

# An Overview of Nurses' Teamwork Perceptions at Rs in 2024

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## Abstract

**Background:** Ineffective teamwork and communication in healthcare has been identified as a major cause of medical errors that harm both patients and providers. Teamwork is the focus of attention in healthcare as the success and failure of the system largely depends on team performance.

**Objectives:** This study aims to determine the picture of nurses' teamwork perceptions at RS in 2024.

**Methods:** This study is a quantitative study with a cross-sectional design conducted in May-June 2024 at one of the hospitals in Padang, Indonesia. The population in this study were all nurses working in the inpatient room of RS with a sample size of 48 nurses selected through purposive sampling technique. Data were collected using a questionnaire consisting of socio-demographic instruments and teamwork perception instruments adopted from AHRQ 2020. Data were analyzed using computerized software.

**Results:** The socio-demographic frequency distribution of respondents showed that most nurses were aged 17-35 years (62.5%), female (91.7%), had a Diploma of Nursing education (54.1%), and a working period between 1-14 years (79.1%). The perception of teamwork of nurses at RS is generally in the good enough category with a mean perception of teamwork of 128.00 (SD 35.39). The communication dimension obtained the highest score with a mean of 26.17 (SD 19.93) followed by the dimensions of team structure, leadership, situation monitoring, and mutual support.

**Conclusion:** The perception of nurses' teamwork at RS in 2024 was in the good enough category with the communication dimension getting the highest score. Socio-demographic factors such as age, gender, education, and tenure influence perceptions of teamwork where nurses who are more experienced and have higher education tend to have more positive perceptions of teamwork.

**Keywords:** Perception Of Teamwork, Nurses, Communication, Teamwork

## INTRODUCTION

Ineffective teamwork and communication in healthcare has been identified as a major cause of medical errors that harm both patients and providers (1). Teamwork is the focus of attention in healthcare (2) because the success and failure of the system depends heavily on the performance of the team (3). Several studies have shown that nurses' perceptions and attitudes towards teamwork are still in the moderate category. Başoğul's research (2021) in a South Turkish hospital shows that nurses have a teamwork attitude in the moderate category with an average TAQ (Teamwork Attitudes Questionnaire) score of  $108.28 \pm 11.45$  from the highest score of 140 (4). Research by Kakemam et al. (2021) also found that nurses' perceptions of teamwork were in the moderate category with an average score of 3.81 out of 5 (5). Research by Obenrader et al. (2019) reported an average TPQ (Teamwork Perception Questionnaire) score of 3.81 out of 5.0 (6).

In Indonesia, the results of nurses' teamwork vary. Hayat's research (2020) stated that teamwork in type B hospitals in Batam City was mostly not good (7). Research at Bhayangkara Surabaya Hospital in 2021 showed high teamwork with the lowest score on the team leadership component (8). Teamwork of nurses is still lacking especially in coordination and communication (9).

Teamwork that does not work well can reduce the quality of hospital services. Riana (2019) states that teamwork that is not well implemented can reduce service quality and job satisfaction and cause a lot of missed patient care (10). Ineffective teamwork and communication account for more than two-thirds of preventable patient incidents (11). Research by Zaheer et al. (2019) stated that low perceptions of teamwork can increase nurses' desire to change jobs (12). Efforts to improve nurse teamwork can be done through teamwork training such as CRM (Crew Resource Management) and Team STEPPS (Team Strategies and Tools to Enhance Performance and Patient Safety) which have proven effective in improving team performance and patient safety (13).

Patient safety is a top priority for all health workers in the hospital and should be the main concern in all hospital procedures. WHO (2019) states that patient safety is an effort to prevent errors in health care that involves actions to eliminate accidents and adverse effects in clinical settings (14) (15). Patient safety attitude factors include teamwork, protective climate, employee satisfaction, work environment, stress awareness, management perception, and attitude (16). The teamwork factor is one that influences the successful achievement of patient safety.

