

NURSE EVALUATION TOOLS

Dzikri Hijriarahmah

Ms, Islamic University of Indonesia, INDONESIA, dzikrihijriarahmah@gmail.com

*Corresponding author

Abstract

On the performance of the nurses need to evaluated their job, because the works of nurses are always in direct contact with the patient condition. If the performance of the nurses is bed then it will greatly affect the services provided such as actions or diagnoses that would be less appropriate. Nurses itself is one of the personnel in the health sector which has some duty to serve patients. There are so many things that need to be considered in the performance of a nurse in the works, that because if the nurse breaks the role on treatment patient it will makes a big impact and influence to the patient condition. The phenomenon is sometimes still received less attention from supervisors of fields that have a responsibility for their own nurses. Therefore, this paper offers the evaluation design use Human Resource Scorecard (HRSc) for nurses who later in the evaluation will prove how well performance the nurses on the job.

Keywords: Nurse, performance, evaluation tools, HRSc, Human Resource Scorecard.

1. INTRODUCTION

The success of an organization is influenced by the performance, this makes companies strive to improve employee performance to achieve goals. Subjects of this study were nurses, nurse is medical personnel on duty to serve patients. Performance evaluation of a nurse needs to be done because it is always associated with the patient condition. If the bad performance, the services provided will be less than the maximum. To evaluated the performance of their requirements are needed Human Resource Scorecard (HRSc), because if you do not use it will only describe the quantity, thus making the results obtained will be less than the maximum. Nurses performance need to be considered because the only one that will affect the entire performance of nurses. The phenomenon is still less attention, so their evaluation is still less doHRSc. Therefore, this study offers an evaluation using the HRSc. This evaluation aims to prove how much the nurses performance on the job.

2. THEORY

2.1. Performance

Performance is their level of success in carrying out its duties and responsibilities to achieve the goals set Sulistyorini (2001). Performance can be defined as the ability based on the knowledge, attitudes, and motivations in generating a job (Fattah, 1999). This definition makes clear that the performance is a record of the work. This work is the result of the measurement of both quantity and quality over the scientific

capabilities and expertise within an organization. Meanwhile Basri& Riva (2005) describes the performance as a willingness to perform an activity in accordance with its responsibilities. Whatever work has been accepted then this work that has to be resolved to the fullest.

Based on the above understanding can be concluded that performance is based on job performance knowledge, attitude, skills in performing their duties in accordance with its responsibilities.

3 PERFORMANCE EVALUATION

The performance evaluation that will be done is to use Human Resource Scorecard (HRSc). This method is used because it can determine aspects of human resource within the hospital nurse will suffice or not. Their human resources will greatly affect the performance of nurses. So that would make nurses think that the strategy used in serving patients would be maximized or not.

3.1. Human Resource Scorecard

3.1.1. Definisi

According to Becker and Ulrich (2009), Human Resource Scorecard (HRSC) is a measurement system that associates human resources strategy and the performance of a person to produce a superior company. HRSC can help to make sure all human resource decisions have directly contributed to the implementation of the strategy developed. According Sitawati (2009), Human Resources Scorecard is a tool to measure and manage contributions strategic of the role of human resources in creating value to achieve the company's strategy.

Based on research Singgih (2011) at PT. JB, HRSC performance measurement system can be used to determine the achievement of the human resources system performance based on the results of the performance measurement system design human resource system. Based on research Widarsono (2009), model of performance measurement by HRSC is very important for human resource managers to meet the challenges of the future, considering the ever-changing environment.

3.1.2. Method

In this method in which there are some design to do scorecard with appropriate (Mardatillah, et al, 2013):

A. The design of the value chain activities

This design is the implementation of the strategy of a company towards some of the role of human resources in it. It is done to their formulation and define the activities carried out from a position. Design of the Value Chain Activities carried out for each position in accordance within the organizational structure.

