

# The Quality of Nursing Services in Islamic Hospital in South Sumatera, Indonesia

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**Abstract:- One of the patient reason to choose the health services is the quality of nursing services that can be seen from five main dimensions of servqual namely; tangibles, reliability, responsibility, assurance, empathy dimensions. In one of the Islamic hospitals in South Sumatera more than half respondents evaluated nursing service is in good category although there were still lacking. The purpose of this study was aimed to describe the quality of nursing services in one of the Islamic hospitals in South Sumatra. The design of this study used quantitative research with descriptive analytic. The sampling method used purposive sampling with 185 convenient respondents. The data collection used questionnaire. The results showed 68.1% of the services quality were good it seen from tangibles dimension, 52.4% of the service quality were good it seen from reliability dimension, 62.7% of the service quality were good it seen from responsibility dimension, 61.6% of the service quality were good it seen from the assurance dimension and 60% of the service quality were good it seen from empathy dimension. It is important to maintain and improve all dimensions of the quality of nursing services.**

**Keywords:-** Nursing service quality, Servqual, South Sumatera, Indonesia.

## I. INTRODUCTION

The impact of increasing number of health service providers and the number of health workers in Indonesia rise that were proven by rising the number of hospitals and nurses (Ministry of Health, Republic of Indonesia, 2017). It makes people who was using health services become more selective. One of the reasons people choose the health service based on the hospital service quality especially nursing service quality.

The hospital quality depends on the quality of nursing services that provides by nurses. It because the nurses is the most number of health workers in the hospital and having the longest interaction to patients (Nursalam, 2014). Therefore, the quality of nursing service is very important to consider by hospital.

Parasuraman et al (2002) defines service quality as a comparison between the expected and received services by patients. Parasuraman et al (2002) developed a Service quality (SERVQUAL) model to measure the service quality that consist of five main dimensions namely; tangibles (nurse physical appearance), reliability, responsibility (responsiveness) and assurance and empathy dimension.

The results of research conducted by Juhariah et al (2012) about patient experience in hospitalization showed that the pleasant thing from a nurse is when the nurse performs considerably nursing interventions, always ready when patients need something, don't look angry, fast calling response, more look often at patients in the room, polite, easy smile, visit patients at any time of the day and night, and continue to monitor the patients.

One of the Islamic Hospitals in South Sumatra, Indonesia tries to get much evaluation about complaints, opinions and suggestions from patients delivered through boxes or books suggestion in every ward and also social media. The data got by researchers from public relations Islamic Hospital in South Sumatra about complaints from patients /patient's family/visitors are the nurses services aren't friendly, nurses aren't present when patients need nurses, nurses come 10-15 minutes after patient's bell, nurses are not polite, the difference services between general patients and BPJS /Askeskin patients etc., nurses lack attention to patients. This study is aimed to describe the quality of service in one of the Islamic hospitals in South Sumatra, Indonesia.

## II. METHODOLOGY

The design of this study used quantitative research with descriptive analytic. The population in this study were inpatients in one of the Islamic Hospital of South Sumatra. The study was conducted in March - April 2018. The sampling method was used purposive sampling with some inclusion criteria. The number of samples was 185 respondents.

The collecting data was carried out by using questionnaires that was made by researchers related to the quality of nursing services that consist of five dimensions, namely tangibles, reliability, responsibility, assurance and empathy dimensions developed referring to the concept of Service Quality (SERVQUAL) according to Parasuraman et al (2002).SERVQUAL concept has been widely used by researchers, it was used by Pena et al (2013) in her study to assess the quality of health services. Sower et al (2001) also used the SERVQUAL model to assess the service quality in a hospital and found that the quality of service must always be assessed periodically so that it can become a reference and evaluation for hospitals to improve continuously the quality of their services. For this reason, the researcher assessed that the concept of Service Quality (SERVQUAL) was built up by Parasuraman et al (2002), it was considered suitable to be used.

The questionnaires consists of 2 part; A and B instruments. The instrument A contained general information of respondents that consist of initial of respondents, age, sex, education and occupation. The instrument B is a statement about the quality of nursing services which consist of five dimensions; I B (tangibles dimension), II B (reliability dimension), III B (responsibility dimension), IV B (assurance dimension) and V B (empathy dimension). In I B instrument consist of 7 questions about nurses' physical appearance, II B instrument consist of 5 questions about nurse reliability, III B instrument consists of 4 questions about nurse responsiveness, instrument IV B consists of 7 questions about nurse assurance and V B instruments about nurse empathy. In instrument B, the answer used like rt scale and every each answer has 4 choices. For instruments with positive answer (strongly disagree = 1, disagree = 2, agree = 3, strongly agree = 4) and negative answer (strongly agree = 4, agree = 3, disagree = 2, strongly disagree = 1).

