Development of Human Resources, Competence, and Supervision of the Performance of Clinical Nursing Staff in Hospitals

[1]Ferry Adref, [2]Mattalatta, [3]Tajuddin Malik
[1]Student of Doctoral Program at Sekolah Tinggi Ilmu Ekonomi AMKOP, Makassar, Indonesia
[2,3]Sekolah Tinggi Ilmu Ekonomi AMKOP, Makassar, Indonesia

Abstract

As one of the healthcare facilities, the hospital has a very strategic role in accelerating the improvement of the health status of the Indonesian people. Human resource development policies are guidelines or activities carried out by organizations or agencies to develop or increase work professionalism, such as knowledge and skills improvement programs. This research is qualitative research according to the object of this study, so this type of research is included in the category of library research. Data collection techniques include identifying books, papers, articles, magazines, websites, or other information related to this study. The data analysis technique uses the Miles and Huberman model, namely qualitative analysis activities are carried out interactively and continuously until it is deemed sufficient. The study results indicate that nursing is a form of health service that is professional in meeting basic human needs that can be addressed by individuals, families, or communities in the healthy-sick range. Supervision in the context of nursing is a process of providing support for the resources nurses need to complete tasks to achieve the goals that have been set.
Keywords: human resources, competence, supervision, performance, nursing, Indonesia

1. Introduction

As one of the healthcare facilities, the hospital has a very strategic role in accelerating the improvement of the health status of the Indonesian people. Nursing is one of the professions in hospitals that plays an essential role in implementing efforts to maintain the quality of health services in hospitals. To provide complete nursing services, it is necessary to manage human resource management. Human resource management is one of the essential parts of an organization or agency (Gunawan & Djati, 2011a; Hasan & Putra, 2018). The management of human resources that the agency can adequately control will form professional and organized employees or staff according to the needs and goals to be achieved by the organization or agency.

Professionalism in a job or profession has long received the attention of practitioners. Every human being must have professionalism because professionalism contains expertise or expertise in optimizing knowledge, time, and energy (Gunawan & Djati, 2011b). Professional human resources are needed to create good capabilities and commitment from the human resources of the people who work in the organization and foster the image of the organization (Sari, 2021).

Human resource development policies are guidelines or activities carried out by organizations or agencies to develop or increase work professionalism, such as knowledge and skills improvement programs. A policy is a series of actions with a specific purpose followed and implemented by an actor or group to prevent a particular problem (Ridwan & Saftarina, 2015; Vigaretha & Handayani, 2018).

In human resource development, education is a series of activities related to labor management. That includes employee planning, procurement, coaching and development, promotion and transfer,

---

Correspondent Author: Performance of Clinical Nursing. E-Mail: gusty13.ferry@gmail.com

employee termination, employee compensation, and appraisal. Everything must be done professionally to achieve the desired goal, namely the availability of the necessary workforce with the appropriate qualifications and abilities so that they have good performance. (Adil et al., 2016; Luddin, 2013; Yusuf, 2012)

Human resource development influences organizational commitment. The level of capability and professionalism of existing human resources can occur through efforts to improve or improve the quality of human resources. To get employees or staff who are professional and with integrity, it must start from recruitment selection, placement, and promotion to employee HR development so that efforts to improve the professionalism of employees or staff can be made through education and training (Dewi, 2013; Herawan, 2008).

Professionalism is a trait, condition, and quality that a person must possess in terms of one's expertise and authority related to the profession. Employees or staff with high professionalism will increase their professional quality and quantity through various ways and strategies regarding their competence progress.

Competence also influences work professionalism; competence is a combination of knowledge, skills, values , and attitudes reflected in the habits of thinking and acting. In the teaching system, competence is used to describe professional abilities, namely the ability to demonstrate knowledge and conceptualization at a higher level. This competence can be obtained through education, training, and other experiences according to the level of competence (Ansar et al., 2019; Umar, Amrin, et al., 2019; Yusriadi, Sahid, et al., 2019). Competence can range from repeating facts and concepts to advanced motor skills to learning behaviors and professional values.

Nursing is a form of professional health service in meeting basic human needs (biological, psychological, social, and spiritual), which can be addressed to individuals, families, or communities in the range of health and illness. Supervision in the context of nursing is a process of providing support for the resources nurses need to complete tasks to achieve the goals that have been set. Supervision offers assistance, guidance/teaching, and support for someone to complete his work according to policies and procedures, develop new skills, and have a broader understanding of his work so that he can do it better.

