

THE EFFECT OF BLOWN AND WORK EXPERIENCE OF PROFESSIONAL NURSING MODEL (MAKP) THROUGH NURSING COMPETENCE IN SAYANG HOSPITAL THE PEOPLE MAKASSAR

Mattalatta, Ikhsan Kadir, Eva Fitriani

UPT RSUD Sayang Rakyat, STIE AMKOP Makassar

Corresponding author email: evafitrianisultan@gmail.com

Abstract

This study aims to test and analyze the influence of training and work experience on the professional nursing care model (MAKP) through nurse competence at the Sayang Rakyat Hospital Makassar. The research design used in this study was a survey with a quantitative approach. The study population was all nurses in the RSUD Sayang Rakyat Makassar. The method of determining the sample used in this study uses a total sampling technique (saturated sampling) with a total sample used by 100 respondents. Data analysis using path analysis using multiple linear regression test.

The results showed that: Training for nurses' competencies in the RSUD Sayang Rakyat Makassar had a positive and significant effect with a significance value obtained of $0.006 < 0.05$. Work experience on nurses' competencies in the RSUD Sayang Rakyat Makassar has a positive and significant effect with a significance value obtained of $0,000 < 0.05$. Nurse competence towards MAKP in Sayang Rakyat Makassar Hospital has a positive and significant effect with a significance value obtained of $0,000 < 0.05$. Training on MAKP at the RSUD Sayang Rakyat Makassar has a positive and significant effect with a significance value obtained of $0.027 < 0.05$. Work experience on MAKP in the RSUD Sayang Rakyat Makassar has a positive and significant effect with a significance value obtained of $0,000 < 0.05$. Training for MAKP through nurse competence in the RSUD Sayang Rakyat Makassar has a positive and significant effect with $t_{count} < t_{table}$ or $1,636 < 1,660$. Work experience on MAKP through nurse competence in the RSUD Sayang Rakyat Makassar has a positive and significant effect with $t_{count} > t_{table}$ or $1,933 > 1,660$.

Keywords: Education and Training, Work Experience, Nurse Competence, Professional Nursing Care Model (MAKP)

BACKGROUND

Hospitals play an important role in health services. The central role of hospitals is to provide plenary services, cure and prevention of diseases to the community (World Health Organization, 2015). Whereas according to the Law of the Government of the Republic of Indonesia Number 44 Year 2009 on Hospitals, it is stated that in providing individual health services in a complete manner the hospital provides inpatient, outpatient and emergency services. As a provider of health services, hospitals compete in providing quality health services.

Nursing as one of the health service providers in hospitals, must provide excellent, efficient, effective and productive nursing services to the community. Huber (2006, in Sugiharto, et al. 2012) suggested that nurses in hospitals had a broad fundamental role 24 hours a day, 365 days a year, and had an impact on the quality, efficiency and effectiveness of health services. Thomson, et al. (2007, in Sugiharto, et al. 2012) said that nurses are the largest group of health care providers in hospitals that reach 40% -60%, do almost 90% of hospital health services through nursing care and are very influential on the final outcome (outcomes) patients.

Nursing professionalism emphasizes improving service quality as a moral obligation of the profession to protect the public against unprofessional practices. Professional nursing services can be realized by developing professional nursing practice models (Keliat, 2006). According to the results of research Hoffart & Woods (1996, in Sitorus, 2006) suggested that the development of models of professional nursing practice can improve the quality of nursing care.

The development of information systems and technology in facing the era of globalization has a positive impact on the mindset of the people, especially in the health sector. This phenomenon can be seen from the increasingly high demands of the community for quality health services (Kompasiana, 2014). The high demands of the community in the nursing service system need a change. One implementation of change is to provide quality nursing care with reliable managerial nursing (Nursalam, 2014).

To improve the quality of nursing in the application of the Professional Nursing Care Method (MAKP) is to organize and include all nurses in education and training in order to increase the abilities and skills of nurses in accordance with the progress and development of the Hospital. Education will shape and increase employee knowledge and insight so that it can help nurses do their daily tasks faster and more precisely. While training will shape and enhance nurses' work skills. Thus the higher the level of nurse education and training, the greater the level of performance achieved in providing professional nursing care.

Another thing that is no less important in improving the quality of nursing in the application of the Professional Nursing Care Method (MAKP) is the work experience of human resources as professional implementing nurses. The fact that shows that

there is a tendency for longer and more work experience possessed by the workforce and gives a tendency that the person concerned has relatively high expertise and work skills. Conversely, limited work experience, the lower the expertise and work skills concerned. Work experience is a person's main capital to plunge into a field of work. Work experience must be valued more than higher education.

In addition to the importance of work experience in the application of the Professional Nursing Care Model (MAKP), the competence of a nurse is also important in improving the quality of health services in hospitals. In every job and profession, especially in the field of health in the scope of the Hospital, the main health workers are nurses of course have to have competencies in accordance with their fields and responsibilities. A nurse who has competence in her profession will be able to carry out her duties properly and efficiently, effectively, on time and in accordance with the objectives.

Competency is the ability to carry out a task / job based on knowledge, skills and attitudes in accordance with the performance required. Competence for several professions is an important requirement in carrying out the framework and objectives of the organization. The issue of competence is important, because competency offers an organizational framework that is effective and efficient in utilizing limited resources.

The model of professional nursing care method is a model used to provide nursing care to patients (Sitorus, 2006). Nursalam (2014) states that the system model of professional nursing care (MAKP) is a system in which there are standards, nursing processes, nursing education and the MAKP system. These four elements are used as consideration for determining the model of professional nursing care methods (Nursalam, 2014).

Nursing care is a central point in nursing services, therefore proper management of nursing care will improve the quality of nursing care services. Meeting the demands of society for quality nursing services, hospitals need to develop a model of professional nursing care methods that aim to meet patient satisfaction (Suarli, 2011). The results of Megaliyana's (2011) research in her study suggested that the use of the model nursing care team method had higher patient satisfaction than functional use.

There are four types of models of nursing care methods that already exist and will continue to be developed in the future in the face of trends in nursing services. Four of them are the functional nursing care method (not the MAKP model), the case professional nursing care method, the team professional nursing care method and the primary professional nursing care model Houston, et al. (1998 in Nursalam, 2014). Application of the model of professional nursing care methods in hospitals, nurses can understand the duties and responsibilities and accountability of patients and families from entry to exit the hospital so as to facilitate the provision of nursing care based on professional values (Sitorus, 2006).

