

Effectiveness Of Nursing Competency Of Service Quality In Installation Of Hospital Buleleng Hospital

ABSTRACT

Made Susiana

Magister of Health Study Program of
Institut Ilmu Kesehatan STRADA
Indonesia

Email:

publikasistrada@gmail.com

Buleleng Regional General Hospital as a health service provider is concerned with the quality of its services. The quality of nurse services is the biggest part of the overall quality of hospital services because of the amount of contact with patients. The quality of service itself is influenced by the satisfaction and expectations and needs of patients being met. To meet the excellent quality of service, nurses need to have superior competence, namely basic knowledge, hard skills, soft skills, work ethics and legal aspects. The purpose of this study is to provide recommendations based on an analysis of the influence of nurse characteristics and competence on service quality. This research is a descriptive observational study, conducted from November. The study population was nurses working in the Inpatient Room, and the number of samples obtained was 80 nurses. The variables analyzed were individual characteristics, nurse competence, hard skills, soft skills, work ethics, and legal aspects. The results of this study indicate that age, length of work and position of head of the family at work have an influence on nurse competence. Length of work, and soft skills also have a positive influence on service quality. Conclusion: there is a significant effect between length of work, and nurses' soft skills on service quality. Variables that need to be improved and improved are registration letters, work licenses, training, and training to improve soft skills and work ethics

Received : October 12, 2019

Accepted : February 13, 2020

Published : May 12, 2020

Keywords: Competence, Service Quality, Hospitalization



This is an open-access article distributed under the terms of the Creative Commons Attribution-ShareAlike 4.0 International License.

INTRODUCTION

The hospital as an institution engaged in the field of health services continues to change. The basic nature of the hospital is the fulfillment of the needs and expectations of patients to solve their health problems at the hospital. Quality service will be achieved if all human resources (hereinafter referred to as HR) have professional competence, understand products in depth, be friendly and friendly, responsive or sensitive to patients, master the work, communicate effectively and be able to respond to patient complaints and look attractive. Patient satisfaction starts from the time of arrival until the patient leaves the hospital. To create patient loyalty to the hospital, patient satisfaction must reach a special stage because the value of satisfaction in the ordinary category is very easy to fall or turn bad, which can easily occur if the quality of service received does not match the needs and expectations of the patient. The presence of ordinary and even poor nurse services is evidence that nurses' competencies need to get attention, especially on the soft competency element because of the decrease in the level of satisfaction with the services provided by nurses on caring elements in providing services to patients. Nurses as service providers must be updated and upgraded to be able to meet the needs and expectations of patients in providing services. Nurse competence is an important aspect in the quality of service that contains the consequences of authority in the task as well as making decisions according to their roles that are relevant to expertise, knowledge and skills. Nurse competence is needed to support the hospital strategy in maintaining and improving the quality of service for patient satisfaction. The purpose of this study is to develop recommendations for improving service quality based on an analysis of the influence of nurse competencies with service quality in Inpatient Installation.

METHODS

This research belongs to the descriptive observational category. The researcher will analyze the effect of the nurse competency variable on the quality of nurse services in the inpatient room of Buleleng Regional Hospital. This study uses a cross sectional design. In this study, researchers conducted a study on the characteristics of individual nurses, nurse competencies in inpatient installations, and conducted an analysis of the quality of nurse services in inpatient installations, as well as testing the effect on both variables. This research was conducted in 8 (eight) Buleleng IRNA treatment rooms, namely: Emerald treatment room (surgical medical), Ruby treatment room (surgical medical), Sapphire treatment room (children), Pyrus treatment room (obstetrics and gynecology), Diamond treatment room (surgical medical), Pearl treatment room (surgical medical), Mirah treatment room (surgical medical), Emerald treatment room (surgical medical).

This research was conducted from March to December in 8 (eight) inpatient treatment rooms of Buleleng Regional Hospital. The stages of this research began with the preparation of proposals, pre-proposal seminars, preparation of research instruments, trial of research instruments, preparation of proposals, data collection, data processing, data analysis, preparation of research reports and completion of final reports. The population in this study were individual nurses in 8 (eight) treatment rooms. The total number of nurses is 120 people. The sample size used in this study used the Correlative Formula with the transformation of the Z value. By using this formula, a sample size of 79.86 was rounded up to 80 nurse samples. Sampling in this study uses a simple random sampling method that is random sampling. Validity measurement is done by comparing the results of the calculation of the value of corrected items - total correlation with the values in table r. Test for normality to see the data that has gathered normal distribution or not. Performed on soft competency variables, work ethics and the quality of nurse services to be tested.

RESULTS

A. Characteristics of individual nurses

1. Age's Nurse's

Table 5.1 Distribution Age's Nurse's

No	Categories Age's	Amount	Percentage
1.	20 – 25 years	17	21,3 %
2.	26 – 30 years	49	61,3 %
3.	> 30 years	14	17,5 %
Total		80	100,0 %

2. Nurse's Service Period

Table 5.2 Distribution Years of Service Nurse's

No	Categories Years of Service	Amount	Percentage
1.	< 5 years	51	63,7 %
2.	5 - 10 years	24	30,0 %
3.	> 10 years	5	6,3 %
Total		80	100,0 %

3. Extra Income Nurse's

Table 5.3 Distribution Extra Income Nurse's

No	Categories Extra Income	Amount	Percentage
1.	< Rp 3.000.000	30	37,5 %
2.	Rp 3.000.000 – Rp 5.999.999	45	56,3 %
3.	Rp 6.000.000 – Rp 8.999.999	3	3,8 %
4.	≥ Rp 9.000.000	2	2,5 %
Total		80	100,0 %

4. Position Head of Family Nurse's

Table 5.4 Distribution Position Head of Family Nurse's

No	Categories Position	Amount	Percentage
1.	No Having Position	26	32,5 %
2.	Staff Level	49	61,3 %
3.	Unit Head Level	5	6,3 %
Total		80	100,0 %

B. Factor of Basic Knowledge Nurse's

1. Education of Nurse's

Table 5.5 Distribution Education of Nurse's

No	Categories Education of Nurse's	Amount	Percentage
1.	Diploma	64	80,0 %
2.	Bachelor	16	20,0 %
Total		80	100,0 %

2. Trining Nurse's

Table 5.6 Distribution Trining Nurse's

No	Categories Trining	Amount	Percentage
1.	< 10 time's	38	47,5 %
2.	10 – 20 time's	39	48,8 %
3.	> 20 time's	3	3,8 %
Total		80	100,0 %