Achieving the goals of nursing management takes the ability of a good manager, a professional nurse. Therefore, an experienced nurse or a manager in a nurse is expected to have the power to supervise actions. Supervision is a process or supervisory activity focused on motivating to increase self-awareness, professional development, and self-development in work (Awaluddin A et al., 2019; Umar, Hasbi, et al., 2019).

Organizational commitment is generally defined as the identification and involvement of someone who is relatively strong in an organization. Organizational commitment is an attitude in which employees or staff can reflect feelings of liking or disliking the organization. However, commitment is not only seen as a form of the willingness of employees or staff to want to stay in the organization or agency for a long time.

2. Method
Research design
Researchers, in the context of carrying out data collection, must determine data sources and locations where these data sources can be found and researched. In contrast to field research, the area of data collection for library research is much broader and does not even recognize spatial boundaries. The research setting is a benchmark where the location is carried out. Before mentioning the research location, it is better to note the particular characteristics of library research to distinguish the set of library research from other research, such as field research.

Correspondent Author: Performance of Clinical Nursing. E-Mail: gusty13.ferry@gmail.com

Literature research has several notable characteristics. First, this research deals directly with text or numerical data, not with the field or eyewitnesses, in the form of events, people, or other objects. Second, the data is ready-made, meaning the researcher does not go anywhere except directly dealing with sources already in the library. Third, the data in the library is generally a secondary data source, in the sense that the researcher obtains data from the second hand rather than the original from the first hand in the field. Fourth, the condition of the data in the library is not divided by space and time. This research is qualitative. Following the object of this thesis study, this type of research is included in the category of library research. Using data from various primary and secondary references, these data were collected using documentation techniques by reading (text reading), reviewing, studying, and recording literature related to the problems discussed in this paper.

Data collection technique
Data collection techniques, in this case, the author will identify discourse from books, papers or articles, magazines, journals, the web (internet), or other information related to the title of writing to look for things or variables in the form of notes, transcripts, books, newspapers, magazines and so on.

Then the following steps were taken: 1) Collecting existing data through books, documents, and internet magazines (web); 2) Analyze the data so that researchers can conclude about the studied problem. In essence, there is no specific reference in collecting data in this method, but not simply the data collected is used as research results because the human mind provides work guidance systematically and appropriately with the object of study. Therefore, specific techniques are needed so that the research results are systematic and objective.

Two research instruments were used in this data collection; first, data collection in symbolic verbal, namely collecting manuscripts that have not been analyzed. In compiling this data, researchers can use recording equipment, such as photocopies and so on.

Second, the data card serves to record the results of the data that has been obtained to make it easier for researchers to clarify the information that has been received in the field, besides that the data card also provides a solution if the first instrument is difficult to operate, the data card can be used instead of the first instrument. But with the consequence of the length of time in the location of the data source.

The first thing that must be done in data collection is to determine the location of the search for data sources, such as libraries and research centers. After selecting the location, start looking for the data needed in the study. A researcher will read the data that is then obtained in the area because the main task of the researcher is to be able to capture the meaning contained in the library source.

Data analysis technique
The technique used in this thesis is the data analysis model of Miles and Huberman. In this model, qualitative analysis activities are carried out interactively and continuously until it is deemed sufficient. According to Kaelan, there are two stages in the data analysis technique in this library research. First, the analysis at the time of data collection is aimed at capturing the essence or core of the focus of the study that will be carried out through the sources collected and contained in the verbal-linguistic formulation; this process is carried out aspect by aspect, according to the research map.

Second, after the data collection process is carried out, then re-analyze after the data is collected in the form of raw data that must be determined the relationship with each other. The data analysis activities of this model include data reduction, data display, and conclusion drawing or verification. The collected information does not necessarily fully answer the problems raised in the study; therefore, it is necessary to re-analyze the clarified data.

In this early stage, data reduction selects, focuses, simplifies, abstracts, and transforms raw data into written records. 1) The aim is to carry out the findings, which then become the research focus. 2) Data display, in this stage, the data that has been reduced is then displayed to provide an understanding of the data to determine the following steps to be taken by a researcher in the research process. 3)

Correspondent Author: Performance of Clinical Nursing. E-Mail: gusty13.ferry@gmail.com

Concluding after data reduction is carried out, conclusions are made, or conclusions are drawn from the data that have been studied; from these conclusions, new findings from the research carried out are presented. However, these results can still be re-examined, and re-reduced; displaying data and returning will produce conclusions, and so on, to get maximum results.