The development of professional nursing practice models have been developed in various countries including hospitals in Indonesia. In Indonesia, hospitals that develop

professional nursing care practice models, one of which is Cipto Mangunkusumo Hospital (RSCM). The model of professional nursing care practice at RSCM developed a model based on various models abroad (Sitorus, 2006). The model developed by Sitorusdi RSCM is structuring the structure and process of providing nursing care at the ward level so that it allows the provision of professional nursing care.

Research on the application of the Professional Nursing Care Method Model was conducted previously by Andriani, Armanu, and Kuswantoro in 2012 concerning nurse job satisfaction in the application of the primary team method in implementing nursing care actions at Dr. Hospital. Saiful Anwar Malang. The purpose of the research of Andriani, Armanu, and Kuswantoro was to determine the differences in nurse satisfaction before and after the primary team method intervention. To find out whether there is an influence of the application of the primary team method on nurse job satisfaction indicators used consisted of satisfaction, the job itself, promotion, supervision, work groups and working conditions. The results of the study after the intervention of the application of the primary team method obtained results that work conditions greatly affect satisfaction work.

Research on the analysis of factors influencing the application of Nursing Care in the internal space was conducted by Yusuf in 2013, showing that there is a significant influence of knowledge, motivation, and workload on the application of nursing care. Knowledge is very influential in implementing nursing care, for that nurses are required to always develop their knowledge so that nursing services can be carried out properly.

RSUD Sayang Rakyat Makassar is a type C regional hospital, has 100 ASN nurses with 11 Nursing graduates, 11 Nursing S1, 69 Nursing DIII and 9 SPK. The results of the interview found that the number of nurses in the RSUD Sayang Rakyat Makassar was not fulfilled which was believed to cause the quality of the implementation of the Professional Nursing Care Method Model to be less than optimal. Sayang Rakyat Makassar Hospital is one of the hospitals that has implemented MAKP by using team nursing care methods, but has not run optimally. In the application of the MAKP the team at the RSUD Sayang Rakyat Makassar there was no clear division regarding the team leader, nursing staff and job description that had to be done. Nurses perform tasks based on the division carried out by the head of the room. In the implementation of MAKP based on observations nurses perform nursing care based on routines such as nurses who do injection, wound care and so on. The problem of the lack of nurses or the workload of nurses then needs to find the cause of the constraints of applying the Professional Nursing Care Method Model, then after that it takes a group of nurses to brainstorm to find the root causes of the problem so that it is easy to find solutions to solving the problem.

The problem faced at this time is the formation of professional nursing services so that the services provided are not in accordance with the demands of professional standards. To overcome these problems a nursing care delivery system is needed, through the development of the Professional Nursing Care Method. One effort that

can be done to optimize the application of MAKP is by refreshing nurses' knowledge of the MAKP Team that can be done through training. The training is expected to be able to provide a change in nurses' understanding of the MAKP Team, so nurses are able to implement the MAKP Team normatively, in accordance with existing theories. MAKP is expected to be able to have a positive impact on nurse performance, nurse job satisfaction, patient and family satisfaction with services

LITERATURE REVIEW

a. The Relationship between Training and Education with Nurse Competencies at the RSUD Sayang Rakyat Makassar

According to Yusuf (2015) Training is part of education. Training is specific, practical and immediate. Specific means that training is related to the field of work being carried out. Practical and immediate means those that have been trained can be put into practice. Generally the training is intended to improve the mastery of various work skills in a relatively short time. According to Dewi (2010) Education is a conscious and planned effort to create an atmosphere of learning and learning process so that students actively develop their potential to have spiritual strength, self-control, personality, intelligence, noble character and skills needed in themselves. Education includes the teaching of special skills, and also something that cannot be seen but is more profound, namely the provision of knowledge, consideration and wisdom. One of the main foundations of education is to teach culture through generations. Several previous researchers have also conducted research whose findings indicate a relationship between education and training with competence, including Mulan Michelle Imelda (2011) showing that nurse competence, patient conditions and the application of MPKP have a significant effect on nurse performance.

H1: Training has a significant effect on nurse competence at the RSUD Sayang Rakyat Makassar

b. Relationship between Work Experience and Nurse Competence at the RSUD Sayang Rakyat Makassar

According to Sutrisno Edy (2011) defining work experience is a basis / reference for an employee to put himself in the right conditions, dare to take risks, able to face challenges with full responsibility and be able to communicate well with various parties to maintain productivity, performance and produce individuals who are competent in their fields. According to Ranupandojo in Nuruni (2014) stated that work experience is a measure of the length of time or work period that has been taken by someone can understand the tasks of a job and have carried out well. Some researchers have also previously conducted research whose findings indicate a relationship between work experience and competence, including Elviera et al (2017) showing that work experience influences employee performance by seeing a significant level of 0.001

H2: Work experience has a significant effect on nurses' competencies in the RSUD Sayang Rakyat Makassar

c. The Relationship between Competence and Professional Nursing Care Model (MAKP) in Sayang Rakyat Makassar Hospital

According to Purnama (2008) stated that competence is a person's ability to carry out activities. Ability refers to several characteristics, both basic, behavioral, skills, and knowledge with varying degrees of ability. These changes depend on how far the skills, behaviors, and knowledge are honed. If those who have mastered the competency standards to a high level continuously, the employee has entered into the category of people who are competent in the task area. Several previous researchers have also conducted research whose findings show a relationship between nurse competence and professional nursing care models, including Hendi Sanjaya, Gunawarn, Eddyman (2016) showing that the results of research based on the persial test prove that (1). The competency variable has an influence on the performance of nurses on Nursing Care Documentation with a significance value = 0,000, which means that alternative hypotheses are accepted which states that there is an effect of competence on Nurse Performance on Nursing Nursing Documentation

H3: Nurse competence has a significant effect on the professional nursing care model at the RSUD Sayang Rakyat Makassar

d. The Relationship between Education and Training with Professional Nursing Care Model (MAKP) in Sayang Rakyat Makassar Hospital

According to Sofyandi (2013) Training is an effort to improve employee knowledge and abilities in carrying out their work more effectively and efficiently. Meanwhile, according to Dewi (2010) Education is a conscious and planned effort to create an atmosphere of learning and learning process so that students actively develop their potential to have spiritual strength, self-control, personality, intelligence, noble character and skills needed in themselves. Education includes the teaching of special skills, and also something that cannot be seen but is more profound, namely the provision of knowledge, consideration and wisdom. One of the main foundations of education is to teach culture through generations. The Professional Nursing Care Model is a system (structure, process and values) that allows professional nurses to manage the provision of nursing care including the environment to sustain the provision of care (Hoffart & Woods, 1996 in Hamid, 2001). Several researchers have also previously conducted researches whose findings indicate a link between education and training with professional nursing care models, including Yusuf (2013). can be done well.