B. An understanding of the job description

Their job description can be obtained from the company to submit a questionnaire and interviews with employees and staff of the company. It is done to get information on the understanding that is owned by its employees about the positions.

C. Understand the job specification

In understanding this job specification required some understanding, namely;

1. The position description in every job
2. Initial Requirements (basic requirements) needed in positioning a position such as the minimum education level and work experience required
3. The terms of technical
4. Competence manager
5. Terms career development

D. Designing job performance standards

In this case, the specified Key Performance Indicator (Performance Indicators) from a position. Key Performance Indicators used consisted of 2 kinds of Lagging Indicators and Leading Indicators based on the job specification (Specification Work). Lagging Indicators are designed based on the value chain activities and elaboration of job descriptions that are targets to be achieved for each position in the company. Leading Indicators are designed based on the translation of the job description and job specification is a business

and the activities conducted by the target achieved. Every lagging indicators associated with one or more indicators of Leading. In designing the Performance Standards Works, specified performance criteria (performance criteria) based on the target of a position for each of the performance indicators with regard Degree of Compliance to Standards (DOCS) on the results of the performance assessment for each indicator.

4. DISSCUSSION

The performance evaluation of the nurse can be done with several stages. Of the several stages of the researchers chose to use traditional Human Resource Scorecard. Human Resource Scorecard itself is a tool to measure and manage the contribution strategies of the role of human resources in creating value to achieve the company's strategy has been agreed. In the Human Resource Scorecard There are several ways that bullet made namely the need for observation and interviews or questionnaires to see whether the nurses would understand the work he did.

From their observations and interviews can facilitate the leadership to know the understanding of the work done by nurses in providing services to patients in the hospital. Not only in serving patients, but also in his work when having to deal directly with his fellow colleagues. In work to be done by the nurse, the nurse should be able to minimize their mistakes at work. This is what will help the nurse to get the maximum performance.

Based on research Sitawati (2009) on Public Sector hospital services, the HRSC is the foundation on measuring the performance of human resources and can improve the performance of the company and become a reliable tool in the evaluation of performance. Although HRSC been done there are still some things that still looks less than the maximum. This makes researchers want to re-do the HRSC to evaluate the performance of nurses and expected results obtained will be more leverage compared to some previous studies

REFERENCE LIST

- Basri, A. F. M., & Riva. V. (2005). Performance appraisal. Jakarta: PT Raja. Grafindo.
- Becker, H & Ulrich. (2009). The HR Scorecard :MengaitkanManusia, StrategidanKinerja. Terjemahan: Dan RahadyatoBasuki. Esensi, ErlanggaGroup : Jakarta.
- Fattah, N. (1999). *LandasanManajemen*. Bandung: RosdaKarya.
- Mardatillah, dkk. (2013). EvaluasiKinerjaManajemenSumberDayaManusia PT. Bank XYZ dengan Human Resource Scorecard. *JurnalTeknikIndustri*. 1.1.
- Singgih, M. L., dkk. PengukuranKinerjaSumberDayaManusiaDenganMenggunakanKonsep Human Resource Scorecard di PT. JB. TeknikIndustri, InstitutSepuluhNopember (ITS) Surabaya.
- Sitawati, R., dkk. 2009. The Application of Human Resource Scorecard: A Case Study of Public Hospitals in NTT Province, Indonesia. ISSN: 1451-243X Issue 4 (2009). ©EuroJournals, Inc. International Bulletin of Business Administration.
- Sulistiyorini. (2001). HubunganantaraKeterampilanManajerialKepalaSekolahdanIklimOrganisasidenganKinerja Guru. *IlmuPendidikan*. 28. 1.
- Widarsono, A. (2009). Human Resources Scorecard : Linking People, Strategy And Performance (Suatu Model PengukuranKinerja SDM). FakultasPendidikanEkonomi&BisnisUniversitasPendidikan Indonesia (UPI BHMN): Bandung.

