

# ANALYSIS OF THE RELATIONSHIP BETWEEN THE BEHAVIOR OF IMPLEMENTING NURSES TO FILLING OUT THE DAILY CENSUS OF INPATIENTS AT THE HOSPITAL WULAN WINDY GENERAL HOSPITAL

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## ABSTRACT

The main objective in this study was to determine the Relationship Analysis of Nurse Executor Behavior towards Completing the Inpatient Daily Census at Wulan Windy General Hospital. The research method used was quantitative with a cross sectional approach. The research location was at Windy Wulan General Hospital. The study population was all executive nurses in the inpatient unit at Wulan Windy General Hospital and a sample of 63 people. The results showed a variable relationship between knowledge, attitude, workload, and career development towards filling the daily census of hospitalization with  $p \text{ sig} < 0.05$ . It is expected for the general hospital wulan windy to do planning, controlling, evaluating the filling of the daily census carried out every day, providing continuous training and socialization about filling the inpatient daily census so as to get more professional paramedics, and it is expected for the hospital to be able to continue to provide opportunities for executive nurses to improve their careers, especially in the nursing field, in order to support their performance at work.

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## 1. INTRODUCTION

Health is defined as a state of well-being of the body, soul, and social that enables everyone to live a socially and economically productive life. Mentally healthy (mental health) is a condition that allows optimal physical, intellectual and emotional development of a person and that development goes in harmony with the state of other people. Socially healthy is a person's life in society, which means that a person has enough ability to maintain and advance his own life and family life so that it is possible to work, rest and enjoy vacations. Health efforts are aimed at improving the quality of health services in hospitals, equity and reach of health services (Nadya, 2013).

According to WHO (World Health Organization, 2016) Hospitals are an integral part of a health hospital with the function of providing comprehensive services, curing diseases and preventing diseases to the community, as well as a training center for health workers and a medical research center (Debarun Chakraborty, 2016). Every hospital is required to record and report on all activities of hospital administration, including inpatient activities. This is in accordance with the provisions of Article 52 paragraph (1) of Law Number 44 of 2009 concerning Hospitals. So that the information needed by management for decision making is accurate and timely. The recording and reporting is in the form of a hospital information system.

Hospital information systems include medical record information systems, where medical records are records and documents about patient identity, examination, treatment, actions and other services that have been provided to patients. Another definition of medical records is a file that contains records and documents about identity, history, examination, diagnosis, treatment, actions and other services provided to a patient during hospitalization carried out in outpatient units including emergency and inpatient units.

One of the supporting factors for Medical Record activities is the preparation of a daily census report of inpatients which aims to obtain information about incoming and outgoing patients for 24 hours (Abduh, 2021) So that through this daily census can produce informative statistical reports that can be

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used by hospital management for decision making, to conduct hospital service assessments, and assess the level of success or provide an overview of the state of service in the hospital. Hospital statistical reports are obtained from inpatient daily census data as a data source (Latho & Lestari, 2020). One of the officers who fill out the daily census in the hospital is a nurse, where a nurse is a profession that specializes in efforts to handle and care for patients who are oriented towards health services with all plans or actions to help improve the welfare of people's lives. The professional function is to help recognize and find immediate patient needs. One of the duties and responsibilities of nurses in the hospital is filling out a daily census which includes the condition of the patient being treated, as well as the actions and medicines that have been given to the patient (Nugraha et al., 2021).

The daily census is a routine activity carried out in hospitals, the activity of counting inpatients carried out every day in an inpatient room. The inpatient census is the number of inpatients present at the time of taking the census on each day, including inpatients who are admitted and discharged on the same day. The daily census is conducted to determine the number of services provided to patients for 24 hours. The daily census forms the basis for the preparation of hospital reports. Census recording activities may be carried out at any time as long as the census hours chosen must be fixed or consistent and uniform in all units implementing the census (Munir, 2020).

The daily census data for each ward will be returned to the medical records installation the following morning no later than 08.00 am to be recapitulated based on the day or date of the census and the data will be recapitulated monthly to be used as a statistical report on hospital services that will be reported to authorized internal or external parties. The delay in returning the inpatient daily census due to the inaccuracy of filling in the inpatient daily census also makes the organization of medical records less than optimal and can have a negative impact, namely reducing the quality of hospital services.

