

Analysis of Factors Influencing the Quality of Nursing Services at RSUI Madinah Kasembon Malang

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ABSTRACT

The best quality of service provided and the development opportunities that nurses have are influenced by the Quality of Nursing Work Life. The study aims to analyze the factors that influence the quality of nursing services. The research design is an analytical survey with a Cross Sectional approach. The number of samples is 57 nurses using simple random sampling. Data analysis of ordinal regression test the results of the study Work life-home life, Work design, Work context Work world in the category of Sufficient. The ordinal regression test significance value of Work life-home life is 0.036, the Work design 0.012, Work context is 0.035, and Work world is 0.042, all variables have a value <0.05 meaning that there is an influence on the Quality of Nursing Services. Based on the research results, the variables in the sufficient category and have an influence on the Quality of Nursing Services.

Keywords: Service quality, work context, work design, work life-home life, work world

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BACKGROUND

Nurses are one of the important human resource elements in hospitals (Sembiring et al., 2020) . Therefore, problems related to the quality of nursing services need to be given attention and handled seriously. This is an effort to avoid negative impacts that hospitals may face due to these problems (Aswin Agustiansyah et al., 2021) . In addition to the best quality of service provided and the opportunities for development that nurses have, it is influenced by the Quality of Nursing Work Life. QNWL is an important element for the nursing profession which will have an impact on the quality of health service delivery (Rika Widianita, 2023).

Research (Nursalam, 2018) states that 48% of Indian nurses have poor quality of nursing work life. QNWL in Iraqi nurses shows the same thing, 27.2% of nurses show low quality of nursing work life, 61.7% in the moderate category, and only 6.7% have good quality of nursing work life and most Iraqi nurses have low quality of work life. Previous research involving Indonesian nurses as nurse respondents explained that the quality of nursing work life was categorized as moderate in work life home life and work design at Premier Hospital Surabaya. The study explained that the length of service negatively contributes to the quality of nursing work life, the longer a nurse's service period, the lower the perceived QNWL. New nurses have high QNWL because they tend to come to work with high expectations (Aswin Agustiansyah et al., 2021).

Based on the results of a preliminary study conducted by researchers through observation and interviews with the Human Resources department of RSUI Madinah Kasembon Malang Regency in July-August 2023, there were 8 nurses who did not extend their contracts and chose to move to other hospitals due to heavy workloads but no salary increase. They also expressed dissatisfaction with their work as nurses. In addition, there were many complaints regarding welfare and disharmony between co-workers, both fellow nurses and superiors.

Interviews with RSUI HR also obtained results where currently the performance of nurses is decreasing, there have been several complaints related to services provided by nurses that are less than optimal in implementing Nursing Care. The influence of QNWL on the performance of nurses at RSUI Madinah Kasembon Malang Regency is not yet known. QNWL measurement has never been carried out and the Assessment of Service Quality based on nurses in particular has not been carried out.

The nursing profession is considered a stressful and challenging profession. This is because nursing is a profession in the hospital that has the lowest value (salary), with a low salary, nurses are required to provide services around the clock to meet the needs and health of patients. This situation causes nurses to experience work fatigue, decreased motivation, and decreased willingness to work, resulting in job dissatisfaction, fatigue, and poor quality of life (Aswin Agustiansyah et al., 2021)

Based on the description of the background of the problem above, to find out what factors influence the quality of nursing services at RSUI Madinah Kasembon Malang Regency, a study is needed with the title " **Analysis of Factors Influencing the Quality of Nursing Services at RSUI Madinah Kasembon Malang** " .

METHODS

The research design in this study is an analytical survey with a Cross Sectional approach. The sample size is 57 nurses at RSUI Madinah Kasembon Malang using simple random sampling. The independent variables (free variables) in this study are Work life-home life, Work Design, Work Context and Work World and the dependent variable (dependent variable) in this study is the Quality of Nursing Services. In this study, an ethical

test was carried out with the number: 001249 / EC / KEPK / I / 04/2024. Data analysis using SPSS, namely the ordinal regression test.