C. Factor of Hard Skill Nurse's

Table 5.7 Result of Hard Skill Nurse's

No	Categories Hard Skill	Amount	Percentage
1.	Meet Standards	74	92,5 %
2.	Not Meeting the Standards	6	7,5 %
Total		80	100,0 %

D. Factor of Soft Skill Nurse's

1. Personal Effectiveness of Nurse's

Table 5.8 Personal Effectiveness Nurse's

No	Categories Personal Effectiveness	Amount	Percentage
1	Good	22	27,5 %
2	Bad	58	72,5 %

Total	80	100,0 %
-------	----	---------

2. Flexibility Nurse's

Table 5.9 Flexibility of Nurse's

No	Categories Flexibility	Amount	Percentage
1	Good	21	26,3 %
2	Bad	59	73,7 %
Total		80	100,0 %

3. Leadership of Nurse's

Table 5.10 Leadership of Nurse's

No	Categories Leadership	Amount	Percentage
1	Good	7	8,8 %
2	Bad	73	91,3 %
Total		80	100,0 %

4. Persuasion Nurse's

Table 5.11 Persuasion Nurse's

No	Categories Persuasion	Amount	Percentage
1	Good	15	18,8 %
2	Bad	65	81,2 %
Total		80	100,0 %

5. Goal Orientation Nurse's

Table 5.12 Goal Orientation Nurse's

No	Categories Goal Orientation	Amount	Percentage
1	Good	18	22,5 %
2	Bad	62	77,5 %
Total		80	100,0 %

6. Decision Making of Nurse's

Table 5.13 Decision Making of Nurse's

No	Categories Decision Making	Amount	Percentage
1	Good	14	17,5 %
2	Bad	66	82,5 %
Total		80	100,0 %

7. Negotiation Nurse'sTable 5.14 *Negotiation Nurse's*

No	Categories <i>Negotiation</i>	Amount	Percentage
1	Good	17	21,3 %
2	Bad	63	78,7 %
Total		80	100,0 %

8. Analytical Problem Solving Nurse'sTable 5.15 *Analytical Problem Solving Nurse's*

No	Categories <i>Analytical Problem Solving</i>	Amount	Percentage
1	Good	15	18,8 %
2	Bad	65	81,2 %
Total		80	100,0 %

9. Teamwork Nurse'sTable 5.16 *Teamwork Nurse's*

No	Categories <i>Teamwork</i>	Amount	Percentage
1	Good	24	30,0 %
2	Bad	56	70,0 %
Total		80	100,0 %

10. Diplomacy Nurse'sTable 5.17 *Diplomacy Nurse's*

No	Categories <i>Diplomacy</i>	Amount	Percentage
1	Good	17	21,3 %
2	Bad	63	78,7 %
Total		80	100,0 %

11. Empathy Nurse'sTable 5.18 *Empathy Nurse's*

No	Categories <i>Empathy</i>	Amount	Percentage
1	Good	16	20,0 %
2	Bad	64	80,0 %
Total		80	100,0 %

12. Interpersonal Skill Nurse'sTable 5.19 *Interpersonal Skill Nurse's Years*

No	Categories <i>Interpersonal Skill</i>	Amount	Percentage
1	Good	24	30,0 %
2	Bad	56	70,0 %
Total		80	100,0 %

13. Self Management (Time And Priorities) Nurse'sTable 5.20 *Self Management (Time And Priorities) Nurse's Years*

No	Categories <i>Self Management (Time and Priorities)</i>	Amount	Percentage
1	Good	12	15,0 %
2	Bad	68	85,0 %
Total		80	100,0 %

14. Soft Skill Nurse'sTable 5.21 *Soft Skill Nurse's*

No	Categories <i>Soft Skill</i>	Amount	Percentage
1	Good	16	20,0 %
2	Bad	64	80,0 %
Total		80	100,0 %

E. Factor of Work Ethics Nurse's**1. Self Reliance Nurse's**Table 5.22 *Self Reliance Nurse's Years*

No	Categories <i>Self Reliance</i>	Amount	Percentage
1	Good	16	20,0 %
2	Bad	64	80,0 %
Total		80	100,0 %

2. Morality Nurse'sTable 5.23 *Morality Nurse's*

No	Categories <i>Morality</i>	Amount	Percentage
1	Good	46	57,5 %
2	Bad	34	42,5 %
Total		80	100,0 %

3. Leisure Nurse'sTable 5.24 *Leisure Nurse's*

No	Categories <i>Leisure</i>	Amount	Percentage
1	Good	1	1,2 %
2	Bad	79	98,8 %
Total		80	100,0 %

4. Hard Work Nurse'sTable 5.25 *Hard Work Nurse's*

No	Categories <i>Hard Work</i>	Amount	Percentage
1	Good	38	47,5 %
2	Bad	42	52,5 %
Total		80	100,0 %

5. Centrality Of Work Nurse'sTable 5.26 *Centrality Of Work Nurse's*

No	Categories <i>Centrality of Work</i>	Amount	Percentage
1	Good	12	15%
2	Bad	68	85%
Total		80	100%

6. Wasted Time Nurse'sTable 5.27 *Wasted Time Nurse's*

No	Categories <i>Wasted Time</i>	Amount	Percentage
1	Good	9	11,3 %
2	Bad	71	88,7 %
Total		80	100,0 %

7. Delay of Gratification Nurse'sTable 5.28 *Delay of Gratification Nurse's*

No	Categories <i>Delay of Gratification</i>	Amount	Percentage
1	Good	17	21,3 %
2	Bad	63	78,7 %
Total		80	100,0 %

8. Work Ethics Nurse'sTable 5.29 *Work Ethics Nurse's*

No	Categories <i>Work Ethics</i>	Amount	Percentage
1	Good	7	8,8 %
2	Bad	73	91,2 %
Total		80	100,0 %

F. Factor of Legal Aspect Nurse's**1. Nurses Competence Record**Table 5.30 *Distribution Nurses Competence Record*

No	Categories <i>Competence Result</i>	Amount	Percentage
1	One Times exam	79	98,8 %
2	Two Times exam	1	1,2 %
Total		80	100,0 %

2. Nurse's Registration Certificate (STR) Nurse'sTable 5.31 *Distributuion Period of STR Nurse's*

No	Categories <i>STR</i>	Amount	Percentage
1	STR Still Valid	72	90,0 %
2	STR Expiry date	8	10,0 %
Total		80	100,0 %

