

# **Nurse Performance in Covid-19 Pandemic Situation**

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## **Abstract**

Analysis of Nurse Performance in a Covid-19 Pandemic Situation at Nene Mallomo Hospital, Sidenreng Rappang Regency (supervised by Hasmin and Rasyidin Abdullah). This study aims (1) Knowing the performance of nurses in the situation of the covid-19 pandemic at Nene Mallomo Hospital Sidenreng Rappang Regency, (2) Knowing the situation of the covid-19 pandemic at Nene Mallomo Hospital Sidenreng Rappang Regency, (3) Knowing the determinant factors that affect nurse performance in the situation of the covid-19 pandemic hospital Nene Mallomo Sidenreng Rappang regency. This research was conducted at Nene Mallomo Hospital Sidenreng Rappang Regency from September to October 2021. The type of research used is qualitative research with data credibility testing is by triangulation to collect data by conducting interviews and observations for the number of samples, as many as 15 respondents. The results of this study showed that the performance of nurses in the covid-19 pandemic situation at Nene Mallomo Hospital Sidenreng Rappang Regency was influenced by the level of anxiety, feelings of empathy, and incentives are given. The pandemic situation of covid-19 at Nene Mallomo Hospital Sidenreng Rappang Regency is affected by using PPE, complying with health protocols, and maintaining immunity. Determinant factors that affect nurses' performance in the covid-19 pandemic at Nene Mallomo Hospital Sidenreng Rappang Regency are lack of patient knowledge about their condition. Also, they refuse to do Swab examinations using hazmat for a long period and not being able to manage time.

## **Keywords**

Nurse Performance, Pandemic, and Covid-19.

## **1. Introduction**

Corona Virus Disease (Covid-19) is a group of viruses that can cause diseases that humans and animals can experience. Individuals with this virus can cause health problems, namely, respiratory tract infections ranging from the common cold to diseases such as Middle East Respiratory Syndrome (MERS) and severe acute respiratory syndrome / severe acute respiratory syndrome (SARS) (WHO, 2020). Covid-19 was first discovered in Wuhan, China, precisely in December 2019. Wuhan is one of the regions in China's central Hubei Province. On January 11, 2020, China finally announced that a person had been exposed to this virus. The National Health Commission (NHC) of the Republic of China then informed the public that this virus was called Corona Virus Novel and was referred to as Covid-19, which turned into a global pandemic. According to data collected by WHO (WHO, July 2020), the Covid-19 virus has spread to 216 countries and regions, with an estimated 14,765,256 cases globally and getting bigger as time goes on. America has the largest population of Covid-19, reaching 3,805,524 cases. Based on data from (WHO, 2020), many patients infected with Covid-19 are residents over 60 years.

In Indonesia, data shows that about 93,657 people are experiencing this virus out of 269,603,400 people and occupying the 24th country level with the highest cases of 216 countries spreading Covid-19 (WHO, July 2020). In July 2020, a spokesman for the West Sumatra Covid-19 acceleration task force, explained that it had been found that 849 people had been exposed to the Covid-19 virus. According to further data from the Padang City Health Office, there were 592 confirmed cases of post as of July 23, 2020. While the dominant age of the population who experience it is

between 45-65 years at the same time has a high potential for death due to Corona, as explained by Herawati Sudoyo, chair of fundamental research at the Eijkman Molecular Biology Institute. The elderly has an immune system that has begun to decline, so it is very easily infected (Iipinge et al., 2020).

The Covid-19 virus can be transmitted through coughing and droplet splashes when sneezing, using personal items. The virus can spread so quickly that it causes tremendous panic globally. The most susceptible to the virus are the forefront of health workers; therefore, for the treatment of Covid-19 patients, all health workers must use personal protection (PPE) during duty (Galea et al., 2020)

Nurses are "The Caring Profession" with the greatest tasks and needs with a crucial position to create and encourage the quality of good health services because treating patients requires a bio-psycho-social-spiritual approach (PPNI, 2010). Nurses also have the most tasks related to patient care and spend the most time on the patient's side to experience fatigue at work (Andri et al., 2021a). Based on Chen et al. (2020), nurses are on duty in the isolation room for about half a month to three months, where the nurse is required to use complete PPE to prevent transmission from patients and from herself who treats various patients, especially nurses appointed as nurses of Covid-19 isolation rooms (Chen et al., 2020).

