The Influence Ability And Work Motivation On The Quality Of Services In The RSM Ahmad Dahlan Kediri With Length Of Service As Variable Moderating

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Abstract

Hospital as one of health service facility has a very strategic function in accelerate to increase community health stage in Indonesia. The aim of research is to investigate the effect of nurse ability and nurse motivation to the service quality of nurse that has been moderated by length of service at RSM Ahmad Dahlan Kediri. Research design being used is correlational using cross-sectional which samples number determined in this research are 60 respondents. As Independent variables are ability of nurse and motivation of nurse, and its variable moderating is length of service, while its dependent variables is service Quality. Using moderated regression analysis are motivation of nurse and ability of nurse moderated length of service are positively influenced to service quality of nurse, meanwhile length of service variable did not succeed to moderate motivation of nurse to service quality. Ability of nurse not involve significantly to quality service of nurse. The result of the analysis could be known that 32.7% variation of service quality of nurse could be explain by independent variable and moderating variable that has been examined in this research and 67.3% by the other factors outside the model.

Keywords : Moderated Regression Analysis , Nurse Motivation, Nurse Ability, Length of service, and Service Quality Of Nurse

1. Introduction

In the modern era, good health is a key element in hospitals and health units. Through good service the hospital is expected to create a competitive, with the quality of the service efficient, and innovative. Hospitals are required to meet the standard of medical service to provide optimal service. The hospital as a place for society to make, good health both physical and spiritual prosecuted with adequate standard of facilities and services. Hospitals expressed managed not only on the completeness of facilities that are seeded, but the attitude and to the service of human resources are an element which is significant to the public is produced. Considering how much the roles and responsibilities of medical personnel in performing service in hospital it was essential for the management of hospitals to care of and meet the needs of the workers in order to produce high service quality and consistent with the objectives of the hospital.

Hospital as one of the health care facility has a strategic role in the effort to accelerate the improvement of the health of the people of Indonesia. This is consistent with the vision of Healthy Indonesia 2010, which requires the existence of health services quality. Nurse is one of the professions in hospitals which play an important role in the implementation of efforts to maintain health service quality in hospital. About on evaluation standards and control quality
service explained that nursing guarantee the upbringing nursing that high-grade with are constantly being involved in quality control program in hospital.

Service excellence in the hospital are the demands of the community, so that services the hospital less than maximum will face a serious problem pinned by foreign health services can operate in Indonesia as increased global market including preventive health services and promoting. Hospitals should be able to change the form of service and the system so that in accordance with the demands of customers and not a hospital but a healthy person also. Thus the hospital must be turned into the maintenance of satisfactory health for the sick and healthy.

Based on the results of monitoring activities were still there is an impression from the visiting or patient at RSM Ahmad Dahlan Kediri that the services are unsatisfactory, ineffective. Nurse less dexterous in serving the patients due to the lack of motivation of work and lack of ability in performing their duties as where that they had done in accordance with TUPOKSI (the main tasks and of the function). The contrary of nurses complained about lack of prosperity nurse, a lack of facilities and infrastructure for success of a mechanism services in conformity with expectation users services RSM the city of Kediri. So that the policy of the field of business management refers to improving the quality of health services in sustainable in order to ensure accountability and the smooth strategy compete hospital. This policy among others achieving in the application of continues improvement. This is what underlies conducted research to know the influence of the ability and motivation work with length of service as variable moderation on the quality of services in RSM Ahmad Dahlan Kediri.

1.1 Nurse Ability

Today nursing personnel undergoing rapid changes that evolved from the original occupational power into energy professions, from initially providing services traditionally. The implication of nurses should be bold risk because more autonomous, responsible and liable to sue against every decision and action. Nursing services in hospital is a health services percentage is highest, i.e. by 90%. Capabilities owned by humans are very stock staple. This ability has evolved over the centuries ago to enrich themselves and to achieve cultural development as well as higher education. In the Indonesian Language Dictionary, the ability comes from the word ‘capable’ meaning power (can, able, do something, can, be, rich, have excessively treasure). The ability is something capable of doing things. Someone in say capable if able to do something that should be done.