After the nurse fills in the daily census, it will produce several outputs that are useful for hospital management in the form of hospitalization indicators (Bed Occupancy Ratio (BOR), Length Of Stay (LOS), Turn Over Interval (TOI), Bed Turn Over (BTO), Net Death Rate (NDR), Gross Death Rate (GDR)). After that, the medical records officer reports to the hospital director and his staff to be used in the decision-making process (Numberi, 2020). Based on an initial survey conducted by researchers at Wulan Windy Hospital in the inpatient unit and medical records unit by conducting observations and interviews with 7 nurses and the head of the medical records unit. Researchers conducted interviews with nurses to see the extent of nurses' knowledge of the daily census. And the answers of the 7 nurses still did not understand the daily census. Furthermore, the researcher also conducted an interview with the head of the medical records unit at the Sundari General Hospital, and the head of the medical records unit stated that there were still many nurses who still did not understand the filling of the daily census of inpatients, for example, such as errors in filling in patient bed numbers, reversal of filling in the incoming patient column to outgoing patients and also from 8 rooms there were 2-3 rooms that were late in returning the daily census of inpatients in the medical records unit which should have been returned at 8 am but there were still rooms that were late in returning.

After that, the researcher also made observations in the inpatient room by looking at the number of inpatients at that time, the researcher made observations in the medical records unit from the observation obtained the results, that there was an inaccurate calculation of the number of patients in the inpatient room, with the total number of patients written on the daily census recapitulation form in the medical records unit. In the inpatient unit there were 2190 patients in the last 3 months while in the medical records unit there were found to be unequal comparison results, this shows an error in calculating the daily census of inpatients where in the medical records unit the data of inpatients admitted in the last three months amounted to 2297 patients, from this data there are 10 percent whose average number of patients per day is 30 patients, then the number of inaccuracies in filling the daily census of inpatients is 90 patients per month, the inaccuracy of filling the daily census of inpatients can result in delayed data reporting in the hospital. Writing inaccuracies like this make the administrative control function of service activities unfit for use in reporting inpatient care activities to management in hospitals.

## 2. METHOD

Research design is a part of research that contains descriptions of the description of the research flow that describes the researcher's mindset in conducting research which is commonly called the *Analysis Of The Relationship Between The Behavior Of Implementing Nurses To Filling Out The Daily Census Of Inpatients At The Hospital Wulan Windy General Hospital.*

research paradigm. This section also describes the type or form of research, such as descriptive, correlational, experimental, or case study (Ulfatin, 2022). The type of research used is quantitative in the form of a descriptive survey using a Cross Sectional approach (Adiputra et al., 2021). The definition of Cross Sectional is a type of research that observes population or sample data only once at the same time to Analyze the Relationship between Implementing Nurses' Behavior towards Completing the Inpatient Daily Census at Wulan Windy General Hospital.

The population in this study were all research subjects, namely all executive nurses in the inpatient unit at Wulan Windy General Hospital Medan, totaling 63 people. The type of data collection consists of primary data obtained by researchers directly from respondents or subjects about the analysis of the relationship between nurses' behavior towards filling out the inpatient daily census through observation, interviews with nurses and questionnaires. Secondary data obtained from existing sources. Tertiary data is obtained from published manuscripts such as journals, reports on the results of evaluating the implementation of daily census filling, reports on internal audits of inpatient daily census filling. The data collection technique in this study used a questionnaire. Questionnaire is a method of collecting data by circulating a list of questions written in the form of forms to obtain information or answers from previous research targets (respondents). Data processing techniques include collecting, checking, coding, entering and data processing. The collected data were analyzed using the SPSS (Statistical Product and Service Solution) program. Data analysis used in this study is univariate analysis and bivariate analysis with chi-square test.