H4: Education and training has a significant effect on the professional nursing care model at the RSUD Sayang Rakyat Makassar

e. The Relationship between Work Experience and Professional Nursing Care Model (MAKP) in Sayang Rakyat Makassar Hospital

According to Ranupandojo in Nuruni (2014) stated that work experience is a measure of the length of time or work period that has been taken by someone can understand the tasks of a job and have carried out well. It is clear that work experience is the level

of mastery of a person's knowledge and skills in his work that can be measured from the working period and from the level of knowledge and skills he has. The model of professional nursing care (MAKP) is a system that includes structure, process, and professional values that allow professional nurses to arrange the provision of nursing care and manage the environment to support nursing care as a model meaning that a nursing room can be an example in professional nursing practice at home Sick (Sitorus, 2006). Several previous researchers have also conducted research whose findings indicate a relationship between work experience and professional nursing care models, including Tarigan (2010). The results of the study indicate that work experience has a significant effect on nurse performance.

H5: Work experience has a significant effect on professional nursing care models at the RSUD Sayang Rakyat Makassar

METHODOLOGY

The design of this study is a survey with a quantitative approach. In this approach, data is obtained in various ways, including by observation or by direct interviews, with the intention of getting data that can be analyzed accurately and the results of conclusions can be generalized. To find out the validity of the questionnaire is done by calculating the correlation between the scores of each item with the total score. The analytical tool is the Pearson Product Moment correlation coefficient obtained using the Statistical Program and Service Solution (SPSS) version 24 computer aids. -tailed) is smaller than the 5% significance level, the items in the questionnaire are valid. As is the case with validity testing, the reliability testing process also uses the same program, namely by using the SPSS version 24 computer program so that the test results obtained will be truly valid and reliable. The SPSS program provides facilities to measure reliability with the Cronbach Alpha (α) statistical test. A variable is said to be reliable if it gives a Cronbach Alpha value > 0.60 .

Measurement variable

The analysis used in this research is to use multiple linear regression analysis (path analysis), with the aim to analyze the correlation and the magnitude of the influence of each independent variable partially on the dependent variable and to analyze the magnitude of the direct effect and indirect effect through intervening variables. The processing process the author uses computer assistance with SPSS version 24. In this study also the measurement used was a Likert scale with intervals of 1 to 5.

3. Results and discussion

Validity test

Validity test is done by correlating each question with the total score for each variable. The technique used for this validity test is Pearson product moment technique by using 100 respondents, the r-table value can be obtained through Pearson product moment r table with the magnitude of r-table at α 5% with $n = 100$, then it is known that r- table = 0.195 so that it is considered to meet the minimum requirements if the r-count value ≥ 0.195 , then the data is significant (valid) and is suitable for use in testing the research

hypothesis. And conversely, if the r-count score < 0.195 , it means that the data is not significant (invalid) and will be difficult to include in testing the research hypothesis. The results of the validity test of each variable can be described in the following tables:

Table 1
Validity Test Results for Research Variable Items

Variable	Item Statement	r - count	r - table	Description
Training (X1)	X _{1.1}	0,766	0,195	Valid
	X _{1.2}	0,667		Valid
	X _{1.3}	0,746		Valid
	X _{1.4}	0,648		Valid
	X _{1.5}	0,369		Valid
Work Experience (X2)	X _{2.1}	0,713		Valid
	X _{2.2}	0,717		Valid
	X _{2.3}	0,732		Valid
	X _{2.4}	0,569		Valid
MAKP (Y)	Y ₁	0,750		Valid
	Y ₂	0,785		Valid
	Y ₃	0,803		Valid
	Y ₄	0,854		Valid
	Y ₅	0,656		Valid
	Y ₆	0,778		Valid
	Y ₇	0,854		Valid
	Y ₈	0,843		Valid
	Y ₉	0,858		Valid
	Y ₁₀	0,872		Valid
Nurse Competencies (Z)	Z ₁	0,741		Valid
	Z ₂	0,756		Valid
	Z ₃	0,778		Valid
	Z ₄	0,849		Valid

Source: Primary data processed, 2019

Based on the results of the validity test in table 4.1 shows that the statement items of each variable in this study are valid. This is indicated by the value of r-count ≥ 0.195 (r-table). Thus all items in the Education and Training variable (X1), work experience (X2), MAKP (Y) and nurse competence (Z) are declared valid and can be used as research instruments.

Reliability Test

Reliability testing can be analyzed using techniques from Cronbach namely Cronbach's Alpha. Test technique using coefficients, with a real level of 5%, the calculation also uses the help of the SPSS 24 program. In other words, if the correlation coefficient is greater than the critical value or if the Cronbach's Alpha

value > 0.6, then the item is declared reliable. The reliability test results can be presented in the following table:

Table 2
Reliability Test Results

Variable	Cronbach's Alpha	Cut of Point (0,6)	Description
Training (X1)	0,738	0,60	Realibel
Work Experience (X2)	0,764	0,60	Realibel
MAKP (Y)	0,781	0,60	Realibel
Nurse Competencies (Z)	0,805	0,60	Realibel

Source: Primary data processed, 2019

Based on the results of the reliability test shown in Table 4.5 that all items of questions on education and training variables, work experience, nurse competence and MAKP obtained Cronbach's Alpha values > 0.60 (0.738; 0.764; 0.781; 0.805), so it can be concluded that all question items in this study has met the reliability requirements or in other words that the questionnaire is reliable as a research instrument

Data processing in path analysis uses twice the multiple linear regression model with SPSS version 24, each of which will be described in the results of data processing shown in the Model I Path coefficient and the Model II path coefficient below:

A. Path coefficient Model I

Referring to the Model I Regression output in the following "coeffisients" table:

Table 3
Results of Multiple Linear Regression Analysis

Model		Coefficients ^a		Standardized Coefficients Beta	t	Sig.
		Unstandardized Coefficients B	Std. Error			
1	(Constant)	.407	2.548		.160	.873
	Training (X1)	.275	.098	.240	2.797	.006
	Work Experience (X2)	.688	.128	.462	5.384	.000

a. Dependent Variable: Nurse Competencies (Z)

Source: Primary data processed, 2019

Based on the results of the analysis of regression model 1 in the "coeffisients" table, it can be seen that the significance value of the two variables $X1 = 0.006 < \alpha = 0.05$ and $X2 = 0.000 < \alpha = 0.05$. These results provide the conclusion that Regression Model I, namely the variables X1 and X2 on the variable Z has a positive and significant effect.

