ABSTRACT

ANALYSIS OF NURSES' PERFORMANCE AT* DAYA *REGIONAL GENERAL HOSPITAL OF* MAKASSAR *CITY

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Hospitals are health service institutions that play a strategic role in improving public health standards. Daya *Regional General Hospital, located in* Makassar *City, is the only hospital under the authority of the* Makassar *City Government. Efforts to enhance the quality of health services cannot be separated from improving the quality of nursing services. However, internal hospital problems such as a lack of coordination among departments, uneven workload distribution, and untimely attendance often disrupt services and contribute to a decline in employee performance. Based on these issues, this study aims to analyze the performance of nurses at* Daya *Regional General Hospital,* Makassar *City.*

This study employed a descriptive quantitative method, with samples selected through purposive sampling techniques. Data collection methods include questionnaires, interviews, direct observation, and documentation.

The results reveal that nurses possess positive personal factors that support their performance. With consistent direction, motivation, and support from supervisors, nurses are able to work more confidently, enhance their skills, and provide more effective and high-quality nursing services. Through teamwork, experience sharing, and mutual encouragement, nurses can work more efficiently, reduce job stress, and create a harmonious work environment that ensures patient safety and satisfaction. Although nurses demonstrate adaptability to work pressure and external changes, organizational support remains essential in stress management and resilience strengthening to maintain optimal performance.

Keywords : Nurse Performance, Daya *Regional General Hospital,* Makassar *City*

Translated by:
The AgencyES
Language Institute
File No.: 731-S2-225055

Dipindai dengan CamScanner