LEVEL OF EDUCATION, LENGTH OF SERVICE, AND WORKLOAD OF NURSES ON THE COMPLETENESS OF NURSING CARE DOCUMENTATION

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Article Information	Abstract
	Nursing care documentation is a global issue. In Indonesia, the average documentation is still below the Ministry of Health's standard of 77%. This is influenced by the high workload, length of service, and education level of nurses. Workloads such as patient observation or direct contact with patients reduce documentation time. Higher education levels correlate with greater knowledge and skills in nurses. The purpose of this study was to determine the completeness of nursing care documentation. Documentation that does not meet standards leads to inconsistencies in actions between nurses. Education level, length of service, and workload of nurses are independent variables. The dependent variable is the completeness of nursing care documentation. This research was conducted at RSI Sunan Kudus in March-April 2024, with a population of 92 nurses. This study used a correlational analytic design with a cross-sectional analytic survey method. The sample was 48 nurses. Sampling was done purposively. Exclusion criteria were nurses on leave, partial questionnaires, and head nurses. The instruments used were workload questionnaires and observation sheets. The workload questionnaire has been tested for validity (0.8939 > 0.2363). hile the reliability test results obtained a Cronbach's alpha value of 0.998> 0.70 which proved reliable. Bivariate testing was performed using the chi-square test. The results of the chi-square test showed a significant relationship between the level of education, length of service, and workload of nurses with the completeness of nursing care documentation. Therefore, nurses in charge of inpatient wards should perform detailed and more complete nursing care documentation.

I. INTRODUCTION

Documentation is a fundamental element in the accountability of the nursing profession. Nurses have an obligation to record nursing care documentation, as stipulated in the Decree of the Minister of Health of the Republic of Indonesia concerning permits and the implementation of nursing practice (Sari, 2020). Recording nursing care documentation is useful for the benefit of patients, nurses, and the entire health team working to provide health services to patients. Inadequate documentation of nursing care in health

services is a problem that has been recognized internationally. Documentation of nursing care is also a recurring problem in Indonesia. Many nurses in Indonesia still do not carry out nursing care documentation to the fullest extent, as nurses believe that patient care is more important than carrying out nursing care documentation (Fatmawati, 2019). Filling out nursing documentation that does not comply with standards can lead to differences in actions by other nurses, thereby causing a decline in the quality of service. Many nurses are unaware of the importance of nursing documentation, the implementation of which must be in accordance with standards.

The practice of nursing in Indonesia shows that the average documentation activities carried out by nurses is 77%. Research conducted at Karawang General Hospital found that the average completeness of nursing care documentation reached ±50%. The implementation of nursing care documentation at Kelet Jepara Regional Hospital, Central Java, was categorized as good in 58.1% of cases and not good in 41.9% of cases (Anawati et al., 2019). This is still below the standard set by the Ministry of Health, which is >85%.

The most dominant factor affecting the completeness of nursing care documentation is a high workload. An unbalanced workload will affect nursing work and services, resulting in less than optimal nursing services and nurses neglecting their duties. One task that is often neglected by nurses is nursing documentation. Factors that affect the workload of nurses in carrying out their duties are inadequate working hours, such as having to carry out strict patient observation during working hours, the variety of types of work, and continuous direct contact between nurses and patients for 24 hours. The results of a pre-survey conducted at Graha Husada Hospital, Bandar Lampung, through observation and interviews, showed that documentation was incomplete due to a high workload. The results of 20 nursing documentations showed that assessment was filled in 30%, diagnosis documentation 50%, nursing planning documentation 35%, nursing implementation documentation 25.7%, and nursing evaluation documentation 27% (Economics et al., 2020).

This research differs from previous research, such as the sample taken in this study of 48 respondents using purposive sampling technique, while in previous studies the population was 119 respondents using stratified random sampling technique. Another renewal from this research is the addition of independent variables in the form of education level and length of work, while most of the previous studies only focused on the workload of nurses on nursing care documentation.

The success of nursing care documentation is strongly influenced by a nurse as the spearhead in providing nursing care. According to Gibson in (Ardenny & Idayanti, 2022) that individual factors that influence work behavior include age, length of service, education, and training. The productivity of a worker decreases with age, while the length of work has a positive relationship to work productivity. Then that the higher a person's level of education, the greater the desire to utilize knowledge and skills. Training is part of the educational process to improve knowledge and skills (Hazanah, 2022). To produce quality nurses, quality nursing education is also needed. Because nursing education is an important process that every nurse must go through. This is a quality assurance effort in the implementation of nursing education where a standard of educational implementation and development of nursing research is needed (Surahmat et al., 2021).