3. Result and Discussion
Performance of Clinical Nursing Staff

These human resources are required to continue to develop capabilities proactively within the organization or agency. The human resources needed by organizations or agencies at this time are human resources that can grow continuously and are able and willing to help organizations or agencies in any condition so that the trust given by the organization or agency to the employee or staff will be reciprocated with an increase. The ability of the employee or staff itself (Gani et al., 2019; Rijal et al., 2019; Sahabuddin et al., 2019; Sawitri et al., 2019; Yusriadi, Farida, et al., 2019). The importance of commitment for each employee or staff to the organization or agency to achieve what is desired.

Human resource development influences organizational commitment. One of the factors that can affect the career development and human resources of an employee or staff is Loyalty or responsibility to the organization; it is the dedication of an employee or staff who wants to continue working in the organization where he works for an extended period.

Competencies possessed by an employee must constantly be developed to achieve the vision and mission of the organization. Every organization expects success, and achieving this success requires quality employees. Competencies consist of several different types of characteristics that drive behavior. Therefore, it is necessary for employees who have high competence because competence will be able to support the improvement of employee performance and support the organization in achieving its goals.

Competence also influences organizational commitment; there are several categories of competence: 1) relationship is a category of competence related to communication, working well with others, and satisfying their needs. Competencies related to relationships include cooperation, service orientation, interpersonal care, organizational intelligence, relationship building, conflict resolution, attention to communication, and cross-cultural sensitivity; 2) leadership is a competency related to leading the organization and people to achieve the goals, vision, and goals of the organization. Competencies related to administration include visionary leadership, strategic thinking, entrepreneurial orientation, change management, building organizational commitment, and building focus and purpose.

The program for fostering bodyguards and nursing staff, commonly referred to as nursing supervision, is a series of nursing management activities (Ahdan et al., 2019; Hasbi et al., 2019). For this reason, supervisors and leaders need an understanding of supervision, both regarding concepts, experience, goals, objectives, functions, and techniques for carrying out supervision so that they can do it properly because supervision in nursing has a considerable influence on increasing the work commitment of employees and nursing staff. In turn, this can improve the quality of health and nursing.

An employee or staff who has quality professionals must commit to the organization or agency. Therefore, every employee or team must have the principle of advancing the organization or agency to realize the goal following what we want together. Organizational commitment is a relationship between members and the organization, for example, between employees or staff and the office where they work. A good relationship will arise if the employee or staff is loyal and can identify with the organization. Organizational commitment is also influenced by the professionalism of the employee or staff and impacts the performance of the employee or team (Tamsah et al., 2020).

The implementation of quality and quality health services in a hospital agency is influenced by the performance of HR (Human Resources), one of which is nurses. Performance is defined as the quality

Correspondent Author: Performance of Clinical Nursing. E-Mail: gusty13.ferry@gmail.com

and quantity of work an employee or staff can do following the responsibilities assigned to him by his superiors.

Human Resource Development programs will benefit the organization and the employees or staff. Agencies will benefit from increased performance, productivity, stability, and flexibility to adapt to an ever-changing environment. Human resource development (HR) is a process, not just a set of mechanisms and techniques. Instruments and methods such as performance appraisal, counseling, training, and organizational development interventions are used to initiate, facilitate and promote this process on an ongoing basis (Sahid et al., 2020; Usman et al., 2020; Zacharias et al., 2021). Organizations can facilitate this development process by planning for it by allocating organizational resources.

Factors Affecting the Performance of Clinical Nursing Staff

HR development influences the performance of employees or staff. Human resources are employees who are ready, capable, and alert to achieving organizational goals. High-quality human resources can create comparative and competitive-generative-innovative value using the highest energies, such as intelligence, creativity, and imagination, no longer solely using gross energy, such as raw materials, land, water, muscle power, and so on. Human Resource Development is an activity that must be carried out by the organization so that the knowledge, abilities, and skills of employees follow the demands of the workers being carried out (Prakoso et al., 2021; Tamsah et al., 2021). Development activities are expected to improve and overcome deficiencies in carrying out workers following the development of science and technology carried out by the organization.

In improving employee performance, it is necessary to know what competencies must be possessed by the employee because a competent employee will be able to provide his best abilities to the organization or agency so that the productivity of the organization or agency can increase. The competencies possessed by employees must follow the competencies required in the field that can exceed the minimum level set.

