

ANALYSIS OF POPB PARTICIPANT SATISFACTION (CONTINUOUS NURSE ORIENTATION PROGRAM) TOWARDS PRECEPTORSAT MAYAPADA HOSPITAL KUNINGAN IN 2025

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ABSTRACT

The Continuous Nurse Orientation Program (CNP) is a crucial part of the hospital adaptation process for new nurses, aiming to improve clinical competence, professionalism, and patient safety. In its implementation, the role of preceptors is key, serving as clinical mentors, learning facilitators, and professional role models. The level of satisfaction of CNP participants with their preceptors reflects the effectiveness of the preceptorship process and serves as a basis for developing the quality of clinical nursing learning in hospitals. This study aims to analyze the level of satisfaction of POPB participants towards the role of preceptors at Mayapada Hospital Kuningan in 2025. The study used a quantitative method with a descriptive design, involving all 36 POPB participants. Data collection was conducted using a questionnaire with 12 statement items via Google Form with a five-choice Likert scale (strongly agree–strongly disagree). Data analysis was performed univariately using frequency distribution and percentage. The results of the study showed that the majority of POPB participants were satisfied with the preceptors, namely 30 respondents (83.3%), 6 respondents (16.7%) stated that they were quite satisfied, and no respondents stated that they were dissatisfied (0%). The conclusion of this study is that preceptor performance significantly influences the satisfaction and effectiveness of new nurses' adaptation process. It is recommended that hospital management provide preceptors with advanced training in empathetic communication, clinical coaching, and professional mentoring to improve the quality of ongoing orientation programs.

Keywords: Satisfaction; Preceptors; New nurse orientation; Continuing nurse orientation program

Introduction

Hospitals are healthcare institutions that play a strategic role in improving public health. One crucial component of successful hospital services is nursing care, which is an integral part of the healthcare system and contributes directly to the quality of care and patient safety (Nursing Law No. 38 of 2014).

Nurses are the spearhead of clinical services in hospitals, so their adaptation and competency development are crucial to the quality of nursing care. In this context, the Continuing Nurse Orientation Program (CNP) is a crucial tool for new nurses to adapt to the work environment, understand the organizational culture, and improve their professional competency.

Mayapada Hospital Kuningan has implemented the preceptorship model as a strategy for implementing POPB. In this model, each new nurse is accompanied by a preceptor—an experienced nurse who acts as a clinical mentor, learning facilitator, and professional role model. Effective preceptor support can help new nurses develop confidence, enhance clinical skills, and accelerate adaptation to the work environment (Billay & Myrick, 2008; Harrison et al., 2021).

The level of satisfaction of POPB participants with their preceptors is an important indicator of the success of the orientation program. This satisfaction reflects the effectiveness of the clinical guidance process and the quality of the relationship between preceptors and preceptees. Based on this, this study was conducted to determine the level of satisfaction of POPB participants with their preceptors at Mayapada Hospital Kuningan as a basis for evaluation and continuous improvement.

In order for the processIf the preceptorship is running well, participants in the Continuing Nurse Orientation Program are expected to be satisfied with the guidance provided by the preceptor. Based on the background description above, the purpose of this research is to conduct ANALYSIS OF POPB PARTICIPANT SATISFACTION (CONTINUOUS NURSE ORIENTATION PROGRAM) TOWARDS PRECEPTORS AT MAYAPADA HOSPITAL KUNINGAN IN 2025.

Methods

Research Design

This study uses a quantitative approach with a descriptive design, aiming to describe the level of satisfaction of POPB participants with preceptors without conducting interventions.

Population and Sample

The population in this study was all POPB participants at Mayapada Hospital Kuningan for the period January–June 2025, totaling 36 people, who were also used as research samples (total sampling).

Research Instruments

The research instrument was a questionnaire with 12 statement items using a five-level Likert scale: strongly agree (5), agree (4), moderate (3), disagree (2), and strongly disagree (1). The questionnaire measured satisfaction with the following aspects:

1. Preceptor clinical competency
2. Communication and feedback
3. Emotional support

4. Clinical learning
5. Professional attitude

Data collection technique

Data was collected using a Google Form filled out online by POPB participants after completing the orientation period.

