

## Building Professionalism through the Nursing Committee to Improve Nurse Performance During Covid-19 Pandemic



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**ABSTRACT:** The quality of services carried out by nursing staff can be assessed as an indicator of good or bad service quality in hospitals, so nurses are required to have good knowledge, skills and ethics and professional discipline, to carry out their daily duties professionally. Based on data from the American Nurses Association (ANA) (2017) regarding the implementation of the Nursing Committee (nursing committee) in hospitals, 88% can increase the professionalism of nursing staff to improve the quality of a hospital. This value must be achieved during the Covid pandemic.

Respondents in this study were nurses at the Prima Medika General Hospital Denpasar, carried out during the Covid period. The number of respondents in this study were 168 respondents using the Nonprobability technique, namely the saturated sample or often called total sampling. This research uses Structural Equation Modeling (SEM) analysis of SmartPLS 3.2.8 program.

The results of this study indicate that: 1) Credentials Committee, Professional Quality Committee, and The Committee of Professional Ethics and Discipline has a positive and significant impact on the professionalism of nurses, 2) Credentials Committee, Professional Quality Committee, and Professional Ethics and Discipline Committee has a positive and significant effect on nurse performance, and 3) Nurse professionalism has a positive and significant effect on nurse performance.

**KEYWORDS:** Credentials Committee, Professional Quality Committee, Professional Ethics and Discipline Committee, Nursing Professionalism, and KiNurse work

### INTRODUCTION

This study aims to explain theoretically the relationship between the variables to be studied, namely: The relationship between the independent variable (exogenous) and the dependent variable (indogen), including if any involves moderating or intervening variables (Sugiyono, 2016:60).

In an effort to improve the performance of nurses in hospitals, the Nursing Committee has a very important role in growing the professionalism of nurses. Hospitals are required to provide maximum service to the community, but the lack of a good role by the nursing committee at the hospital will affect the professionalism of nurses so that it has an impact on the lack of nurse performance, for that it is necessary to pay attention to the nursing committee at the hospital.

The case experienced by Prima Medika General Hospital Denpasar, in the sub-field of the Credential Committee nurses have not been distributed according to their competencies, this is indicated by the presence of nurses in the workplace that is not in accordance with their abilities. In the sub-field of the Professional Quality Committee for nursing staff at the Prima Medika General Hospital Denpasar, with a Diploma in Nursing education level, as many as 20 people have not carried out continuing education or have changed their level to Bachelor of Nursing (S1 Kep Ns). In the sub-field of the Professional Ethics and Discipline Committee, the number of violations of the nursing code of ethics increases every year, as for the types of violations of the nursing code of ethics committed, namely: types of violations of the category of nurse responsibility to patients (mild-moderate category), nurses' responsibilities towards tasks (mild-moderate category), nurses' responsibilities towards fellow nurses and other health professions (mild-moderate category), nurses' responsibilities towards the profession (mild-moderate category). In addition, related to the performance of nurses, the data included in the code of ethics book in the nursing committee, among which there are still nursing staff who have not carried out their duties in accordance with the Standard Operating Procedures in the hospital.

Based on data from the International Council Nurses (ICN) (2018), it is said that with the application of a nursing committee (Nursing Committee) carried out in almost all hospitals in the world, it can significantly increase nursing

## **Building Professionalism through the Nursing Committee to Improve Nurse Performance During Covid-19 Pandemic**

professionalism, including increasing competence, ethical standards, knowledge, compassion or love. high level of caring, namely 65% (2016), 78% (2017), and 85% (2018).

Different research results are shown by Gaudiere (2018) and Kuokkanen (2014) that the Nursing Committee has no significant effect on the professionalism of nursing staff. This shows that the implementation of the Nursing Committee is not necessary in increasing the professionalism of nursing staff. Similarly, research conducted by Toode (2015) and Kjellstrom (2017) showed that the Nursing Committee had no significant effect on the professionalism of nursing staff with work motivation as a moderating variable. The results of this study stated that the Nursing Committee through the Sub Committee on Credentials, Ethics and Professional Discipline and Professional Quality did not affect the professionalism of nursing staff in the practice of providing nursing care or midwifery care in health services.

The dissimilarity of research results or discrepancies in results and concepts regarding the influence of the Nursing Committee on professionalism, it is suspected that it is necessary to know the moderating role of work motivation. The Nursing Committee cannot simply influence the level of professionalism, but must be based on employee motivation to become professional.