Competence also influences staff performance; competence is defined as a personal aspect of an employee that enables him to achieve superior performance. Emotional factors include traits, motives, value systems, attitudes, knowledge, and skills. Competencies will direct behavior, while behavior will produce performance (Misnawati et al., 2021; Setiawan et al., 2021). Competencies consist of several different types of characteristics that drive behavior. These characteristics are evident in how a person behaves in the workplace. Competence is about people and what they can do, not what they might do. Competence is found in people who are classified as superior or effective performers.

Achieve performance in an organization requires a supervisor who can carry out a good role, namely understanding the role, position and responsibilities. The importance of the supervisor's role in the performance of employees or staff so that with these activities, employees or staff can obtain new guidance and insights for better development and can also improve the professionalism of employees or staff in the organization or agency (Nellyanti et al., 2021).

In addition to human resource development and competence factors that affect staff performance, supervision factors also affect staff performance. One group of variables that affect employee performance is organizational variables, including resources, leadership, rewards, structure, job design, supervision, and control. One of the indicators that can measure supervision/supervision is comparing work results with the work size or standard of work (Zamad et al., 2021). Comparison of work results with the size is a measure of an essential action in determining excellent or lousy control that occurs in the situation. Comparing the achieved and the desired performance planning will determine the action taken.

In an organization or agency, every employee or staff must be professional at work to have an attitude of optimizing energy, knowledge, skills, time, and resources following the field being undertaken so

Correspondent Author: Performance of Clinical Nursing. E-Mail: gusty13.ferry@gmail.com

that it will affect the performance of the employee or staff. In working, every human resource must have professionalism because professionalism contains expertise, skills, and abilities in doing work and has high quality and quality; there is a desire to spur missions in progress to develop their careers and organizations or agencies (Jufri et al., 2021; Sabrang et al., 2021; Triono et al., 2021). This is where professionalism is needed, which plays a role in organizations at various levels of management to mobilize existing human resources rationally so that performance reaches the goals and objectives to be achieved.

Work professionalism influences staff performance. An individual who holds a particular position must have high professionalism to carry out his work effectively. Professionalism is an ability or expertise to carry out or perform a job or task based on skills and knowledge and supported by the work attitude required by the job. The expertise possessed by a person is related to the knowledge and skills retained. Organizational commitment can be translated into three individual characteristics, namely, a strong belief in and acceptance of the values and goals of the organization, a desire to provide the best results for the benefit of the organization, and trying to maintain membership in the organization, therefore one's commitment to the organization will significantly affect their activities at work which is shown through their performance.

Organizational commitment also influences staff performance; performance can be good if employees have work commitments, the level at which employees have work commitments with agencies, and employee responsibilities to the office. Performance factors are also influenced by motivation, job satisfaction, stress level, the physical condition of work, compensation system, job design, commitment to the organization, and other economic, technical, and behavioral aspects (Aci et al., 2021; Mulyana et al., 2021; Sukri et al., 2021).

Based on Law Number 44 of 2009 concerning Hospitals, hospitals are health service institutions that provide complete individual health services and inpatient, outpatient, and emergency services. The task of public hospitals is to carry out health service efforts efficiently and effectively by prioritizing healing and recovery, which is carried out in a harmonious and integrated manner with improvement and prevention as well as the implementation of referral efforts. Meanwhile, the function of the hospital is to provide medical treatment and recovery services following hospital service standards; as the maintenance and improvement of individual health through complete second and third-level health services according to medical needs; as the organization of education and training of human resources in the context of increasing capacity in the provision of health services; as the organization of research and development and screening of technology in the health sector in the context of improving health services by taking into account the ethics of science in the health sector.

Human resource development for employees is a systematic learning and training process to improve their competence and performance in their current job and prepare themselves for future roles and responsibilities. The need for increasing the resources of employees or staff in organizations or agencies because it is a very dominant and most important factor in employees or staff in general. Human resource development is significant in an organization or agency and is essential for the success of the organization or agency in achieving the desired goals. Therefore, increasing human resource development is necessary. Increased human resource development must be planned as well as possible to get the results as expected.