3. Nurse's Practic License (SIP) Nurse'sTable 5.32 *Distributuion Period of SIP Nurse's*

No	Categories <i>SIP</i>	Amount	Percentage
1	SIP Still Valid	72	90,0 %
2	SIP Expiry date	8	10,0 %
Total		80	80

G. Service Quality Nurse's**1. Knowledgeability Nurse's**Table 5.33 *Knowledgeability Nurse's*

No	Categories <i>Knowledgeability</i>	Amount	Percentage
1	Good	30	37,5 %
2	Bad	50	62,5 %
Total		80	100,0 %

2. Responsiveness Nurse'sTable 5.34 *Responsiveness Nurse's*

No	Categories <i>Responsiveness</i>	Amount	Percentage
1	Good	36	45,0 %
2	Bad	44	55,0 %
Total		80	100,0 %

3. Professionalism Nurse'sTable 5.35 *Professionalism Nurse's Years*

No	Categories <i>Professionalism</i>	Amount	Percentage
1	Good	37	46,3 %
2	Bad	43	53,7 %
Total		80	100,0 %

4. Accessibility Nurse'sTable 5.36 *Accessibility Nurse's*

No	Categories <i>Accessibility</i>	Amount	Percentage
1	Good	39	48,8 %
2	Bad	41	51,2 %
Total		80	100,0 %

5. Caring Nurse'sTable 5.37 *Caring Nurse's*

No	Categories <i>Caring</i>	Amount	Percentage
1	Good	44	55,0 %
2	Bad	36	45,0 %
Total		80	100,0 %

6. Dignity Nurse'sTable 5.38 *Dignity Nurse's*

No	Categories <i>Dignity</i>	Amount	Percentage
1	Good	44	55,0 %
2	Bad	36	45,0 %
Total		80	100,0 %

7. Empathy Nurse'sTable 5.39 *Empathy Nurse's*

No	Categories <i>Empathy</i>	Amount	Percentage
1	Good	34	42,5 %
2	Bad	46	57,5 %
Total		80	100,0 %

8. Convenience Nurse'sTable 5.40 *Convenience Nurse's*

No	Categories <i>Convenience</i>	Amount	Percentage
1	Good	43	53,8 %
2	Bad	37	46,3 %
Total		80	100,0 %

9. Information Nurse'sTable 5.41 *Information Nurse's*

No	Categories <i>Information</i>	Amount	Percentage
1	Good	28	35,0 %
2	Bad	52	65,0 %
Total		80	100,0 %

10. Communication Nurse'sTable 5.42 *Communication Nurse's*

No	Categories <i>Communication</i>	Amount	Percentage
1	Good	38	47,5 %
2	Bad	42	52,5 %
Total		80	100,0 %

11. Service Quality Nurse'sTable 5.43 *Service Quality Nurse's*

No	Categories <i>Service Quality</i>	Amount	Percentage
1	Service Quality Good	42	52,5 %
2	Service Quality Bad	38	47,5 %
Total		80	100,0 %

1. Analysis of Individual Characteristics of Nurse's Competence**a. Analysis Age's Nurse's Education of Nurse's**Table 5.44 *Cross Tabulation Age's With Education of Nurse's*

No	Age's	Education of				Total	
		Bachelor		Diploma		n	%
		n	%	n	%		
1.	20 – 25 years	8	47,1	9	52,9	17	100,0
2.	26 – 30 years	7	14,3	42	85,7	49	100,0
3.	> 30 years	1	7,1	13	92,9	14	100,0
Total		16	20,0	64	80,0	80	100,0

b. Analysis Age's Nurse's Of Trining Nurse'sTable 5.45 *Cross Tabulation Age's With Trining Nurse's*

No	Age's	Trining						Total	
		< 10 time's		10 – 20 time's		> 20 time's		n	%
		N	%	n	%	n	%		
1.	20 – 25 years	15	88,2	2	11,8	0	0	17	100,0
2.	26 – 30 years	20	40,8	29	59,2	0	0	49	100,0
3.	> 30 years	3	21,4	8	57,1	3	21,4	14	100,0
Total		38	47,5	39	48,8	3	3,8	80	100,0

c. Analysis Years of Service Nurse's Of Education of Nurse'sTable 5.46 *Cross Tabulation Years of Service With Education of Nurse's*

No	Years of Service	Education of				Total	
		Bachelor		Diploma		n	%
		N	%	n	%		
1.	0 – 5 years	14	27,5	37	72,5	51	100,0
2.	6 – 10 years	2	8,3	22	91,7	24	100,0
3.	> 10 years	0	0	5	100,0	5	100,0
Total		42	52,5	38	47,5	80	100,0

d. Analysis Years of Service Nurse's Of Trining Nurse's

Table 5.47 Cross Tabulation Years of Service With Trining Nurse's

No	Years of Service	Trining						Total	
		< 10 time's		10 – 20 time's		> 20 time's			
		n	%	n	%	n	%	n	%
1.	0 – 5 years	34	66,7	17	33,3	0	0	51	100,0
2.	6 – 10 years	3	12,5	20	83,3	1	4,2	24	100,0
3.	> 10 years	1	20,0	2	40,0	2	40,0	5	100,0
Total		38	47,5	39	48,8	3	3,8	80	100,0

2. Analysis of Individual Characteristics *Hard Skill* Nurse'sa. Analysis Age's Nurse's Of *Hard Skill* Nurse'sTable 5.48 Cross Tabulation Age's With *Hard Skill* Nurse's

No	Age's	Categories <i>Hard Skill</i>				Total	
		Memenuhi Standar		Not Memenuhi Standar			
		n	%	n	%	n	%
1.	20 – 25 years	17	100,0	0	0	17	100,0
2.	26 – 30 years	47	95,9	2	4,1	49	100,0
3.	> 30 years	10	71,4	4	28,6	14	100,0
Total		74	92,5	6	7,5	80	100,0

b. Analysis Masa Kerja Of *Hard Skill* Nurse's BulelengTable 5.49 Cross Tabulation Years of Service With *Hard Skill* Nurse's

No	Years of Service	Categories <i>Hard Skill</i>				Total	
		Memenuhi Standar		Not Memenuhi Standar			
		n	%	n	%	n	%
1.	0 – 5 years	50	98,0	1	2,0	51	100,0
2.	6 – 10 years	22	91,7	2	8,3	24	100,0
3.	> 10 years	2	40,0	3	60,0	5	100,0
Total		74	92,5	6	7,5	80	100,0