## OBJECTIVE

This study aims to determine the picture of nurses' teamwork perceptions at RS in 2024.

## METHODS

This type of research is a quantitative study with a cross-sectional design to determine the perception of nurses' teamwork in hospitals in 2024 which was conducted in May-June 2024 in one of the hospitals. The population in this study were all nurses who worked in the inpatient room at RS in Padang, totaling 60 people. The sample in this study amounted to 48 with purposive sampling technique. Prior to data collection, permission has been given and obtained from respondents. The questionnaire consisted of instruments A and B. Instrument A was used to collect data on the characteristics of respondents consisting of gender, age, education, and tenure. Instrument B is an instrument used to assess the perception of teamwork adopted from AHRQ 2020, which consists of 5 dimensions and 35 question items. Researchers conducted validity and reliability tests again. Validity and reliability tests were carried out on 30 nurses at RS because they are both RS and also a private hospital. The validity test was conducted on May 14 to 16, 2024. The final interpretation stated that the instrument used was valid and reliable. Ethical approval has been obtained from the Ethics Committee of the Faculty of Nursing, Andalas University. Data were analyzed using computerized software. The analysis included descriptive statistical tests such as frequency distribution and percentages.

## RESULT

**Table 1. Socio-demographic frequency distribution of respondents**

Nurse Socio-Demographics	Category		
		f	%
Age	17-35 years	30	62,5 %

Nurse Socio-Demographics	Category		
		f	%
	36-52 years	18	37,5 %
Gender	Male	4	8,3%
	Female	44	91,7 %
Education Level	D3 Nursing	26	54,1 %
	Ners	22	45,8%
Length of Service	1-14 years	38	79,1 %
	15-28 years	10	20,8%

Table 1 shows the socio-demographic frequency distribution of respondents consisting of 48 nurses at RS. Most respondents were aged 17-35 years (62.5%), female (91.7%), had a Diploma of Nursing education (54.1%), and had a working period between 1-14 years (79.1%).

**Table 2. Mean perception of nurses in teamwork (N=48)**

Variables	Mean (± SD)	CI 95%
Perception of Teamwork	128.00 (± 35.39)	<b>123.34-131.08</b>
Team Structure Dimension	25.79 (± 17.19)	<b>21.21-30.37</b>
Dimensions of Leadership	25.38 (± 14.98)	<b>21.52-29.56</b>
Situation Monitoring Dimension	25.54 (± 15.87)	<b>21.52-29.56</b>
Mutual Support Dimension	25.13 (± 14.24)	<b>21.55-28.71</b>
e. Dimensions of Communication	26.17 (± 19.93)	<b>21.34-31.00</b>

Table 2 shows the mean perception of nurses in teamwork on various dimensions. The overall mean perception of teamwork was 128.00 (SD 35.39). The mean score of the team structure dimension was 25.79 (SD 17.19), the leadership dimension was 25.38 (SD 14.98), the situation monitoring dimension was 25.54 (SD 15.87), the mutual support dimension was 25.13 (SD 14.24), and the communication dimension was 26.17 (SD 19.93). These results indicate that the perception of nurses' teamwork at RS in 2024 is at a fairly good level with various dimensions showing varying results but consistently in the moderate category.

## DISCUSSION

The results of the frequency distribution on the socio-demographic characteristics of nurses showed that most nurses (62.5%) were between 17-35 years old, most (91.7%) were female, most (54.1%) had D3 Nursing education, and most (79.1%) had a working period between 1-14 years. Most nurses are in the early adulthood phase (17-35 years), which is an age with maturity of thinking that can affect work

perceptions. A more mature age generally improves performance and ability to absorb information and apply knowledge to patient care (17).