4. Conclusion

In the context of fostering employees and staff, Hospitals in North Maluku Province provide flexibility to employees and staff to develop their potential through employee and staff human resource development programs to achieve program goals or organizational goals. The development of human resources for employees and staff results in changes in the habits and ways of working of employees

and staff, attitudes, acquiring knowledge and skills. At the Hospital in North Maluku Province, employees and staff have yet to fully realize the importance of developing human resources for employees; this can be seen from the limited ability, position, or higher position even though he has worked for many years and lacks knowledge and skills. Employees towards their work because there are still employees who ask for their work to be completed by other employees who are their responsibility, and there needs to be more disorientation in participating in employee development programs provided by the organization (Reynilda et al., 2021).

Competence is each individual's workability, which includes knowledge, skills, and work attitudes. This means that nursing staff must master nursing concepts and theories obtained through formal or non-formal learning, apply or use ideas in carrying out nursing practice on patients and be able to analyze or evaluate the patient's condition. Competence can be said to be excellent or appropriate if a nursing staff has knowledge and abilities in nursing staff. Nursing staff will be able to carry out work optimally in doing work.

The low competence of nursing staff at hospitals in North Maluku Province is often the cause of patient complaints about the services provided by hospitals. So that if the hospital management fails to address the competence of the nursing staff immediately, the number of patient visits will decrease from time to time. Competencies need special attention for hospitals to improve the work of nursing staff. Therefore, the competence of the nursing staff will be more satisfied with achieving the hospital's goals. Nursing supervision is a monitoring and coaching activity carried out continuously by supervisors. It includes nursing service problems, employment problems, and equipment so that patients receive quality service at all times (Fatmawati et al., 2021). One of the supervisor's functions is to supervise the implementing nursing staff to increase the knowledge and skills of the implementing nursing staff to realize an increase in the quality of performance. The implementation of supervision is aimed at monitoring whether all nursing staff carries out their duties as well as possible, following the instructions or provisions that have been outlined, and at how to improve the ongoing nursing process. The effectiveness of supervision can be evaluated by assessing the perception of the person being supervised about the implementation of supervision carried out by the supervisor.

References

Aci, Tamsah, H., Farida, U., Oyihoe, A. T., Yusriadi, Y., Octamaya Tenri Awar, A., & Lionardo, A. (2021). Implementation of soft competency through education and training as well as work experience on the quality of financial reports in the government of mamuju regency. *Proceedings of the International Conference on Industrial Engineering and Operations Management*, 7132–7140. https://www.scopus.com/inward/record.uri?eid=2-s2.0-85114224773&partnerID=40&md5=03e8f00c4c02ee917d7f12cb28452256

Adil, A., Syamsun, M., & Najib, M. (2016). Pengaruh kualitas pelayanan dan biaya terhadap kepuasan dan loyalitas pasien RSUD Kota Bogor. *Jurnal Aplikasi Manajemen*, *14*(3), 432–441.

Ahdan, S., Kaharuddin, Burhani, A. H., Yusriadi, Y., & Farida, U. (2019). Innovation and empowerment of fishermen communities in maros regency. *International Journal of Scientific and Technology Research*, *8*(12), 754–756. https://www.scopus.com/inward/record.uri?eid=2-s2.0-85076782472&partnerID=40&md5=0c290085b22a4b01727b58a4d43810bb

Ansar, Farida, U., Yahya, M., Yusriadi, Y., & Bin-Tahir, S. Z. (2019). Institutional economic analysis of bugis merchants in the inter-island trade. *International Journal of Scientific and Technology*

Correspondent Author: Performance of Clinical Nursing. E-Mail: gusty13.ferry@gmail.com

Research, *8*(8), 149–152. https://www.scopus.com/inward/record.uri?eid=2-s2.0-85070862100&partnerID=40&md5=a72cfe916b358ecfa0172480f407ef8a

Awaluddin A, M., Siraj, M. L., & Yusriadi, Y. (2019). The effectiveness of the implementation of independent community empowerment programs in bone district. *International Journal of Scientific and Technology Research*, *8*(8), 352–354. https://www.scopus.com/inward/record.uri?eid=2-s2.0-85070898000&partnerID=40&md5=fc631daab7569451b6d4836d0d5c4837

Dewi, R. (2013). Kinerja Kepala Sekolah: Pengaruh kepemimpinan Transformasional, konflik dan efikasi diri. *Jurnal Ilmu Pendidikan*, *18*(2).

