

Volume: 11
Issue: 01
Years: 2021

Original Article

An Overview Of The Quality Of Nursing Services In Regional Public Hospital Liun Kendage Tahuna

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Editor: Agus Purnama
Received: 3 Feb 2021
Accepted: 1 Marc 2021
Published: 31 March 2021
Available Article :
10.33221/jiiki.v11i01.941

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Conflict of interest statement : The author has no conflict of interest to declare.

Funding : This study did not receive any grant from funding agencies.

Abstract

Introduction: Nursing services bring affect to the image of a hospital in the eyes of the public, which then demands the professionalism of nurses in providing and regulating nursing care activities. Facts indicate a serious problem in the quality of nursing services in Indonesia. data obtained in the field stated that 43% of the public expressed dissatisfaction with the nursing services organized by the health service.

Objective: The purpose of the study to identify the quality picture of nursing services is reviewed from the dimensions of reliability, empathy, responsiveness, assurance, and physical appearance (tangibility) of nurses at Liun Kendage Tahuna Regional Hospital in Sangihe Islands Regency.

Method: This research is a descriptive research using analytical survey method. The population of this research is all outpatients and inpatients at Liun kendage Tahuna Hospital. The sampling method used in this research is purposive sampling method with a total of 97 respondents.

Results: In this study, most respondents belonged to the productive age category of 25-54 years (55.7%) and the highest education achieved only to high school (35.1%). The results showed excellent reability dimension (99%), excellent empathy dimension (90.7%), excellent responsiveness dimension (93.8%), excellent assurance dimension (93.8%) as well as tangability dimensions that fall into the excellent category (80.4%).

Conclusion: The quality of nursing services at Liun Kendage Tahuna Hospital belongs to the excellent category. It is necessary to do some activities such as the following; routine evaluation activities, motivational activities to nurses to always look neat and clean and activities to maintain the cleanliness of existing health facilities..

Keywords : quality of service, nursing, hospital

Introduction

People often make nursing services as a benchmark for the image of the hospital. these standards then require nurses and hospital staff to be able to provide professional services. But the facts in the field indicate a serious problem in the quality of health services, especially the quality of nursing services in Indonesia. From the data obtained, obtained by 43% of Indonesians expressed dissatisfaction with nursing services organized by health services.¹ The quality assessment of services is multi-dimensional, depending on their background, and

interests. The dimension of service quality concerns physical evidence (tangibles), reliability, responsiveness, assurance, and empathy.² One of the studies that measures the quality of service using 5 dimensions is a study conducted by Sulistyowati entitled "Dimensional Analysis of Service Quality (Servqual) on Nursing Care in General Care Room I and II in Sentra Medika Cisolak Hospital". This study showed that the satisfaction level of the average dimensions in the category of 'very satisfied' with a value of 70.9 %. From the cartesian diagram obtained data that the top priority for the improvement action that must be implemented as soon as possible is the reliability dimension which includes several things related to punctuality, information on the results of each action (assurance) and empathy dimension where nurses need to provide time to listen to patient complaints.³

Liunkendage Tahuna Regional Public Hospital is the first hospital which then became the main referral of first-rate health facilities in Sangihe Islands District. According to the Sangihe Islands District Health Profile, it is noted that the indicators of liunkendage Tahuna regional hospital services services are relatively unsatisfactory. Indicators of regional hospital services according to standards namely BOR (Bed Occupancy Ratio) in 2016 is at 65 %, in 2017 69.8 %, in 2018 52.2 % while ideally 75-85 %, TOI (Turn Over Interval) in 2016 3.6 days, 2017 4.53 days, 2018 4.5 days while ideally 1-3 days, and AVLOS (Average Length Of Stay) in 2016 5.1 days, year 2017 3.4 days, in 2018 3.0 days ideally 3-12 days, BTO (Bed Turn Over) in 2016 34.85 times, in 2017 38.29 times, in 2018 38.6 times ideally > 30 times⁴. This illustrates the performance of Liunkendage Tahuna regional public hospital services for the last 3 years is still relatively not maximal because in 2017 there was an increase but in 2018 there was a decrease in several indicators from the previous year.