When Covid-19 patients increase, hospitals need greater health resources, including health workers, isolation rooms, and medicines. If health workers and other variables are not enough, there will be pressure on health workers due to the lack of facilities to deal with Covid-19 patients (Weissgerber, 2016). Especially during the Covid-19 pandemic, health workers who treat these patients can experience physical and psychological stress due to fatigue. Ivancevich and Matteson (2006) describe work stress as a response to adjustment that arises due to work demands that affect health workers' psychological and physical condition. Stress work as a condition where physical and psychological aspects, thought processes, and emotions are not balanced in employees (Ilyas et al., 2021; Wibowo et al., 2021). Therefore, it can be summarized that work stress is a response to adjusting to the demands of the work environment that can cause disruption and tension to employees psychologically, physically, and emotionally.

The high workload while treating Covid-19 patients remains a health threat to nurses even though they already use PPE. Nurses feel a high workload because of the risk of contracting a very serious disease and the lack of workforce, so nurses' needs are not balanced with the number of patients treated. Similarly, the risk of contracting is very high; work pressure causes a decrease in the body's immunity. Nurses feel a very heavy workload, especially those who win covid-19 or suspected patients, because of fear, anxiety, inexperience, lack of control, and knowing the risk of serious infection. The nurse also feels a workload when she feels less supported professionally and personally by those closest to her. Workload also increases when treated patients show poor attitudes or responses to nurses, lifestyle changes if nurses handle patients in isolation rooms and Covid-19 patient care rooms (Weissgerber, 2016)

Stress or work pressure is a difficult issue because it can cause a high incidence of negative impacts. A person can experience stress at low, medium, and high levels. The Covid-19 pandemic has certainly caused enormous work pressure on nurses. Lazarus and Folkman describe work pressure as a specific impact of labor on their work environment. The workforce as an individual then responds or responds to it as a threat that can be at risk to its well-being. A report from Attitude in American Workplace VII reveals that 80% of the workforce feels pressure during work, and half require specialist help or serious treatment to cope.

The Covid-19 pandemic forced nurses to increase their workload and knowledge related to this disease issue. In addition, nurses also increase their workload because they must approach patients who cannot be visited by their families and provide appropriate humanistic care. Nurses' workload also increases because they must use PPE, which may not be comfortable to use for a long time as required when in charge of treating Covid-19 patients. The use (of PPE) can cause skin disorders due to using masks for a long time. Nurses also feel pressure because they cannot freely communicate with patients and patients' families because patients must be isolated.

Pabundu (2006) states two factors affect employee performance, namely: Internal factors exist in the nurse in nature, character, skill, skills, physical, psychological motivation, age, gender, work experience, psychological and emotional stability, cultural education background, and various other internal factors. External factors affect the nurse from outside herself, namely those caused by the work environment, work rules and conditions, organizational goals, competencies, economic requirements, attitudes and actions of colleagues, supervision, salary, and the social environment. During the Covid-19 pandemic, Nene Mallomo Hospital, one of the hospitals that win Covid-19 patients,

must use maximum nursing efforts and care. The capacity of this hospital is only 46 beds for the Covid-19 isolation room with 74 nurses who have a high potential to experience work fatigue and a very large workload so as not to avoid work stress. This hospital itself handles almost more than 700 cases of Covid-19.

According to preliminary information obtained by researchers from 5 nurses in Covid-19 Hospital Nene Mallomo through telephone communication, three nurses said that the service time in the Covid-19 isolation room experienced a feeling of anxiety and fatigue due to the increased workload. The use of PPE is with a duration of 3 hours of use causes facial injuries due to long-wearing masks, shortness of breath, and difficulty meeting basic needs such as BAB and BAK because they are required to use PPE not to contract Covid-19 during their work. Similarly, two other peers also explained the feeling of anxiety, heart palpitations, fear of contracting, and feeling constrained when communicating with patients and colleagues in the hospital.

According to the explanation conveyed above, the signs of work stress experienced by nurses who served in the isolation room of Covid-19 Hospital Nene Mallomo, besides that there has never been a study related to the correlation between workload and work stress of nurses in the isolation room of Covid-19 Hospital Nene Mallomo. Suppose this problem does not get serious attention and treatment. In that case, it can potentially disrupt nurses both physically and psychologically and negatively affect the performance of nurses to patient services in the hospital. Based on this description, researchers want to conduct a more in-depth study on the performance of nurses in the Covid-19 situation at Nene Mallomo Hospital in 2021.