RESULTS

RESPONDENT CHARACTERISTIC DATA

Based on the research results, the following respondent characteristics data were obtained:

General Data

Frequency distribution of research respondents based on age at RSUI Madinah Kasembon Malang.

Table 1. Frequency distribution of research respondents based on age at RSUI Madinah Kasembon Malang

Age	Frequency	Percentage (%)
Late Teenagers (17-25 Years)	10	17.5
Early Adulthood (26-35 Years)	41	71.9
Late Adulthood (36-45 Years)	6	10.5
Amount	57	100 %

(Data Source: Research Questionnaire, 2024)

Table 1 shows that the distribution of respondent characteristics based on age at RSUI Madinah Kasembon Malang in the age range of 26-35 years is 41 with a percentage of 71.9%.

Frequency distribution of research respondents based on gender at RSUI Madinah Kasembon Malang

Table 2. Frequency distribution of research respondents based on gender at RSUI Madinah Kasembon Malang.

Gender	Frequency	Percentage (%)
Man	17	29.8%
Woman	40	70.2%
Amount	57	100 %

(Data Source: Research Questionnaire, 2024)

Table 2 shows that the distribution of respondent characteristics based on gender of adolescents at RSUI Madinah Kasembon Malang is mostly female, namely 40 with a percentage of 70.2%.

Frequency distribution of research respondents based on their last education at RSUI Madinah Kasembon Malang.

Table 3. Frequency distribution of research respondents based on their last education at RSUI Madinah Kasembon Malang.

Last education	Frequency	Percentage (%)
Academy	36	63.2%
Bachelor	19	33.3%
SPK	2	3.5%
Amount	57	100 %

(Data Source: Research Questionnaire, 2024)

Table 3 shows that the distribution of respondent characteristics based on their last education at RSUI Madinah is mostly from the Academy, namely 36 respondents with a percentage of 63.2%.

Frequency distribution of research respondents based on length of service at RSUI Madinah Kasembon Malang

Table 4. Frequency distribution of research respondents based on length of service at RSUI Madinah Kasembon Malang

Years of service	Frequency	Percentage (%)
<3 Years	29	50.9%
>3 Years	28	49.1%
Amount	57	100 %

(Data Source: Research Questionnaire, 2024)

Table 4 shows that the distribution of the characteristics of the research respondents based on the length of service at RSUI Madinah Kasembon Malang is mostly <3 years, namely 29 with a percentage of 50.9%.

Special Data

Frequency distribution of research respondents based on the work life-home life variable at the Madinah Kasembon Malang General Hospital.

Table 5. Frequency distribution of research respondents based on the work life-home life variable at the Madinah Kasembon Malang Hospital

Work life-home	Frequency	Percentage (%)
Good	2	3.5%
Enough	29	50.9%
Not enough	26	56.6%
Amount	57	100 %

(Data Source: Research Questionnaire, 2024)

Table 5 shows that the distribution of specific data for work life-home life At RSUI Madinah Kasembon Malang, the results obtained in the Good category were at least 2 nurses with a percentage of 3.5%, then in the less category as many as 26 with a percentage of 56.6% and the most in the Sufficient category , namely 29 with a percentage of 50.9%.

Frequency distribution of research respondents based on the Work variable design at RSUI Madinah Kasembon Malang

Table 6. Frequency distribution of research respondents based on the Work design variable at RSUI Madinah Kasembon Malang

Work design	Frequency	Percentage (%)
Good	2	3.5%
Enough	35	61.4%
Not enough	20	35.1%
Amount	57	100 %

(Data Source: Research Questionnaire, 2024)

Table 6 shows that the distribution of specific Work design data At RSUI Madinah Kasembon Malang, the results obtained in the Good category were at least 2 nurses with a percentage of 3.5%, then in the less category as many as 20 with a percentage of 35.1% and the most in the Sufficient category , namely 35 with a percentage of 61.4%.