Fatmawati, Tamsah, H., Utina, D. A., Romadhoni, B., Yusriadi, Y., Chairul Basrun Umanailo, M., & Fais Assagaf, S. S. (2021). The effect of organizational tradition, control, and self-efficacy on the success of civil servants of education staff at the ujung pandang state polytechnic office. *Proceedings of the International Conference on Industrial Engineering and Operations Management*, 7386–7395. https://www.scopus.com/inward/record.uri?eid=2-s2.0-85114235739&partnerID=40&md5=707605bbd043cfd08f2a961e4509269b

Gani, M., Arsyad, M., Syariati, S., Hadi, A., & Yusriadi, Y. (2019). Success in management of student businesses with personal characteristics, government assistance and entrepreneurship curriculum. *International Journal of Recent Technology and Engineering*, *8*(3), 7292–7295. https://doi.org/10.35940/ijrte.C6725.098319

Gunawan, K., & Djati, S. P. (2011a). Kualitas Layanan dan Loyalitas Pasien (Studi pada Rumah Sakit Umum Swasta di Kota Singarajaâ€"Bali). *Jurnal Manajemen Dan Kewirausahaan*, *13*(1), 32–39.

Gunawan, K., & Djati, S. P. (2011b). Kualitas Layanan dan Loyalitas Pasien (Studi pada Rumah Sakit Umum Swasta di Kota Singarajaâ€"Bali). *Jurnal Manajemen Dan Kewirausahaan*, *13*(1), 32–39.

Hasan, S., & Putra, A. H. P. K. (2018). Loyalitas pasien rumah sakit pemerintah: ditinjau dari perspektif kualitas layanan, citra, nilai dan kepuasan. *Jurnal Manajemen Indonesia*, *18*(3), 184–196.

Hasbi, Sukimi, M. F., Latief, M. I., & Yusriadi, Y. (2019). Compromise in traditional ceremonies: A case study of the Rambu solo' ceremony in Toraja regency. *Humanities and Social Sciences Reviews*, *7*(6), 286–291. https://doi.org/10.18510/hssr.2019.7651

Herawan, E. (2008). Kinerja Kepala Sekolah. *Jurnal Administrasi Pendidikan*, *7*(1).

Jufri, Farida, U., Tamsah, H., Zacharias, T., Yusriadi, Y., Ivana, & Bugis, M. (2021). The effect of leadership and work climate on employee efficiency by employee work encouragement in the west sulawesi province regional disaster management agency. *Proceedings of the International Conference on Industrial Engineering and Operations Management*, 7318–7327. https://www.scopus.com/inward/record.uri?eid=2-s2.0-85114223155&partnerID=40&md5=182225e9dbd7fbcf9bbe4dc3280226c9

Luddin, A. B. M. (2013). Kinerja kepala sekolah dalam kegiatan bimbingan dan konseling. *Jurnal Ilmu Pendidikan*, *19*(2).

Correspondent Author: Performance of Clinical Nursing. E-Mail: gusty13.ferry@gmail.com

Misnawati, Sandra, G., Cahaya, A., Awaluddin A, M., Onasis, A., Yusriadi, Y., & Akbar, Z. (2021). Village financial accountability report assessment presentation based on government accounting principles. *Proceedings of the International Conference on Industrial Engineering and Operations Management*, 6291–6298. https://www.scopus.com/inward/record.uri?eid=2-s2.0-85114215500&partnerID=40&md5=c0e31f2a4b3a1449242bc337dd5306d1

Mulyana, Y., Akbar, Z., Zainal, H., Jiwantara, F. A., Muhsyanur, Yusriadi, Y., & Bin-Tahir, S. Z. (2021). High domestic violence during the pandemic COVID-19. *Proceedings of the International Conference on Industrial Engineering and Operations Management*, 6283–6290. https://www.scopus.com/inward/record.uri?eid=2-s2.0-85114225023&partnerID=40&md5=8172d109691fffce5187ad3fbab7f66b

Nellyanti, Gunawan, Azis, M., Asrijal, A., Yusriadi, Y., Kurniawan, R., & Ivana. (2021). The influence of leadership style on knowledge transfer and organizational culture for improving employee performance. *Proceedings of the International Conference on Industrial Engineering and Operations Management*, 7269–7276. https://www.scopus.com/inward/record.uri?eid=2-s2.0-85114215907&partnerID=40&md5=e8fa7290d5b3af014be445655d48c3ae

Prakoso, L. Y., Suhirwan, prihantoro, K., Legionosuko, T., Rianto, Salim, G., & Yusriadi, Y. (2021). Analysis Public Policy Of Defence Strategy. *Journal of Legal, Ethical and Regulatory Issues*, *24*(Special Issue 1), 1–9. https://www.scopus.com/inward/record.uri?eid=2-s2.0-85113144160&partnerID=40&md5=3ab41d085f95955b35a1b8c5508eb560

