

Education has a significant effect on the performance of nurses in hospitals

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ABSTRACT

Introduction: Higher education typically gives nurses a more profound knowledge of healthcare practices and recent developments and enhances nurses' analytical and problem-solving abilities, enabling them to provide more effective care.

Aim: Knowing education significantly affects the performance of implementing nurses in hospitals.

Methods: The research design is qualitative analytical descriptive research with a cross-sectional approach. The population is all nurses working in the internal care room, and as many as 50 responses using the sampling technique are total sampling.

Results: Showing the chi-square test with the level of meaning (α) = 0.05, obtained p value = 0.003, education significantly influences the implementing nurse's performance.

Conclusion: Education significantly influences the performance of implementing nurses, and continuing education can be an effective strategy for improving the standard of health care in hospitals. Nurses with higher education tend to have better clinical knowledge and skills, enabling them to provide higher-quality care.

Keywords: quality of service; nurse performance; education.



INTRODUCTION

The influence on the quality of nurses' health services is critical to providing quality health services to patients (Suprpto, Mulat, and Lalla, [2021](#)). Education level can affect their ability to provide effective and safe care. Patient safety, errors, or deficiencies in care practices can directly impact patient safety. Higher levels of education can reduce the risk of errors and improve patient safety (Suprpto *et al.*, [2023](#)). The efficiency and effectiveness of higher education clinical practice can improve the efficiency and effectiveness of nurses in better identifying, evaluating, and responding to changes in patient conditions. The professional development of higher levels of education can strengthen aspects of nurse professionalism, including increased ethical knowledge, responsibility, and commitment to safe clinical practice (Aminuddin Aminuddin *et al.*, [2023](#)). Increased public trust: People tend to have greater confidence in highly educated nurses. This can improve people's reputation and trust in the healthcare system (Suprpto, Lalla, and Arda, [2023](#)). Influence on health policy development The findings of this study can help develop health policies that support the improvement of nurse education levels to improve the quality of health services (Yustikasari and Santoso, [2023](#)). Regarding the level of education and work performance of nurses, relevant parties can take steps to improve education and professional development, which in turn can improve the overall quality and safety of health services (Salomon *et al.*, [2023](#)). Efficiency in handling exceptional cases: A more profound understanding through higher education can help nurses cope with unique and complex cases more efficiently, improving patient care outcomes (Yusuf *et al.*, [2021](#))

Quality improvement in hospitals is a systematically widely used framework that improves healthcare professionals' quality of care (Adolfo *et al.*, [2021](#)). Nurses' job performance includes several factors that reflect their ability, performance, and Impact in providing health care to patients (Kiki Wulandari, [2022](#)). Adherence to professional standards Nurses who demonstrate adherence to ethical standards and professional practice may be considered to have good job performance. This involves implementing safe practices, good work ethics, and involvement in continuing education and training. Nurses' clinical skills, such as proficiency in medical procedures, drug administration, and a good understanding of diagnosis, are essential in assessing job performance (Salamonson *et al.*, [2020](#)). The ability to communicate with patients, families, and other health team members can affect job performance. Nurses who are influential in communicating may be able to provide emotional support and better information to patients. Nurses are often faced with emergencies. Work performance can be assessed based on the nurse's ability to quickly and effectively respond to and cope with critical situations rapidly and effectively (Bani Salameh *et al.*, [2024](#)). The ability to work together in a healthcare team is essential. Nurses who contribute positively to the team can improve the quality of care and positively impact patient outcomes (García, [2024](#)).

Participation in education and self-development programs can reflect nurses' commitment to improving their competence. Further education can improve knowledge and skills, which contribute to job performance. Nurse performance is about technical skills, interpersonal ability, stress management, and dedication to quality health care (Hosen *et al.*, [2024](#)). Exemplary efficiency and time management can reflect a nurse's work performance. Organizing tasks well, prioritizing work, and coping with time pressures can increase productivity. The nurse's ability to show empathy, care, and concern for a patient's needs can affect their experience and satisfaction with care. Job performance evaluation is usually done through performance appraisal and feedback from colleagues, patients, and superiors. This study aims to show that education significantly affects the performance of implementing nurses in hospitals.

MATERIALS AND METHODS

The research design used is quantitative analytical descriptive research with a Cross-Sectional approach. This research was carried out at the Makassar City Private Hospital from September to October 2023. The population is all nurses who work in the internal care room. As many as 50 responses using sampling techniques total sampling, observation, interviews, and documentation carry out data collection techniques. Data analysis using univariate and bivariate, and data is presented in the form of distribution and percentage tables with explanations, in addition to being carried out as analysis tables.