## **2. Methods**

This research is descriptive research with a qualitative approach in line with its purpose. In general, research with qualitative methods is used to produce experience according to existing facts and obtain interpretation and understanding, as is the case in research using the interaction between researchers and research objects directly (Putu Laksman Pandit, 2003: 195). This research approach is used because it aims to provide systematic, actual, and accurate data. Through this research method, researchers are trying to find and provide an overview of the performance of nurses in the Covid-19 pandemic situation at Nene Mallomo Hospital, Sidenreng Rappang Regency. To test the validity of the data, one way that can be used is to use the triangulation method. Sugiyono (2012) explained that triangulation is translated as examining data from various sources by several methods and at a specified time. Sugiyono (2012) then distinguished triangulation into three types, namely, source triangulation, engineering triangulation, and time triangulation.

## **3. Results and Discussions**

### **3.1 Nurse Performance in the Covid-19 pandemic situation**

Quality health services cannot be separated from medical and non-medical energy work, one of which is a nurse. Nurses are one of the most potential human resources in hospitals in delivering health services to hospitals. Nurses are one of the important components of hospitals that have a crucial function to create and build a level of public health. Maximum nurse participation can certainly encourage health services' success and produce optimal nursing care for patients. The number of nurses in the hospital is about 40-60% of the number of individuals working there. Therefore, it takes nurses who are willing to perform their duties and responsibilities and possibly provide the best health services and meet the needs of nursing care for all patients. Nurse performance is the activity of nurses in carrying out their duties and authorities, responsibilities, and functions in the hospital as optimally as possible so that the main tasks of the profession can be achieved and achieve the expected organizational goals. The performance of nurses is not much different from the performance of employees in a company. The performance of nurses is measured according to objective values that are open and can be delivered. If the nurse wants to get attention and appreciation, the nurse must be able to provide the best work performance.

The nurse's job can also be influenced by job satisfaction, drive, organizational culture, and work environment. Regarding work performance, one of the elements that are also important is leadership. Leadership is the ability to motivate his subordinates to do their work and responsibilities as well as possible and achieve organizational goals together with their colleagues. In addition, good supervision from superiors can also affect the performance of nurses to produce a good performance in performing their duties and functions. Supervision of supervision is an action taken by the leadership to encourage and pay attention to nurses to carry out their functions and improve their professional ability as a nurse. In addition, the nurse on duty will also get positive feedback and be more eager to work and carry out her abilities and then use her abilities to improve her work performance. Then, the employment capacity is the

frequency of activities carried out by nurses within a certain period. The performance of nurses will be the determining factor in the hospital picture of residents. Therefore, nurses need to have good performance yang can be evaluated if the nursing care given to patients. Factors that affect the performance of nurses can be grouped as individual, psychological, and organizational factors.

### **3.2 Nurses' concerns affect the performance of nurses in treating patients in the Covid-19 pandemic situation**

The discussion of the results of this study aims to answer research questions and objectives on how nurses perform in the Covid-19 pandemic situation at Nene Mallomo Hospital Sidenreng Rappang Regency. Researchers assume that nurses at Nene Mallomo Hospital Sidenreng Rappang Regency have still given good performance and try to look calm in front of patients even though they feel worried and anxious to be exposed to covid-19 while performing tasks.

Pandemic covid-19 resulted in high anxiety among health workers on duty, especially the use of PPE when treating patients. Nurses not only feel anxiety because of caring for patients who experience COVID-19. However, the lack of personal protective facilities (PPE) also increases the burden on their minds and changes the process and stages of work in the hospital. It occurs in a short time forcing nurses to be able to adapt as soon as possible and as much as possible (Gan, 2020). When the COVID-19 pandemic conditions are assigned to treat Covid-19 patients, they must carry out various examinations that can cause various psychological dilemmas for him (Hoke et al., n.d.). Gan (2020), in his research, explained that nurses who conduct nursing care for patients affected by COVID-19 must work for a long time and experience psychological stress (Gan, 2020). Being stuck arises because of serious situations and conditions and causes worry. There are health problems, including anxiety, that become unavoidable depression (Jun et al., n.d.).

Anxiety is an emotional feeling that a person experiences when he considers himself unable to face an uncertain condition. Anxiety can last a long time in a person even though there is no threatening condition. Anxiety arises due to excessive thinking than the actual condition, so the individual experiencing it cannot adapt. Very strong anxiety can negatively impact the mind and body of the person experiencing it (Chen et al., n.d.). Severe anxiety can impact the decline of immunity and can cause the susceptibility of nurses to contract the virus.