Frequency distribution of respondents to the *Work research context* at RSUI Madinah Kasembon Malang

Table 7. Frequency distribution of research respondents based on *work context* at RSUI Madinah Kasembon Malang

<i>Work context</i>	Frequency	Percentage (%)
Good	6	10.5%
Enough	32	56.1%
Not enough	19	33.3%
Amount	57	100 %

(Data Source: Research Questionnaire, 2024)

Table 7 shows that the distribution of specific data on *the Work context* at RSUI Madinah Kasembon Malang obtained results in the Good category, at least 6 nurses with a percentage of 10.5%, then in the less category as many as 19 with a percentage of 33.3% and the most in the Sufficient category , namely 32 with a percentage of 56.1%.

Frequency distribution of research respondents based on *the Work variable world* at RSUI Madinah Kasembon Malang

Table 8. Frequency distribution of research respondents based on the *Work variable world* at RSUI Madinah Kasembon Malang

<i>Work world</i>	Frequency	Percentage (%)
Good	7	12.3%
Enough	31	54.4%
Not enough	19	33.3%
Amount	57	100 %

(Data Source: Research Questionnaire, 2024)

Table 8 shows that the distribution of specific *Work world data* At RSUI Madinah Kasembon Malang, the results obtained in the Good category were at least 7 nurses with a percentage of 12.3%, then in the less category as many as 19 with a percentage of 56.6% and the most in the Sufficient category , namely 31 with a percentage of 54.4%.

Frequency distribution of research respondents based on the variable of quality of nursing services at RSUI Madinah Kasembon Malang

Table 9. Frequency distribution of research respondents based on the variable of quality of nursing services at RSUI Madinah Kasembon Malang

quality of nursing services	Frequency	Percentage (%)
It is not in accordance with	20	35.1%
In accordance	37	64.9%
Amount	57	100 %

(Data Source: Research Questionnaire, 2024)

Table 9 shows that the distribution of specific data on the quality of nursing service variables at RSUI Madinah Kasembon Malang is mostly in the appropriate category, namely 37 with a percentage of 64.9% and in the inappropriate category, namely 20 with a percentage of 35.1%.

Analysis of Factors Affecting the Quality of Nursing Services at RSUI Madinah Kasembon Malang

Table 10. Analysis of Factors Influencing the Quality of Nursing Services at RSUI Madinah Kasembon Malang

	<i>Estimate</i>	<i>Sig.</i>	<i>95% Confidence Interval</i>	
			<i>Lower Bound</i>	<i>Upper Bound</i>
<i>Threshold</i> [Nursing Service Quality (y) = 1]	6.335	.004	2,055	10,615
<i>Location</i> <i>Worklife- homelife (x1)</i>	1,440	.036	.097	2,783
<i>Work design (X2)</i>	2.205	.012	.482	3.928
<i>Work context (X3)</i>	-1.684	.035	-3.249	-.118
<i>Work world (X4)</i>	1,371	.042	.052	2,689

(Source : Primary Data Research Questionnaire, April 2024)

Data analysis was conducted using *the Ordinal Regression Test* . In table 4.10 above, from a total of 57 respondents, the significance value of the *Work variable was obtained. life-home life* is 0.036, the significance value of the *Work variable design* of 0.012, the significance value of the *Work variable context* of 0.035, and the significance value of the *Work variable world* of 0.042, all variables have a value <0.05, meaning H1 is accepted, H0 is rejected, so there is a significant influence between the variables *Work life-home life (x1)*, *Work design (X2)*, *Work context (X3)*, *Work world (X4)* on the Quality of Nursing Services at RSUI Madinah Kasembong Malang.

DISCUSSION

Work life-home life of nurses at RSUI Madinah Kasembon Malang Regency

The results of the study showed that the distribution of specific data for the *Work life-home life* variable at RSUI Madinah Kasembon Malang obtained results in the Good category, at least 2 nurses with a percentage of 3.5%, then in the less category as many as 26 with a percentage of 56.6% and the most in the sufficient category, namely 29 with a percentage of 50.9%.