Reynilda, Zainal, H., Rijal, S., Kurra, S. D., Yusriadi, Y., Nasaruddin, H., & Bin-Tahir, S. Z. (2021). Licensing services in the era of the COVID-19 pandemic. *Proceedings of the International Conference on Industrial Engineering and Operations Management*, 6322–6329. https://www.scopus.com/inward/record.uri?eid=2-s2.0-85114230449&partnerID=40&md5=a8ef197ab59f086ce3a593c1abf4b0e3

Ridwan, I., & Saftarina, F. (2015). Pelayanan Fasilitas Kesehatan: Faktor Kepuasan dan Loyalitas Pasien. *Jurnal Majority*, *4*(9), 20–26.

Rijal, S., Haerani, Y., Mayasari, R. E., & Yusriadi, Y. (2019). The effectiveness of implementation of government regulation number 41 the year 2011 on the development of youth entrepreneurship and pioneering and the provision of youth facilities and infrastructures in kolaka. *International Journal of Scientific and Technology Research*, *8*(10), 2237–2242. https://www.scopus.com/inward/record.uri?eid=2-s2.0-85074617296&partnerID=40&md5=b098c90dfd8dc2453cc69a5ab3bdd843

Sabrang, M., Tjanring, A. R., Ilyas, G. B., Gusti, Y. K., Yusriadi, Y., Lionardo, A., & Nasirin, C. (2021). Analysis of service quality with intellectual capital and social capital through the quality of human resources which has an impact on customer satisfaction. *Proceedings of the International Conference on Industrial Engineering and Operations Management*, 7208–7214. https://www.scopus.com/inward/record.uri?eid=2-s2.0-85114221014&partnerID=40&md5=ab8814612bcba961d07f32c7e6f80034

Sahabuddin, C., Muliaty, M., Farida, U., Hasbi, & Yusriadi, Y. (2019). Administration of post-reformation decentralization government. *International Journal of Recent Technology and Engineering*, *8*(3), 7631–7634. https://doi.org/10.35940/ijrte.C6182.098319

Correspondent Author: Performance of Clinical Nursing. E-Mail: gusty13.ferry@gmail.com

Sahid, A., Amirullah, I., Rahman, A. A., Senaman, A., & Yusriadi, Y. (2020). The role of the government in supporting the duties of local governments in Makassar City. *International Journal of Scientific and Technology Research*, *9*(3), 3774–3777. https://www.scopus.com/inward/record.uri?eid=2-s2.0-85082712984&partnerID=40&md5=ab94635bb3562c97b98ab1fdcab659e6

Sari, S. M. (2021). Pengaruh Kualitas Pelayanan Dan Kepuasan Pasien Terhadap Loyalitas Pasien (Studi Pada Rumah Sakit Bhayangkara Tk Ii Sartika Asih Bandung). *Economix*, *9*(1).

Sawitri, N. N., Ermayanti, D., Farida, U., Junus, D., Baharuddin, Hasmin, Yusriadi, Rachman, E., Jumra, & Vikaliana, R. (2019). Human Resources Competency, the Use of Information Technology and Internal Accounting Control on Time Procurement of Financial Reporting. *Journal of Physics: Conference Series*, *1175*(1). https://doi.org/10.1088/1742-6596/1175/1/012263

Setiawan, I. P., Fachmi, M., Fattah, M. N., Rasyid, I., & Yusriadi, Y. (2021). Teamwork is an Intervening Variable, The Quality of Agricultural Extension Agents on Farmer Productivity, from A Human Capital Perspective. *Review of International Geographical Education Online*, *11*(4), 1389–1397. https://doi.org/10.33403/rigeo.8006853

Sukri, Ansar, Maming, J., Ybnu, M., Yusriadi, Y., Lionardo, A., & Nasirin, C. (2021). The influence of quality of human resources and professionalism of civil servant investigators through organizational commitment to employee performance. *Proceedings of the International Conference on Industrial Engineering and Operations Management*, 7215–7223. https://www.scopus.com/inward/record.uri?eid=2-s2.0-85114223936&partnerID=40&md5=2ad9bd2191d5bb4f9071a8af4e35d4a2