The instruments have been tested for validity. The validity test were conducted to 20 respondents in different private hospital in South Sumatra with the provision of the data processing table (0.468). Based on the results of the validity test on Instrument B obtained the results as from instrument IB (tangibles dimension) that consist of 10 questions there were 7 valid questions ( $r = 0.522-0.868$ ), instrument II B (reliability dimension) consist of 6 questions there were 5 valid questions ( $r = 0.527-0.73$ ), instrument III B (responsibility dimension) consists of 5 questions there were 4 valid questions ( $r = 0.783-0,892$ ), instrument IV B (assurance dimension) consists of 9 questions there were 7 valid questions ( $r = 0.648-0.938$ ), instrument V B (empathy dimension) consists of 9 questions, there were 7 valid questions ( $r = 0.586-0.905$ ). Based on the Cronbach Alpha test, the result was greater than 0,6, it means the questionnaire reliable.

The implementation of study procedure had been conducted an ethical test and approved previously by the Ethics Committee of the Medical Faculty of Sriwijaya University with the principle of ethics based on the ethical health guidelines issued by the National Commission on Ethics of Health Research with no.75 / kepkrsmhfkunsri / 2018. Furthermore, it was also completely by an informed consent sheet which contained an explanation of the purpose of the study and about the overall implementation of the study to the respondents who participated as the research subject.

The data obtained from the results of the research was processed and analysis. The data processing is carried out on four stages, namely editing, coding, scoring, and data, it was entry to be analysed using a computer. The researcher analyses the data that has been collected. Data analysis includes univariate analysis, conducted to identify the frequency distribution of the quality of nursing services consisting of five dimensions, namely tangibles, reliability, responsibility, assurance and empathy. The results of the study are presented in the form of frequency distribution tables.

### III. RESULTS

This research was conducted in the inpatient room in one of the Islamic hospitals in South Sumatra, Indonesia which involved 185 respondents. The result of the instrument A is the characteristics of respondents that consist of sub-variables which are age, sex, education and occupation. This data is categorical data that was analyzed in proportions and presented to the frequency distribution table (f). It can be seen in the following table:

No	Characteristic	Category	f	%
1	Age	Early Adolescent (12-16 Years)	1	5
		Late Adolescent (17-25 Years)	29	15,7
		Early Adult (26-35 Years)	47	25,4
		Late Adult (36-45 Years)	53	28,6
		Early Elderly (46-55 Years)	33	17,8
		Late Elderly (56-265 Years)	17	9,2
		Elderly (66 Years to above)	5	2,7
2	Sex	Male	77	41,6
		Female	108	58,4
3	Education	Elementary School	48	25,9
		Junior High School	112	60,5
		Senior High School	25	13,5
4	Occupations	Not Working (not working, housewife, student / student)	87	47
		Work (civil servants, private sector, farmers, fishermen, laborers, traders, entrepreneurs)	98	53

Table 1. The Distribution of Characteristics Respondent

Table 1 shows the characteristics of respondents in the inpatient room in one of the Islamic hospitals in South Sumatra, Indonesia. The largest proportion were late adult

(28.6%), female (58.4%), junior high school (60.5%) and working (53%)

The result of the instrument B is a about the quality of nursing services that assessed from five dimensions, namely

IB (tangibles dimension), IIB (reliability dimension), III B (responsibility dimension), IVB (assurance dimension) and VB (empathy dimension). The assessment used Likert scale (strongly agree, agree, disagree and strongly disagree). The number of scores was obtained after assessment then divided into two criteria namely good and bad. Then the data was presented in the frequency distribution table (f) as follows:

No	Independent Variable	Categories			
		Good		Bad	
		f	%	f	%
1	Tangibles dimension	126	68,1	59	31,9
2	Reliability dimension	97	52,4	88	47,6
3	Responsibility dimension	116	62,7	69	37,3
4	Assurance dimension	114	61,6	71	38,4
5	Empathy dimension	111	60	74	40

Table 2 The Frequency Distribution of The Quality of Nurse Services (n = 185)

Table 2 shows the dimension of the quality of nurse services, it can be seen from 185 respondents, it was known 68.1% good services quality in tangibles dimension, 52.4% good services quality in reliability dimension, 62.7% good service quality in responsibility dimension, 61.6% quality good service in assurance dimension and 60% good service quality seen in empathy dimension.