3. Analysis of Individual Characteristics *Soft Skill* Nurse'sa. Analysis Age's Nurse's Of *Soft Skill* Nurse'sTable 5.50 Cross Tabulation Age's With *Soft Skill* Nurse's 5

No	Age's	Categories <i>Soft Skill</i>				Total	
		Good		Bad			
		n	%	n	%	n	%
1.	20 – 25 years	2	11,8	15	88,2	17	100,0
2.	26 – 30 years	10	20,4	39	79,6	49	100,0
3.	> 30 years	4	28,6	10	71,4	14	100,0
Total		16	20,0	64	80,0	80	100,0

b. Analysis Years of Service Of *Soft Skill* Nurse'sTable 5.51 Cross Tabulation Years of Service With *Soft Skill* Nurse's

No	Years of Service	Categories <i>Soft Skill</i>				Total	
		Good		Bad		n	%
		n	%	n	%		
1.	0 – 5 years	8	15,7	43	84,3	51	100,0
2.	6 – 10 years	8	33,3	16	66,7	24	100,0
3.	> 10 years	0	0	5	100,0	5	100,0
Total		16	20,0	64	80,0	80	100,0

c. Analysis Extra Income Of *Soft Skill* Nurse'sTable 5.52 Cross Tabulation Extra Income With *Soft Skill*

No	Extra Income	Categories <i>Soft Skill</i>				Total	
		Good		Bad		n	%
		n	%	n	%		
1.	< Rp 3.000.000	3	10,0	27	90,0	30	100,0
2.	Rp 3.000.000 – Rp 5.999.999	11	24,4	24	75,6	45	100,0
3.	Rp 6.000.000 – Rp 8.999.999	1	33,3	2	66,7	3	100,0
4.	≥ Rp 9.000.000	1	50,0	1	50,0	2	100,0
Total		16	20,0	64	80,0	80	100,0

4. Analysis of Individual Characteristics *Work Ethics* Nurse'sa. Analysis Age's Nurse's Of *Work Ethics* Nurse'sTable 5.53 Cross Tabulation Age's With *Work Ethics* Nurse's

No	Age's	Categories <i>Work Ethics</i>				Total	
		Good		Bad		n	%
		n	%	n	%		
1.	20 – 25 years	0	0	17	100,0	17	100,0
2.	26 – 30 years	7	14,3	42	85,7	49	100,0
3.	> 30 years	0	0	14	100,0	14	100,0
Total		7	8,8	73	91,3	80	100,0

b. Analysis Years of Service Of *Work Ethics* Nurse'sTable 5.54 Cross Tabulation Years of Service With *Work Ethics* Nurse's

No	Years of Service	Categories <i>Work Ethics</i>				Total	
		Good		Bad		n	%
		n	%	n	%		
1.	0 – 5 years	5	9,8	46	90,2	51	100,0
2.	6 – 10 years	2	8,3	22	91,7	24	100,0
3.	> 10 years	0	0	5	100,0	5	100,0
Total		7	8,8	73	91,3	80	100,0

c. Analysis Extra Income Of *Work Ethics* Nurse'sTable 5.55 Cross Tabulation Extra Income With *Work Ethics*

No	Extra Income	Categories <i>Work Ethics</i>				Total	
		Good		Bad			
		n	%	n	%	n	%
1.	< Rp 3.000.000	4	13,3	26	86,7	30	100,0
2.	Rp 3.000.000 – Rp 5.999.999	3	6,7	42	93,3	45	100,0
3.	Rp 6.000.000 – Rp 8.999.999	0	0	3	100,0	3	100,0
4.	≥ Rp 9.000.000	0	0	2	100,0	2	100,0
Total		7	8,8	73	91,3	80	100,0

5. Analysis of Individual Characteristics *Legal Aspect* Nurse's

a. Analysis Age's Nurse's Of Nurses Competence Record

Table 5.56 Cross Tabulation Age's With Nurses Competence Record

No	Age's	Categories Competence Result				Total	
		One Times exam		Two Times exam			
		n	%	n	%	n	%
1.	20 – 25 years	17	100,0	0	0	17	100,0
2.	26 – 30 years	48	98,0	1	2,0	49	100,0
3.	> 30 years	14	100,0	0	0	14	100,0
Total		79	98,8	1	1,3	80	100,0

b. Analysis Age's Nurse's Of Nurse's Registration Certificate (STR) Nurse's

Table 5.57 Cross Tabulation Age's With Nurse's Registration Certificate (STR) Nurse's

No	Age's	Categories STR				Total	
		STR Masih Berlaku		STR Habis Masa Berlaku			
		n	%	n	%	N	%
1.	20 – 25 years	17	100,0	0	0,0	17	100,0
2.	26 – 30 years	42	85,7	7	14,3	49	100,0
3.	> 30 years	13	92,9	1	7,1	14	100,0
Total		72	90,0	8	10,0	80	100,0

c. Analysis Age's Nurse's Of Nurse's Practic License (SIP) Nurse's

Table 5.58 Cross Tabulation Age's With Nurse's Practic License (SIP) Nurse's

No	Age's	Categories SIP				Total	
		SIP Masih Berlaku		SIP Habis Masa Berlaku			
		n	%	N	%	N	%
1.	20 – 25 years	17	100,0	0	0,0	17	100,0
2.	26 – 30 years	42	85,7	7	14,3	49	100,0
3.	> 30 years	13	92,9	1	7,1	14	100,0
Total		39	72	90,0	8	10,0	80

d. Analysis Years of Service Of Nurses Competence Record

Table 5.59 Cross Tabulation Years of Service With Nurses Competence Record

No	Years of Service	Categories Competency Test Results				Total	
		One Times exam		Two Times exam			
		n	%	n	%	N	%
1.	0 – 5 years	51	100,0	0	0	51	100,0
2.	6 – 10 years	24	100,0	0	0	24	100,0
3.	> 10 years	4	80,0	1	20,0	5	100,0
Total		79	98,8	1	1,2	80	100,0

e. Analysis Years of Service Of Nurse's Registration Certificate (STR) Nurse's

Table 5.60 Cross Tabulation Years of Service With Nurse's Registration Certificate(STR) Nurse's

