

Analysis of the influence of communication, leadership, and work teams on nurse discipline

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ABSTRACT

Introduction: The availability of quality health services for the community must receive attention from the government as one of the efforts to develop the health sector. Disappointing evidence regarding improvement in nurses' safe and quality care elevates the need to broaden our knowledge regarding the factors that enhance constant learning in nursing teams.

Objective: analyzes the effect of communication, leadership, and teamwork on nurse discipline.

Methods: This quantitative research uses an analytical observational approach and a cross-sectional research design. With the analysis of data linear regression test. The sample was selected using the cluster random sampling method of 36 respondents.

Result: Shows the results of a linear regression test with a communication value of $p = 0.024$, leadership $p = 0.057$, and a work team $p = 0.004$, so it can be supposed that there is an influence between the effectiveness of the work team on nurse discipline. So, it can be concluded that the point of communication and the effectiveness of the work team affects the discipline of nurses.

Conclusion: the effect of the level of communication effectiveness and the effectiveness of the work team on the discipline of nurses. The story of the effectiveness of nurses can be increased by regulating the flow of information by sending authorized delegates. They are utilizing feedback to maintain organizational communication effectiveness by providing nurses orientation, direction, and supervision.

Keywords: government; leadership; nurses.



INTRODUCTION

The availability of quality health services for the community must receive attention from the government as one of the efforts in developing the health sector. Disappointing evidence regarding improvement in nurses' safe and quality care elevates the need to broaden our knowledge regarding the factors that enhance constant learning in nursing teams (Vázquez-Calatayud, Errasti-Ibarrondo and Choperena, [2021](#)). Accountability is crucial for team learning and quality of care, but empirical findings have shown mixed evidence. Discipline is defined as employees always coming and going on time, doing all work well, and complying with all company regulations and applicable social norms (Maryani, Entang and Tukiran, [2021](#)). Work discipline is a factor demanded by an organization or government agencies. As a provision and consequence of a person at work, work discipline significantly affects employee work productivity. The development of relationships between employees with other employees and superiors can create a good work environment, which will later affect the performance of employees in the company. In addition to the nature of everyone, itself also has much influence on the ability of employees. The nursing shortage is a primary global concern about healthcare. In this regard, nurses. Organizational commitment is an important issue that should be focused on. Since limited data are available about the factors associated with nurse organizational commitment, further research is needed (Suprpto *et al.*, [2023](#)).

The more nurses are prepared, the lower burnout and good quality of life. Good teamwork to support and feel appreciated gives nurses a good quality of life for nurses. In any group, the leader is the one who carries the blood supply. Because leaders inspire and motivate their teams, their subordinates can achieve more with less effort (Qtait, [2023](#)). The quality of the nurses' work-life is essential for nurse, patient, and organizational outcomes. Because work overload and leadership affect the quality of work life, it is necessary to understand their relationship. Authentic nurse leadership is present, signifying solid frontline leadership even during the pandemic. Mobile nurses should be embraced as care team members in our dynamic new world of nursing staff (De Leo *et al.*, [2021](#)). Teamwork is a factor in the organizational environment that shapes other work disciplines. A work Team is an activation or process that includes sharing information about the problem and working together to solve the problem. Member flexibility is the adaptability of team members. Team communication is sharing information between team members to achieve a common understanding. Scheduled meetings are conducted between production team members to discuss team progress ensure members communicate, and rely on working to achieve goals. This study analyses the influence of communication, leadership, and work teams on nurse discipline.

METHOD

This quantitative study uses analytical observational methods and a cross-sectional research design. The study was conducted from July to October 2022. The population in this study consisted of nurses working at the public health centre, with as many as 58 respondents. The sample was selected using the cluster random sampling method of 36 respondents. The data collection technique uses a questionnaire method in the form of questions about communication, leadership, work teams, and discipline measured by attendance. The questionnaire was tested for validity and reliability on respondents with characteristics like research respondents. The results of validity and reliability tests on communication, leadership, and work team instruments, research instruments are declared valid and reliable and then used as instruments for primary data collection in research. Data analysis was performed on each research variable using univariate bivariate to determine the effect between variables with the help of SPSS 25.0 software.