Table 4.15
Determination Coefficient Test Results
Model Summary

Model	R	R Square	Adjusted Square	R	Std. Error of the Estimate
1	.566 ^a	.321		.307	1.409

a. Predictors: (Constant), Work Experience (X2), Training (X1)

Source: Primary data processed, 2019

The amount of R Square in the "Model Summary" table is 0.321, this shows that the contribution of X1 and X2 to Z is 32.1% while the remaining 67.9% is contributed by other variables not included in the research. Meanwhile, for the value of e_1 can be found with the formula $e_1 = \sqrt{(1 - 0.321)} = 0.8240$. Thus obtained a path diagram of the structural model I as follows:

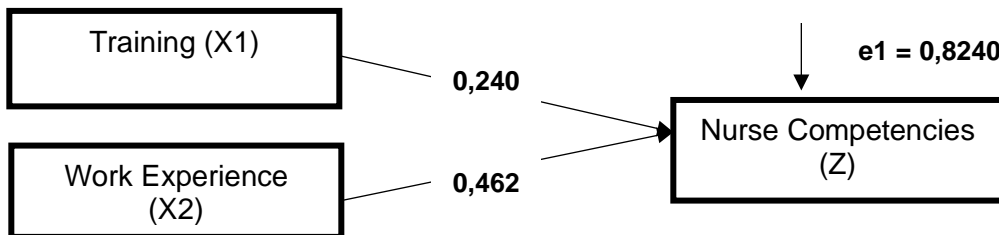


Figure 4.3
Structure Model Path Diagram I

So that the regression equation can be made as follows:

$$Y = a + bX_1 + bX_2 + e_1$$

$$Y = 0.407 + 0.275X_1 + 0.688X_2 + 0.8240$$

Where: a = Constant

X1 = Training

X2 = Work Experience

e = Error

B. Line Coefficient Model II

Referring to the Model II Regression output in the following "coeffisients" table:

Table 4.16
Results of Multiple Linear Regression Analysis

Model		Coefficients ^a		Standardized Coefficients Beta	t	Sig.
		Unstandardized Coefficients B	Std. Error			
1	(Constant)	-7.068	5.146		-1.374	.173
	Training (X1)	.462	.206	.158	2.245	.027
	Work Experience (X2)	1.166	.294	.305	3.964	.000
	Nurse Competencies (Z)	1.250	.205	.487	6.097	.000

a. Dependent Variable: MAKP (Y)

Source: Primary data processed, 2019

Based on the results of the analysis of the regression model of model II in the "coefficients" table, it can be seen that the significance value of the variables is $X1 = 0.027 < \alpha = 0.05$ while $X2 = 0,000 < \alpha = 0.05$ and $Z = 0,000 < \alpha = 0.05$. These results give the conclusion that Regression Model II, namely the variables X1, X2 and Z on the Y variable has a positive and significant effect.

Table 4.17
Determination Coefficient Test Results
Model Summary

Model	R	R Square	Adjusted Square	R	Std. Error of the Estimate
1	.764 ^a	.583		.570	2.845

a. Predictors: (Constant), Nurse Competencies (Z), Training (X1), Work Experience (X2)

Source: Primary data processed, 2019

The amount of R Square in the "Model Summary" table is 0.583, this shows that the contribution of X1 and X2 to Z is 58.3% while the remaining 41.7% is contributed by other variables not included in the research. Meanwhile, the value of $e2$ can be found using the formula $e2 = \sqrt{1 - 0.583} = 0.6457$. Thus obtained a path diagram of the structural model I as follows:

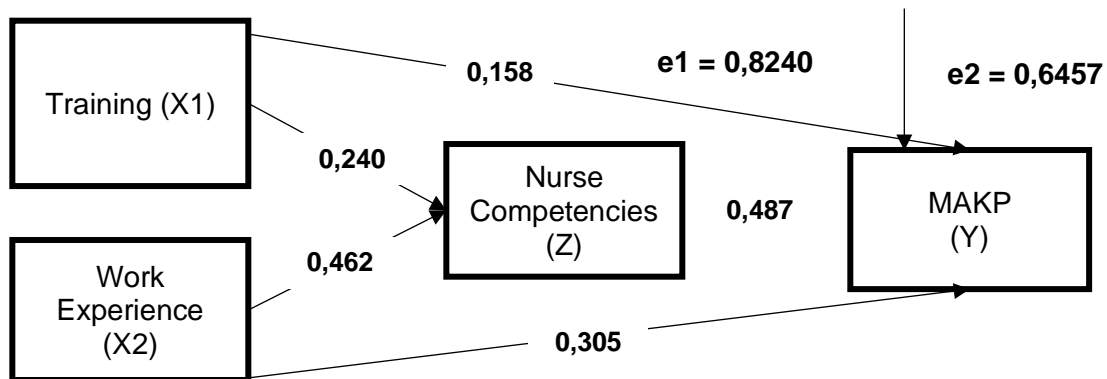


Figure 1
Structure Model Path Diagram II

So that the regression equation can be made as follows:

$$Y = a + bX_1 + bX_2 + bZ + e_2$$

$$Y = -7,068 + 0.462X_1 + 1,166X_2 + 1,250Z + 0.6457$$

Where: a = Constant
 X1 = Training
 X2 = Work Experience
 Z = Nurse Competence
 e = Error

The Influence of Education and Training Against Nurses' Competencies in the RSUD Sayang Rakyat Makassar

Education and training (training) from the perception of respondents obtained through the results of the questionnaire, shows that education and training (training) in the category is quite good. Hypothesis test results using path analysis (path analysis) path coefficient model I found that there is a positive and significant influence between the variables of education and training (training) on the competence of nurses in RSUD Sayang Rakyat Makassar. This can be seen in the results of the multiple linear regression test of the path coefficient of model I obtained value $\beta_{X1} = 0.240$ with the probability level (sig) of education and training (training) is 0.006 ($p < 0.05$). This means that the hypothesis proposed by the author is accepted, that there is a positive and significant influence between the variables of education and training (training) on the competence of nurses in the RSUD Sayang Rakyat Makassar.