No	Years of Service	Categories STR				Total	
		STR Masih Berlaku		STR Habis Masa Berlaku			
		n	%	n	%	n	%
1.	0 – 5 years	43	84,2	8	15,7	51	100,0
2.	6 – 10 years	24	100,0	0	0,0	24	100,0
3.	> 10 years	5	100,0	0	0,0	5	100,0
Total		72	90,0	8	10,0	80	100,0

f. Analysis Years of Service Of Nurse's Practic License (SIP) Nurse's

Table 5.61 Cross Tabulation Years of Service With Nurse's Practic License(SIP) Nurse's

No	Years of Service	Categories SIP				Total	
		SIP Still Valid		SIP Expired			
		n	%	N	%	n	%
1.	0 – 5 years	43	84,2	8	15,7	51	100,0
2.	6 – 10 years	24	100,0	0	0,0	24	100,0
3.	> 10 years	5	100,0	0	0,0	5	100,0
Total		39	72	90,0	8	10,0	80

H. Analysis of Individual Characteristics Service Quality Nurse's

1. Analysis Age's Nurse's Of Service Quality Nurse's

Table 5.62 Cross Tabulation Age's With Service Quality Nurse's

No	Age's	Categories Service Quality				Total	
		Service Quality Good		Service Quality Bad			
		n	%	N	%	n	%
1.	20 – 25 years	7	41,2	10	58,8	17	100,0
2.	26 – 30 years	28	57,1	21	42,9	49	100,0
3.	> 30 years	7	50,0	7	50,0	14	100,0
Total		42	52,5	38	47,5	80	100,0

2. Analysis Years of Service Of Service Quality Nurse's

Table 5.63 Cross Tabulation Years of Service With Service Quality Nurse's

No	Years of Service	Categories Service Quality				Total	
		Service Quality Good		Service Quality Bad			
		n	%	N	%	n	%
1.	0 – 5 years	26	52,0	25	49,0	51	100,0
2.	6 – 10 years	12	50,0	12	50,0	24	100,0
3.	> 10 years	4	80,0	1	20,0	5	100,0
Total		42	52,5	38	47,5	80	100,0

3. Analysis Extra Income Of Service Quality Nurse's

Table 5.64 Cross Tabulation Extra Income With Service Quality Nurse's

No	Extra Income	Categories Service Quality				Total	
		Service Quality Good		Service Quality Bad			
		n	%	n	%	n	%
1.	< Rp 3.000.000	16	53,3	14	46,7	30	100,0
2.	Rp 3.000.000 – Rp 5.999.999	24	53,3	21	46,7	45	100,0
3.	Rp 6.000.000 – Rp 8.999.999	2	66,7	1	33,3	3	0,0
4.	> Rp 9.000.000	0	0,0	2	100,0	2	100,0
Total		42	52,5	38	47,5	80	100,0

4. Analysis Position Head of Family With Service Quality Nurse's

Table 5.65 Cross Tabulation Position Head of Family With Service Quality Nurse's

No	Head Family Position	Categories Service Quality				Total	
		Kualitas Layanan Good		Kualitas Layanan Bad			
		n	%	n	%	n	%
1.	No Having Position	13	50,0	13	50,0	26	100,0
2.	Staff Level	27	55,1	22	44,9	49	100,0
3.	Unit Head Level	2	40,0	3	60,0	5	100,0
Total		31	52,5	28	47,5	59	100,0

L. Analysis Nurse's Competence Of Service Quality Nurse's

1. Analysis *Basic Knowledge* Nurse's With Service Quality Nurse's

Table 5.66 Cross Tabulation Education of With Service Quality Nurse's

No	Education of	Categories Service Quality				Total	
		Service Quality Good		Kualitas Layanan Bad			
		n	%	n	%	n	%
1.	Diploma III	36	56,3	28	43,8	64	100,0
2.	Bachelor	6	37,5	10	62,5	16	100,0
Total		42	52,5	38	47,5	80	100,0

2. Analysis Trining Nurse's Of Kualitas Layanan Nurse's Buleleng

Table 5.67 Cross Tabulation Trining With Service Quality Nurse's

No	Categories Trining	Categories Service Quality				Total	
		Service Quality Good		Kualitas Layanan Bad			
		n	%	n	%	n	%
1.	< 10 time's	20	52,6	18	47,4	38	100,0
2.	10 – 20 time's	19	48,7	20	51,3	39	100,0
3.	> 20 time's	3	100,0	0	0,0	3	100,0
Total		42	52,5	38	47,5	80	100,0

2. Analysis *Hard Skill* Of Service Quality Nurse'sTable 5.68 Cross Tabulation *Hard Skill* With Service Quality Nurse's

No	Categories <i>Hard Skill</i>	Categories Service Quality				Total	
		Kualitas Lavanan		Kualitas Layanan Bad			
		n	%	n	%	n	%
1.	<i>Hard Skill</i> Meet Standards	39	52,7	35	47,3	74	100,0
2.	<i>Hard Skill</i> Not Meeting the	3	50,0	3	50,0	6	100,0
Total		42	52,5	38	47,5	80	100,0

3. Analysis *Soft Skill* Nurse's Of Service Quality Nurse'sTable 5.69 Cross Tabulation *Soft Skill* With Service Quality Nurse's

No	Categories <i>Soft Skill</i>	Categories Service Quality				Total	
		Service Quality Good		Kualitas Layanan Bad			
		n	%	n	%	n	%
1.	<i>Soft Skill</i> Good	13	81,3	3	18,7	16	100,0
2.	<i>Soft Skill</i> Bad	29	45,3	35	54,7	64	100,0
Total		42	52,5	38	47,5	80	100,0

4. Analysis *Work Ethics* Nurse's Of Service Quality Nurse'sTable 5.70 Cross Tabulation *Work Ethics* With Service Quality Nurse's

No	Categories <i>Work Ethics</i>	Categories Service Quality				Total	
		Good Service Quality		Bad Service Quality			
		n	%	n	%	n	%
1.	<i>Work Ethics</i> Good	3	42,9	7	57,1	7	100,0
2.	<i>Work Ethics</i> Bad	39	53,4	34	46,6	73	100,0
Total		42	52,5	38	47,5	80	100,0

5. Analysis *Legal Aspect* Nurse's Of Service Quality Nurse's

a. Analysis Competency Test Results Of Service Quality Nurse's

Table 5.71 Cross Tabulation Competency Test Results With Service Quality Nurse's

No	Result exam Categories	Categories Service Quality				Total	
		Good Service Quality		Bad Service Quality			
		n	%	N	%	n	%
1.	One Times exam	41	51,9	38	48,1	79	100,0
2.	Two Times exam	1	100,0	0	0,0	1	100,0
Total		42	52,5	38	47,5	80	100,0

b. Analysis Nurse's Registration Certificate(STR) Of Service Quality Nurse's

Table 5.72 Cross Tabulation Nurse's Registration Certificate(STR) With Service Quality Nurse's