Anxiety is an emotional state without an exclusive object (Jun et al., n.d.). Anxiety can be driven by various factors that can be seen in plain sight or hidden, for example, when just entering school, giving birth to a child, new work in a new company, and others. This anxiety is different from fear. Kaplan, Saddock, and Grebb (2010) explained that anxiety shows a response to a condition that is perceived or considered to be a threat (Gazmararian et al., n.d.; Ornelas et al., n.d.). Still, anxiety is also a normal thing experienced by humans when there are changes, developments, and new experiences in their lives. Anxiety indicates a response to feelings of tension that cause anxiety and as a general reaction to the ability to face a problem or feel less secure. Anxiety with these characteristics can eventually lead to changes in physiological and psychological aspects in people who experience them. In the perception of health, anxiety can also affect a person because he feels a threat to his health (Table 1).

Table 1. Anxiety Response Rate

Physiological Anxiety Levels	Light	Keep	Heavy	Panic
Blood Pressure (TD)	TD has no change	TD increases	TD increases	TD increases, then decrease
Pulse	Pulse does not change	Fast pulse	Fast pulse	Pulse fast, then slow
Respiratory	Breathing has no change	Increased breathing	Increased breathing	Rapid and shallow breathing

A study conducted in London, England, examines the prevalence and influence of stress, anxiety and depression, anxiety and depression on nurses who run nursing care for COVID-19 patients. The object of the study was 33 nurses who were directly involved in the treatment of Covid-19 patients. The results showed 12 nurses experiencing anxiety, five nurses feeling stressed, and ten nurses feeling depressed due to carrying out nursing duties in COVID-19 patients (Pappa et al. 1, 2020).

Some nurses feel stressed after getting information that, based on the results of polymerase chain reaction (PCR) swab checks, showed positive patients exposed to Covid-19. Work stress is a stressful condition that can interfere with a person's way of thinking, including emotionally and physically. Stress that is too heavy can even decrease the ability to adapt themselves to the work environment, affecting the various implementation of work tasks. Some of the symptoms that indicate a person's stress in his work are emotional disorders that show instability, anxiety, withdrawal, unsettledness, difficulty sleeping, inability to relax, rising blood pressure, nervousness, and experiencing disorders of the digestive system (Mangkunegara A. P, 2014).

Nurses are health workers who are important in providing care for Covid-19 patients who are increasing every day, especially nurses responsible for Covid-19 isolation. Many factors can cause nurses to experience stress, including very large work causes that are not commonly borne under normal conditions instead of the Covid-19 pandemic. Most of the causes of work stress are nurses' workload problems, conflicts with other nurses, career development problems, and others. The nurse must be able to compensate for the internal and external abilities and burdens she holds to maintain a normal stress level. Nurses must separate their workload in the hospital from the workload when facing family (Prihatini L. D, 2008).

Nurses are tasked with meeting the patients' basic needs, including priority and safety optimization, especially in Covid-19 positive patients. This very close contact can certainly increase the potential for transmission, so nurses must use PPE as a standard health protocol. In addition, working hours that are longer than normal conditions must also be lived by Covid-19 nurses. It immediately hurts work stress and pressure on the work environment.

Work stress is also getting heavier because patients are increasing day by day. Nurses cannot handle patients, so hospitals must transfer patient care to other hospitals or even hotels. One example is what happened to RS Universitas Airlangga, where the hospital must increase the number of special rooms for Covid-19 patients. Airlangga University. According to his research, Hosseini et al. (2010) explained that awards from managers could affect the performance of their employees. Leaders should pay attention to employees' Quality of Work-Life consisting of Stress, Environment, Rewards, Professional development, Compensation and Rewards, and comprehensive work support. During the COVID-9 pandemic, the quality of work is very important in hospitals. Quality of Work Life can be interpreted as the quality of working life psychologically and physically related to comprehensively integrating employees into their workplace (Göksu et al., n.d.; Le Vigouroux et al., n.d.).

According to Robbins (2008), performance is the output of work done by employees according to specific criteria specified in an organization (Herlinah et al., 2021; Muhammad et al., 2021). Employee performance can be known from the quality and quantity of work and completion of their functions and tasks. Performance can be seen from the results of work at a certain time. Performance includes the number, quality, discipline, ability to interact and cooperate with colleagues, efficiency, effectiveness in doing work, using work facilities, maintaining and maintaining the work facilities provided, and completing work without being supervised continuously while doing work. The nurse's performance can be described as the result of work over a certain period performed by the nurse. Nurse performance is the achievement of the nurse in 1 year of work. Work performance is represented by its ability to provide and serve nursing care to patients from physical, psychological, biological, and spiritual aspects. Nurse performance is measured by quality, quantity, discipline, and interaction. The quality of work is assessed by the ability of nurses to serve patients and use medical devices. The quantity of work is the number of jobs performed and how many health polys are the nurse's workplace. The work discipline of nurses is described as the accuracy of working hours, commuting hours, discipline on hospital rules, and leave rules, absent nurses. Communication is an aspect of how nurses convey information to patients.