According to Yusuf (2015) Training is part of education. Training is specific, practical and immediate. Specific means that training is related to the field of work being carried

out. Practical and immediate means those that have been trained can be put into practice. Generally the training is intended to improve the mastery of various work skills in a relatively short time. According to Dewi (2010) Education is a conscious and planned effort to create an atmosphere of learning and learning process so that students actively develop their potential to have spiritual strength, self-control, personality, intelligence, noble character and skills needed in themselves. Education includes the teaching of special skills, and also something that cannot be seen but is more profound, namely the provision of knowledge, consideration and wisdom. One of the main foundations of education is to teach culture through generations.

This research is supported by the research of Mulan Michelle Imelda (2011), whose findings indicate that nurse competence, patient condition and the application of MPKP have a significant influence on nurse performance. From the research results obtained by researchers that education and training (training) significantly affect the competence of nurses in the RSUD Sayang Rakyat Makassar, where the assessment of education and training (training) can be seen from nurse competence.

The Influence of Work Experience on Nurse Competence in the RSUD Sayang Rakyat Makassar.

In the results of respondents' answers, it was found that the variable work experience perception of nurse competence in the RSUD Sayang Rakyat Makassar was quite good. The hypothesis proposed by the author shows that there is a positive and significant influence between work experience on nurses' competencies at the RSUD Sayang Rakyat Makassar. This is evidenced from the results of multiple linear regression tests.

The results of the multiple linear regression test of the path coefficient of model I (Path Analysis) obtained βX_2 value = 0.462 with a level of probability (sig) of work experience is 0,000 ($p < 0.05$). The results of the multiple linear regression test prove that the hypothesis proposed by the author is accepted, that there is a positive and significant effect between work experience on nurses' competencies in the RSUD Sayang Rakyat Makassar. The correlation number is positive which means that if work experience is getting higher, the competence of nurses in the RSUD Sayang Rakyat Makassar will be better.

According to Sutrisno Edy (2011) defining work experience is a basis / reference for an employee to put himself in the right conditions, dare to take risks, able to face challenges with full responsibility and be able to communicate well with various parties to maintain productivity, performance and produce individuals who are competent in their fields. According to Ranupandojo in Nuruni (2014) stated that work experience is a measure of the length of time or work period that has been taken by someone can understand the tasks of a job and have carried out well. Several researchers have previously conducted research whose findings indicate a relationship between work experience and competence, including Elviera et al (2017) which states work experience influences employee performance.

From the above analysis, the hypothesis which states that high work experience can be competence of nurses in the Sayang Rakyat Makassar Hospital can be accepted. In another study conducted by Tarigan (2010), stated that there was a significant influence between work experience on nurse performance

The Influence of Nurse Competence on the Professional Nursing Care Model (MAKP) in Sayang Rakyat Makassar Hospital

Based on the results of the path analysis test, it can be concluded that nurses' competencies have a positive and significant effect on the MAKP at the Sayang Rakyat Makassar Hospital. The results of the multiple linear regression test of path coefficient model II (Path Analysis) obtained the value of $\beta_Z = 0.487$ with the probability level (sig) of nurse competence is 0,000 ($p < 0.05$). The results of the multiple linear regression test (Path Analysis) prove that the hypothesis proposed by the author is accepted, that there is a positive and significant influence between nurses' competence towards MAKP in the Sayang Rakyat Hospital in Makassar.

This shows that the high and low MAKP is influenced by the level of competence of nurses. The results of this study are supported by research conducted by Hendi Sanjaya (2016) whose research results indicate a significant influence between competence on nurse performance in nursing care documentation. According to Purnama (2008) stated that competence is a person's ability to carry out activities. Ability refers to several characteristics, both basic, behavioral, skills, and knowledge with varying degrees of ability. These changes depend on how far the skills, behaviors, and knowledge are honed. If those who have mastered the competency standards to a high level continuously, the employee has entered into the category of people who are competent in the task area.

The Influence of Education and Training Against Professional Nursing Care Model (MAKP) in the RSUD Sayang Rakyat Makassar

Based on the partial test results with multiple linear regression analysis test, it can be concluded that education and training (education and training) have a positive and significant effect on MAKP at the RSUD Sayang Rakyat Makassar. The results of the multiple linear regression test path coefficient model II (Path Analysis) obtained value $\beta_{X1} = 0.158$ with the probability level (sig) of education and training (training) is 0.027 ($p < 0.05$). The results of the multiple linear regression test prove that the hypothesis proposed by the author is accepted, that there is a positive and significant effect between education and training (education and training) on MAKP in the RSUD Sayang Rakyat Makassar.

These results are in line with the results of research conducted by Yusuf (2013) whose research shows that knowledge is very influential in implementing nursing care, for that nurses are required to always develop their knowledge so that nursing services can be carried out properly. According to Sofyandi (2013) Training is an effort to improve employee knowledge and abilities in carrying out their work more effectively and efficiently. Meanwhile, according to Dewi (2010) Education is a conscious and planned effort to create an atmosphere of learning and learning process so that

students actively develop their potential to have spiritual strength, self-control, personality, intelligence, noble character and skills needed in themselves. Education includes the teaching of special skills, and also something that cannot be seen but is more profound, namely the provision of knowledge, consideration and wisdom. One of the main foundations of education is to teach culture through generations. The Professional Nursing Care Model is a system (structure, process and values) that allows professional nurses to manage the provision of nursing care including the environment to sustain the provision of care (Hoffart & Woods, 1996 in Hamid, 2001).

Researcher's assumptions, education and training when implemented will facilitate the efforts of nurses in achieving their goals. With good education and training, nurses can be professional in providing nursing care services to patients to the maximum. Education and training are expected to help implementing nurses to carry out nursing care to clients well. Implementation of education and training to achieve goals systematically, so that it is expected to improve the performance of nurses in carrying out professional nursing care to customers or patients

The Influence of Work Experience on the Professional Nursing Care Model (MAKP) at the Sayang Rakyat Hospital Makassar

Based on the test results of multiple linear regression analysis, it can be concluded that work experience has a significant effect on MAKP at the RSUD Sayang Rakyat Makassar. The results of the multiple linear regression test of path coefficient model II (Path Analysis) obtained the value of $\beta X_2 = -0.305$ with a probability level (sig) of incentives is 0,000 ($p < 0.05$). The results of the multiple linear regression test prove that the hypothesis proposed by the author is accepted, that there is a significant influence between work experience on MAKP in the RSUD Sayang Rakyat Makassar.