The dimension of nurse quality in one of the Islamic Hospitals in South Sumatra, Indonesia more can be seen from the frequency distribution based on each item question in the questionnaire in the following table:

No	Statement	Categories			
		Good		Bad	
		f	%	f	%
Tangibles Dimension (nurse physical appearance)					
1	Nurse is wearing clean uniform	185	100	0	0
2	Nurse is looking neat while working	185	100	0	0
3	Nurse is having clean and short nails	179	96,8	6	3,2
4	Nurse is using identity card while working	177	95,7	8	4,3
5	Nurse is wearing shoes while working	177	95,7	8	4,3
6	Nurse is always around in ward while working	171	92,4	14	7,6
7	Nurse is always ready when patient need them	168	90,8	17	9,2

Table 3. The Analysis Frequency Distribution of Tangibles Dimension of Nurse (n = 185)

Table 3 shows the assesment of tangibles dimension of nurses is mostly in good category, especially wearing clean uniform and looking neat while working.

No	Statement	Categories			
		Good		Bad	
		f	%	f	%
Reliability Dimension					
1	Nurse is giving professional service	180	97,3	5	2,7
2	Nurse is keeping promises to patient	182	98,4	3	1,6
3	Nursing is friendly to patients	183	98,9	2	1,1
4	Nursing is recording data patient's accurately	179	96,8	6	3,2
5	Nurse is carefully in taking interventions	173	97,8	4	2,2

Table 4 The Analysis Frequency Distribution of Reliability Dimension of Nurse (n = 185)

Table 4 shows the assessment of reliability dimension of nurses is mostly in good category, mainly in attitude nurses that friendly to patients and performance nurse who is careful in taking interventions.

No	Statement	Categories			
		Good		Bad	
		f	%	f	%
<b>Responsibility Dimension</b>					
1	Nurse is giving information about the intervention that was to be taken and has been done	167	90,3	18	9,7
2	Nurse is providing quickly responses when patients come to the room	156	84,3	29	15,7
3	Nurse is responsive to patient's complaint	147	79,5	38	20,5
4	Nurse is always come on time when patient's need their help.	170	91,9	15	8,1

Table 5 The Analysis Frequency Distribution of Responsibility Dimension of Nurse (n = 185)

Table 5 shows the assessment of reliability dimension of nurses is mostly in good category mainly in coming to help patients.

No	Statement	Categories			
		Good		Bad	
		f	%	f	%
<b>Assurance Dimension</b>					
1	Nurse is providing service that can make improving patient's health condition	180	97,3	5	2,7
2	Nursing is communicating politely to patients	163	88,1	22	11,9
3	Nurse is having good skill doing nursing interventions	164	88,6	21	11,4
4	Nurse is never giving differentiate service to patients	170	91,9	15	8,1
5	Nurse is answering well the thing to question the patient/family	175	94,6	10	5,4
6	Nurse is providing service which make patients more comfortable	176	95,1	9	4,9
7	The personal belongings that patients bring to patient's room never be lost	185	100	0	0

Table 6. The Analysis Frequency Distribution of Assurance Dimension of Nurse (n = 185)

Table 6 shows the r assessment of reliability dimension of nurses is mostly in good category, it known

from statement's respondents about the personal item that patients bring to patient's room never be lost.

No	Statement	Categories			
		Good		Bad	
		f	%	f	%
<b>EmpathyDimension</b>					
1	Nurse is asking actively about patient's health condition development	175	96,2	7	3,8
2	Nurse is always calling correctly patient's name	176	95,1	9	4,9
3	Nurse introduces herself every shift	180	97,3	5	2,7
4	Nurse is caring with compassion	177	95,7	8	4,3
5	Nurse is always listening patient's complaint	149	80,5	36	19,5
6	Nurse is trying to calm the patient's anxiety about their illness	179	96,9	6	3,2
7	Nurse is always reminds to keep their personal belongings so that they are not lost	183	98,9	2	1,1

Table 7The Analysis Frequency Distribution of Empathy Dimension of Nurse (n = 185)

Table7 shows the assessment of empathy dimension of nurses is mostly in good category in reminding patient's to keep their personal belongings in order not to lose.

#### IV. DISCUSSION

In this study to assess the quality of nursing services, researchers used the SERVQUAL (Service Quality) model developed by Parasuraman et al (2002) which assessed in five dimensions namely; tangibles dimension (nurse physical appearance), reliability dimension, responsibility dimension, assurance dimension and empathy dimension.

The respondent's assessment of the tangibles dimension (nurse physical appearance) can be directly seen and enjoyed by patients through their sense of sight (Asmuji, 2012). The number of respondents assesses nurse's tangible dimension is good as much as 68,1%. It is proven by nurse in wearing clean uniforms and looking neatness while working. In other hand, some of respondents were still asses that the nurses were not always in a ward and when patient's need their help.

The results of the nurse's reliability dimensions showed that the number of respondents who perceive reliable nurses is 52,4 % and less reliable nurses is 47,6%. It means the reliable dimension of nurses is still good. But, there are still respondents evaluated that the nurses are not professional, don't keep their promises to patient example when patient feeling sick worse in case nurse will contact the doctor but the nurses don't give back information related to already or not the doctor is contacted and the nurse is not careful in taking nursing interventions such as don't prepare equipment well so they must to go back to fulfil the equipment when process of nursing intervention.

