

# Determinants of Nurse Quality Service in Jakarta Private Hospital

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## Abstract

The quality of hospital services can be seen from the quality of services provided by nurses. This study aims to look at the factors that determine the realization of nurse service quality. The study uses the Neuroresearch method, a mixed method or alternative method used to obtain a truth in the field of social science. Data collection techniques used questionnaire instruments with a Likert Scale ranging from 1-5. Instrument calibration using Orthogonal Iteration with a trial sample of 30 nurses, r-criteria of 0.361. The study population was all nurses in private hospitals in Jakarta with a sampling technique in the form of cluster random sampling, which was chosen by all nurses from UKI, Jakarta, Tebet and Pluit hospitals. The study sample was 300 nurses. The results of the study were nurses who had a very good response to the patients who most determined the Quality of Nurse Service in a private hospital in Jakarta.

**Keywords:** Nursing, service, quality, neuroresearch.

## Introduction

The quality of hospital services to patients is very important because of the nature of the hospital as the service itself. Most governments in developing countries are starting to focus on managing the improvement of the quality of services in health institutions by making infrastructure investments, one of which is given in the human resources section<sup>1</sup>. Service itself cannot be separated from everyone in it, in this case a nurse. greatly determined by the quality of services provided by nurses. Because nurses are one of the front liner workers who have a greater chance to interact with patients than other health workers who work in hospitals<sup>2</sup>. Research related to the quality of nurse care has been done because it triggered a question whether there were nurse staff able to provide effective and efficient care and how to measure and monitor this? <sup>3</sup>.

Before looking further at how nurses are able to provide optimal service quality, a study in Australia emphasizes the importance of understanding nurses' perceptions of the quality of patient care <sup>4</sup>. On the other hand it is also necessary to have an appropriate understanding of the patient's perspective about the quality of the nurse's service as desired <sup>5</sup>.

One of the studies ever conducted in Indonesia to assess the quality of care for nurses is about the Length of Stay (LOS) from patients in the Emergency Department. This study resulted in a time study in identifying and measuring the factors that extend ED LOS. For hospitals in Indonesia there are still 26.9% of cases where nurses need more than the average LOS required.

With the phenomenon and the importance of the role of nurses in the quality of service in hospitals, this study wants to look at the factors that determine the nurse quality service of private hospitals in Jakarta.

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**Literature Review:** Quality is a term that is often considered subjective because it has an intangible nature. The characteristics possessed by this term are difficult to define. So the definition given varies depending on the perspective and context of the term itself. Quality of service in the health sector is even more difficult to

define because it has characteristics that are intangibility, heterogeneity and simultaneity. Therefore the quality of services in the health sector depends on service processes and service providers<sup>6-8</sup>.

In this study the dimensions that become a benchmark for the realization of nurse service quality are Tangibility, Reliability, Responsiveness, Assurance, and Empaty<sup>9</sup>.

Tangibility is a service that has a physical form. Examples of tangibility are physical facilities, tools or equipment, the appearance of employees, and other customers.

Reliability includes consistency of performance and firmness in work. This factor is one form of appreciation for the customers owned.

Responsiveness is defined as the willingness or readiness of nurses to provide services. One example is timeliness.

Assurance is defined as a guarantee of the right knowledge, politeness and their ability to convey information with confidence.

Empathy is more interpreted by giving care to nurses to patients<sup>9,10</sup>.

## Research Methods

The research method with Neuroresearch as one type of mixed method. Neuroresearch is an alternative method used to obtain a truth in the field of social science<sup>11</sup>. The procedure in the Neuroresearch method is carried out through three processes: exploratory research (constructing theoretical constructs), explanation research (validity, trend analysis, and hypothesis testing) to find the most dominant indicators that determine the formation of Nursing Quality Services (NursQualServ\_Y)<sup>12</sup>. Data collection techniques with Likert Scale questionnaire range from 1-5. Instrument calibration using Orthogonal Iteration with a trial sample of 30 nurses, r-criteria of 0.361. As a result, all items are valid and reliable at 0.956. The study population was all nurses of private hospitals in Jakarta. The sampling technique with cluster random sampling was selected by all nurses from UKI, Jakarta, Tebet and Pluit hospitals. The study sample was 300 nurses.