According to Ranupandojo in Nuruni (2014) stated that work experience is a measure of the length of time or work period that has been taken by someone can understand the tasks of a job and have carried out well. It is clear that work experience is the level of mastery of a person's knowledge and skills in his work that can be measured from the working period and from the level of knowledge and skills he has. Lots of research on the effect of work experience on MAKP. Research conducted by Tarigan (2010) whose research results show that work experience has a significant effect on nurse performance.

The model of professional nursing care (MAKP) is a system that includes structure, process, and professional values that allow professional nurses to arrange the provision of nursing care and manage the environment to support nursing care as a model meaning that a nursing room can be an example in professional nursing practice at home Sick (Sitorus, 2006). The assumption of the researchers in this study is the work experience of nurses in the RSUD Sayang Rakyat Makassar, which has quite professional experience in providing health services, especially the provision of nursing care. This is evidenced by the work potential of nurses who always handle patients according to the correct procedure.

The Influence of Education and Training Against the Professional Nursing Care Model (MAKP) Through Nurse Competencies in the RSUD Sayang Rakyat Makassar

Based on the results of multiple linear regression test path coefficient model II (Path Analysis) obtained the direct effect given by X1 to Y of 0.158. While the indirect effect of X1 through Z on Y is the multiplication between the value of beta X1 against Z with the beta value of Z on Y: $0.240 \times 0.487 = 0.116$. Then the total effect given X1 on Y is the direct effect plus the indirect effect, namely: $0.158 + 0.116 = 0.274$. Based on the calculation above, it is known that the value of the direct effect is 0.158 and the indirect effect is 0.116, which means that the value of the indirect effect is smaller than the value of the direct effect. To test the hypothesis, it is done by the sobel test, guided by the table that is equal to 1.660, and obtained from the sobel test of 1.636. This shows that $t_{count} < t_{table}$ or $1,636 < 1,660$, it can be concluded, the sixth hypothesis which states "Education and Training has a positive and significant effect on MAKPP through Nurse Competence at the RSUD Sayang Rakyat Makassar" is rejected or not proven.

The results of this study are in line with the results of Joseph's research (2013) which states that knowledge is very influential in implementing nursing care, for that nurses are required to always develop their knowledge so that nursing services can be carried out properly. This research is also supported by the research of Mulan Michelle Imelda (2011), whose findings indicate that nurse competency, patient condition and the application of MPKP have a significant influence on nurse performance

This is evidenced by the low perception of the respondents on the education and training variable on the fifth indicator which shows that the facilities and completeness of the class are still inadequate so that education and training are still not running smoothly. Education includes the teaching of special skills, and also something that cannot be seen but is more profound, namely the provision of knowledge, consideration and wisdom. One of the main foundations of education is to teach culture through generations. The Professional Nursing Care Model is a system (structure, process and values) that allows professional nurses to manage the provision of nursing care including the environment to sustain the provision of care (Hoffart & Woods, 1996 in Hamid, 2001).

The Influence of Work Experience on the Professional Nursing Care Model (MAKP) through Nurse Competence at the Sayang Rakyat Hospital in Makassar

Based on the results of multiple linear regression test path coefficient model II (Path Analysis) obtained the direct effect given by X2 to Y of 0.305. While the indirect effect of X2 through Z on Y is the multiplication between the value of beta X1 against Z with the beta value of Z on Y: $0.462 \times 0.487 = 0.224$. Then the total effect given X1 on Y is the direct effect plus the indirect effect, namely: $0.305 + 0.224 = 0.529$. Based on the calculation above, it is known that the value of the direct effect is 0.305 and the indirect effect is 0.224, which means that the value of the indirect effect is smaller than the value of the direct effect. To test the hypothesis, it is done by the sobel test, guided by the table that is equal to 1.660, and obtained from the sobel test of 1.933. This shows that $t_{count} > t_{table}$ or $1,933 > 1,660$, it can be concluded, the seventh hypothesis which

states "Work Experience has a Positive and Significant Effect on MAKP through Nurse Competence at the RSUD Sayang Rakyat Makassar" accepted or proven.

This is evidenced by the high perception of respondents on the fourth working experience variable variable which shows that the work potential of nurses who always handle patients in accordance with the correct procedures greatly triggers the level of patient satisfaction in health services, especially the provision of nursing care to patients. These results are in line with previous researchers, including research conducted by Tarigan (2010) whose research results show that work experience has a significant effect on nurse performance. The results of this study are also in line with research conducted by Elviera et al (2017) which states work experience influences employee performance.

According to Ranupandojo in Nuruni (2014) stated that work experience is a measure of the length of time or work period that has been taken by someone can understand the tasks of a job and have carried out well. It is clear that work experience is the level of mastery of a person's knowledge and skills in his work that can be measured from the working period and from the level of knowledge and skills he has. The model of professional nursing care (MAKP) is a system that includes structure, process, and professional values that allow professional nurses to arrange the provision of nursing care and manage the environment to support nursing care as a model meaning that a nursing room can be an example in professional nursing practice at home Pain (Sitorus, 2006)

4. Conclusions and recommendations

From the results of the research and discussion previously stated, it can be concluded as follows: Education and training has a positive and significant effect on the competence of nurses in Sayang Rakyat Makassar Hospital. This means that if the training is improved and improved the nurse's competence will increase. This is in line with the results of research conducted by Mulan Michelle Imelda (2011) and based on the results of research conducted by Eva researchers (2019) at Sayang Rakyat Makassar Hospital, work experience has a positive and significant effect on nurses' competencies at RSUD Sayang Rakyat Makassar. This means that the more experience they have, the competence of nurses will increase. This is in line with the results of research conducted by Elviera et al (2017) and based on the results of research conducted by Eva researchers (2019) at the Sayang Rakyat Makassar Hospital, nurse competence has a positive and significant effect on MAKP at the Sayang Rakyat Makassar Hospital. This means that nurse competence determines the merits of nurses' performance in applying the Professional Nursing Care Model (MAKP) to patients. This is in line with the results of research conducted by Hendi Sanjaya (2016) and based on the results of research conducted by Eva researchers (2019) at the Sayang Rakyat Makassar Hospital, Education and Training has a positive and significant effect on MAKP in the Sayang Rakyat Makassar Hospital. This means that education and training are improved, so the application of the Professional Nursing Care Model to patients will be good. This is in line with the results of the study according to Yusuf (2013) and based on the results of research conducted by Eva