Based on these data, the researchers felt the need to conduct research on an overview of the quality of nursing services in regional public hospital Liun Kendage Tahuna in Sangihe Islands regency. The purpose of this study is to identify the quality of nursing services reviewed from the dimensions of reliability, empathy, responsiveness, guarantee of service /assurance, and physical appearance/ tangibility of nurses in Liunkendage Tahuna regional public hospital in Sangihe Islands regency. This research scheme is a beginner lecturer's research which is the first research on service management at Liun kendage Hospital which will be developed in order to become a hospital policy, especially for health care management that can comprehensively serve the community, especially in curative and rehabilitative aspects.

Methods

This research is descriptive research with analytical survey methods. This research was conducted at Liunkendage Tahuna Regional Hospital in Sangihe Islands Regency in 2020. The population in this study is all patients at Liunkendage Tahuna Hospital. According to data obtained from Liunkendage Tahuna regional public hospital the number of outpatient who visited and were hospitalized during January-December 2018 was as many as 38,454 patients, so the average monthly number of patient visits is as much as 3,205. Research samples were taken using purposive sampling techniques. The number of samples in this study amounted to 97 respondents, obtained through calculations using the Slovin formula. Data collection is done using ServQual questionnaire. The implementation of this research has followed the established code of conduct procedures. Analyze univariate data using the IBM SPSS Statistics 25 application.

Results

A. Characteristics of Respondents

In table 1, it can be seen that the characteristics of respondents who are mostly female with the number of 54 (55.7%) respondents. Judging by age group, most respondents belonged to the age group 25-54 years with the number of 54 (55.7%). Based on recent education, the majority of respondents had the highest education achieved only to high school with a total of 34 (35.1%). Based on employment, 29 (29.9%) respondents fall into the category of not working.

Table 1. Distribution of Respondents by Characteristics

Characteristics of Respondents	Number	Percentage
Gender		
Male	43	44.3
Female	54	55.7
Age Group (Years)		
<14	1	1
15-24	18	18.6
25-54	54	55.7
>55	24	24.7
Last Education		
Elementary School	17	17.5
Junior High School	29	29.9
Senior High School	34	35.1
Higher Education	17	17.5
Job		
Civil Servant	5	5.2
Private employees	10	10.3
Self-employed/Merchant	6	6.2
Farmer	19	19.6
Fisher	3	3.1
Unemployed	29	29.9
Other	25	25.8

Source: Primary data

The distribution of respondents based on the quality category of nursing services can be seen in table 2 below.

Table 2. Distribution of Respondents by Quality Category of Nursing Services

Quality of Nursing Services	Number	Percentage
Reliability		
Good	1	1
Excellent	96	99
Empathy		
Good	9	9.3
Excellent	88	90.7
Responsiveness		

Good	6	6.2
Excellent	91	93.8
Assurance		
Good	6	6.2
Excellent	91	93.8
Tangability		
Fair	1	1
Good	18	18.6
Excellent	78	80.4

Source: Primary data

B. Quality of Nursing Services

To get the expected research results, it takes respondents who really have felt the experience of getting health services from hospitals, both human resources and service facilities provided. Therefore, the patients who are respondents are those who have received treatment or have been hospitalized for at least 3 (days) of treatment or before the patient check out, so it is expected that the patient has experienced nursing services by the room nurse.¹

Based on table 2, 96 or 99% of respondents think that the quality of nursing services related to nurse reliability (reability) falls into the category of excellent. Judging by the quality of nursing services related to nurse's empathy as many as 88 or 90.7% of respondents think that it is very good. The quality of nursing services related to responsiveness of nurses as many as 91 or 93.8% of respondents think that it is very good. In the field of quality of nursing services related to assurance of services (assurance) as many as 91 or 93.8% of respondents think that it is very good and as many as 78 or 80.4% of respondents think that it is very good for the quality of nursing services related to physical appearance (tangibility).