Previous research has more aggregated the three sub-committees into a nursing committee construct. Very limited is done by separating each sub-committee into a stand-alone construct.

Based on the phenomena that occur in the field and some gaps in the results of previous research, the researchers want to test further about building professionalism through the nursing committee to improve the performance of nurses during the COVID-19 pandemic.

### **LITERATURE REVIEW**

#### **The Influence of the Credential Committee on Nurse Professionalism**

Priharjo (2017) which describes about Nursing committee, which is a non-structural hospital organization that has the main function of maintaining and improving the professionalism of nursing staff through credential mechanisms, maintaining professional quality, and maintaining professional ethics and discipline. The organization of the nursing committee aims to improve the professionalism of nursing staff and regulate good clinical governance so that the quality of nursing and midwifery services that are patient safety-oriented in hospitals is more guaranteed and protected. The Credential Committee is to ensure that nursing personnel are competent in providing nursing services to patients in accordance with professional standards.

This is supported by research by Desilets (2007) finding that the Nursing Committee has an effect on the professionalism of nursing staff, Pavlish et al (2011) found that the Credentials Committee has a positive impact on the attitudes and behavior of nursing staff, so that the professionalism of nursing staff can be formed, Neill and Davis (2015), Khairurrozi (2016), Bekemier (2018), and Octarina's (2019) research also found that the Credential Committee had a positive impact on the professionalism of nursing staff.

#### **The Influence of the Professional Quality Committee on Nurse Professionalism**

Priharjo (2017) which describes KNursing committee, which is a non-structural hospital organization whose main function is to maintain and improve the professionalism of nursing staff through credentialing mechanisms, maintaining professional quality, and maintaining professional ethics and discipline. The organization of the Nursing Committee aims to improve the professionalism of nursing staff and regulate good clinical governance so that the quality of nursing and midwifery services that are patient safety-oriented in hospitals is guaranteed and protected. The Professional Quality Committee guarantees the quality of nursing services/care, so nursing staff as service providers must be competent, ethical, and culturally sensitive.

This is supported by the research of Desilets (2007) which found that the Nursing Committee had an effect on the professionalism of nursing staff, Pavlish et al (2011) found that the professional quality committee had a positive impact on the attitudes and behavior of nursing staff, so that the professionalism of nursing staff could be formed, Neill and Davis (2015), Khairurrozi (2016), Bekemier (2018), and Octarina's (2019) research also found that the Professional Quality Committee had a positive impact on the professionalism of nursing staff.

#### **The Influence of Professional Ethics and Discipline Committee on Nurse Professionalism**

Priharjo (2017) which describes KNursing committee, which is a non-structural hospital organization whose main function is to maintain and improve the professionalism of nursing staff through credentialing mechanisms, maintaining professional quality, and maintaining professional ethics and discipline. The implementation of the Nursing Committee aims to improve the professionalism of nursing staff and regulate good clinical governance so that the quality of nursing and midwifery services that are patient safety-oriented in hospitals is more guaranteed and protected. The Professional Ethics and Discipline

## **Building Professionalism through the Nursing Committee to Improve Nurse Performance During Covid-19 Pandemic**

Committee has a role that every nursing staff must have high professional discipline in providing nursing care and applying professional ethics in practice.

This is supported by research by Desilets (2007) who found that the Nursing Committee had an effect on the professionalism of nursing staff, Pavlish et al (2011) found that the nursing code of ethics had a positive impact on the attitudes and behavior of nursing staff, so that nursing staff professionalism could be formed, Borhani et al. (2013), Neill and Davis (2015), Vryonides et al (2015), Khairurrozi (2016), Bekemier (2018), and Octarina research (2019) also found that the Professional Ethics and Discipline Committee had a positive impact on the professionalism of nursing staff.