Apart from the phenomenon of the level of education, it turns out that the attitude according to (Pratiwi et al., 2019) about the title Relationship between Education Level and Length of Work with Completeness of Completing Nursing Care Assessment Documentation at Tugurejo Semarang Hospital with the results of the analysis show that there is a significant relationship between the level of education and the completeness of filling out nursing care assessment documentation (p = 0.02). However, what distinguishes the research

that has been done is that it discusses the relationship between education level and length of work with the completeness of filling out nursing care documentation and the research location is carried out at Tugurejo Semarang Hospital, while the research to be carried out discusses the relationship between education level, length of work and nurse workload with the completeness of nursing care documentation at RSI Sunan Kudus.

These phenomena are coupled with various previous studies on various factors in the success of nursing care documentation as well as preliminary studies conducted at RSI Sunan Kudus in December 2023 by conducting interviews with several nurses in the inpatient room saying that nursing care documentation is carried out according to conditions and situations. It is not uncommon for nurses to prioritize carrying out nursing actions directly to patients and conduct nursing documentation at the end of time. Based on this, the purpose of this study was to determine the relationship between the level of education, length of service, and workload of nurses at RSI Sunan Kudus.

Filling out nursing documentation that does not comply with standards can lead to differences in actions by other nurses, thereby causing a decline in the quality of service. Many nurses are unaware of the importance of nursing documentation, the implementation of which must be in accordance with standards.

The implications of research results on the development of nursing science and the nursing profession are found in the context of nursing care documentation. The research results can encourage the development and implementation of more comprehensive and detailed documentation standards. These standards will help ensure the consistency and quality of documentation across healthcare institutions. Complete and accurate documentation facilitates effective communication between health workers. This is important for the continuity of care, reducing the risk of errors, and improving patient safety.

The role of nurses in this study is as researchers, where nurses are expected to be able to conduct research independently or collaboratively, such as identifying research problems, establishing principles with research methods, and utilizing research results to improve the quality of nursing services. The purpose of this study was to determine the relationship between education level, working duration, and workload of nurses with the completeness of nursing care documentation.

II. METHODS

This research is a correlational analytic research with analytic survey method. This study uses variables of education level, working experience, and workload of nurses while the dependent variable is the completeness of nursing care documentation.

Analytic survey itself is a survey or research that tries to explore how and why health phenomena occur. While the data collection method uses primary data, namely filling out questionnaires on the level of education, length of work, and workload of nurses and observation sheets in the form of completeness of nursing care documentation and secondary methods by referring information directly to the research sample of nurses who carry out nursing documentation obtained from information in each nurse inpatient room at Sunan Kudus Islamic Hospital. The population taken was 92 nurses who served in the inpatient room at RSI Sunan Kudus. This research method was carried out with the chi square test with sample determination using the formula using the slovin formula. The sample was taken based on the total population of nurses on duty in the inpatient room, namely 48 respondents. The sampling technique in this study used purposive sampling. Inclusion criteria are executive nurses of RSI Sunan Kudus. Nurses whose education level starts from D3. Exclusion criteria are nurses on leave, nurses who fill out part of the questionnaire, and the head of the room.

Completeness of filling in nursing care documentation, using an observation sheet

where researchers directly observe the completeness of care documentation carried out by nurses. This observation sheet contains observation components of assessment documentation, nursing diagnoses, nursing interventions, nursing implementation, nursing evaluation and nursing notes. The observation sheet is filled in by marking number one (1) in the column if the item is done and number zero (0) if the item is not done. Data processing techniques are Editing, Coding, Scoring, Entry or Processing, Cleaning.

The questionnaire sheet is used to determine the workload being experienced by nurses consisting of 13 questions by providing a checklist mark and the final value range of light workload with a value of 39-52, moderate workload = 26-38, and heavy workload = 13-25. The workload questionnaire using Nursalam (2017) has been tested for validity and reliability by Yanidrawati in 2016 using the Pearson product moment formula with univariate analysis results> (0.8939> 0.2363) so it is declared valid. While the reliability test results obtained a Cronbach alpha value of 0.998> 0.70 which means the instrument is proven reliable (Maemunah, 2024).