Discussion

In this study, the characteristics of respondents were mostly included in the productive age (25-54 years) and the last education taken only to the high school level of 35.1%. This is similar to the research from Sulistyowati (2010) entitled "Dimensional Analysis of Service Quality of Nursing Care in General Care Room I and II at Sentra Medika Cisalak hospital" which has almost the same characteristics of respondents, namely most respondents at productive age, the most dominant education is high school graduates with a percentage of 52.5%.² In table 2, it can be seen that each dimension of ServQual percentage is above 80%, the highest is found in the reliability dimension of 99%, while the one below 90% is the physical appearance of tangibility. But if we describe the dimensions one by one, then we can see more clearly the parts of the quality of nursing services that need to be maximized. The quality of nursing services can be good when measuring the quality of nursing services that aim to evaluate the level of quality of nursing services that occur, as well as compare the reality that occurs to the standard of service that has been set.³ According to Bowers (2004) the quality of service has something to do with patient satisfaction, where good service quality will provide a good experience for consumers. This will be a reason for consumers to come on their next visit and become loyal consumers.⁴ The better quality of nursing services will improve patient's satisfaction. The increased level of patient's

satisfaction with the quality of hospital nursing services will be the motivation for hospital management to continuously improve the quality of nursing services.

Reliability dimension is an aspect of the service system provided by service providers that includes the ability to provide services promised accurately.⁶ The results of this study show that the reliability dimension in the quality of nursing services in Liun kendage Tahuna Hospital belongs to the category of excellent with a percentage of 99%. This is because of the reason that patients felt that nurses were very reliable and had very good ability in performing health services. Research conducted by Sesrianty (2019) in Islam Ibnu Sina hospital Bukittinggi showed that the quality of nursing services in the dimension of reability has a satisfactory quality for respondents. In the study, patients felt that nurses had performed their duties in accordance with good working standards, in accordance with the statement, patients felt that the nurses could solve the problem appropriately so that this caused patients felt well cared for by the nurses.⁷ Research conducted by Menarwati (2016) showed that reliability factors related to the level of patient satisfaction where the patient would feel less satisfied if the health service provided is less reliable.⁸ Other research conducted by Jacobis (2013) also showed that the dimension of reliability in services affects inpatient satisfaction.⁹

The dimension of empathy relates to caring attitudes and giving attention by service providers to consumers.⁶ Judging by the empathy dimension, the quality of nursing services at Liun Kendage Tahuna hospital falls into the excellent category with a percentage of 90.7%. In this study, patients felt that nurses had given attention and were caring and friendly to patients when providing health services. This research is in accordance with the research that has been conducted by Suprajitno (2014) where patients felt they have obtained nursery service that meets their expectations. The polite and patient-friendly attitude.¹⁰ According to Kozieret al (2004) effective nurse and patient relationships will help in accelerating the patient's recovery. Nurses who communicate effectively will be able to collect assessment data, initiate interventions, evaluate intervention results, initiate changes that improve patient health.¹¹ Several studies have shown that dimensions of empathy affect customer satisfaction and overall quality perception for all types of hospitals. The study also revealed that large numbers of patients and heavy workloads may be the reason why healthcare workers do not pay special attention to patients.¹²

The dimension of responsiveness is the willingness of service providers to help consumers and provide services quickly. In this study, the responsiveness dimension in the quality of nursing services at Liun Kendage Tahuna hospital was included in the excellent category with a percentage of 93.8%. Based on the results of this study, it can be known that patients felt nurses had excellent responsiveness in providing explanations related to the patient's disease as well as in handling patient complaints. The results of this study are in line with research conducted by Valerian (2019) where 88.3% of respondents stated that the quality of health services in the responsiveness dimension in Polykilnik Lapas Class II A Palu belongs to the good category. In the study explained that the category is good on responsiveness dimension because respondents feel that nurses carry out their duties quickly and doctors answer questions asked by patients.¹³ In contrast to the results of research conducted by Kamil (2010) which gives an idea that health workers who served in banda aceh hospital has not been optimal in providing services and in performing their respective tasks

and functions. This causes the nurse's ability to respond or respond to patient complaints less so that complaints from patients are not properly realized.¹⁴