### 3. RESULT AND DISCUSSION

#### Univariate Analysis

**Table 1.** Frequency Distribution of Respondent Characteristics in the Inpatient Installation of Wulan Win General Hospital

No.	Characteristics F		%
<b>Gender :</b>			
1.	Male	12	19,0
2.	Female	51	81,0
	<b>Total</b>	<b>63</b>	<b>100</b>
<b>Education</b>			
1.	DII	55	87,3
2.	S1 Nursing	8	12,7
	<b>Total</b>	<b>63</b>	<b>100</b>
<b>Length of Service</b>			
1.	0 s.d 2 Year	29	46,0
2.	3 s.d 5 Year	16	25,4
3.	6 s.d 10 Year	18	28,6
	<b>Total</b>	<b>63</b>	<b>100</b>
<b>Income</b>			
1.	< Rp. 1.500.000	29	46,0
2.	Rp. 2.000.000	16	25,4
3.	> Rp 2.000.000	18	28,6
	<b>Total</b>	<b>95</b>	<b>100</b>

Based on the table above regarding the frequency distribution of Characteristics of respondents, it is known that out of 63 respondents, the distribution of respondents with Male Gender was 12 respondents (19.0%), respondents with Female Gender were 51 respondents (81.0%). In the Education category, 55 respondents with DIII Education (87.3%), 8 respondents with S1 Nursing Education (12.7%). In the Characteristics Length of Service, respondents with Length of Service 0 s.d 2 years were 29 respondents (46.0%), respondents with Length of Service 3 s.d 5 years were 16 respondents (25.4%), respondents with Length of Service 6 s.d 10 years were 18 respondents (28.6%). Then for Characteristics Income, respondents with Income < Rp. 1,500,000 were 29 respondents (46.0%), respondents with Income Rp. 2,000,000 were 16 respondents (25.4%), respondents with Income > Rp. 2,000,000 were 18 respondents (28.6%).

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**Table 2.** Distribution of Respondents According to Knowledge, Attitudes, Workload and Career Development at the Inpatient Installation of Wulan Windy Hospital

Variable	F	(%)
<b>Knowledge</b>		
Good	26	41,3
Simply	18	28,6
Less	19	30,2
<b>Total</b>	<b>63</b>	<b>100</b>
<b>Attitude</b>		
Attitude Positive	51	81,0
Attitude Negative	12	19,0
<b>Total</b>	<b>63</b>	<b>100</b>
<b>Workload</b>		
Positive	49	77,8
Negative	14	22,2
<b>Total</b>	<b>63</b>	<b>100</b>
<b>Career Development</b>		
Good	26	41,3
Simply	24	38,1
Less	13	20,6
<b>Total</b>	<b>63</b>	<b>100</b>

Based on the table above, it shows that of the 63 respondents on the Knowledge variable, 26 respondents (41.3%) had Good Knowledge, 18 people (28.6%) had Simply Knowledge, and 19 respondents (30.2%) had Less Knowledge. Table 2 also shows that the respondents' answers to the Attitude variable, as many as 51 people (81.0%) have Positive Attitude, and as many as 12 people (19.0%) have negative Attitude. Respondents' answers to the Workload variable were 49 respondents (77.8%) had Positive Attitude and as many as 14 people (22.2%) had negative Attitude. Table 2 also shows that in the Career Development variable, 26 people (41.3%) have Career Development Good, 24 people (38.1%) Career Development Simply, and 13 people (20.6%) Career Development Less.

**Table 3.** The Relationship of Knowledge, Attitude, Workload and Career Development Variables to the Daily Census Filling of Wulan Windy Hospitalization

Variable	Daily Census Filling						Sig-p
	As per		Not suitable		Total		
	F	(%)	F	(%)	F	(%)	
<b>Knowledge</b>							
Good	13	20,6	6	9,5	19	30,2	0,008 < 0,05
Simply	13	20,6	5	7,9	18	28,6	
Less	8	12,6	18	28,6	26	41,3	
<b>Total</b>	<b>34</b>	<b>54,0</b>	<b>29</b>	<b>46,0</b>	<b>63</b>	<b>100</b>	
<b>Attitude</b>							
Attitude Positive	2	3,2	10	15,9	12	19,0	0,010 < 0,05
Attitude Negative	32	50,8	19	30,2	51	81,0	
<b>Total</b>	<b>34</b>	<b>54,0</b>	<b>29</b>	<b>46,0</b>	<b>63</b>	<b>100</b>	
<b>Workload</b>							
Positive	3	4,8	11	17,5	14	22,2	0,014 < 0,05
Negative	31	49,2	18	28,6	49	77,8	
<b>Total</b>	<b>34</b>	<b>54,0</b>	<b>29</b>	<b>46,0</b>	<b>63</b>	<b>100</b>	
<b>Career Development</b>							
Good	9	14,3	4	6,3	13	20,6	0,035 < 0,05
Simply	16	25,4	8	12,7	24	38,1	
Less	9	14,3	17	27,0	26	41,3	
<b>Total</b>	<b>34</b>	<b>54,0</b>	<b>29</b>	<b>46,0</b>	<b>63</b>	<b>100</b>	