Education questionnaire sheets are D3 and Ners Profession and length of work questionnaire sheets are less than 5 years and more than 5 years. Meanwhile, in this research process we uphold the principles of research ethics, including before conducting research we socialize about informed consent (Consent Sheet) to all respondents, if they are not willing, they will not be made respondents and also guarantee the confidentiality of everything related to filling out questionnaires during the research process. Data analysis using SPSS.

III. RESULTS AND DISCUSSION

A. Characteristics of Respondent

Table 1. Frequency Distribution of Respondent Characteristics Based on Age and Gender (n=48)

Characteristics	f	%
Age		
20-29 years	20	41,7
30-39 years	17	35,4
40-50 years	11	22,9
Total	48	100
Gender		
Male	9	18,8
Female	39	81,3
Total	**48**	**100**

Source: Primary Data, 2024

Based on Table 1 it can be explained that the characteristics of the respondents based on age the majorityof respondents are aged 20-29 years, totaling 20 (41.7%). In line with (Mardhatillah, 2017), The majority of nurses are aged 20–29 years, totaling 23 individuals (42.6%). The predominant number of productive-age nurses at RSUD Dokter Soedarso represents a significant resource, allowing the hospital to leverage this productive workforce as a strong foundation for enhancing the quality of services provided, particularly in nursing care documentation. Performance development during this productive age is highly appropriate, as this phase represents a period when individuals strive to develop their identity through their work or activities.

Based on gender, the majority of respondents are female, totaling 39 (81.3%) respondents. This aligns with research by (Wati & Arini, 2020), which found that the frequency distribution of respondent characteristics by gender showed that the majority of respondents were female (83.1%), while males accounted for (16.9%). Documenting nursing care is an essential part of the profession, and female nurses tend to be more involved in administrative tasks, such as recording, filing, and monitoring patient health status through documentation. Additionally, documentation tasks often require consistency and regularity, which are frequently associated with a more disciplined and organized work pattern—characteristics that may be perceived as more prevalent in women within certain societies.

B. Univariate Analysis

Table 2 . Frequency Distribution of Respondent Characteristics Based on Education Level, Length of Employment, and Nursing Documentation (n=48)

Univariate Analysis	f	%
Education Level		
Diploma	16	33,3
Nursing Profession	32	66,7
Workload		
Light workload	3	79,2
Moderate workload	8	16,7
Heavy workload	2	4,2
Length of Employment		
< 5 years	19	39,6
> 5 years	29	60,4
Nursing Documentation		
Complet > 80%	39	81,3
Incomplet < 80%	9	18,8
Total	**48**	**100**

Source : Primary Data, 2024

Based on table 2, it can be concluded that based on the level of education, the majority of respondents in the nursing profession have an education level of 32 (66,7%) respondents. In line with research (Miftakhudin et al., 2023), the majority of nurses had a professional nurse education level, with 27 individuals (53.90%). Research by (Pratiwi et al., 2019) states that education plays a significant role in shaping the attitudes, perspectives, and professional abilities of its graduates. In this context, nurses are expected to exhibit professional attitudes and perspectives, possess broad insights, have adequate nursing scientific knowledge, and master professional skills effectively and correctly, thereby influencing work quality.

Meanwhile, based on workload, the majority of respondents have a light workload of 38 (79,2%) respondents. In line with research (Lilis Rohayani et al., 2023), The research results indicate that 22 respondents (55%) had a light workload. A light workload among nurses can also be attributed to their high motivation to complete their tasks effectively, thereby reducing the perceived workload. This aligns with the view of Tarwaka (2014), who stated that workload is influenced by both external and internal factors. Internal factors are those that originate from within the body itself as a result of reactions to external workload.

Based on length of work, the majority of respondents have worked for more than 5 years, namely as many as 29 (60,4%) respondents. In line with research (Miftakhudin et al., 2023), the majority of nurses had a work tenure of over 5 years, totaling 15 individuals (28.80%). Experienced nurses tend to be more proficient in documentation. With increasing years of service, nurses become more familiar with proper documentation standards and procedures. They are also better able to identify essential elements in nursing care that need to be documented, as well as avoid errors in completion.