researchers (2019) at the RSUD Sayang Rakyat Makassar, work experience has a positive and significant effect on MAKP at the RSUD Sayang Rakyat Makassar. This means that the more experience a nurse has, the better the application of the Professional Nursing Care Model (MAKP) to patients. This is in line with the results of research conducted by Tarigan (2010) and based on the results of research conducted by Eva researchers (2019) at the Sayang Rakyat Makassar Hospital, Training and Education for MAKP through nurse competence in the Sayang Rakyat Hospital did not have a significant effect. This means that nurses' competencies are not able to mediate education and training of the Professional Nursing Care Model. Therefore the need to improve education and training of nurses to be more competent. This is contrary to the results of research conducted by Yusuf (2013) which states that knowledge is very influential in throwing nursing care, work experience on MAKP through nurse competence in the RSUD Sayang Rakyat Makassar has a positive and significant effect. This means that the higher and more experience a nurse has makes it easier for nurses to apply the Professional Nursing Care Model to patients well.

5. Acknowledgment

In completing this research, the authors wish to thank the STIE AMKOP Makassar Postgraduate Program for all their help, encouragement and direction. On this occasion the researchers also thanked all the ASN nurses at the Sayang Rakyat Makassar Hospital who were willing to take the time to fill out the research questionnaire.

REFERENCES :

- AA. Anwar Prabu Mangkunegara, 2013, Manajemen Sumber Daya Manusia Perusahaan, Remaja Rosdakarya, Bandung.
- Abdurrahman dan Sri Handayani. 2014. Earning Management Dan Relevansi Informasi Akuntansi. Simposium Nasional Akuntansi 17. Mataram.
- Abidin, Yusuf Zainal. (2015). Metode Penelitian Komunikasi, Penelitian Kuantitatif Teori dan Aplikasi. Bandung: Pustaka Setia.
- Al-Assaf, A.F.2009. Mutu Pelayanan Kesehatan Perspektif Internasional.Jakarta : EGC
- Andriani, Armanu, dan Kuswantoro (2012). Kepuasan kerja perawat pada aplikasi metode tim primer dalam pelaksanaan tindakan asuhan keperawatan di rumah sakit Dr. Saiful Anwar Malang. Vol 10, No.2
- Arikunto, Suharsimi. 2006. Prosedur Penelitian Suatu Pendekatan Praktik. Jakarta: RinekaCipta.
- Azwar, S. (1996). Menjaga Mutu Pelayanan Kesehatan. Pustaka Sinar Harapan. Jakarta
- Bangun, Wilson. 2012. Manajemen Sumber Daya Manusia. Jakarta : Erlangga.
- Dewi, Ayu Shinta. 2013. Pengaruh independensi, Kecakapan Profesional, Obyektifitas, Kompetensi,dan Pengalaman kerja Terhadap Kualitas Hasil Audit(Studi empiris pada pemerintah kota surakarta dan kabupaten Wonogiri). Skripsi Fakultas Ekonomi dan Bisnis Univwesitas Muhammadiyah Surakarta.
- Djemari, Mardapi, 2003, *Penyusunan Tes Hasil Belajar*, Pasca UNY.

- Edy, Sutrisno. 2011. Manajemen Sumber Daya Manusia. Penerbit: Jakarta, Kencana.
- Foster, Bill. 2001. Pembinaan untuk Peningkatan Kinerja Karyawan. PPM : Jakarta
- Fuad, Noor dan Gofur Ahmad. 2009. Integrated Human Resources Development. Jakarta: Grasindo
- Gilles, Dee Ann, Manajemen Keperawatan Suatu Pendekatan Sistem, Edisi Kedua, (Alih Bahasa : Drs. Dika Sukmana dkk), W.B. Saunders Company, Philadelphia, 1989.
- Ginting, Riskon. (2009). Pengaruh Pemberian Surat Penagihan Terhadap Pembayaran Tunggakan Pajak Penghasilan di Tiga Kantor Pelayanan Pajak. Jurnal Ekonomi dan Bisnis, Vol 5, Nomor 1, Maret 2006:11-20.
- Hamid, A.Y.S., 2001. Peran Profesi Keperawatan Dalam Meningkatkan Tanggung Jawab Perawat Untuk Memberikan Asuhan Keperawatan Profesional Sehubungan Dengan Undang-Undang Konsumen. 005/BS/PPNI
- Handoko, T. Hani. (2011). Manajemen Personalialia & Sumber Daya Manusia. Edisi Kedua. Yogyakarta : BPFE UGM.
- Hendi Sanjaya, Gunawamn, Eddyman (2016). Pengaruh Kompetensi Dan Motivasi Terhadap Kinerja Perawat Pada Dokumentasi Asuhan Keperawatan Di Ruang Rawat Inap Rsu Wisata Universitas Indonesia Timur Makassar
- Herman sofyandi. Cetakan kedua, 2013. Manajemen Sumber Daya manusia, Yogyakarta: Graha ilmu
- Huber, D.L. 2006. Leadership and nursing care management. 3rd Ed (penerjemah: Cahya Wiratama). USA: Elsevier
- Imran. (2017). Pengaruh Pemberdayaan Pegawai, Motivasi, Dan Organizational Citizenship Behavior (OCB) Terhadap Kinerja Pegawai Dinas Pendidikan Kabupaten Sinjai. Program Pascasarjana Stie Amkop Makassar.
- Kaswan. 2012. Manajemen Sumber Daya Manusia untuk Keunggulan Bersaing Organisasi. Graha Ilmu, Yogyakarta
- Keliat B, dkk. 2006. Proses Keperawatan Jiwa Edisi II. Jakarta : EGC.
- Kompasiana.com. (2014). Empat Juta Lebih Penduduk Alami Katarak dan 800 Ribu Alami Kebutaan. Diakses pada tanggal 28 Februari 2019 <http://www.kompasiana.com/de-be/4-juta-lebih-penduduk-alami-katarak-dan-800-ribu-alamikebutaan>.
- Kron, T. & Gray, A. (1987). The manajemen of patient care putting leadership skill to work, sixth edition. Philadelphia: W. B Saunders Company
- Nurachmah, E. (1998). Program Evaluasi Model Praktek Keperawatan Profesional. Jurnal Keperawatan Indonesia. Volume II
- Manulang. 2004. Manajemen Personalialia. Jakarta : Ghalia Indonesia.
- Mardalis. 2009. Metode Penelitian (suatu pendekatan proposal). Edisi 11. Jakarta: PT. Bumi Aksara.
- Mulan Michelle Imelda (2011). Peran Penerapan Model Praktik Keperawatan Profesional terhadap Kinerja Perawat di Rumah Sakit Jiwa Dr. Soeharto Heerdjan
- Nur Hidayah. (2014). Manajemen Model Asuhan Keperawatan Profesional (MAKP) Tim Dalam Peningkatan Kepuasan Pasien Di Rumah Sakit. Jurnal Kesehatan. Volume VII No. 2/2014