### **The Influence of Credential Committee on Nurse Performance**

Research on the effect of the Credential Committee on the performance of nurses is very limited. The performance of nurses is the most important part that shapes the quality of service in hospitals. The performance of nurses reflects the quality of services that must be considered by the Credential Committee in the distribution of nurses must be in accordance with their competencies. This is supported by the research of Cook, SS, Kase, R., Middelton, L., & Monsen, RB (2003) who found that the Credentials Committee through paper and pencil/computer tests, oral presentations, gave an effect on physician practice performance. Zahara, Y., Sitorus, R., & Sabri, L. (2011) and Harahap, N. (2012) also found that the Nursing Committee by means of an organizational structure approach can motivate the performance of implementing nurses

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### **The Influence of Professional Ethics and Discipline Committee on Nurse Performance**

Research on the effect of the Professional Ethics and Discipline Committee on the performance of nurses is very limited. The performance of nurses is the most important part that shapes the quality of service in hospitals. The performance of nurses reflects the quality of services that the Ethics and Professional Discipline Committee must pay attention to in providing direction to nurses to provide optimal information and always uphold the good name of the nursing profession. This is supported by research by De Brito, GMG, & de Oliveira Santa Rosa, D. (2019) which found that the Clinical Ethics Committee had an influence on the performance of nurses. Zahara, Y., Sitorus, R., & Sabri, L. (2011) and Harahap, N. (2012) also found that the nursing committee with an organizational structure approach could motivate the performance of implementing nurses..

### **The Effect of Professionalism on Nurse Performance**

Professionalism is reliability and expertise in carrying out tasks so that they are carried out with high quality, at the right time, carefully, and in accordance with procedures, Siagian (2009:163). So that if the hospital has professional and highly skilled nurses, it will indirectly have a good performance.

This is supported by the research of De Brito, GMG, & de Oliveira Santa Rosa, D. (2019) which found that nurse professionals in the Clinical Ethics Committee had an influence on nurse performance. Hadisantoso, E., Sudarma, IM, & Rura, Y. (2017), and Gerhana, W., Reztj, R., & Wasis, W. (2019) also found that work professionalism has a positive and significant effect on performance.

## **HYPOTHESIS**

- Hypothesis 1 (H1) : The Credentials Committee has a positive and significant effect on the professionalism of nurses.
- Hypothesis 2 (H2) : The Professional Quality Committee has a positive and significant effect on the professionalism of nurses.
- Hypothesis 3 (H3) : Professional Ethics and Discipline Committee has a positive and significant effect on the professionalism of nurses.
- Hypothesis 4 (H4) : The credential committee has a positive and significant effect on the performance of nurses.
- Hypothesis 5 (H5) : The Professional Quality Committee has a positive and significant effect on the performance of nurses.
- Hypothesis 6 (H6) : Committee of Ethics and Professional Discipline has a positive and significant effect on the performance of nurses.
- Hypothesis 7 (H7) : Nurse professionalism has a positive and significant effect on the performance of nurses.

**METHOD**

The research was conducted at the Prima Medika General Hospital Denpasar, which is located at Jalan Raya Sesetan No. 10, Denpasar City. This research was conducted for 4 months, from February to May 2022. The object of this research is the Nurse at the Prima Medika General Hospital Denpasar. The population in this study were 168 nurses at the Prima Medika General Hospital Denpasar. The sampling technique used is the Non Probability technique, namely the saturated sample or often called total sampling. So the sample in this study were all nurses at the Prima Medika General Hospital Denpasar, amounting to 168 nurses. All samples were used as respondents to answer the questionnaire questions that were distributed.

The analysis technique used is PLS. PLS is an analytical method for causal-predictive analysis in situations of high complexity and low theoretical support. In MPLS, model planning can be based on theory, empirical research results, normative and rational analogies (solimum, 2010). The focus is on getting a predictive model which is a relationship between previously unknown variables, useful for exploratory purposes (Hair et al., 2010, Ghozali, 2008: solimun, 2010). Therefore, PLS analysis allows to explore the relationship between latent variables, so as to design a structural model or in the form of a proposition.

**RESULTS AND DISCUSSION**

Hypothesis Testing Results

a) Live Effect Test

The results of the Path coefficient validation test on each path for a direct effect can be presented in Table 1.

Table

1

Live Effect Test Results

No	Relationship between Variables	Path Coefficient (Bootstrapping)	T-Statistics	P Values	Note:
1	Credentials Committee -> Nurse Professionalism	0.229	2,587	<b>0.010</b>	Significant
2	Professional Quality Committee -> Nursing Professionalism	0.346	2.823	<b>0.005</b>	Significant
3	Professional Ethics and Discipline Committee -> Nursing Professionalism	0.207	2.151	<b>0.032</b>	Significant
4	Credentials Committee -> Nurse Performance	0.178	2,361	<b>0.019</b>	Significant
5	Professional Quality Committee -> Nurse Performance	0.166	2011	<b>0.045</b>	Significant
6	Professional Ethics And Discipline Committee -> Nurse Performance	0.241	3.265	<b>0.001</b>	Significant
7	Nurse Professionalism -> Nurse Performance	0.270	4,019	<b>0.000</b>	Significant