RESULTS

Table 1. Demographics of Respondent

Age	Frekuensi (n)	Persentasi (%)
<26	3	8,33
26-30	20	55,56
31-35	7	19,44
36-40	6	16,67
Gender		
Male	10	27,78
Female	26	72,22
Years of service		
< 6	11	30,56
6-10	16	44,44
> 10	9	25,00
Level of education		
DIII	26	72,22
S1 Ners	10	27,78

Table 1 shows that when viewed from the age group, most were in the age group 26-30 years, as many as 55,56%). Judging from the gender group, most respondents are female, with 72,22% respondents or 85.3%. Respondents with a 6-10 years work period were the most respondents, around 44,44%, and the most recent education respondents were DIII Nursing graduates, 72,22%. Based on Table 2, the results of the test show that the effectiveness of communication with a value of $p = 0.024$ so that it can be concluded that there is an influence between the level of effectiveness of communication and nurse discipline, leadership, p -value = 0.057, so it can be concluded that there is no influence of leadership on nurse discipline, and p -value = 0.004 so it can be supposed that there is an influence between the effectiveness of the work team on nurse discipline. So, it can be concluded that the point of communication and the effectiveness of the work team affects the discipline of nurses.

Table.2 Results of Correlation Analysis Communication, Leadership, and Team Work on Discipline

Variable	Discipline										n Total	%	p-value
	Very High		Tall		Keep		Low		Very Low				
	n	%	n	%	n	%	n	%	n	%			
Communication Effectiveness													
Effective	3	21	10	71	1	7	0	0	0	0	14	100	0,024
Less Effective	4	22	10	57	1	6	3	17	0	0	18	100	
Ineffective	1	25	0	0	0	0	0	0	3	8	4	100	
Leadership													
Support	4	22	11	61	2	11	1	6	0	0	18	100	0,057
Quite supportive	1	9	7	64	0	0	2	18	1	9	11	100	
Less supportive	3	43	2	29	0	0	0	0	2	29	7	100	
Team Effectiveness													
Good	5	18	16	57	2	7	3	11	2	71	28	100	0,004
Currently	3	43	4	57	0	0	0	0	0	0	7	100	
Not enough	0	0	0	0	0	0	0	0	1	0	1	100	

DISCUSSION

The researchers' findings show an influence on the level of communication and teamwork effectiveness on nurse discipline. At the same time, leadership does not influence nurse discipline. There is a significant relationship between nurses' disciplinary attitudes and the effectiveness of nursing implementation. Effective communication is essential to ensure patient safety and quality of service. Telemedicine can be optimized as a tool to establish diagnosis along with technological developments. Hospitals must develop their service innovations to provide the best service to improve patients' quality of life. A positive *rah* indicates that if training increases, then nurse performance also increases. Work discipline has a positive and significant effect on nurse performance¹⁵. There is an essential relationship between nurse discipline and the implementation of nurse performance¹⁶. Building the capacity of teams to work collaboratively in fluctuating rehabilitation environments requires attention to how intersubjectivity can be developed¹⁷. Effective communication conveys appropriate information, allows others to know personal feelings and meanings, expresses a good attitude, and, to some extent, helps avoid interpersonal conflicts and reduce misunderstandings. Nurse managers should foster clinical leadership by enabling critical care nurses to practice clinical excellence and encouraging their attendance in training programs on Quality and safety. Nurses in government hospitals must improve clinical leadership behaviours regarding all dimensions (Al Anwer Ashour, Banakhar and Elseesy, [2022](#)).

