ABSTRACT

ANALYSIS OF THE NURSES' PERFORMANCE IN THE EMERGENCY ROOM AT UPT RSUD LANTO DG PASEWANG *OF* JENEPONTO *REGENCY*

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The good performance of nurses has a significant influence on the success of the emergency room as a hospital gateway for the community to access emergency services for their health problems. This study aims to analyze and determine the performance of emergency room nurses at the UPT RSUD Lanto Dg. Pasewang, Jeneponto *Regency. Identifying the performance of nurses in relation to the workload, with the patient's condition, the use of work time, the targets that must be achieved, competence with knowledge, skills, and attitudes.*

*This study applied a qualitative method with data collection techniques using interviews, observation, and document reviews related to the research. The primary data were obtained from 12 informants consisting of 4 nurses from Diploma (*D III*) Nursing, 4 professional nurses, and 1 professional nurse who has a master's degree, and 3 people from the patient's family. Meanwhile, the secondary data were obtained from the hospital information system results documents.*

The results of the study show that partial competency has a positive and significant effect on the performance of inpatient nursing care in the emergency unit, and workload has a negative and significant impact on the performance of nursing care in the emergency unit. Meanwhile, simultaneously, competence and workload have a significant effect on the performance of the implementation of nursing care in emergency departments. So the performance of nurses is influenced by workload and competence. A high workload can negatively impact performance, while good competence can improve nurse performance. Good nursing performance is essential to achieving nursing service goals.

Keywords: Nurse Performance, Workload, Competent

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