Source: Data processed, 2022

b) Testing Indirect Effects Through Mediation Variables

Table

2

Recapitulation of Mediation Variable Test Results

No	Variable Mediation	(a)	(b)	(c)	(d)	Note:
1	Credentials Committee -> Nurse Professionalism->Nurse Performance	0.178 (Sig)	0.648 (Sig)	0.229 (Sig)	0.270 (Sig)	<i>partial mediation</i>

## Building Professionalism through the Nursing Committee to Improve Nurse Performance During Covid-19 Pandemic

No	Variable Mediation	(a)	(b)	(c)	(d)	Note:
2	Professional Quality Committee -> Nursing Professionalism- >Nurse Performance	0.166 (Sig)	0.664 (Sig)	0.346 (Sig)	0.270 (Sig)	<i>partial mediation</i>
3	Professional Ethics and Discipline Committee -> Nursing Professionalism->Nurse Performance	0.241 (Sig)	0.661 (Sig)	0.207 (Sig)	0.270 (Sig)	<i>partial mediation</i>

**Note:** Significant (Sig) = T-statistic > 1.96 at : 5%

**Source:** Data processed, 2022

### DISCUSSION

#### 1. The Influence of the Credential Committee on Nurse Professionalism

The results of hypothesis testing indicate that the Credential Committee has a positive and significant effect on Nurse Professionalism and can be proven. This result means that the better the Credentials Committee, the Nurse Professionalism will increase. The results of this hypothesis test support the various concepts and empirical findings that have existed previously that explain the Credential Committee has a positive and significant impact on the professionalism of nurses.

The results of the data analysis of this study were carried out with a total of 168 respondents at the Prima Medika General Hospital Denpasar with female respondents being more dominant at 86.9% compared to male respondents at 13.1%. The results of this study can be related to the age of the respondents. A person's knowledge is influenced by age. At the productive age, a person's absorption capacity is still good and he gets a lot of information. In this study, more respondents were in the age of 31-40 years by 54.8%. According to Notoatmodjo (2012) a person's age affects his knowledge. The level of knowledge is influenced by several factors, such as: length of work in an agency and education. In the results of this study, length of work respondent more than 5 years of 66.7%, and The respondent's education is D3 which is 57.7%. According to research conducted by Widiastuti (2019), education is needed to obtain information that can reproduce information so that it can improve the quality of life.

The granting of clinical authority (clinical privilege) to a nurse is carried out by carrying out a process called credentialing. Credentialing is the process of evaluating nursing staff to determine the feasibility of granting clinical authority. The credentialing process includes the stages of review, verification and evaluation of documents related to the performance of nursing staff. The credentialing process is carried out by the Credentials Sub Committee in the Hospital Nursing Committee. Nurse Credentials Sub Committee at Prima Medika General Hospital Denpasar. Finding The nurses felt in this study were reflected in the good Credentials Standard Operating Procedures and good clinical authority so that nurses are placed according to their respective reliability and expertise.

The results of this study support research conducted by Desilets (2007) found that the Nursing Committee has an effect on the professionalism of nursing staff, Pavlish et al (2011) found that the Credentials Committee has a positive impact on the attitudes and behavior of nursing staff, so that the professionalism of nursing staff can be formed, Neill and Davis (2015), Khairurrozi (2016), Bekemier (2018), and Octarina (2019) also found that the Credential Committee had a positive impact on the professionalism of nursing staff.

#### 2. The Influence of the Professional Quality Committee on Nurse Professionalism

The results of hypothesis testing indicate that the Professional Quality Committee has a positive and significant effect on Nurse Professionalism. This result means that the better the Professional Quality Committee, the higher the Nurse Professionalism will be. The results of this hypothesis test support various concepts and empirical findings that have existed previously that explain the Professional Quality Committee has a positive and significant impact on Nurse Professionalism.

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## **Building Professionalism through the Nursing Committee to Improve Nurse Performance During Covid-19 Pandemic**

The quality of the nursing profession must always be improved through continuous professional development programs that are systematically, directed and structured/structured. The quality of the nursing profession must always be improved continuously according to the development of health problems, science and technology, changes in professional standards, service standards and the latest research results. The findings felt by nurses in this study were reflected in the grouping of competencies and good career paths and mapping of nursing staff according to good practice areas so that nurses were placed according to their respective reliability and expertise.