This study is in line with research (Ramadhani, 2022) where the work life-work home of nurses in the inpatient ward of Baladhika Husada Jember Level III Hospital was shown by 51 nurses (63%) out of 81 nurses having sufficient work life-home life. Another study (Purnomo et al., 2024) The results of the questionnaire analysis on each dimension of the quality of nursing work life showed that in the work life-home life dimension, the majority of nurses stated that they were able to balance work life with family life and still had the opportunity to care for their parents and were able to do daily housework if a family member was sick. However, nurses stated that the rotating work schedule (shift) had an impact on personal life. Shift work can also affect social and family life, which can lead to social marginalization and family conflict with work. Non-standard work schedules cause less favorable conditions in utilizing the free time available for social interaction and participation.

The results of other studies also found that work life-home life dimensions have a percentage value of 45 nurses who are able to balance work with family needs and have remaining energy after work. Workers with a good balance of time and a pleasant social life will have high Employee Engagement so that it can affect job satisfaction and improve their performance which will make the quality of care services good (Barkhowa & Auliya, 2024).

Work life-home life in nurses is able to balance work life and family, but the rotating shift schedule has a negative impact on their personal and social life. This balance is very

important for nurses which ultimately affects the quality of nursing services.

Work Design at Madinah Kasembon General Hospital, Malang Regency

The results of the study showed that the distribution of special data on Work Design at RSUI Madinah Kasembon Malang obtained results in the Good category, at least 2 nurses with a percentage of 3.5%, then in the less category as many as 20 with a percentage of 35.1% and the most in the Sufficient category, namely 35 with a percentage of 61.4%.

This study is in line with research conducted by (Indarti et al., 2023) which states that respondents in this study were dominated by nurses who had a work design in the sufficient category. This study is also supported by research conducted.

Dimension of work design, half of the nurses stated that the workload was too heavy and they did a lot of non-nursing tasks. Work design is a composition of nurses' work that describes the work actually done by nurses (Mosisa et al., 2022) . This misuse of nursing labor can increase the shortage of nurses and affect the skills and experience of providing nursing services to patients. Such challenges can put significant pressure on nurses, affecting their perceptions of their work life. Only half of them said they had quality assistance from nursing assistants and service workers. The majority have autonomy to make client/patient care decisions which is consistent with previous research findings.

Nurses have enough time to do their jobs well, nurses are satisfied with their current jobs and nurses are able to provide good quality patient care (Taufan et al., 2024) .

Most nurses have a work design with a sufficient category, but the workload is too heavy. This can have an impact on the lack of provision of nursing services to patients. However, some nurses are satisfied with their work and are able to provide good quality care.

Work Context on the quality of nursing services at RSUI Madinah Kasembon Malang Regency

The results of the study showed that the distribution of specific data on the Work context at RSUI Madinah Kasembon Malang obtained results in the Good category, at least 6 nurses with a percentage of 10.5%, then in the less category as many as 19 with a percentage of 33.3% and the most in the Sufficient category, namely 32 with a percentage of 56.1%.

Based on the results of the study (Taufan et al., 2024) , the percentage value of achievement of the work context dimension in nurses in the inpatient ward of Almeera Hospital was obtained, which was the least among other dimensions of Quality of Nursing Work Life, namely 36 nurses (44.4%) out of a total of 76 nurses. The study shows that nurses still feel lacking in terms of facilities and poor supervision. Indicators of the work context dimension need attention based on the results of the study (Taufan et al., 2024) at RSUI Mawar Husada, namely the uncomfortable rest room or changing room for nurses and the lack of participation made by the supervisor. The work context dimension of the majority of nurses stated that they were able to communicate well with the nurse manager or supervisor, felt respected by doctors in their work and nursing policies and follow-up procedures. Work context is the setting where nurses work and the impact of the work environment on nurses being able to communicate with nurse managers, receive feedback on their performance from nurse managers, work on time, feel respected by doctors, and be able to communicate with other therapists in the inpatient unit.

Researchers argue that the availability of adequate facilities and good supervision will influence the quality of work life of nurses.

Work World on the quality of nursing services at RSUI Madinah Kasembon Malang Regency

The results of the study showed that the distribution of special data on the Work World at RSUI Madinah Kasembon Malang obtained results in the Good category, at least 7 nurses with a percentage of 12.3%, then in the less category as many as 19 with a percentage

of 56.6% and the most in the Sufficient category, namely 31 with a percentage of 54.4%.