RESULTS

Grafik 1. Respondent demographic data

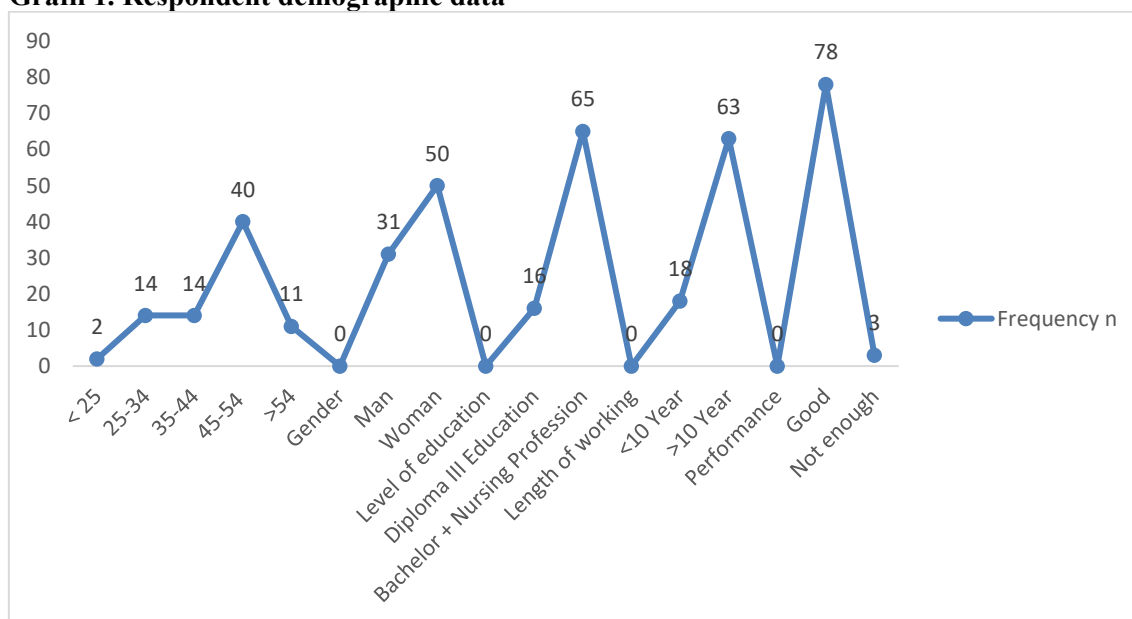


Table 1 Chi-Square Education with Performance of Implementing Nurses in Hospitals

Education Level	Performance				Jumlah	P Value
	Tall		Low			
	n	%	n	%		
Diploma III	11	38,5	5	3,8	16	0,003
Bachelor + Nurse	24	19,2	10	28,5	34	

From the results of Chi-Square with the level of meaning (α) = 0.05, obtained p value = 0.003 $p < \alpha$. This means there is a significant influence between the level of education and the work expectations of implementing nurses.

DISCUSSION

Researchers revealed that there is a significant influence between the level of education and the work of implementing nurses. Nurses with higher education tend to have better clinical knowledge and skills, enabling them to provide higher-quality care (Pursio *et al.*, 2021). Higher education is also associated with better decision-making and problem-solving abilities, especially in complex clinical situations (Ahmady and Shahbazi, 2020). Nurses with a higher education level are also more likely to adhere to ethical standards and professional practices, creating a safer work environment. Further education is also linked to career development and leadership opportunities in the nursing profession (Cummings *et al.*, 2021). This creates additional motivation and can increase commitment to better work performance. Although these findings paint a positive

picture, it is essential to understand that the job performance of implementing nurses is influenced by other factors such as work experience, team support, and working conditions. A holistic approach considering such factors is necessary to comprehensively understand the dynamics between education levels and nurses' job performance (Babapour, Gahassab-Mozaffari, and Fathnezhad-Kazemi, [2022](#)). Higher levels of education correlate with more profound knowledge and better clinical skills in implementing nurses, enabling them to provide higher-quality care (Männistö *et al.*, [2020](#)). Higher education can improve the ability of implementing nurses to make decisions and solve problems, especially in complex situations, thereby improving job performance (Doody, Hennessy, and Bright, [2022](#)).

Higher levels of education correlate with more profound knowledge and better clinical skills in implementing nurses, enabling them to provide higher quality care and can improve the implementing nurse's ability to make decisions and solve problems, especially in complex situations, thereby improving job performance (Chen *et al.*, [2020](#)). Nurses with higher levels of education tend to adhere more to ethical standards and professional practices, creating a safer working environment and supporting better job performance (Bhatti, Soomro, and Shah, [2022](#)). Therefore, a holistic evaluation that considers various individual and contextual aspects is necessary for a deeper understanding of the effect of education level on nurses' job performance. Higher levels of education are often associated with more profound knowledge and better clinical skills in nurses (Graf *et al.*, [2020](#)). This can help improve their ability to provide effective and quality care. In implementing human resource management policies and strategies in health, it is essential to understand the complexity of the relationship between education level and job performance and consider other factors that might affect nurse performance holistically (Kim and Lee, [2020](#)). Higher education provides a solid foundation, allowing nurses to understand complex medical concepts and apply skills carefully (Smith, [2021](#)). Nurses are crucial in providing quality healthcare services to the community, particularly in public health centers in Indonesia (Suprpto *et al.*, [2024](#)). Managerial competencies of nurse managers are believed to influence the efficiency of healthcare. Amidst the global shortage of nurses and the rising cost of healthcare, it is imperative to assess the managerial competencies of nurse managers (Paarima, Ofei, and Kwashie, [2020](#)).

CONCLUSIONS

It can be concluded that education significantly influences the performance of implementing nurses in the health environment. Higher education nurses tend to perform better in carrying out their duties. This is due to higher-education nurses' more profound knowledge, enhanced skills, and better analytical skills.

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Conflict of Interest

None declared

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