The ability is the capacity of the individual to work on a variety of tasks in a job, and that ability can consist of intellectual ability and physical ability [1]. Factors that affect the ability of work on view at the level of formal education, technical training, abilities were ever master the job, technical work, and precision in finishing the job [2]. According to some experts management the ability of synonymous with competence, as in told that, competence is an ability to carry out a work based on skills and knowledge and supported by the attitude of the work was prosecuted by the job [3]. Based on the above understanding, it can be concluded that the competence is the ability to work with integrating knowledge, skills, and abilities as well as personal values based on the experience gained from the work in old and learning within the framework of the implementation of its duties professionally, effectively and efficiently.

Thus in particular ability in terms of skills or abilities of employees will form the professional employees who show an employment action for the work process and the personal development of employees. The form of that action could be in the form of know-how and
skilled serve community in accordance with the duties and functions of each unit of work. So the ability of the employee's work affects the quality of health services.

1.2. Nurse Motivation

Motivation is a skill in driving civil servants and organization to want to work more good that desire civil servants and organizational goals be achieved. In this way employees motivation work are needed in order to increase the production of the company [4]. Employees have potential energy reserves, but how this energy used depending on the strength of encouragement motivation of employees and the situation that exist [4]. According to this theory there are 3 things motivated someone. First, achievement is needs resources that motivates mover of work of someone. Because of that, this need push someone to develop creativity and exert all the ability and energy to reach work performance maximum. Someone will realize that only by achieving a high work achievement will have a greater incentive. Second, the need for affiliation becomes the Activator will motivate a person's work.

This need including demand is to be accepted in the work place environment, feeling respected, forward and feelings did not fail, and feelings are involved. Therefore, a person's motivation to meet those needs by utilizing his energies and develop itself in order to finish his work. Third, the need for power is the driving force of motivation to achieve the best chair or standing. Healthy competition is a great way to achieve this requirement.

Nurses could be motivated to improve its contribution against because motivation is a source of propulsion that closely related with the labour productivity, culture and scores in the structure of work. Motivation employment is something which gives rise to the spirit or encouragement. Because of that, motivation of work in psychology commonly called a stimulant working spirit. Strong and the weak motivation a work of labour come determine outstanding achievements big or small. System needs people underlying been the motivation, and divided into two group, namely of hygiene and of motivator [5]. The factors who work to satisfy different from factors which gives rise to dissatisfaction work. The factors that give rise to satisfaction of work is called motivator, which includes the contents of the work which is of intrinsic from work itself, that includes: responsibility, progress, the work itself, the achievement of, recognition [6].

While contributing factors that cause dissatisfaction work called hygiene factors, related to the context of the work, and is the extrinsic factor of the work, include: health policy and administration, supervisor, salary, interpersonal relationships, working conditions.

1.3. Length Of Service

Length of Service is characteristic of the last biographical in the concept of individual character that often examine. Talking about the length of service will certainly relate to seniority within an organization. Extensive studies regarding the relationship of seniority to productivity have been done, and the result is that there is a positive relationship between labour productivity and the seniority of an employee.

Length of service associated with a long time to work until the deadline has been set. Longer work more and more and that is the experience of a man in his work to adjust to the environment. It ’s cause in adapting to the environment in which a person is old enough to stay and employees feel comfortable with his work. According to the [1] length of service undertook
to determine a person's performance in carrying out its tasks. The longer someone works the more skilled and the sooner he completed the task. Roffey Park Management Institute mentions that employability is formed from a combination of experience, track record, and the main capabilities including is flexibility, creativity, teamwork, change management, as well as the desire to continue learning (continuous improvement). Some forming employability manager through the improvement of training, networking, and do their task that is difficult. Opinion above shows that length of service experience is individuals who will determine growth in employment and official duties.