## Results and Discussion

Test requirements analysis carried out by normality test and linearity test. Data normality test for Nursing Quality Services (NursQualServ\_Y) variable using the proportion estimation Blom formula approach is Q-Q Plot, because the study sample > 200 nurses in Jakarta. As a result, the distribution of data shows normal because it does not have an outlier. And detrended data also do not form sine and cosine curves.

The linearity test is calculated by deviation from linearity, the line relationship between each exogenous variable, namely Tangibility (Tangibility\_X1), Reliability (Reliability\_X2), Responsiveness (Respon\_X3), Assurance (Assuran\_X4), and Empaty (Empaty\_X5) with endogenous variables namely Nursing Quality Services (NursQualServ\_Y). As a result, all relationships must be linear.

**The results of the first hypothesis:** The researcher determined 5 conclusion categories of conditions for the quality of care for private hospital nurses in Jakarta, namely: (1) very poor quality, (2) not qualified, (3) poor quality, (4) quality, and (5) very high quality. Data analysis was performed with confidence intervals at a significance level of  $\alpha < 0.05$ . The lower and upper bound result is 117.7511 and 119.8222.

Based on the results of the analysis it can be concluded that nurses in private hospitals in Jakarta tend to be of less quality service at  $\alpha < 0.05$ .

**The results of the second hypothesis:** The results of the second study analyzed the influence of each exogenous variable together, exogenous variables, namely Tangibility (Tangibility\_X1), Reliability (Reliability\_X2), Responsiveness (Response\_X3), Assurance (Assuran\_X4), and Empaty (Empaty\_X5) on endogenous variables namely Nursing Quality Services (NursQualServ\_Y). The analysis was carried out with a binary segmentation approach, also called Classification and Regression Trees. In this analysis, researchers determined Depth Prunning of 2, Parent Prunning of 2, and Child Prunning by 1, with a significance level of  $\alpha < 0.05$ .

The results of the analysis prove that the nurses who had a very good response to the patients (Respon\_X3) predominantly determined the Quality of Nurse Service in a private hospital in Jakarta (NursQualServ\_Y). This very positive and very good response (Respon\_

X3) increases 62,260 times the quality of Nurse Service Quality in a private hospital in Jakarta (NursQualServ\_Y). While this excellent response from nurses in Jakarta will be realized, if done consistently to the patient (Reliability\_X2), because it will be able to increase 10,987 nurses' responses to patients who are working in the hospital provided (Respons\_X3).

### Conclusions

This study provides several results. The first results obtained were that there was a tendency for the lack of nurses' services in private hospitals in Jakarta. This means that nurses need to improve their physical appearance or skills in the use of facilities and equipment used to serve patients. Nurses also need to be more consistent in their work so that when serving patients it can be seen the nurse's willingness or readiness to provide services. Nurses need to increase the right knowledge and be more polite in providing information. This certainly has an impact on the empathy of nurses who are not satisfying patients.

This study proves that nurses who have a very good response to the patients most determine the Quality of Nurse Service in a private hospital in Jakarta. Where a very positive and very good response is able to increase 62 times the condition of the Quality of Nurse Service in a private hospital in Jakarta that exists today. While the excellent response from nurses in Jakarta will be realized, if done consistently to patients, because it will be able to increase 10 times the nurse's response to patients who are being treated at the private hospital.

It is also proven that service quality, especially nurses, can increase patient loyalty. Patient loyalty can be seen from how they recommend hospitals to others. Loyalty can also be seen from the patient's return to the hospital as the first choice, and referring the hospital to the family<sup>13</sup>.

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