- Nursalam. (2002). *Manajemen keperawatan : Aplikasi dalam Praktik Profesional*. Jakarta : Salemba Medika.
- Nursalam. (2011). *Manajemen Keperawatan Aplikasi Dalam Praktik Keperawatan Profesional*. Jakarta: Salemba Medika.
- Nursalam. (2014). *Manajemen keperawatan aplikasi dalam praktik keperawatan profesional edisi 4*. Jakarta : Salemba Medika.
- Nuruni, Tri. 2014. Pengaruh Tingkat Pendidikan dan Pengalaman Kerja Terhadap Kinerja Guru PAI SDNegri di Kecamatan Sidoharjo Kabupaten Seragen. *Universitas Surakarta-jurnal*|Vol. 01 No. 04
- Pajar, P. (2008). Analisis Faktor-Faktor Yang Mempengaruhi Produktivitas Kerja Karyawan Bagian Keperawatan Pada Rumah Sakit Pku Muhammadiyah Surakarta. Skripsi. Universitas muhammadiyah Surakarta).
- Palan, R. (2007) *Competency Management: Teknis Mengimplementasikan Manajemen SDM Berbasis Kompetensi untuk Meningkatkan Daya Saing Organisasi*. PPM. Jakarta.
- Peraturan Pemerintah Republik Indonesia Nomor 101 tahun 2000 Pasal 2 tentang pendidikan dan pelatihan jabatan Pegawai Negeri Sipil
- Potter, Patricia A., RN. MSN et al, *Funda-mental of Nursing, Concept, Process & Practice*, Third Edition, Mosby Year Book, St. Louis, 1993
- Purnama, R. 2008. "Pengaruh motivasi kerja terhadap produktivitas kerja karyawan pada bagian produksi CV. Epsilon Bandung". *Jurnal Pendidikan Manajemen Bisnis*, Vol. 7, No. 14.
- Ranupandojo dan Husnan, 2002, "Organisasi dan Motivasi: Pasar Peningkatan Produktivitas", Bumi Angkasa, Jakarta.
- Riani, Asri Laksmi. 2011. *Budaya Organisasi*. Yogyakarta: Graha Ilmu.
- Rupisa, dkk. (2018). Hubungan Model Asuhan Keperawatan Profesional (MAKP) Tim Dengan Tingkat Kepuasan Kerja Perawat Di Rumah Sakit Panti Waluya (RKZ) Malang. *Nursing News*. Volume 3, Nomor 1, 2018.
- Sastrohadiwiry, Siswanto B. 2005. *Manajemen Tenaga Kerja Indonesia Pendekatan Administrasi dan Operasional*. Jakarta: PT Bumi Aksara.
- Simamora, Henry. (2004). *Manajemen Sumber Daya Manusia*. Edisi ke-3. STIEYKPN. Yogyakarta
- Sitorus, dkk. (2006). *Model praktek keperawatan profesional di rumah sakit*. Jakarta: EGC.
- Suarli dan Bahtiar, Yayan. 2010. *Manajemen Keperawatan*. Jakarta : Erlangga
- Sudarsono, R. (2000). *Berbagai model praktek keperawatan professional di Rumah Sakit*. Fakultas Ilmu Keperawatan Universitas Indonesia. Jakarta.
- Sugiharto, A.S et all. (2012). *Manajemen Keperawatan : Aplikasi MPKP di RumahSakit*. Jakarta : EGC
- Sugiyono. 2003. *Metode Penelitian*. Bandung: Alfabeta.
- Sugiyono. 2009. *Metode Penelitian Kuantitatif dan Kualitatif*. Bandung: CV. Alfabeta.
- Sugiyono. 2010. *Metode Penelitian Kuantitatif Kualitatif & RND*. Bandung: CV. Alfabeta.
- Sujarweni, V. Wiratna. 2014. *Metode Penelitian: Lengkap, Praktis, dan Mudah Dipahami*. Yogyakarta: Pustaka Baru Press.
- Sukardi. 2010. *Metodologi Penelitian Pendidikan*. Jakarta: PT. Bumi Aksara.

- Supriyanto, dkk. (2003). Analisis Kepuasan dan Harapan Pelanggan Dalam Rangka Peningkatan Kelas Utama Rumah Sakit Panti Rahayu Purwodadi Grobogan. Jurnal Administrasi Kebijakan Kesehatan. Volume 1
- Suratmi. (2012). Pengaruh Pelatihan Metode Asuhan Keperawatan Profesional (MAKP) Tim Terhadap Penerapan MAKP Tim Di RSUD Dr. Soegiri Lamongan. Surya Vol.03, No.XIII, Desember 2012.
- Thomson, S. 2007. Nurse physician collaboration: a comparison of attitude of nurses and physician in medical surgical patient care settings. Medsurg Nursing, 16 (2), 87–104)
- Undang-Undang Republik Indonesia Nomor 43 Tahun 1999 Tentang Perubahan Atas Undang-undang Nomor 8 Tahun 1974 tentang Pokok-pokok Kepegawaian.
- Undang – Undang RI Nomor 44 Tahun 2009 tentang Rumah Sakit. Jakarta 2009.
- Wawan dan Dewi, 2010, Teori dan Pengukuran Pengetahuan, Sikap dan Perilaku Manusia, Yogyakarta : Nuha Medika
- Wijono, D. (1999). Manajemen Mutu Pelayanan Kesehatan. Airlangga University Press. Surabaya
- World Health Organization. WHO Library Cataloguing-in-Publication Data Trends in maternal mortality: 1990 to 2015. Switzerland : WHO, UNICEF, UNFPA, The World Bank, 2015.
- Yusuf, (2013). Analisis Faktor-Faktor Yang Mempengaruhi Penerapan Asuhan Keperawatan Di Ruang Interna