### **3.3 Feelings of empathy affect the performance of nurses in treating patients in the Covid-19 pandemic situation**

In the discussion of the consequences of this study, it aims to be able to answer research questions and research objectives about how nurses perform in the Covid-19 pandemic situation in the lay at Nene Mallomo Hospital Sidenreng Rappang Regency. Researchers assume that general nurses in lay hospitals in the Nene Mallomo area of Sidenreng Rappang Regency have permanently conveyed good performance and tried to look peaceful in front of patients. Nurses feel strong empathy for patients because they are unaccompanied by family members and alone in the treatment room, even though they feel sad to see patients exposed to covid-19 in the care of someone themselves without accompanying family.

Empathy is defined as the ability of nurses to understand the conditions and situations faced by patients. To feel how the patient was feeling at the time and understand the patient's life. Empathy can establish a good relationship between the nurse and her patient. It has become one of the therapeutic methods that can be given to patients in non-material form. Marcysiak M.B. (2014) explained that nurses must own empathy because it can support the treatment process and patient care and make it easier for patients to overcome problems and help the healing process thoroughly (Fatimah et al. 1, 2010).

The illustration of the nurse's picture has empathetic behavior that is to feel when the patient experiences shortness of breath, heart, and chest palpitations. Empathy is conscious behavior and is a personal response to others mentally and emotionally, sympathizing and caring, especially in other individuals experiencing pain and putting themselves in the person's shoes as if experiencing it themselves (Hoke et al., n.d.). They participate in empathy as if the patient's family member is sad. After all, the patient must be treated for Covid-19 or even sad because the patient eventually died. The nurse's empathetic attitude can be shown by giving condolences to the patient's family, greeting and hugging the family of the patient left behind, and rubbing the patient's hand when the patient feels excruciating pain from the disease (Alahmadi & Abdeen, 2021)

### **3.4 Nurse motivation in treating covid-19 patients that affect nurse performance in the covid-19 pandemic situation**

In the discussion of the results of this study, it aims to be able to answer research questions and research objectives about how nurses perform in the Covid-19 pandemic situation at Nene Mallomo Hospital Sidenreng Rappang Regency. Researchers assume that nurses at Nene Mallomo Hospital Sidenreng Rappang Regency generally have several things that motivate nurses to affect nurse performance in the Covid-19 pandemic situation at Nene Mallomo Hospital Sidenreng Rappang Regency. It is namely intensive money and PPNI certificates.

Nurses face many difficulties in their work, such as overloaded workload, maintenance errors, unstable nurse images, decreased work motivation, and work discomfort. Motivation and factors are effective ways to improve the performance of nurses. In his research, Basu et al. (2012) found that every health facility must be efficient, accountable, and effective by preparing a motivational plan for health workers to spread and claim their job satisfaction. As a result, the nurse will be able to survive in her job and overcome her shortcomings (Darmo et al., 2021).

Motivation is the level of an individual's drive to perform and execute organizational goals. Motivation work is an internal process in the individual's acceptance of a visible stimulus of environmental origin combined using internal conditions (Ilyas et al., 2021). Motivation to work has many factors that can affect both positively and negatively. These factors are considered a group of energetic forces that are of good origin from outside the individual to initiate behavior that cooperates using work and choose its shape, direction, intensity, and duration.

Other studies have also found that personal and organizational factors influence motivation to work. The age of the nurse, length of work, self-employment, education level, and administrative position was found to be personal characteristics that affect the level of motivation for nurses' work. Meanwhile, feelings of strength, involvement in work, salary and benefits, supervision, promotion, appreciation, supportive work correlation, and communication were identified as organizational factors that affect the motivation of nurses' work. Meanwhile, Dagne, Beyene, and Berhanu (2015) found that the motivation of health workers was determined by affiliated factors using supervisors, financial profit, job type, and hospital location. The business must be designed to form financial profits for health workers (Andri et al., 2021b).

The nurse's performance will be better if their motivation in her is also high. In addition, there is a strong correlation between motivation in nurse performance. With strong motivation, especially during the Covid-19 pandemic, especially related to using good PPE to avoid the susceptibility of nurses contracting Covid-19 patients that he handled. Good motivation can also be seen in the nurse's compliance to use PPE during her duties in the hospital. Based on this study, it can be concluded that there is a strong and positive relationship between nurse motivation and compliance in terms of PPE use. Nurse motivation and adherence are strongly related to performance. The higher the motivation, the higher the level of compliance. Compliance can certainly make it easier for treatment care to be implemented for Covid-19 patients and support the prevention of wider coronavirus transmission. According to the respondents of this study, the compensation received affects the work performance produced by nurses. If considered financially and nonfinancial appropriate, the amount of compensation received by nurses will result in a positive impact on nurse

performance motivation is also getting stronger.

