

THE INFLUENCE OF MANAGERIAL FUNCTIONS OF ROOM HEAD ON THE QUALITY OF NURSING SERVICES AT MELATI HOSPITAL

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Abstract. *Optimal managerial function of the head of the room is an important factor in improving the quality of nursing services. This study aims to analyze the extent to which the managerial function of the head of the room influences the quality of nursing services. The research design used a quantitative approach with simple linear regression analysis. The study population included all nurses in the inpatient room, sufficient in the ER, and less in outpatient care, with a simple random sampling technique of 45 respondents. The results showed a significant influence between the implementation of the managerial function of the head of the room on the quality of nursing services (p value = 0.000 < 0.005). The implementation of the managerial function and the quality of nursing services at RSU Melati were categorized as good in the inpatient room, sufficient in the ER, and less in outpatient care. In conclusion, the better the implementation of the managerial function of the head of the room, the better the quality of nursing services.*

Keywords *Managerial functions, Head of Room and Service Quality*

1. INTRODUCTION

The demand for health services is increasing, thus requiring continuous improvement in the quality of hospital services. Nursing services contribute to the overall quality of hospital services, thus requiring effective management and high-performance human resources. Managerial functions, including planning, organizing, directing, and controlling, are essential for head nurses to optimize service quality and meet organizational goals. This study investigates the impact of these managerial functions on the quality of nursing care at RSU Melati.

2. LITERATURE REVIEW

Managerial functions aim to achieve organizational goals, including planning (setting goals), organizing (allocating resources), directing (motivating staff), and controlling (monitoring performance). Previous research has shown a positive relationship between effective managerial practices by head nurses and improved quality of care, with significant impacts on patient safety, satisfaction, and clinical outcomes. Challenges such as inadequate planning and unstructured organizing have been noted in similar situations.

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The role of the ward head is critical in aligning nursing staff efforts with organizational goals. Effective leadership and managerial competence facilitate the smooth delivery of optimal care. Research shows that deficiencies in managerial functions often lead to gaps in service quality, which negatively impact patient outcomes and satisfaction.

3. METHODS

This study used a quantitative approach with a simple linear regression design. The population consisted of 45 nursing staff from a psychiatric outpatient clinic, emergency department, and inpatient unit. Total sampling was used. Data collection involved a structured questionnaire assessing managerial functions and quality of nursing care. Statistical analysis was performed using SPSS software. The population of this study was nursing staff responsible for providing direct care to patients. The simple random sampling technique was 45 nurses. The data collection instrument, a structured questionnaire, was developed based on a validated scale to assess managerial functions and quality of nursing care. The questionnaire consisted of several items rated on a Likert scale, which captured perceptions of planning, organizing, directing, and controlling.

4. RESULTS

The research findings show a significant influence of the head nurse's managerial function on the quality of nursing care ($p = 0.000$). Table 1 shows detailed scores for each dimension of managerial function.

Managerial Function	Average Score	Quality Rating
Planning	4.5/5	Good
Organizing	4.0/5	Adequate
Directing	3.8/5	Adequate
Controlling	3.5/5	Poor

Quality of care was rated as good in inpatient units, fair in the ED, and poor in outpatients. Key challenges identified included inconsistent implementation of managerial practices across units and varying staff competencies.

5. DISCUSSION

The results show that effective managerial functions by head nurses improve the quality of nursing care. Planning was identified as a key determinant, enabling structured care delivery. Organizing and directing ensured efficient resource allocation and staff motivation. Control contributed to maintaining quality standards. Variability in service quality across units highlighted the need for tailored strategies in outpatient and emergency settings.

Comparison with previous studies confirmed the important role of head nurses in maintaining high service standards. Strategies such as targeted training, clear communication channels, and robust performance monitoring systems are recommended to address identified gaps.

6. CONCLUSION

The study concluded that strong management practices by head nurses significantly improved the quality of nursing care. Recommendations include implementing competency testing for head nurses and periodic performance evaluations to ensure continuous improvement.

7. LIMITATION

This study involved only a small number of nurses and only a select ward. Future research should include a variety of healthcare settings to validate these findings. In addition, the use of self-reported measures may introduce bias, suggesting the need for triangulation of data collection methods in future studies.

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