The dimension of assurance is related to the knowledge and politeness of the employees in providing services so that consumers believe and are confident in the services provided by service providers. In this study, the assurance dimension in the quality of nursing services at Liun Kendage Tahuna Hospital was classified as very good with a percentage of 93.8%. In this study, patients felt that nurses have excellent skills in serving patients and providing healing assurance and can perform treatment actions with confidence. A study conducted at Balimbingan Hospital showed that respondents were satisfied with the quality of nurse services for the dimension of assurance.¹⁵ This is because experienced nurses, friendly and able to make patients believe in their nursing services. Research focusing on the assurance dimension was also conducted at DR. H. Koesnadi Bondowoso Hospital with results showing that patients were satisfied with the quality assurance of the services provided. This is because the patient feels that the officer has good skills in providing care and can maintain the privacy of the patient.¹⁶ According to Solayappan et al (2011), the patient has a fear of the needs and desires so that doctors and nurses must have enough knowledge and patience to answer the patient's questions. Therefore hospital management can provide behavioral orientation training to doctors and nurses.¹⁷

The dimensions of tangibility relate to the physical facilities, equipment and appearance of employees owned by service providers. In this study, the tangibility dimension in the quality of nursing services at Liun Kendage Tahuna hospital was included in the excellent category with a percentage of 80.4%. In this study, patients felt that the facilities used were quite complete, neatly arranged and clean and the appearance of nurses were clean and tidy. Looking at the comparison between the five dimensions of the quality of nursing services; four dimensions are included in the category is very good with a percentage above 90% while the tangibility dimension has a percentage of less than 90%. In addition, there were 1% of respondents who felt the quality of nursing services in the tangibility dimension provided by nurses was not good. According to Sesrianty (2019), the dimension of tangibility is a hospital view that can be physically seen or felt by patients. Physical appearance in this case is hospital facilities such as whether the room conditions are clean or dirty including the neatness of the nurses. Inadequate physical appearance of the hospital will be immediately felt by the patient and result in patient dissatisfaction. But in this study also explained that the patient's assessment of the tangibility dimension is not only caused by inadequate facilities but also due to th high level of expectation that patients' have for the quality of nursing services, especially the dimension of tangibility. If the patient does not get what is expected then the patient will be dissatisfied with the quality of nursing services.⁷ In general, hospitals are very related to various diseases such as infections that cause patients who visit the hospital to expect a well-organized hospital environment. Therefore, hospital management needs to pay attention to the physical appearance of the hospital such as the need for special officers to clean the floor, change bedding and pillows, provide trash cans and in terms of the appearance of hospital employees.¹⁷ According to Razmjoe et al (2017), hospitals need green space to improve patient mood, pay attention to cleanliness and disinfect each bathroom, and increase the number and quality of staff in charge of cleaning and disinfecting activities in each unit on a regular basis.¹⁸

Conclusion

Based on the results of this research in Liun Kendage Tahuna Hospital, the quality of nursing services consisting of dimension of empathy, responsiveness, assurance and reliability, is categorized as excellent while the dimension of tangibility can be categorized as fair. From the results of this study, researchers want to provide recommendations to Liun Kendage Hospital that in order to achieve the quality of excellent nursing services, it is necessary to conduct regular evaluations to monitor the quality of nursing services. Especially in the tangibility dimension, there is 1% quality of service which belongs to fair category, that it is necessary to make efforts to improve hospital's quality such as conducting motivational improvement activities for all nurses and employees to always look neat and clean and maintain the cleanliness of existing health facilities.

Conflict of Interest Declaration

The author has no conflict of interest to declare.

Acknowledgment

The author would like to thank the participants of this study.

Funding

This study did not receive any grant from funding agencies

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