### **3.5 The pandemic situation of covid-19**

As explained, this study's approval is how the situation of the Covid-19 pandemic at the lay hospital at Nene Mallomo Hospital Sidenreng Rappang Regency. Researchers assume that, in general, nurses at Nene Mallomo Hospital Sidenreng Rappang Regency in the situation of the covid-19 pandemic Nene Mallomo Hospital Sidenreng Rappang Regency lack patient knowledge about his condition. They refused to conduct Swab investigations, the use of hazmat in the long term, and cannot regulate when, the use of PPE, isolation room, and maintaining endurance.

Efforts to break the spread of Covid-19 require good understanding and knowledge from all elements, including citizens. Knowledge will occur from a desire to understand through sensory processes, especially in the eyes and sense of hearing towards exclusive objects. Knowledge is also the most important domain in forming attitudes (Donsu, 2017). A person's knowledge is influenced by several factors, including education level, occupation, age, environmental factors, and socio-cultural factors, where a reaction or response indicates the attitude or knowledge of this individual.

Knowledge is a crucial aspect of dealing with the current pandemic conditions. The public must understand how to transmit it, prevent it, and identify, in general, people affected by this virus. In Indonesia, citizens' knowledge about covid-19 is needed to be the basis of the community in explaining the attitude toward covid-19 prevention. Individuals who have a lot of knowledge will more easily react to a condition that is considered dangerous such as contracting the Covid-19 virus. Knowledge will increase awareness and lead him to behave related to this Covid-19 virus (Ahmadi, 2013).

A swab test is a test to diagnose COVID-19 by taking throat fluid and taking a small amount of fluid from the nose or throat as a sample; it takes several days to get the results. Then there is the RT-PCR (Polymerase Chain Reaction) method. The implementation can only be in hospitals or other health facilities that have been designated. Samples are brought and examined at the Biosafety Level (BSL) II laboratory. This method can detect SARSCOV2 (the cause of Covid-19), but the examination process is more detailed and specific so that the time to get results is longer (Hotline, 2020). The selection of RT-PCR methods to identify COVID-19 is the sensitivity and specificity of the test, sample type, potential for viral mutations, and others. Patients whose NAAT tests show negative results should still be checked regularly. They should isolate themselves for 14 days in a quarantine center or home because the possibility of disease onset is still large (Chen et al., 2020). Thus, it can be a factor that causes anxiety in nurses because of the potential for viruses that are very easily transmitted from previous patients.

The use of PPE is such as Hazmat clothes, the wearing of masks, eye protection, medical dress face protection, gloves, and protective shoes. The use of this PPE takes a long time. Moreover, the volunteer team's use and wearing of Hazmat clothes are at most more than 4 hours. Therefore, health workers, namely nurses, must get excellent protection, including the full use of PPE, respirators, gloves, robes, and eye protection to focus on nurses in the room treating COVID-19 patients. Not a few nurses say that when using PPE, clothes feel uncomfortable because of the heat, and the vision is unclear. Especially when wearing special glasses (google), shortness of breath is not free to breathe as usual without PPE because it is required to wear an N-95 mask for a long time.

An explanation of the benefits of using PPE should be conveyed to the nurse. Although it causes feelings of insecurity, overheating, and tightness, personal protective equipment (PPE) is very important to use when on duty. Continuous training is needed so that health workers realize that PPE is one of the important requirements that must be adhered to when carrying out their duties, especially in the Covid-19 patient room. One very effective way is to use coaching and training. Nurses will increase their knowledge and insights and raise a higher awareness of using PPE appropriately when doing their job. The results of this study are by woe S (2018) research which showed that 17 respondents (34%) of nurses who treat tuberculosis patients do not use PPE because they feel uncomfortable when using PPE. The nurses felt tightness, heat, sweating or dampness, and others. In the isolation room, the relationship between the patient and the surroundings is limited to only a few people who can enter the patient's room, namely doctors and nurses. Covid-19 patients must avoid correlation exclusively and prevent visual contact from conveying privacy controls. To design an appropriate isolation room for Covid-19 patients, the hospital must determine the size, needs, distance, personal space, and area. The goal is to control the nurse's movements and the patient so that there is no physical contact and they are not constrained to communicate.