The results of this study support research conducted by Desilets (2007) finding that the Nursing Committee has an effect on the professionalism of nursing staff, Pavlish et al (2011) found that the Professional Quality Committee has a positive impact on the attitudes and behavior of nursing staff, so that the professionalism of nursing staff can be formed, Neill and Davis (2015), Khairurrozi (2016), Bekemier (2018), and Octarina (2019) also found that the Professional Quality Committee had a positive impact on the professionalism of nursing staff.

### **3. The Influence of Professional Ethics and Discipline Committee on Nurse Professionalism**

The results of hypothesis testing indicate that the Ethics and Discipline Committee of the profession has a positive and significant effect on Nurse Professionalism. This result means that the better the Professional Ethics and Discipline Committee, the higher the Nurse's Professionalism. The results of this hypothesis test support the various concepts and empirical findings that have existed previously which explain that the Professional Ethics and Discipline Committee has a positive and significant impact on Nurse Professionalism.

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Every nursing staff must have high professional discipline in providing nursing and midwifery care and apply professional ethics in practice. The professionalism of nursing staff can be improved by fostering and enforcing professional discipline and strengthening ethical values in professional life. Ethical values are indispensable for nursing staff as a basis in providing patient-centered humane services. The findings felt by nurses in this study were reflected in the development of a good Nursing Code of Ethics and the application of good ethical principles so that nurses were able to apply professional ethics in practice.

The results of this study support the research conducted by Desilets (2007) found that the Nursing Committee had an effect on the professionalism of nursing staff, Pavlish et al (2011) found that the Nursing Code of Ethics had a positive impact on the attitudes and behavior of nursing staff, so that nursing staff professionalism could be formed, Borhani et al (2013), Neill and Davis (2015), Vryonides et al (2015), Khairurrozi (2016), Bekemier (2018), and Octarina (2019) also found that the Professional Ethics and Discipline Committee had a positive impact on the Professionalism of Nursing Personnel.

### **4. The Influence of Credential Committee on Nurse Performance**

The results of hypothesis testing indicate that the Credential Committee has a positive and significant effect on the performance of nurses. This result means that the better the Credential Committee, the nurse's performance will increase. The results of this hypothesis test support the various concepts and empirical findings that have existed previously that explain the Credential Committee has a positive and significant impact on Nurse Performance.

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The credential activity is to validate the competencies possessed by nurses according to their career paths, with credentials as an effort to validate the required education, certification, and licenses because credentials determine the clinical authority given to nurses who are competent from the level of knowledge and skills in the field of nursing as one characteristic.

## **Building Professionalism through the Nursing Committee to Improve Nurse Performance During Covid-19 Pandemic**

nurse professionals (Fatikhah, 2019). Credentials can prevent events that pose a threat to patient safety due to errors, negligence and lack of responsiveness to situations that occur in the hospital. (Carryer et al., 2007; Neuner-Jehle, Schmid, & Grüniger, 2013). So that nurses will indirectly improve the performance of nursing services to realize nursing practices that are in accordance with the existing corridors and also have no chance of becoming a threat in the health care system. (Wachter, 2012). The credential will assess professional nursing practice that is right on target and help nurses have a good sense of confidence in their abilities and improve the professional climate in the world of work and increase nurse performance (Cooper, 2016; Miller, 2011).

The results of this study support research conducted by Cook Research, SS, Kase, R., Middleton, L., & Monsen, RB (2003) found that the Credential Committee through paper and pencil/computer tests, oral presentations, gave an effect on practical performance. doctor. Zahara, Y., Sitorus, R., & Sabri, L. (2011) and Harahap, N. (2012) also found that the Nursing Committee by means of an organizational structure approach can motivate the performance of implementing nurses.

### **5. The Influence of the Professional Quality Committee on Nurse Performance**

The results of hypothesis testing indicate that the Professional Quality Committee has a positive and significant effect on the performance of nurses. This result means that the better the professional quality committee, the higher the nurse's performance. The results of this hypothesis test support the various concepts and empirical findings that have existed previously which explain that the Professional Quality Committee has a positive and significant impact on Nurse Performance.