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Based on the table above related to the Relationship of Knowledge, Attitude, Workload and Career Development Variables to the filling of the inpatient daily census at Wulan Windy Hospital, it is known that from the results of the chi-square test there is a relationship between the orientation stage, the work stage and the termination stage with patient satisfaction with a significance value on the Knowledge variable with a p value of  $0.008 < 0.05$ , Attitude with a p value of  $0.010 < 0.05$ , Workload with a p value of  $0.014 < 0.05$ , and Career Development with a p value of  $0.035 < 0.05$ .

#### **Relationship between Knowledge Variable and Daily Census Filling in Hospitalization at Wulan Windy General Hospital**

From the Chi-square test results, there is a significant influence between the Knowledge variable on census filling with a p-value of  $0.008 < 0.05$ . This shows that there is an influence between the Knowledge variable and the behavior of implementing nurses towards filling out the inpatient daily census at Wulan Windy General Hospital. This research is in line with research conducted by Arun Kriswiharsi year 2021 on the Knowledge of ward officers about filling out the inpatient daily census. The results showed sig p  $0.023 < 0.05$  indicating that the Knowledge variable has a relationship with filling in the daily census of hospitalizations in the Hospital. Knowledge is the result of knowing, and this occurs after people do sensing of certain objects. Knowledge is the result of knowing, is an important domain in shaping a person's actions or over behavior.

One of the health objects can be described by knowledge gained from one's own experience. Based on the above definition, it can be concluded that Knowledge is a process of remembering and recognizing objects that have been learned through the five senses in a certain field Good. The inpatient census is the number of inpatients available at the time of taking the census on each day including inpatients who enter and leave on the same day. The daily census is conducted to determine the number of services provided to patients for 24 hours. The daily census forms the basis for the preparation of hospital reports. Census recording activities can be carried out at any time as long as the census hours chosen must be fixed or consistent and uniform in all census implementation units. According to the researcher's assumption, Knowledge has an influence on the implementation of filling out the inpatient daily census. This is because Good Knowledge of health workers or nurses will be able to carry out their duties by filling out this daily census correctly or in accordance with the operational standards set in their respective hospitals.

#### **Relationship between Attitude Variable and Daily Census Filling in Hospitalization at Wulan Windy General Hospital**

Based on the results of the chi-square test, the sig-p value =  $0.010 (< 0.05)$ . This proves that there is an effect of Attitude with the behavior of implementing nurses towards filling out the inpatient daily census at Wulan Windy General Hospital. This research is in line with research conducted by Oktafiani, Ulfa year 2019 on the Attitude of nurses towards filling out the daily census of inpatients at the Yogyakarta city hospital. The results showed sig p  $0.002 < 0.05$  indicating that the Attitude variable has a relationship with the filling of the daily census of inpatients in the hospital. Attitude is a mental readiness, which is a process that takes place within a person, along with each individual experience, directing and determining responses to various objects and situations. Attitude is an evaluation that humans make of themselves, other people, objects or issues. Attitude is a person's readiness to act in a certain way towards certain things. Attitude can be positive and negative. In Positive Attitude, the tendency of action is to approach, like, expect certain objects, while in negative Attitude there is a tendency to stay away, avoid, hate, dislike certain objects.

The cause of failure in the implementation of daily census filling in hospitalization is due to the lack of planning, assessment and evaluation that has been provided. The majority of failures in filling out the daily census are also caused by nurses not doing the SPO that has been determined and given. Attitude behavior of nurses has a strong influence on the needs and processes that underlie the success of reporting systems in hospitals, especially regarding daily census. According to the researcher's assumption, Attitude is a factor that also has an influence on the implementation of filling out the daily census of inpatients. This is because Attitude is a reaction from health workers to act to implement and fill in the daily census sheet recapitulation. However, the results showed that there were still nurses who were not fully responsible for filling in the daily census in accordance with the established SOP, health workers considered filling in the daily census did not have to be filled in with the predetermined

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standards. Some of these results indicate that the implementation of inpatient daily census filling has not been carried out effectively.