It is based on several aspects, namely 1) the relationship between the presence of nurses and Covid-19 patients, 2) the history of previous diseases from patients, and 3) whether the patient has had a fever before with a temperature above 38 ° C. Another aspect that must also be ascertained is the patient's respiratory condition, whether there is a disorder or not. The relationship between the presence of patients and nurses in the Covid-19 treatment room is very close because there is a possibility of contact either intentionally or unintentionally. There may also be contacted on various medical devices used by nurses stretched. The entire treatment room for Covid-19 patients can potentially be exposed to droplets from these patients. Therefore, nurses must always treat carefully because the SARS-Covid virus can survive for a certain period (Darno et al., 2021).

The probability of being infected by this virus caused the study respondents to minimize the risk by using PPE more and over a long period. The use of complete PPE increases the sense of confidence of nurses and makes them feel safer when conducting nursing care in Covid-19 patients. PPE aims to protect health workers from the transmission of viruses such as the Covid-19 virus. Consistent and thorough use of PPE can help reduce the potential for the virus to spread to others or other areas of the hospital. (Ministry of Health, 2013). Nurses must use PPE by the standards or criteria of PPE determined by the Ministry of Health of the Republic of Indonesia. The use of PPE must be based on SOP (standard operational procedure) so that the use of PPE produces the desired benefits and protects nurses from exposure to the Covid-19 virus. The PPE used must be quality and safe (Ministry of Health, 2020). A nurse obediently carrying out nursing care practices safely using PPE is one form of self-vigilance, a standard of precaution, especially when on duty in the isolation room. Nurses who use PPE in the isolation room are less likely to be exposed to the virus than nurses who do not use it when performing their duties, especially in dealing with Covid-19 patients. It can be seen in the research conducted, where 66.7% of nurses showed relatively high compliance, but 33.3% of nurses had good compliance in using Personal Protective Equipment (PPE) in doing their work. PPE can be a tool to prevent or minimize the potential spread of viruses or infections (Shoaib & Abdullah, 2021).

Furthermore, in the study by Arifiyanto et al. (2019), nurses argue that PPE is very important when doing their work, especially when in the isolation room. The nurse also experienced a sense of worry about contracting the patient's illness. The goal is for the safety and security of the patient and himself (National Education Association, 2020). In general, study respondents continue to apply vigilance, especially in patients suspected of being infected with the virus. Nurses minimize direct contact with patients. Alertness is an important thing to implement in all isolation and non-isolation rooms. The goal is for nurses to perform their duties safely, protect patients from contracting other diseases, and prevent the spread of more serious infections. Standard vigilance includes cleaning hands with soap, using PPE, and insulting direct contact with patients, particularly preventing exposure to body fluids, blood, secretions, droplets, and the skin of the patient he treats. (Ministry of Health, 2013).

In this research, power Health, especially nurses, must feel safety first, both in terms of health and work safety, in fulfilling PPE before serving the patients. The condition works the nurse that Interacts use milieu works the detrimental. They, of course, must be anticipated using an adequate K3 event number if the level of safety at work is high so that accidents cause stigma of the disease and death can be suppressed Small as possible. They will conduct research by giving an average homogeneity. Respondents strongly agreed with 18 nurses (51.4%), and the decision around 17 nurses (48.6%) the availability of PPE in RSUD Dr. RS Djoelham Binjai was fulfilled. Research other Comes to Canada explains that three function tool guardian self: do Droplets and action Prevention contact, to action Prevention through the air, Droplets, and relationship, and do they that do or help wear mechanism Medical Manufacturer Aerosol Risky tall (Lockhart et al., 2020). PPE Includes sarong hand mask, Medical, glasses (guardian's face), clothes guardian, mechanism Specific, respirator (Examples N95 or standard FFP2), and Apron (WHO, 2020). In her research, Putri S. I & Anulus A (2020) explained that nurses who served in a special room for Covid-19 patients used PPE, maintaining distance, washing hands, screening, and other health protocols when visiting. Nurses are required to take care of themselves as the responsibility in maintaining the health of themselves and their patients.

### **3.6 Determinant factors that affect nurse performance in the Covid-19 pandemic situation**

Sidenreng Rappang Regency is a leadership, communication, and control system. The discussion of the results of this study aims to answer research questions and objectives on how determinant factors affect the performance of nurses in the Covid-19 pandemic situation at Nene Mallomo Hospital Sidenreng Rappang Regency. Researchers assume that, in general, nurses at Nene Mallomo Hospital Sidenreng Rappang Regency have factors that affect nurse performance in the situation of the covid-19 pandemic Hospital Nene Mallomo regency.