1.4. Service Quality Nurse

According to [7] service quality can be monitored and regulated according to the needs of patients. The purpose of the quality of services nurse is to ensure that services nursing services or products produced a nurse in accordance with standard and wishes of patients. Benchmark the quality of service will need to be made so that employees can measure its self in running a job. This is supported by Pasuraman in [8] found that benchmark service quality can be measured by the ten dimensions, namely: Tangibles consisting of physical facility, equipment, personnel and communication, reliability consisting of the ability of service units in creating a service that promised with proper, responsiveness ability to help customers responsible for quality of service provided, Competence, knowledge and skills of its demands good by providing services in the apparatus, Courtesy attitude or behaviour is friendly, welcoming, responsive to the wishes of consumers, as well as willing to do the personal contact, the Credibility of honest attitude in every effort to attract public confidence, Security, the services provided should be guaranteed free from many of the dangers and risks, Access, there is an ease to make contact and approach, the Communications, the ability to give service to listen to the desires of customers, as well as a willingness to always deliver new information to the community, Understanding the customer, endeavour to find out the needs of the customer.

In order to increase the quality of hospital service, the management will have to do to synergize interests between the internal and external. In sharper competitive competition and improving the quality is available continuously have to keep in do with various ways one of them is increased ability and motivation of work.

1.5. The Influence Ability and Work Motivation on the quality of service

Improving the services of the nurse can give the patient satisfaction in getting excellent service at a hospital. Improving the services of nurses can be attempted by the leadership with the fulfillment of the needs of nurses both physical and not physical. Because basically the nurse assesses the performance of ability and motivation to work in improving the quality of health services. In relation to the performance of the nurses to serve public health it is necessary the presence of ability and motivation, which is said to have energy to awaken an urge from within. According to [9] factors that influence the performance of the employees was a factor the ability and motivation.

Thus it can be said that the ability and motivation are elements which serve to form a person's performance in carrying out its work. Furthermore the theory will be applied using a variety of reference sources in accordance with the focus problems will be examined.
2. Material and Methods

This research is quantitative research methods correlational with cross sectional approach. Quantitative research method can be interpreted as a research method that is based on the philosophy of positivism, used to examine the population or a particular sample, data collection using research instruments, quantitative data analysis / statistics, with the aim to test the hypothesis that has been set. the conclusion is the last step in a process towards the formulation of research that is the problem.

The study is done at RSM Ahmad Dahlan Kediri to the sum of the number population of 70 of respondents (permanent workers). Of the sample on this research is simple random sampling to the sample dozens of respondents. Data processing on the phases of this research includes the univariate analysis in use to perform analysis on any variable so it can be in the know the percentage. Further bivariate analysis was performed by using an analysis of the correlation of Pearson and to test the hypothesis, that influence the motivation of nurses, nursing ability, the interaction between the motivation of nurses with long work, the interaction between the old nurses ability work using regression equations through test interaction or often called with a moderated regression analysis (MRA). MRA is a special application where the linear regression equation contains elements of interaction (multiplication of two or more independent variables) as follows [10], \( Y = a + bX_2 + bX_3 + bX_1X_2 + bX_1X_3 \)

Description :
\( Y \) : Service Quality  
\( X_1 \) : Length of service  
\( X_2 \) : Nurse ability  
\( X_3 \) : Nurse Motivation  
\( b \) : slope  
\( a \) : Constanta

Here is a design study of variable ability nurse, nurse motivation, with variable moderation length of service to quality of service.

Picture 1. design study of variable ability nurse, nurse motivation, with variable moderation length of service to quality of service
3. Result and Discussion

Data on the influence of the ability and motivation work on the quality of service a nurse with moderating side variables length of services in RSM Ahmad Dahlan Kediri in obtain through a questionnaire. Who were respondents is a nurse with the status of fixed who works in RSM Ahmad Dahlan Kediri.

3.1. Characteristic of nurses

Table 1. Characteristic of nurses in the RSM Ahmad Dahlan Kediri April 2015

<table>
<thead>
<tr>
<th>Characteristic of nurses</th>
<th>Amount</th>
<th>Percentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>&lt; 30 years old</td>
<td>29</td>
<td>48.3</td>
</tr>
<tr>
<td>30 – 40 years old</td>
<td>27</td>
<td>45</td>
</tr>
<tr>
<td>&gt;40 years old</td>
<td>4</td>
<td>6.7</td>
</tr>
<tr>
<td>Sex</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Man</td>
<td>19</td>
<td>31.7</td>
</tr>
<tr>
<td>Women</td>
<td>41</td>
<td>68.3</td>
</tr>
<tr>
<td>Education</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D1</td>
<td>2</td>
<td>3.3</td>
</tr>
<tr>
<td>D3</td>
<td>47</td>
<td>78.3</td>
</tr>
<tr>
<td>S1</td>
<td>11</td>
<td>18.3</td>
</tr>
</tbody>
</table>