No	Categories Letter of Sign Registration (STR)	Categories Service Quality				Total	
		Good		Bad			
		n	%	N	%	n	%
1.	STR Still Valid	18	46,2	21	53,8	39	100,0
2.	STR Expiry date	24	58,5	17	41,5	41	100,0
Total		42	52,5	38	47,5	80	100,0

c. Analysis Nurse's Practic License(SIP) Of Service Quality Nurse's

Table 5.73 Cross Tabulation Nurse's Practic License(SIP) With Service Quality Nurse's

No	Categories Letter License (SIP)	Categories Service Quality				Total	
		Good		Bad			
		n	%	N	%	n	%
1.	SIP Still Valid	18	46,2	21	53,8	39	100,0
2.	SIP Expiry date	24	58,5	17	41,5	41	100,0
Total		42	52,5	38	47,5	80	100,0

M. Analysis The Effect of Individual Characteristics of Nurse's Competence in Inpatient Installation

1. Analysis the Effect of Individual Of Education of Nurse's

Table 5.74 Summary of Statistic Logistik Multinomial Regression Individual Characteristic of Education of Nurse's

No	Variable'	p	β	RR	Information
1.	Age's Nurse's	0,956	0,010	1.010	Not Significant
2.	Years of Service Nurse's	0,015	-0,498	0,608	Significant
3.	Extra Income	0,236	0,000	1,000	Not Significant
4.	Head Family Position	0,890	0,250	1,284	Not Significant

2 Analysis of the Effects of Individual Characteristics Of Trining Nurse's

Table 5.75 Summary of Regression Logistik Multinomial Individual Characteristics of Trining Nurse's

No	Variable'	p	β	RR	Information
1.	Age's Nurse's	0,389	0,130	1,139	Not Significant
2.	Years of Service Nurse's	0,001	-0,625	0,535	Significant
3.	Extra Income	0,909	0,000	1,000	Not Significant
4.	Head Family Position	0,742	-0,593	0,742	Not Significant

2 Analysis Individual Characteristic Effect Of *Hard Skill* Nurse's In the Inpatient Instalation

Table 5.76 Summary Multinomial Logistic Regression Statistical Test Results Individual Characteristic of *Hard Skill* Nurse's

No	Variable'	p	β	RR	Information
1.	Age's Nurse's	0,068	-0,304	0,738	Not Significant
2.	Years of Service Nurse's	0,041	-0,367	0,693	Significant
3.	Extra Income	0,487	0,000	1,000	Not Significant
4.	Head Family Position	0,638	1,264	3,541	Not Significant

3 Analysis Individual Characteristic Effect Of *Soft Skill* Nurse's In the Inpatient Instalation

Table 5.77 Summary Multinomial Logistic Regression Statistical Test Results Individual Characteristic of *Soft Skill* Nurse's

No	Variable'	p	β	RR	Information
1.	Age's Nurse's	0,490	0,082	1,086	Not Significant
2.	Years of Service Nurse's	0,630	-0,059	0,942	Not Significant
3.	Extra Income	0,365	0,000	1,000	Not Significant
4.	Head Family Position	0,688	-0,754	0,470	Not Significant

4 Analysis Individual Characteristic Effect Of *Work Ethics* Nurse's In the Inpatient Instalation

Table 5.78 Summary Statisticall Regression of Logistik Multinomial Individual Characteristic of *Work Ethics* Nurse's

No	Variable	p	β	RR	Information
1.	Age's Nurse's	0,833	-0,037	0,964	Not Significant
2.	Years of Service Nurse's	0,427	-0,162	0,851	Not Significant
3.	Extra Income	0,349	0,000	1,000	Not Significant
4.	Head Family Position	0,000	14 400	1 794 880	Significant

5. Analysis Individual Characteristic Effect Of *Legal Aspect* Nurse's In the Inpatient Instalation

a. Analysis Individual Characteristic Effect Of Nurses Competence Record

Table 5.79 Summary Multinomial Logistic Regression Statistical Test Results Individual Characteristic of Nurses Competence Record

No	Variable's	p	β	RR	Information
1.	Age's Nurse's	0,998	4,668	106,447	Not Significant
2.	Years of Service Nurse's	0,997	-5,922	0,851	Not Significant
3.	Extra Income	1,000	0,000	1,000	Not Significant
4.	Head Family Position	0,999	26,660	3 786 E+11	Not Significant

b. Analysis Individual Characteristic Effect Of Nurse's Registration Certificate (STR) Nurse's

Table 5.80 Summary Multinomial Logistic Regression Statistical Test Results Individual Characteristic of Registration of Nurses (STR) Nurse's

No	Variable'	p	β	RR	Information
1.	Age's Nurse's	0,466	-0,109	0,897	Not Significant
2.	Years of Service Nurse's	0,165	0,280	1,323	Not Significant
3.	Extra Income	0,317	0,000	1,000	Not Significant
4.	Head Family Position	.	0	.	Not Significant

c. Analysis Individual Characteristic Effect Of Nurse's Practic License (SIP) Nurse's

Table 5.81 Summary Multinomial Logistic Regression Statistical Test Results Individual Characteristic of Nurse's Practic License (SIP) Nurse's

No	Variable'	p	β	RR	Information
1.	Age's Nurse's	0,466	-0,109	0,897	Not Significant
2.	Years of Service Nurse's	0,165	0,280	1,323	Not Significant
3.	Extra Income	0,317	0,000	1,000	Not Significant
4.	Head Family Position	.	0	.	Not Significant

N. Analysis Individual Characteristic Effect and Competition of Nurse's Of Service Quality Nurse's In the Inpatient Instalation

Table 5.82 Summary Multinomial Logistic Regression Statistical Test Results Individual Characteristic Nurse's Of Service Quality Nurse's