### **3.7 Leadership in influencing the performance of nurses in the COVID-19 pandemic**



The results of this study showed that there (58%) of respondents said hospital management had run an excellent leadership model. His research shows the dimensions of leadership style that obtain the highest value. Hospital management is open, actively interacts with nurses, asks each other questions, and answers questions if needed. The leadership style of the structural initiative also considers obtaining almost the same average value. This leadership style indicates a high-tolerant, supportive, caring, and willing attitude to achieve organizational goals. Leadership style does not consider employees low and always supports employees to do their duties as much as possible. A good leader must carry out a good leadership attitude so that all his subordinates understand his duties and responsibilities, feel treated fairly, supported, and willing to jointly achieve the established organizational goals.

### **3.8 Communication that affects the performance of nurses in the COVID-19 pandemic situation**

The measure of success of physiotherapy service providers is determined by patient satisfaction. Patient satisfaction is achieved if the patient gets quality and appropriate services using the needed and needed so that customers will be satisfied. Patients will feel satisfied when the health service performance they get is in sync with Pondaag (2014). therapeutic communication is applied by the health energy to increase mutual trust, and when not applied, it will interfere with therapeutic correlations that impact patient dissatisfaction.

In other research, showed nurses' interpersonal communication in the inpatient room of the RSJD. Dr. Amino Gondohutomo showed that nurses with low interpersonal communication showed low emotional awareness (51.4% vs. 21.3%) (Arsyad et al., 2021). On the other hand, nurses with high interpersonal communication had high emotional awareness of their respective values. And vice versa, nurses with high emotional intelligence (78.7% vs. 48.6%). The results of this study indicate that nurses carry out low interpersonal communication with low emotional awareness. Nurses carry out high interpersonal communication with high emotional awareness.

The results showed that the openness of nurses to patients through interpersonal communication showed a positive influence on the performance of nurses who served in the inpatient room of the Nene Malomo hospital. The results of this study also showed that the openness of nurses to patients through interpersonal communication showed a positive influence on the performance of nurses who served in-hospital care rooms. Openness is the willingness of nurses to convey information, introduce themselves to patients, and communicate actively with patients. If possible, they are willing to answer patient questions in a friendly manner and provide general information if it is not required to be properly hidden according to hospital regulations or laws. The openness of nurses can ultimately form strong integration, result in effective and efficient work, and help achieve the targets of nursing care implemented. Based on research, it can be concluded that good communication is two-way communication between employees and management to create effective communication. Management attitudes that support nurses in doing their work can reduce work pressure and anxiety in nurses. Nurses should be able to communicate openly and not defensively. Defensive, in this case, is to protect yourself from various things that are considered a threat. It can be caused by various factors such as fear, low self-esteem, anxiety, experience, and others. These factors can lead to the difficulty of creating effective interpersonal communication.

### **3.9 A control system that affects the performance of nurses in the COVID-19 pandemic situation**

Based on the study results, it is known that the performance of nurses has been carried out by the SOP determined by the management of Nene Mallono Hospital. Nurses conduct nursing care, including bathing patients, conveying greetings, checking patients regularly, asking about patient needs, making notes, and making comprehensive documentation of nursing care. The application of SOP means that the real form comes from all aspects of services. It is carried out by implementing nurses' main duties and benefits of nursing services in the hospital inpatient rooms. They are reviewed from 6 six evaluation items: assessment, nursing diagnosis, planning, implementation, evaluation, and nursing documentation.

Standard operational procedures are guidelines or guidelines for implementing tasks according to the provisions and standards of the organization's work with rules, technical indicators, administration, and procedures based on criteria and categories of related work units. While the hospital SOP is an arrangement or managerial of a health vehicle that provides health services to the people, the hospital has a strategic role in increasing the degree of public health. SOP that is well implemented will produce a good performance as well. In addition, organizations such as hospitals must conduct evaluations to monitor the implementation of duties and employee compliance to prevent losses, threats, embezzlement, and other negative things. A comprehensive performance evaluation will determine the performance of the organization's

#### 4. Conclusion

Determinant factors that affect the performance of nurses in the situation of the covid-19 pandemic of Nene Mallomo Hospital Sidenreng Rappang Regency are lack of patient knowledge about their condition. They were refusing to do Swab examinations, using hazmat for a long period, and not being able to manage time. Based on the research process, it can be concluded that the performance of nurses in the Covid-19 pandemic situation at Nene Mallomo Hospital Sidenreng Rappang Regency is influenced by the level of anxiety, feelings of empathy, and incentives provided. The pandemic situation of covid-19 at Nene Mallomo Hospital Sidenreng Rappang Regency is affected by using PPE, complying with health protocols, and maintaining immunity.

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