Based on nursing documentation, the majority of respondents with complete nursing documentation > 80% (81,3%) respondents. In line with research (Wijaya & Koeswandari, 2024), referring to the Indonesian Ministry of Health's instrument A from 1995, the documentation of instrument A specifies that a percentage of over 80% is considered complete, and less than 80% is incomplete. In this study, the results show that the majority of nursing care documentation was complete, with 38 medical records (97.4%), and incomplete in 1 medical record (2.6%). The completeness of this documentation included: assessment (75%), diagnosis (100%), intervention (66%), implementation (75%), evaluation (100%), and nursing care notes (100%), with an overall completeness percentage of 83.3% across 39 medical records. Factors influencing documentation completeness included the presence of computer reminders indicating that nursing care had not been filled out, which helped nurses remember to complete the documentation while filling out the nursing care. Without proper and accurate nursing documentation, the nursing activities performed by nurses cannot be accounted for in efforts to improve the quality of nursing services and enhance client fitness status (Wijaya & Koeswandari, 2024).

C. Bivariate Analysis

Bivariate analysis in this study aims to analyze the relationship between level of education, length of work, and workload with the completeness of nursing care

documentation at RSI Sunan Kudus. To find out the above hypothesis, it is necessary to test the hypothesis through the help of the SPSS program. After testing the hypothesis, there is the following data:

Table 3. Relationship between Education Level, Length of Employment, Workland with Completeness of Askep Documentation

	Complete>80%		Incomplete<80%		Total		P Value	OR
	f	%	f	%	f	%		
Education Level							0,000	12,379
D III	8	21,1%	8	80	16	33,3		
Nursing Profession	30	78,9%	2	20	32	66,7		
Length of Employment							0,027	0,027
<5 years	12	31,6%	7	70,0	19	39,6		
>5 years	26	68,4%	3	30,0	29	60,9		
Workload							0,000	33,006
Light Workload	36	94,7%	1	10,0	37	79,2		
Moderate Workload	2	5,3%	6	60,0	8	16,7		
Heavy Workload	0	0,0%	3	30,0	3	4,2		

Source : Primary Data, 2024

Based on table 3 the analysis results obtained with the chi-square test, the p-value obtained from the analysis of education level and workload with the completeness of nursing care documentation is 0.000 ($p<0.05$). Furthermore, the analysis results of work duration with the completeness of nursing care documentation is 0.027 ($p<0.05$), which means that there is a significant relationship between education level, work duration, and workload with the completeness of nursing care documentation. There is a relationship between education level, work duration, and workload of nurses with the completeness of nursing care documentation at RSI Sunan Kudus.

Education Level Factors with Completeness of Nursing Care Documentation

From the results of research that has been conducted on 48 respondents (nurses) implementing in four inpatient rooms Abu Bakar, Umar, Uthman, and Saad, RSI Sunan Kudus shows the level of education of nurses implementing the last education category D III as many as 16 (33.3%) nurses and nurses with the last education Ners profession as many as 32 (66.7%).

Based on the results of the study, it can be concluded that respondents with the D III education level filled in the complete askep documentation as many as 8 respondents (50%) and incomplete as many as 8 respondents (50%). While respondents with the Ners Professional Education level filled in the complete askep documentation as many as 30 respondents (93.8%) and incomplete as many as 2 respondents (6.3%).

Research (Pratiwi et al., 2019) states that education plays a very important role in fostering the attitudes, views and professional abilities of its graduates, here nurses are expected to be able to behave and have a professional view, have broad insight, and have adequate scientific nursing knowledge and master professional skills properly and professionally this will affect the quality of work. Some theories state that the higher a person's education, the higher their knowledge, attitudes and skills.

Other research states that the higher a person's level of education, the higher the knowledge, skills, critical thinking, broad insight and good work expectations and achievements. Likewise, the documentation carried out by nurses will be more complete and better as their education increases. This is evidenced by the results of research conducted by researchers at Sunan Kudus Islamic Hospital that there is a significant relationship between the level of education and the completeness of nursing care

documentation with a P value of 0.000 smaller than 0.05.