The results of the responsibility dimension of nurses showed that the number of respondents perceive nurses are responsive in nursing services is 62.7%. It is proven by nurse who come to help patients. But, there are still respondents who said they must looking for nurse to get their help and the nurses don't provide quick responses to help them and then nurses were not responsive to patient complaints.

This study also showed nurses' assurance dimension is good, where mostly respondents as much as 61,6% having good assessment in nurses assurance. The respondents said that there's nothing their personal belongings was lost along hospitalization and nurse service make their health condition better.

In the empathy dimension of nurse showed more than half as much as 60% of the respondents having good assessment in nurse's empathy. The good empathy is shown by nurse in introducing themselves every shift and reminding patients / family to keep their personal belongings in order not to disappear.

Research conducted by Munaryo (2008) about the quality of nursing services in one of the Brebes General Hospitals shows most respondents assesment the quality of nursing services accordance with the expectations experienced by respondents during hospitalization. The quality of nursing services was assessed by Munaryo (2008) can be seen from the tangibles dimension of nurses that is

related to perform of nurses in a ward, give greeting to patients when doing nursing intervention and nurses are always there when patients need their help. Then, the reliability dimensions of nurses was assessed by nurse when taking nursing intervention carefully, good skill in every doing interventions such as infusion, body temperature and blood pressure measuring. In the responsibility dimension of nurses that the nurse was assessed responsive in each patient's complaint, quick response in providing nursing services such as in replacing intravenous fluids, giving oxygen when patients need. Also in the assurance dimensions of nurses showed that nurses always perform without doubtful in every performing nursing interventions, confidence with their ability to make patient more comfortable, their patience in handling patient's complaints and dealing the same to each patient and also caring them with compassion.

The study was conducted by Fattah (2016) which assessed the quality of health services to all service providers at Mother and Child Hospital in Makassar found that most respondents evaluated the quality of health services in these hospital is good. This study used the same dimension with difference of aspect that was evaluated. This study assessed the tangibles dimension from the aspect of equipment in hospital, health workers, comfortable treatment rooms, complete facilities and treatment satisfying. In reliability dimension aspect that was assessed is the accuracy of health services, timing to start and to end treatment, the compatibility between patient's expectations and realization. Then, in responsibility dimensions related to the responsiveness of nurses to handle complaints and solve problems, friendliness of health workers, working speed of health workers, and quality food and drinks. In assurance dimension the aspect that was assessed is ability and knowledge of health workers, security guarantees, good behaviour of health workers, and experience of health workers. The last dimension is empathy dimension, that was assessed the attention the hospital workers as a service care provider to patients.

Another study was conducted by Meesala & Paul (2018) who asseses the quality of services in 40 private hospitals in India showed the service quality is in good category. The tangibles dimension is evaluated not only from nursing but also by facilities and equipment hospital. In reliability dimension, the aspect that was assessed are keeping promise and giving solution when patient have a problem, the way of health workers help the patient and hospital payment calculated accurately. Then, in responsibility dimension the aspect that was assessed are health workers delivered information about the intervention will be performed to the patient, the patient receives quick service from the health workers and always provide assistance when they need. Furthermore, assurance dimension evaluated the feeling safe their patients when interaction with health workers. Additionally, in empathy dimension was assessed health workers empathy includes giving attention to patients.

The result of analysis study about the nursing service quality in this study was still lacking. It because in this study

more than half of respondents were adults. According Santrock's study (2012) age is related to maturity and ability to assess and to behave. In adult aged a person usually is mastering of mature science. In addition, more than half of the respondents having higher education so respondents were better able to assess precisely the reliability of nurses . This is in accordance with Jacobalis (2000) who stated the education determines perceived someone, where the higher of level education of a person will higher the level of knowledge, so that the more critical is in finding his needs in health services.

The quality of nursing services which consists of five main dimensions, namely tangibles dimension (nurse physical appearance), reliability dimension, responsibility (responsiveness) dimension, assurance (services) dimension and empathy dimension is very important for hospitals to maintain its image so that to be expected every patient who has received services at this Islamic hospital will remain loyal when they needs health service, because experience and verbal communication greatly influence a person's decision to choose a health care service provider. Therefore, the quality of nursing services is very important to consider for managing of a hospital.

## V. CONCLUSION

The results of the study showed that the quality of nursing services is in good that was seen from the tangibles dimension (nurse physical appearance), reliability dimension, responsibility (responsiveness) dimension, assurance (services) dimension and empathy dimension. This study described of nursing care services which can be used as a reference to know, evaluate and improve nursing care services in the hospital. This study recommends to hospital management to maintain and improve the quality of nursing services from all dimensions in order to maintain a number of patients.

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