This is similar to the assessment of the work world dimension in the inpatient ward of Bunda Maria Hospital, where the percentage value of the achievement of the Quality of Nursing Work Life dimension was 55 nurses (67.9%) with a sufficient category (Kunci & Kesehatan, 2023). In this work world dimension, it is assessed using indicators of confidence, adequacy of salary, security, and influence on patients. The indicators of this dimension are based on the results of the respondents' questionnaire answers, namely that they think that the nursing profession is a safe profession, nurses believe that their work can have an impact and benefit the lives of patients and families, and nurses feel that the salary they currently get is sufficient (Kirana, 2019). Another study (Astuti, 2019) emphasized that people consider nurses as doctor's assistants, and many doctors also consider nurses only as their assistants and do not consider them as specialists in the art of caring. In addition, nurses feel that a bad public image of nursing can affect not only their recruitment but also their attitudes towards their work, thus affecting nurses' beliefs which will result in good or bad service quality.

Analysis of the most influential factors (Work life-home life, Work Design, Work Context, Work World) on the quality of nursing services at RSUI Madinah Kasembon, Malang Regency

The results of the study showed that data analysis was carried out using the Ordinal Regression Test. From 57 respondents, the significance value of the Work life-home life variable was 0.036, the significance value of the Work design variable was 0.012, the significance value of the Work context variable was 0.035, and the significance value of the Work world variable was 0.042, all variables were <0.05 , meaning H1 was accepted and H0 was rejected, so there was a significant influence between the Work life-home life variables (x1), Work design (X2), Work context (X3), Work world (X4) on the Quality of Nursing Services at RSUI Madinah Kasembong Malang.

Brooks & Anderson's theory, 2005 in (Aditya, 2019) explains several balances in aspects of work life home life including remaining energy, and organizational policies. In this study, Work life-home life at RSUI Madinah Kasembon Malang obtained results in the sufficient category, namely with a total of 29 with a percentage of 50.9%. This study is in line with research conducted by (Ramadhani, 2022) high working hours will increase fatigue so that it has a strong influence on the results of nursing services. The imbalance between home life and work will have a negative impact on nurses. nurses will make work life and home life into one and the same unit. This will have an impact on the nurse's ability to concentrate in playing themselves at work or when the nurse is in the family (Taufan et al., 2024).

Work world at RSUI Madinah Kasembon Malang obtained the results in the most categories in the Sufficient category, namely with a total of 31 with a percentage of 54.4%. Another study from (Iskandar, 2020) This result also obtained work world dimensions with a sufficient category, this means that nurses' perceptions related to work, salary and the same benefits in other organizations are still inadequate. This result is in line with research (Taufan et al., 2024) which found the lowest dimension, namely work world dimensions, which has a value of 16.6%. (14) According to the opinion (Ramadhani, 2022) the low work world dimensions are due to the effects of the influence of the wider social environment and the effects of changes in nursing practice. This will certainly have an impact on the quality of nurses' work lives.

Quality of Nursing work life in this study has a significant influence on the quality of nursing services. The quality of nursing services at RSUI Madinah Kasembon Malang is mostly in the appropriate category, namely 37 with a percentage of 64.9% and in the Inappropriate category of 20 with 35.1% with a significance value of 0.004. Quality of

Nursing work life is more effective through the quality of nurses' work life, the study found that the quality of nurses' lives affects the work services of nurses (Efa, 2020). In this study, the number 20 which is not appropriate when providing care to patients is a result that needs to be considered by nurses, nurses are a very important element for hospitals because a nurse will always accompany patients while being treated in the hospital.

CONCLUSION

Based on the research "Analysis of Factors Affecting the Quality of Nursing Services at RSUI Madinah Kasembon Malang" it can be concluded that the variables Work life-home life, Work design are in the Work context and work in the sufficient category and have an influence on the Quality of Nursing Services at RSUI Madinah Kasembong Malang.

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