Tamsah, H., Ansar, Gunawan, Yusriadi, Y., & Farida, U. (2020). Training, knowledge sharing, and quality of work-life on civil servants performance in Indonesia. *Journal of Ethnic and Cultural Studies*, *7*(3), 163–176. https://doi.org/10.29333/ejecs/514

Tamsah, H., Ilyas, J. B., & Yusriadi, Y. (2021). Create teaching creativity through training management, effectiveness training, and teacher quality in the covid-19 pandemic. *Journal of Ethnic and Cultural Studies*, *8*(4), 18–35. https://doi.org/10.29333/ejecs/800

Triono, A., Tamsah, H., Farida, U., Marlina, L., Yusriadi, Y., Kurniawan, R., & Ivana. (2021). Increasing the visit of travel with training and knowledge management through the quality of tourism human resources: Study of tourism office of bantaeng regency. *Proceedings of the International Conference on Industrial Engineering and Operations Management*, 7286–7293. https://www.scopus.com/inward/record.uri?eid=2-s2.0-85114223655&partnerID=40&md5=9bb265d393dcba0733962a5ade2f386a

Umar, A., Amrin, Madani, M., Farida, U., Yusriadi, Y., Tamsa, H., Bahtiar, Ansar, Yahya, M., Nurnaningsih, Alam, S., Gunawan, H., Darwis, Sahabuddin, C., Jamaluddin, Misbahuddin, Elpisah, Akbar, Z., Sakkir, G., … Misnawati, M. (2019). One-stop service policy as a bureaucratic reform in Indonesia. *Academy of Strategic Management Journal*, *18*(2). https://www.scopus.com/inward/record.uri?eid=2-s2.0-85065212889&partnerID=40&md5=171ef8a864a0a335dcb5c2675507719d

Umar, A., Hasbi, Farida, U., & Yusriadi, Y. (2019). Leadership role in improving responsibility of employee's work in scope of general bureau of government of bulukumba regency.

International Journal of Scientific and Technology Research, *8*(10), 2019–2021. https://www.scopus.com/inward/record.uri?eid=2-s2.0-85074347606&partnerID=40&md5=fdb8e540adb78ed45157881e7251eda6

Usman, M. Y., Wibowo, A. D., Laksana, W. U., Farida, U., Yusriadi, Y., & Sahid, A. (2020). Local government levy optimization. *Proceedings of the International Conference on Industrial Engineering and Operations Management*, *August*. https://www.scopus.com/inward/record.uri?eid=2-s2.0-85096613775&partnerID=40&md5=24d4a537018093e91a9c4a48d2ff1100

Vigaretha, G., & Handayani, O. W. K. (2018). Peran kepuasan pasien sebagai variabel mediasi pengaruh mutu pelayanan terhadap loyalitas pasien. *HIGEIA (Journal of Public Health Research and Development)*, *2*(4), 543–552.

Yusriadi, Farida, U., Bin-Tahir, S. Z., & Misnawati. (2019). Bureaucratic reform of tourism sector public services in Tana Toraja Regency. *IOP Conference Series: Earth and Environmental Science*, *340*(1). https://doi.org/10.1088/1755-1315/340/1/012045

Yusriadi, Sahid, A., Amirullah, I., Azis, A., & Rahman, A. A. (2019). Bureaucratic reform to the human resouces: A case study on the one-stop integrated service. *Journal of Social Sciences Research*, *5*(1), 61–66. https://doi.org/10.32861/jssr.51.61.66

Yusuf, M. (2012). Kinerja kepala sekolah dan guru dalam mengimplementasikan pendidikan inklusif. *Jurnal Pendidikan Dan Kebudayaan*, *18*(4), 382–393.

Zacharias, T., Rahawarin, M. A., & Yusriadi, Y. (2021). Cultural reconstruction and organization environment for employee performance. *Journal of Ethnic and Cultural Studies*, *8*(2), 296–315. https://doi.org/10.29333/ejecs/801

Zamad, W., Kadir, I., Nongkeng, H., Mislia, Yusriadi, Y., Ivana, & Bugis, M. (2021). Influence of leadership style, oversight of the head of success room by nurse job inspiration in the inpatient room of west sulawesi provincial hospital. *Proceedings of the International Conference on Industrial Engineering and Operations Management*, 7302–7309. https://www.scopus.com/inward/record.uri?eid=2-s2.0-85114217682&partnerID=40&md5=57a02c3cf72531254c346eed3aad7e2d

Correspondent Author: Performance of Clinical Nursing. E-Mail: gusty13.ferry@gmail.com

43