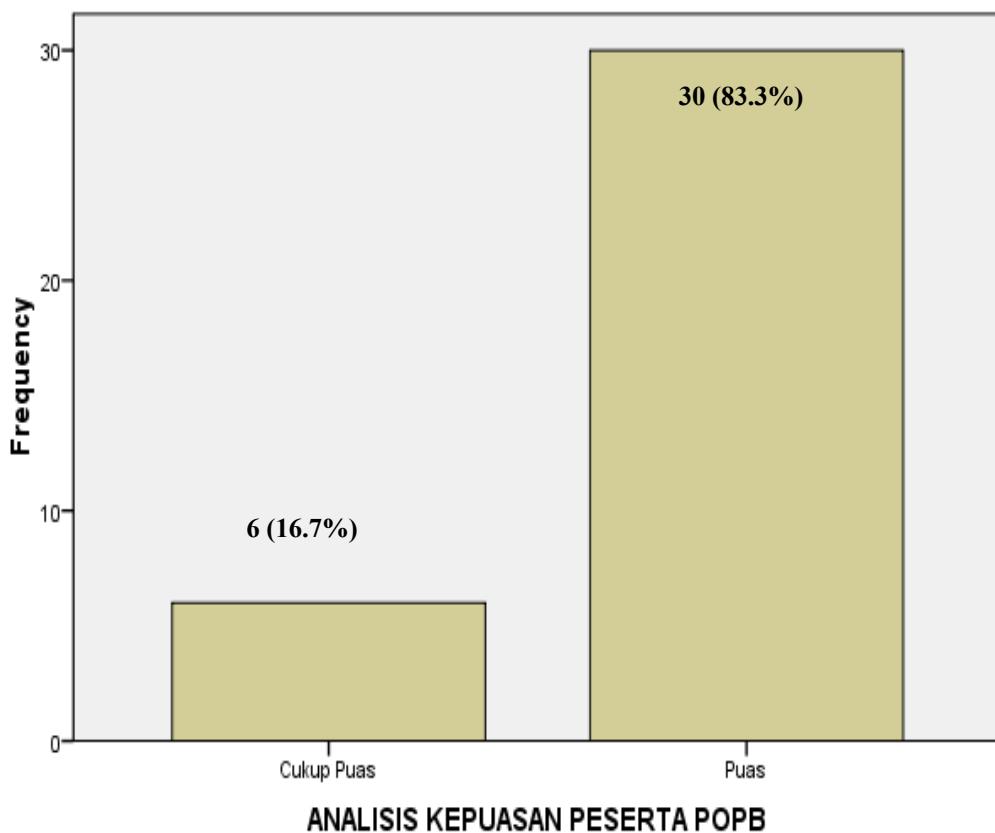
Data analysis

The data were analyzed univariately by calculating the frequency distribution and percentage to determine the satisfaction category of POPB participants towards the preceptor.

Results And Discussion

Based on research resultsanalysis of POPB participant satisfaction with preceptorsat Mayapada Hospital Kuningan in 2025, the diagram is presented as follows:

Diagram 1.1
Analysis of POPB participant satisfaction with preceptorsat Mayapada Hospital
Kuningan 2025



Based on the diagram above, it can be explained that the majority POPB participants "satisfied" towards the preceptor with details of 36 respondents, there were 6 people (16.7%) POPB participants gave a "quite satisfied" category assessment to the preceptor, as many as 30 people (83.3%) POPB participants gave a "satisfied" category assessment to the preceptor and as many as 0 people (0%) POPB participants gave a rating of "less satisfied" category.

Discussion

The results showed that the majority of POPB participants were satisfied with the performance of their preceptors. This finding indicates that the implementation of the preceptorship model at Mayapada Hospital Kuningan has been effective in supporting the adaptation process of new nurses.

Satisfaction is a feeling or condition that arises when a person's hopes or desires are fulfilled, this shows that the participant. The majority of POPB are satisfied with the preceptor. In the Continuous Nurse Orientation Program, new nurses are directly mentored by experienced nurses as preceptors, who provide guidance, build confidence, and assist with team integration. This approach is expected to accelerate adjustment, develop an adaptive and competent nursing workforce, and contribute directly to patient safety at Mayapada Hospital Kuningan.

The satisfaction of POPB participants reflects the preceptor's success in fulfilling their role as a clinical mentor. According to Myrick & Yonge (2012), positive interpersonal relationships and emotional support from preceptors can increase the motivation and confidence of new nurses. Furthermore, effective communication and constructive feedback have been shown to contribute to improved clinical competence. Mayapada Hospital Kuningan management considered several models for mentoring new nurses, and the preceptorship model was chosen as a strategic solution because the mentoring process prioritizes direct guidance for new nurses by experienced nurses who act as role models, mentors, and assessors of the adaptation process. This approach allows for real-world, experiential learning, immediate feedback, and ongoing emotional support. The implementation of preceptorship is expected to accelerate integration, facilitate adjustment, and reduce initial emotional challenges for new nurses at Mayapada Hospital Kuningan.

With a satisfaction score of 83.3%, it can be concluded that the quality of the mentoring provided by the preceptor met participants' expectations. However, a small percentage of participants (16.7%) rated "quite satisfied" indicating a need for strengthening emotional support and providing more personalized feedback.

Therefore, increasing the capacity of preceptors through empathetic communication training, clinical coaching, and professional mentoring is a strategic step to maintain and increase the satisfaction of POPB participants in the future.

Conclusion

The majority of POPB participants at Mayapada Hospital Kuningan expressed satisfaction with the role of preceptors, with 83.3% categorized as satisfied and 16.7% as somewhat satisfied. These results indicate that the implementation of the preceptorship program is effective in supporting the adaptation and competency development of new nurses.

Suggestion:

1. Further training is needed for preceptors in empathic communication and clinical coaching.
2. Evaluation of POPB participant satisfaction needs to be carried out periodically as an indicator of the quality of clinical nursing learning.
3. The survey results can be used as a basis for improving the nursing human resource development system in hospitals.

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