Length of Service Factors with Completeness of Nursing Care Documentation

From the results of research that has been conducted on 48 respondents (nurses) implementing in four inpatient rooms Abu Bakar, Umar, Uthman, and Saad, RSI Sunan Kudus shows that respondents with a length of work <5 years totaled 19 respondents (39.6%), while respondents with a length of work >5 years totaled 29 respondents (60.4%).

From the results of the study, it can be concluded that respondents with a length of service category <5 years filled in complete askep documentation as many as 12 respondents (63.2%) and those who filled in incomplete askep documentation were 7 respondents (36.8%). Meanwhile, respondents with a length of service category of >5 years filled in complete askep documentation as many as 26 respondents (89.7%) and respondents who filled in incomplete askep documentation as many as 3 respondents (10.3%). This shows that the longer the working period of a nurse, the more complete the askep documentation is done.

This is in line with the results of research conducted (Nursalam, 2019) that the longer the working period of the nurse, the more experience the nurse has in providing services to patients, one of which is nursing documentation. The length of service of nurses greatly affects the ability and experience of nurses, the ability of nurses to perform nursing actions will increase because they use past experience and apply relevant knowledge in every action and retrieval. With the results of the analysis obtained with the chi-square test p-value 0.027 (p <0.05) which means there is a significant relationship between length of work with the completeness of nursing care documentation.

Workload Factors with Completeness of Nursing Care Documentation

Based on the results of the study, it was found that the light workload category was experienced by 38 respondents (79.2%), the moderate workload category was experienced by 8 respondents (16.7%), and the heavy workload category was experienced by 2 respondents (4.2%).

From the results of research that has been conducted on 48 respondents (nurses) implementing in four inpatient rooms Abu Bakar, Umar, Uthman, and Saad, Sunan Kudus Islamic Hospital shows that respondents with a light workload as many as 36 respondents (97.3%) filled in the askep documentation completely and only 1 respondent (2.7%) filled in the askep documentation incompletely. Meanwhile, respondents with a moderate workload category were 2 respondents (25%) who filled in the complete askep documentation and 6 respondents (75%) filled in the incomplete askep documentation. Then respondents with a heavy workload category of 3 respondents (100%) all filled out incomplete askep documentation. The results of this study are in line with research conducted (Mayasari, 2020) that there is a relationship between the workload carried out by nurses and the completeness of nursing care documentation in the PKU Muhammadiyah Yogyakarta Hospital Inpatient Room, most likely due to several characteristic factors, namely the working time of nurses. The longer the nurses work, the more likely they will have a heavy workload. The results of this study are supported by the theory that excessive workload greatly affects the productivity of health workers, one of which is in conducting nursing documentation and of course affects the productivity of the hospital itself. Excess work time in a person can show work productivity as well as a tendency for fatigue, boredom, and dissatisfaction with work. So that the time used to perform nursing documentation is less than optimal.

From the results of the analysis obtained with the chi-square test, the p-value obtained from the analysis of the level of education and workload with the completeness of the askep documentation is 0.000 (p <0.05), then

the results of the analysis of the length of work with the completeness of the askep documentation is 0.027 (p <0.05) which means that there is a significant relationship between the level of education, length of work, and workload with the completeness of nursing care documentation.

In the process of collecting research data, this study used a questionnaire as a research instrument. Data collection methods, when viewed from the aspect of methods or techniques, can be carried out by interviews, questionnaires (surveys), and observation. Each of these techniques has its own advantages and disadvantages. Through questionnaires, sometimes the actual opinions of respondents are not shown. This happens because of differences in thoughts, assumptions, and different understandings of each respondent. In addition, if the respondent cannot understand the question or cannot answer, it can cause the respondent not to answer the entire questionnaire. In addition, the instrument used in this study, one of which is a questionnaire from previous experts or researchers, must be updated again to adjust to current conditions.

IV. CONCLUSIONS

Based on the discussion above, it can be concluded that the p-value obtained from the analysis of education level and workload with the completeness of nursing care documentation is 0.000 (p<0.05), then the results of the analysis of length of work with the completeness of nursing care documentation is 0.027 (p<0.05) which means that there is a statistically significant relationship between education level, length of work, and workload with the completeness of nursing care documentation.

For this reason, it is better for health workers or, more specifically, a nurse who works in the inpatient room to carry out nursing care documentation in detail and more completely. For further research, it is expected to be able to develop research that is more in-depth and detailed.

V. ACKNOWLEDGMENTS

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