Teamwork is essential for providing safe, effective, and women-centred maternity care, and several high-profile investigations have highlighted the adverse consequences of dysfunctional teamwork (Harris *et al.*, [2022](#)). Effective communication conveys the correct information, enables others to know an individual's feelings and meanings, expresses a kind attitude, and, to a certain extent, helps to avoid interpersonal conflict and decrease misunderstanding (Edwards *et al.*, [2022](#)). Inter-professional collaboration improves healthcare processes, quality, cost-effectiveness, and outcomes. Despite the benefits of cooperation, little is known about practical nursing education approaches in collaboration (Bos, [2020](#)). Transformational leadership has become the dominant leadership style practised by leaders in many industries and disciplines, including nursing (Giddens, [2018](#)). The value of interprofessional education in nurturing health professionals, shaping their professional identity, and their attitudes toward interdisciplinary teamwork and collaboration is established in the literature (Zaher *et al.*, [2022](#)). Effective teamwork is critical in emergency trauma because trauma teams work in uncertain and complex contexts to resuscitate critically injured patients (Murphy, McCloughen and Curtis, [2019](#)). The physical environment influences the communication patterns of informal teams. To facilitate effective team communication, the spatial design of the workspace needs to provide visibility and connectedness, support and capture “case talk,” allow privacy for “comfort talk,” and optimize patient proximity without compromising safety (Naccarella, Raggatt and Redley, [2019](#)). Including team activities encourages discussions about collaboration, coordination, and accountability. Using case studies of patients whose conditions worsened due to poor communication allows students to explore the value of their professional roles and responsibilities and the interprofessional touch. Case study-based activities effectively influence students' attitudes toward interprofessional communication and teamwork and develop a better understanding of their and each other's roles in patient care (Connaughton *et al.*, [2019](#)).

The built environment's impact on teamwork and communication is reviewed and explored in detail. Environmental design, involving nurses, support staff, and physicians, is an essential factor that promotes efficient collaboration and collaborative communication. Layout design, visibility, and level of accessibility are the most cited design aspects that can affect communication and teamwork in healthcare facilities (Gharaveis, Hamilton and Pati, [2018](#)). Management must use strategies to identify nursing students at risk of stress and increase their psychological readiness to attend the clinical environment (Suprpto Suprpto Darmi Arda, [2022](#)). Healthcare teamwork is also studied in different thematic ways. Interpersonal processes are most often studied in various fields. Of all the disciplines, medicine focuses on transitional

processes, whereas team science centres more on action processes. There are also more subtle disciplinary differences in communication and collaboration content (Dinh *et al.*, [2020](#)). Participants' nomination processes are more consistent within individual clinical disciplines than clinical specialities. The most consistent medical staff identified the round, while some nurses could not identify the rounding process. Physicians' perception of their presence in the game differed from that of their counterparts. Despite variations in spin perceptions, professionals report an overall effective pattern of multidisciplinary communication (Walton *et al.*, [2020](#)). Teamwork is one of the significant operational outcomes of visibility and involves nurses, support staff, and physicians. Collaborative communication in an ED is another essential factor in care delivery and affects efficiency and safety (Gharaveis *et al.*, [2018](#)). Patients seem to experience the consequences of the lack of teamwork between nurses and doctors through their perceptions of inconsistencies in communication between staff. Emphasizing good collaboration between doctors and nurses is crucial for the team and can have consequences for the patient. This provides an added incentive to find mechanisms to break down disciplinary barriers and increase clinical team cohesion to benefit their patients (Knorrning *et al.*, [2020](#)).

Interprofessional collaboration may positively impact clinical outcomes, patient satisfaction, and cost-effectiveness. However, educational silos and discipline-specific socialization have reinforced each health profession's independent values, attitudes, and problem-solving approaches (Mishoe *et al.*, [2018](#)). Competitiveness is significant in winning the competition in the business world, as well as good performance and quality of all resources owned by a company, especially quality and modern-minded human resources (Suprpto *et al.*, [2024](#)). Thus, a company can develop optimally and constantly make improvements and developments effectively and efficiently in all aspects to maintain its survival in global competition (Prayogi, Lesmana and Siregar, [2019](#)).

CONCLUSION

That there is an influence on the level of communication and effectiveness of work teams on nurse discipline. Nurses' level of effectiveness can be increased by managing the information flow by sending authorized delegations. We are utilizing feedback to maintain organizational communication effectiveness by providing orientation, direction, and supervision to nurses. Improving the effectiveness of work teams can be through implementing outbound activities or joint recreation to create cohesiveness between members, maintaining friendly relations with mutual tolerance and helping between nurses, and organizing activities such as social gatherings or eating together to make a deep sense of kinship and a sense of comfort in the workplace.

Conflicts of Interest:

The authors declare no conflict of interest.

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