No	Variable's	P	β	RR	Information
1.	Age's Nurse's	0,089	0,318	1,374	Not Significant
2.	Years of Service	0,055	-0,393	0,675	Not Significant
3.	Extra Income	0,115	0,000	1,000	Not Significant
4.	Position Kepala	0,755	-0,474	0,623	Not Significant
5.	Education of	0,246	-0,833	0,435	Not Significant
6.	Trining	0,699	0,032	1,003	Not Significant
7.	Hard Skill	0,132	-1,771	0,170	Not Significant
8.	Soft Skill	0,005	0,024	1,025	Significant
9.	Work Ethics	0,423	-0,014	0,986	Not Significant
10.	Competence Result	.	-20,836	8,935E-10	Not Significant
11.	STR	0,204	-1,213	0,297	Not Significant
12.	SIP	.	0	.	Not Significant

DISCUSSION

1. Analysis of Individual Characteristics and Their Influence on the Quality of Nurse Services in the Inpatient Room of Buleleng Hospital

Individual characteristic factors examined in this study are the age of the nurse, the length of service of the nurse, extra income and the position of head of the nurse's family. The age of nurses

who worked in the inpatient room of Buleleng Hospital was at the most age range between 26 to 30 years, which was 61.3%. At that age range, usually starting a career, starting a family life and starting caring for children. Changes in lifestyle from one's own family to more or less affect the quality of services provided while working. In Indonesian culture, women are identified with domestic work. Nurses in the inpatient ward of Buleleng Hospital, all of which are women, will certainly experience a change in role in the family, at the same time the obligation as a nurse working in a hospital is also demanded to be able to perform well.

The working period of nurses in the inpatient room of Buleleng Regional Hospital is mostly in the range of less than 5 years, which is 63.7%. In the relatively new working period, the time obtained by new nurses is considered very sufficient time to adjust to the existing work environment. For nurses who first entered work in Buleleng, the orientation period was given three months. After evaluating, it will be decided whether to enter the contract stage or not. The first contract is valid for 1 (one) year. After completion of the first contract period there will be a re-evaluation. The nurse in question will be decided to proceed at the second stage of the contract for 1 (one) year or not. After completing the second contract period, it will be decided to be appointed as a permanent employee or dismissed.

All nurses in the Inpatient Installation are female. This is intended so that the nature of caring and tenderness in the female side is more prominent in the care of patients in the Inpatient Installation. Cultural background in Indonesia, that women do not have the full obligation in making a living. The husband or head of the family plays the main role in finding sustenance for the family. Strong financial capacity in the hands of husband or father to unmarried nurses can provide different intrinsic motivation (lower) to nurses in carrying out their nursing duties.

The background of the position of head of the family, as well as extra income, is assumed to change the intrinsic motivation of a nurse at the executive level. The higher the position of head of the family, it is assumed that pride (pride) and a higher level of prestige compared to other nurses. With this background, it is assumed that there is an influence between the head of the family's debate on the quality of services provided. Of the total nurses studied, the status of the position of head of the family at most was at the executive level of 61.3%.

From the multinomial logistic regression test of individual characteristics to nurse competence, the position of head of the family variable has a significant influence on aspects of work ethics. The significance figure obtained was 0,000 with RR 1794880,59. From these results it can be concluded that the higher the position of the head of a nurse's family, the work ethics he has will also be higher. This can be due to the pride of the nurse in question for the position of head of the family. From the results of multinomial regression tests conducted between individual characteristics of service quality, the significance figure shows the results of 0.586. This means that there is no relationship between the position of the head of the nurse's family's work to the quality of services provided inpatient installations. As with extra income, this is possible because the responsibility for services provided to nurses has been absorbed by individual nurses with different levels

2. Analysis of Nurse Competence and Its Effect on Nurse Service Quality in Inpatient Installations

The nurse competency factors examined in this study are basic knowledge, hard skills, soft skills, work ethics and legal aspects of each. Basic knowledge variables as part of nurse competence consist of 2 sub-variables, namely education that has been taken by the nurse concerned and training that has been undertaken by nurses. The ability of a nurse in completing her daily technical nursing duties is absolutely mastered by the nurse in question. There are 3 (three) types of nursing care in Buleleng inpatient rooms, namely surgical medical care, child care and obstetrics. Every nursing care requires mastery of technical abilities that differ from one another. Buleleng has established a minimum standard of technical mastery ability based on the competency standards of PPNI.

Soft Skill. The mastery of non technical skills is needed by nurses in completing daily work. Non-technical abilities include personal effectiveness, flexibility, leadership, persuasion, goal orientation, decision making, negotiation, analytical problem solving, teamwork, diplomacy, empathy, interpersonal skills and self management (time and priorities). The role of soft skills is important to master in today's work world (Heckman & Kautz, 2; Andrews & Higson, 2008). Employees who have better soft skills tend to be more successful in their jobs. **Work Ethics.** The work ethic of a nurse is closely related to the quality of services provided (Segall, 2000). The better the work ethic, the better the quality of service provided. Work ethics components in this study include self reliance, morality, leisure, hardwork, centrality of work, wasted time and delay of gratification.

The legal aspect of the competency is based primarily on Law number 36 year 4 concerning Health Workers and Law number 38 year 4 on Nursing. In carrying out professional practice nurses are required to be able to meet the legal aspects of a Practice License (SIP). While one of the requirements to get a SIP is to have a Registration Certificate (STR).

3. Quality Analysis of Inpatient Installation Nurse Services

Based on the results of the study, the quality of nurses' services in the Inpatient installation was assessed by patients in the poor category, which amounted to 47.5%. Knowledgeability attitude in this study is shown by the attitude and behavior of nurses who are able to answer questions that are relevant to nursing care. Responsive attitude in this study is shown by the attitude and behavior of nurses who are responsive to the needs of patients. The attitude of professionalism referred to in this study is the attitude and behavior shown by maintaining skills, appearance, listening and manners. The attitude of accessibility in this study is shown by the attitudes and behaviors that provide convenience or contact or the meeting of officers. Caring in this study is shown by the attitudes and behaviors of nurses who listen to complaints, and are sensitive to the needs of patients.

The attitude of dignity in this study is shown by the attitudes and behavior of nurses who respect Seeta respecting the dignity of patients in each of their interactions. Emphaty attitude in this study is shown by the attitude and behavior of nurses who are able to position themselves in the patient's condition. The attitude of convenience in this study is shown by the attitudes and behaviors that provide comfort to the patient. The informative attitude referred to in this study is the attitude and behavior of nurses who always provide information without being asked and provide answers in accordance with their nursing duties. Communication attitude in this study is indicated by nurses' attitudes and behavior that convey information both verbally and non verbally clearly about the patient's needs.