On the research indicated that the characteristics of age to the most widely at the age < 30 years as many as 29 respondents (48.3 %). In characteristic sexes who dominated on the group is of the female sex by the number of 41 respondents (68.3 %), while in the level of education groups with education at having the number the dominant as much as 47 respondents (78.3 %).

Table 2. Characteristic of nurses in the RSM Ahmad Dahlan Kediri April 2015

<table>
<thead>
<tr>
<th>Characteristic of nurses</th>
<th>Amount</th>
<th>Percentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marital Status</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not married</td>
<td>16</td>
<td>26.7</td>
</tr>
<tr>
<td>Married</td>
<td>44</td>
<td>73.3</td>
</tr>
<tr>
<td>Length of service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>&lt;= 6 years</td>
<td>28</td>
<td>46.7</td>
</tr>
<tr>
<td>&gt; 6 years</td>
<td>32</td>
<td>53.3</td>
</tr>
</tbody>
</table>

In this research show that most nurses are married as many as 44 respondents (73.3%), with the length of service which is mostly located on a working group > 6 years as many as 32 respondents (33.1%).
3.2. Univariate Analysis

On the quality of service of the respondent in this case, are the nurses of 71.7% agree that a nurse must always provide fast service and the same to every patient, able to be polite and provide appropriate SOPS, acting honestly and maintaining trust in any given task, capable of providing services according to needs of the patient.

3.3. Bivariate Analysis

Table 3. The relationship between the ability of nurses and nurse motivation to service quality with variable length of service as a moderating variable in RSM Ahmad Dahlan Kediri

<table>
<thead>
<tr>
<th>Variabel</th>
<th>Service Quality</th>
<th>r</th>
<th>p-value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nurse ability</td>
<td></td>
<td>0.317</td>
<td>0.013</td>
</tr>
<tr>
<td>Nurse motivation</td>
<td></td>
<td>0.462</td>
<td>0.000</td>
</tr>
<tr>
<td>Length of Service*nurse ability</td>
<td></td>
<td>0.469</td>
<td>0.000</td>
</tr>
<tr>
<td>Length of Service*nurse motivation</td>
<td></td>
<td>0.480</td>
<td>0.000</td>
</tr>
</tbody>
</table>

From table 3, note that between the ability of nurses to have low relationship (r = 0.317) with quality of service nurses (p-value 0.013 < 0.05). The motivation of nurses have a moderate relationship (r = 0.462) with quality of service nurses (p-value of 0.000 < 0.05). The interaction length of service with the motivation of working had enough (r = 0.480) with quality of service. The interaction length of service with the nurse's ability to have a sufficient relationship (r = 0.469) and quality of service (p-value 0000 < 0.05).

Attention to the results of the analysis above, then the higher the ability of nurses will be increasing higher quality of service nurses towards patients. This is in accordance with the opinion of [11] which says that a person's capacity with regard to ability in performing several tasks within a job. The ability is the assessment of the work done, so an increase in the ability of working nurses was instrumental in improving the quality of nursing service. The whole ability of an individual in substance is constituted of two of factors namely intellectual ability and physical performance. To enhance the capacity of intellectual in RSM Ahmad Dahlan Kediri, can be conducted by creating comparative studies, in house training, workshop, or by learning give an assignment to the nurse to continue education to higher degrees. While physical can be done to improve the ability to do gymnastics and a healthy. This research result in accordance with research conducted that there is a positive relationship between bureaucratic apparatus the ability of community health centers on the quality of service in Tangerang.

