and carry out the mission.¹¹

Other informants also explained regarding communication

"...Every region in West Nusa Tenggara has communication, both verbal and nonverbal in accordance with each local culture that is applied to patients to provide understanding in order to improve service..." (InfNers7)

This inline with Terry explained; "the winner of an argument is a nebulous concept; nothing is on, and actually a great deal is lost"

Besides that, the technical priorities such as Standard Operational of Procedure (SOP) implementation, leader and staff commitment, and effective communication are essential.¹²

Other informants from a nurse and head community shared interesting information regarding regulation attitude and norm.

"...the value of local philosophy has been studied since childhood and continues to be a guide when working in both the public and private sectors..." (InfNers1)

"...Toho Ra Ndai Sura Pa Dou Labo Dana was local philosophy or Ethnic wisdom or local wisdom is defined as the superiority of the culture of Bimanese born from the culture of the time then and should be continuously used as a guidance on life..." (Infcom1)

The previous researcher argues that local wisdom is the wisdom of original knowledge of a community that comes from the noble values of cultural traditions to regulate the order of people's lives. In other words, local wisdom emphasizes wisdom or wisdom to organize social life that comes from noble cultural values. The further explanation the views of local wisdom that are focused on cultural values, namely a local cultural value that can be used to regulate the order of people's lives wisely or wisely.¹³

Based on the five dimensions above, the cultural dimension is local intelligence that is transformed into creativity, work, and initiative, so that people can independently in a variety of different social climates.¹⁴

Characteristics of informants

Informants in this study were nurses, community and public health, Informants in this study are nurses, community and public health, from the gender aspect there are men and there are women. Age varies from 27 to 53 years (Table 1).

Discussion

As a public organization, Bima Regional General Hospital in West Nusa Tenggara is a hospital that is in the midst of the majority of the Mbojo ethnics. As the author has explained, as a public organization, a regional public hospital in Bima has not made a written policy of using local philosophical values in health services in hospitals. However, Bima has a value of local cultural philosophy that can be used as a reference to encourage health services. This value is guided in providing public services. One of them is "Toho Ra NdaiSura Pa Dou Labo Dana" In Indonesian, which means that it is an attitude to release personal interests in the interests of society.

Mutual respect and or mutual respect among fellow human beings regardless of their social status. Bima Regional General Hospital adopted "Toho Ra NdaiSura Pa Dou Labo Dana" to be able to bridge the hospital with local people who needed medical services. Therefore, one dimension of the organizational environment that must get attention is a social environment or social and cultural conditions, including values that apply in society, norms, traditions, and attitudes. This function inline with previous research by which mentions The Dole-Dole Traditions is done truly the inheritance process from generation to generation.¹⁵

The core values of the organization are organizational identities desired by the owner of the organization that are

Table 1 Characteristics of informants.

No	Informant code	Sex	Age	Education
1	InfNers1	M	39	B. of Nurse
2	InfNers2	M	42	M.of Nurse
3	InfNers3	F	29	D. of Nurse
4	InfNers4	F	46	D. of Nurse
5	InfNers5	F	31	D. of Nurse
6	InfNers6	M	35	B. of Nurse
7	InfNers7	M	48	D. of Nurse
8	InfNers8	F	28	D. of Nurse
9	InfNers9	F	50	D. of Nurse
10	InfNers10	F	37	D. of Nurse
11	InfNers11	M	49	D. of Nurse
12	InfNers12	M	32	D. of Nurse
13	InfNers13	F	27	B. of Nurse
14	InfNers14	F	36	B. of Nurse
15	InfNers15	F	41	M. of Nurse
16	InfNers16	M	46	B. of Nurse
17	InfNers17	M	49	B. of Nurse
18	InfNers18	F	39	M. of Nurse
19	InfNers19	F	36	D. of Nurse
20	InfNers20	F	27	D. of Nurse
21	Infners21	M	58	B. of Nurse
22	Infners22	M	49	B. of Nurse
23	Infcom1	M	52	Community
24	Infcom2	F	49	Community
25	InfDir1	M	53	Public Health

perceived as an entity that has a unique character or value that is embedded in all people working in the organization so that they live up to the desired values to direct the behavior of their members/employees.¹⁶

Social cohesion, because the value of "Toho RaNdaiSurapa Dou Labo Dana" requires every medical and non-medical personal to respect each other in carrying out their duties, so they apply its value as social cohesion in the concept of human relations. Human relations is meant the integration of the manpower resource for effective and maximum utilization by means of satisfying human wants and the maintaining of satisfactory relationships among the member is seeking these human wants.¹⁷

To maintain the social cohesion function in that value, there were several ways of the leadership of General Hospital of Bima in applying the concept of human relations, namely; (1)acknowledge differences every medical and non-medical person. Ethnic differences, religion, and the spread of views and thought. (2) avoid debate (arguments) because they assume that the debate does not resolve differences. (3) Mutual understanding of feeling (deep feeling). (4) use questions that can influence people, and (5) avoid the attitude that dominates.

Forming an attitude pattern (sense-making and control mechanism), the value of the person who has become a basic assumption along with the human resources of Bima Regional General Hospital, also functions as a form of attitude patterns aggressive and competitive human resources in the general hospital in carrying out their duties.¹⁸

Conclusion

The values of local philosophy influence on nurse performance. Those aspects that effect to nurse performance based on the research were ideas, norms, attitude, communication, and regulation. The Regional General Hospital of West Nusa Tenggara should make the values of the philosophy of local culture as a policy in improving the quality of nursing services. Nurses are expected to continue to uphold the philosophical values of local culture as self-identity and pride in their own culture.

Conflict of interest

The authors declare no conflict of interest.

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