### **Relationship between Workload Variables and Daily Census Filling in Hospitalization at Wulan Windy General Hospital**

Based on the results of the chi-square test, the sig-p value = 0.014 (<0.05). This proves that there is an influence of Workload with the behavior of implementing nurses on filling out the inpatient daily census at Wulan Windy General Hospital. This research is in line with research conducted by A Faradila year 2021 on the Burden of Nurse Officers on the management of filling in the inpatient daily census, showing that there is a significant influence on respondents' Knowledge of filling in the inpatient daily census. Workload is the volume of work that is imposed on Good labor in the form of physical and mental and is their responsibility. Every job is a burden for the perpetrator and each workforce has its own ability to handle its workload as a workload which can be physical, mental or social workload.

Workload can also be said to be a difference between the capacity or ability of nurses and the demands of the work that must be faced. Workload can be in the form of tasks given to the workforce or nurses to be completed at a certain time using the skills and potential of the workforce. Work capacity must be adjusted to the number of nurses available. In addition, Workload can be interpreted as a set or a number of activities that must be completed by an individual or group of people within a period of time determined by the hospital. If the workload exceeds the nurse's capacity or less than the nurse's capacity, it will affect the way nurses work in doing their work. One example is the daily census. If the nurse's workload is not in accordance with the capacity, it will interfere with the nurse's activities in filling out the daily census every day at the hospital. According to the researcher's assumption, Workload is also a factor that has an influence on the implementation of filling out the inpatient daily census. This is because Workload mismatches can result in low work productivity. For this reason, it is necessary to hold socialization related to the SOP for collecting inpatient daily census data for officers, especially for nurses. So that, nurses can fill in the daily census in accordance with the SOP that has been set.

### **Relationship between Career Development Variables and Daily Census Filling in Hospitalization at Wulan Windy General Hospital**

Based on the results of the chi-square test, the sig-p value = 0.035 (<0.05). This proves that there is an influence of Career Development on the behavior of executive nurses towards filling out the inpatient daily census at Wulan Windy General Hospital. This research is in line with research conducted by A. Purwakasih 2021 on the implementation of the management function of the head of the room with the motivation of nurses in providing nursing services in the inpatient room, showing that there is a significant influence on the respondent's knowledge of filling out the inpatient daily census. Career Development is the action of a nurse to achieve a career plan that is sponsored by Good by the hospital, manager or other party. Education, training and experience are a person's actions to achieve a career plan. Career Development for nurses is given as an addition that will encourage nurses to work according to work standards and work even better than before. Career Development provides opportunities for promotion within a hospital and provides opportunities for training and skills development that enable nurses to improve the quality of their work. The inpatient daily census is a record kept by nurses to collect important data about patients admitted to the hospital. This data includes information such as diagnosis, treatment provided, changes in the patient's condition, and so on. This daily census plays an important role in patient management, resource allocation, and treatment planning. According to the researcher's assumption, Career Development is a factor that also has an influence on the implementation of inpatient daily census filling. Career Development for nurses is a process that involves improving skills, knowledge, and professional abilities through training, further education, and work experience. When nurses experience Career Development, they can gain more in-depth knowledge about the clinical and administrative aspects of their work, therefore Career Development for nurses needs to be improved in order to add insight into filling out the daily inpatient census which is carried out every day in the hospital.

## **4. CONCLUSION**

There is a relationship between Knowledge and the analysis of the relationship between the behavior of implementing nurses and the filling of inpatient daily census at Wulan Windy Hospital with a sig-p value = 0.008 (<0.05). There is a relationship between Attitude and the analysis of the behavior of

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executive nurses towards filling out the daily census of inpatients at Wulan Windy Hospital with a sig-p value = 0.010 (<0.05). There is a relationship between Workload and the analysis of the relationship between the behavior of executive nurses towards filling out the daily census of inpatients at Wulan Windy Hospital with a sig-p value = 0.014 (<0.05). There is a relationship between Career Development and the analysis of the behavior of executive nurses towards filling out the daily census of inpatients at Wulan Windy Hospital with a sig-p value = 0.035 (<0.05). For hospitals, it is recommended to plan, control, evaluate the daily census filling carried out every day. Provide continuous training and socialization about filling out the inpatient daily census so as to get more professional paramedics. For hospitals, they can continue to provide opportunities for executive nurses to improve their careers, especially in the field of Nursing, in order to support their performance at work.

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