The nursing profession is dominated by women (91.7%). Research shows that women are more compliant with Most nurses have a D3 Nursing education (54.1%). Education level affects nurses' perception and performance in teamwork. Research shows that nurses with higher education have a better perception of teamwork (3). The working period of most nurses was 1-14 years (79.1%), indicating that they have sufficient experience in working. Longer work experience generally improves nurses' skills and performance in the team (18).

### **Team Structure Dimension**

In the team structure dimension, the mean value obtained is 25.79 (SD 17.19). A good team structure reflects a clear division of tasks and well-defined roles among team members. Based on the results of the study, nurses at RS have a fairly good perception of team structure. A clear division of tasks allows nurses to work more efficiently and reduce the occurrence of errors in patient care. This is in line with research by Başoğul (2021) which shows that a good team structure can improve overall team performance (4).

### **Leadership dimension**

The leadership dimension received a mean score of 25.38 (SD 14.98). Effective leadership in a healthcare team is essential to provide clear direction, support, and coordination among team members. Good leadership also plays a role in creating a positive and supportive work environment. A study by Enzinger (2017) showed that good leadership in nursing teams can improve job satisfaction and team performance (3). At RS, nurse leadership is considered quite good, but there is still room for improvement, especially in terms of communication and coordination.

### **Situation Monitoring Dimension**

In the situation monitoring dimension, the mean value obtained was 25.54 (SD 15.87). Situation monitoring involves monitoring the patient's condition and work environment to identify potential problems or changes that require immediate action. Nurses at RS showed a fairly good ability to monitor the situation, which is important to ensure patient safety. Research by Kakemam et al. (2021) indicated that effective situation monitoring can reduce the incidence of adverse events and improve patient safety (5).

### **Mutual Support Dimension**

The mutual support dimension obtained a mean value of 25.13 (SD 14.24). Mutual support among team members includes help with tasks, emotional support, and good collaboration. Nurses at RS showed a fairly good perception of mutual support within their team. This support is important for maintaining team morale and improving work efficiency. The study by Obenrader et al. (2019) showed that teams that support each other tend to have better performance and lower stress levels (6).

### **Communication dimension**

The communication dimension had the highest mean score of 26.17 (SD 19.93). Effective communication is key in nursing teamwork, as it enables the exchange of accurate and timely information that is essential in-patient care. Statements such as “Staff convey relevant information in a timely manner with manners”

indicate that communication among nurses at RS is rated as excellent. A study by PSNet (2021) confirms that good communication can reduce medical errors and improve patient safety (11).

Effective communication also involves the use of tools and strategies such as SBAR (Situation, Background, Assessment, Recommendation) which has been shown to help in conveying information clearly and safely. At RS, the SBAR method is used in documentation and handover, which shows that nurses have a high awareness of the importance of communication in teamwork. Ineffective teamwork and communication in healthcare has been identified as a major cause of medical errors that cost patients and providers dearly (1). Several studies have shown that nurses' perceptions and attitudes towards teamwork are still in the moderate category. Baçoğul's research (2021) in a South Turkish hospital shows that nurses have a teamwork attitude in the moderate category with an average TAQ (Teamwork Attitudes Questionnaire) score of  $108.28 \pm 11.45$  from the highest score of 140 (4). Research by Kakemam et al. (2021) also found that nurses' perceptions of teamwork were in the moderate category with an average score of 3.81 out of 5 (5). Research by Obenrader et al. (2019) reported an average TPQ (Teamwork Perception Questionnaire) score of 3.81 out of 5.0 (6).

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## CONCLUSION

This study shows that the perception of nurses' teamwork at RS in 2024 is in the good enough category with an average score of 128.00. The communication dimension obtained the highest score, emphasizing the importance of effective communication in teamwork. Socio-demographic factors such as age, gender, education, and tenure influenced perceptions of teamwork with more experienced nurses and higher education tending to have more positive perceptions.

## CONFLICT OF INTEREST

The authors declare no potential conflicts of interest in connection with the research, authorship and/or publication of this article.

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