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Nurse performance is the most important part that shapes the quality of service in hospitals. The quality of the nursing profession must always be improved continuously according to the development of health problems, science and technology, changes in professional standards, service standards and the latest research results. High professional quality will increase self-confidence, the ability to make appropriate clinical decisions, reduce the number of errors in nursing and midwifery services, and can increase the level of patient confidence in nursing staff in providing nursing and midwifery services.

The results of this study support research conducted by Research Kurniawan, MH, Hariyati, RTS, & Afifah, E. (2019) found that the guidance of the Professional Quality Committee has an influence on Nurse Performance. Zahara, Y., Sitorus, R., & Sabri, L. (2011) and Harahap, N. (2012) also found that the Nursing Committee with an organizational structure approach could motivate the performance of implementing nurses.

### **6. The Influence of Professional Ethics and Discipline Committee on Nurse Performance**

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Ethical values are indispensable for nursing staff as a basis in providing patient-centered humane services. The principle of "caring" is the core of the services provided by nursing personnel. Enforcement of professional discipline and development of professional ethics needs to be carried out in a planned, directed and high-spirited manner so that the nursing and midwifery services provided truly guarantee that patients will be safe and get satisfaction so that they reflect good service quality. The

## **Building Professionalism through the Nursing Committee to Improve Nurse Performance During Covid-19 Pandemic**

performance of nurses reflects the quality of services that must be considered by the ethics committee and professional discipline in providing direction to nurses to provide optimal information and always uphold the good name of the nursing profession.

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### **7. The Effect of Professionalism on Nurse Performance**

The results of hypothesis testing indicate that Nurse Professionalism has a positive and significant effect on Nurse Performance. These results mean that the more professional nurses are, the more nurses' performance will be. The results of this hypothesis test support various concepts and empirical findings that have existed previously that explain Nurse Professionalism has a positive and significant impact on Nurse Performance.

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Professionalism is reliability and expertise in carrying out tasks so that they are carried out with high quality, at the right time, carefully, and in accordance with procedures, Siagian (2009:163). So that if the hospital has professional and highly skilled nurses, it will indirectly have a good performance. This finding reflected in the attitude (attitude) of nurses and values (values) given by nurses when doing care.

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## **CONCLUSION**

Based on the results of the analysis and discussion that has been carried out in this study, it can be concluded that: The Credential Committee has a positive and significant effect on Nurse Professionalism. This result means that the better the Credential Committee, the higher the Professionalism of Nurses. The results of this hypothesis test support the various concepts and empirical findings that have existed previously that explain the Credential Committee has a positive and significant impact on Nurse Professionalism.

The Professional Quality Committee has a positive and significant effect on Nurse Professionalism. This result means that the better the Professional Quality Committee, the higher the Nurse's Professionalism. The results of this hypothesis test support various concepts and empirical findings that have existed previously that explain the Professional Quality Committee has a positive and significant impact on Nurse Professionalism.

The Professional Ethics and Discipline Committee has a positive and significant effect on Nurse Professionalism. This result means that the better the Professional Ethics and Discipline Committee, the higher the Professionalism of Nurses. The results of this hypothesis test support the various concepts and empirical findings that have existed previously which explain that the Professional Ethics and Discipline Committee has a positive and significant impact on Nurse Professionalism.

The Credential Committee has a positive and significant effect on Nurse Performance. This result means that the better the Credential Committee, the better the Nurse's Performance. The results of this hypothesis test support the various concepts and empirical findings that have existed previously that explain the Credential Committee has a positive and significant impact on Nurse Performance.

The Professional Quality Committee has a positive and significant effect on Nurse Performance. This result means that the better the Professional Quality Committee, the higher the nurse's performance. The results of this hypothesis test support the various concepts and empirical findings that have existed previously which explain that the Professional Quality Committee has a positive and significant impact on Nurse Performance.



## Building Professionalism through the Nursing Committee to Improve Nurse Performance During Covid-19 Pandemic

The Professional Ethics and Discipline Committee has a positive and significant effect on Nurse Performance. This result means that the better the Professional Ethics and Discipline Committee, the higher the Nurse's Performance. The results of this hypothesis test support the various concepts and empirical findings that have existed previously which explain that the Professional Ethics and Discipline Committee has a positive and significant impact on Nurse Performance.

Nurse professionalism has a positive and significant effect on Nurse Performance. These results mean that the more professional nurses increase, the nurse's performance will increase. The results of this hypothesis test support various concepts and empirical findings that have existed previously that explain Nurse Professionalism has a positive and significant impact on Nurse Performance.

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