CONCLUSION

1. In the soft skill variable, most nurses inpatients in Buleleng Hospital are still categorized as having poor soft skills. All soft skill subvariables, namely, personal effectiveness, flexibility, leadership, persuasion, goal orientation, decision making, negotiation, analytical problem solving, teamwork, diplomacy, empathy, interpersonal skills, and self management (time and priorities) are all poorly categorized. In this soft skill variable statistically influences the quality of nurse services.
2. In the work ethics variable, most of the nurses inpatient in Buleleng General Hospital have bad work ethics. All components of work ethics, namely self reliance, morality, leisure, hardwork, centrality of work, wasted time, and delay of gratification are categorized as poor. Statistically the work ethic of nurses in the inpatient room of Buleleng Hospital does not have an influence on the quality of services provided.

3. In the legal aspect, most nurses are able to pass the competency test with just one exam. For the Registration Certificate (STR), some nurses have expired. Likewise, the Practice License (SIP), because the validity period is in accordance with the validity period of STR, some nurses have also expired. Statistically, this legal aspect is not related to the quality of nurse services in the inpatient room of Buleleng General Hospital.
4. The recommendations of this study are:
 - a. Making a good employee orientation system before work.
 - b. Preparation of technical guidance to new nurses who focus on daily experience.
 - c. Re-formulation of training objectives.
 - d. Development of guidelines for developing soft skills at the work unit level.
 - e. Establishment of a guidance and supervision system primarily related to direct services to patients.
 - f. Making a standard career path.
 - g. Building a work ethics culture with good standards

DAFTAR PUSTAKA

- Andrews, J. & Higson, H., 2008. Graduate Employability, 'Soft Skills' Versus 'Hard' Business Knowledge: A European Study. *Higher Education in Europe*, 33(4), pp.411-22.
- Azwar V., 3. Peranan Moderasi Soft Skills dalam Meningkatkan Mutu Pelayanan Rumah Sakit. *Jurnal Kesehatan Masyarakat Nasional*, 7(8), pp.378-84.
- Behrman, R., Kliegman, R. & Nelson, W., 2002. *Nelson Textbook of Pediatrics*. 19th ed. Philadelphia: WB Saunders.
- Blood, M.R., 1969. Work Values and Job Satisfaction. *Journal of Applied psychology*, 53(6), pp.456-59.
- Cameron, K.S. & Quinn, R.E., 2006. *Diagnosing and Changing Organizational Culture*. San Francisco: Jossey-Bass.
- Cohen, J. & Ezer, T., 3. Human Rights In Patient Care: A Theoretical And Practical Framework. *Health And Human Rights*, 15(2), pp.7-19.
- Depkes, 0. *Keputusan Menteri Kesehatan Nomor 1239 Years 2001 tentang Registrasi dan Praktik Nurse's*. Jakarta: Departemen Kesehatan RI
- Desmond, C. et al., 2002. Approaches to Caring, Essential Elements for A Quality Service and Cost-Effectiveness in South Africa. *Evaluation and Program Planning*, 25, pp.447-58.
- Ginting, R., 1999. Peranan Pemimpin Informal Dalam Menggerakkan Partisipasi Masyarakat Untuk Pembangunan Desa. In *Disertasi*. Program PascaBachelor, Institut Pertanian Bogor.
- Hatfield, N.T., 2008. *Broadribb's Introductory Pediatric Nursing*. 7th ed. Philadelphia: Lippincott Williams & Wilkins.
- Jacobalis, S., 1995. *Liberalisasi Bisnis Jasa Kesehatan dan Dampaknya Bagi Rumah Sakit Indonesia*. Jakarta: IRSYAM XXXVII.
- Harper Collins. Knowles, M.S., Holton, E.F. & Swanson, R.A., 5. *The Adult Learner: The Definitive Classic in Adult Education and Human Resource Development*. New York: Routledge.
- Kotler, P. & Keller, K.L., 2. *Marketing Management*. 14th ed. New Jersey: Prentice Hall.
- Lewis, B.R. & Mitchell, V.W., 2007. Defining and Measuring the Quality of Customer Service. *Marketing Intelligence & Planning*, 8(6), pp.11-17.
- Liaschenko, J. & Peter, E., 2004. Nursing Ethics and Conceptualizations of Nursing: Profession, Practice and Work. *Journal of Advanced Nursing*, 46(5), pp.488-95.
- Masdar, S., 2009. *Manajemen Sumber Daya Manusia Berbasis Kompetensi*. Surabaya: Airlangga Univeristy Press.
- Miller, M.J., Woehr, D.J. & HUDspeth, N., 2002. The Meaning and Measurement of Work Ethic: Construction and Initial Validation of a Multidimensional Inventory. *Journal of Vocational Behavior*, 60, pp.451-89.
- Nelson, J.A. & Folbre, N., 2006. Why a Well-Paid Nurse is a Better Nurse. *Nurs Econ*, 24(3), pp.127-30.
- Omachonu, V.K. & Ross, J.E., 2005. *Principles of Total Quality*. 3rd ed. New York: CRC Press.

- Petersen, L.A. et al., 2006. Does Pay-for-Performance Improve the Quality of Health Care? *Annals of Internal Medicine*, 145(4), pp.265-72.
- PPNI, 0. *Standar Profesi dan Kode Etik Nurse's*. Jakarta: PP PPNI
- Robbins, S.P. & Judge, T.A., 3. *Organizational Behavior*. 15th ed. New York: Pearson.
- Rosander, A.C., 1985. *Applications of Quality Control in the Service Industries*. New York: CRC Press.
- St-Germain, D., Boivin, B. & Fougeyrollas, P., 1. The Caring-Disability Creation Process Model: a New Way of Combining 'Care' in Nursing and 'Rehabilitation' for Better Quality of Services and Patient Safety. *Disability and Rehabilitation*, 33(21-22), pp.2105-13.
- Timby, B.K. & Smith, N.E., 0. *Introductory Medical-Surgical Nursing*. 10th ed. Philadelphia: Lippincott Williams & Wilkins.
- Wijono, D., 2008. *Manajemen Mutu Rumah Sakit dan Kepuasan Pasien*. Surabaya: Airlangga University Press.
- Yu, G., Wang, Y. & Liu, C., 2. Improving Public Service Quality from a Developmental Perspective: Empathy, Attachment, and Gender Differences. *Pubic Personnel Management*, 41(5), pp.9-20.
- Zelenski, J.M., Murphy, S.A. & Jenkins, D.A., 2008. The Happy-Productive Worker Thesis Revisited. *J Happiness Stud*, 9, pp.521-37.