Motivation of the nurses have a positive relationship on the quality of services in RSM Ahmad Dahlan, so when the high motivation of the nurses it will be the higher the quality of services nurses in the RSM vice versa. To improve the quality of services in need of any nurse high motivation, because with the motivation high and nurses will always provide the best services for healing and comfort patients. In the implementation of his work will be done without complaining and burdened with her responsibilities. Who needs to be on notice to improve motivation is to reduce the barriers that come from within the Agency. Be a motivator is when can trigger someone to work better and are passionate about with getting recognition from others, the chance to achievement, challenges and responsibilities. If this factor can be achieved will make someone to be satisfied, but if not met not resulting in disappointment excessive [6].
This research result in accordance with [12] who said there was a positive relationship between motivation a nurse with the performance of nurses in the inpatient rooms the regional hospital Panembahan Senopati Bantul.

The interaction between the length of service variable with the ability and motivation of working nurses have a positive relationship to the quality of service, this indicates that the higher the interaction length of service with the abilities and motivation of working nurses will be increasingly higher quality of service. Length of service associated with the start of work until the time limit which has been specified. The longer work the more it experience that someone possess because it can adapt his job with the environment. In this case because someone has to adapt to the environment that long enough so that employees will feel comfortable with his job and stay [1].

3.4. Multivariate Analysis

Table 4. Result of Moderasi Regression Analysis

<table>
<thead>
<tr>
<th>Variabel</th>
<th>Coefficient Regression (R)</th>
<th>Determination Contribution (R²)</th>
<th>Coefficient Beta</th>
<th>p-value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Simultan Analysis</td>
<td>0.572</td>
<td>0.327</td>
<td></td>
<td>0.000</td>
</tr>
<tr>
<td>Nurse Ability</td>
<td>-0.25</td>
<td>0.879</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nurse Motivation</td>
<td>0.195</td>
<td>0.004</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Length Service*Nurse Ability</td>
<td>0.005</td>
<td>0.003</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Length Service*Nurse Motivation</td>
<td>-0.005</td>
<td>0.764</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

In table 4 shows the value of a correlation coefficient tested with regression analysis moderation between the ability of a nurse, motivation a nurse, the interaction length of service to the ability of a nurse, the interaction length of service to do with motivation nurse service on the quality of nurses in the RSM Ahmad Dahlan Kediri with the levels of trust 95 % then in get the value of the regression coefficient (r) as much as 0.572 with a value of as much as 0.000 p-value. When viewed from the coefficients determined ( R² = 0.327 or 32.7 %) and motivation can be said that nurses and interaction length of service with the ability of 32.7 % affect the quality of service, while the rest of 67.3 % stir by other factors not screened for example the satisfaction of working , a factor of leadership , and the attitude of discipline.

These results indicate the presence of a positive and meaningful influence among variables of motivation and interaction between the length of service with the ability of nurses to quality nursing services. Motivation factor indicates that the real influence with the Coefficient Beta of 0.195 with p-value 0.004. A Strong motivation as an impetus in the nurse to working on tasks with as well as possible in order to achieve the purpose of satisfaction nurses. If a motivated, employees will be trying to strong because of the motivation is the emergence of behavior that leads to a specific purpose with full commitment to the achievement of a purpose intended.

The interaction between length of service with the ability of employees show real impact with beta coefficient 0.005 with p-value 0.003. The ability of a nurse with moderation length of service has a value less than the value of α (the level of error) is 5 percent consider that the ability of a nurse with significant influence in length of service on the quality of service nurse.
This shows that with the longer work then a nurse will be more refined ability in dealing with various problems faced. With the ability honed the improved quality of care will also increase. This is in accordance with the [9] said that the length of service is expressed as work experience affect the productivity of employees, the longer the period of employment of an employee, the productivity will increase.

There is no influence between the ability to service quality (p-value 0.879) for by the ability of less or with the ability of good the nurses always trying to give the best services to patients in accordance with the purpose of RSM Ahmad Dahlan Kediri.

Interaction between length of service with motivation employment (p-value 0.764) not influence significantly to the quality of service nurse of p-value > 0.05. This can be caused by nurse who has length of service the old gonna stick with the current state of with a job at the present time. An employee whose long duration is less motivated to develop and having no desire to enhance the capacity of the length of a nurse work in a particular part make them saturated with existing conditions in the room. The state of this is what in the emergence for feeling lazy nurses in working; thus reducing motivation in work. As a result though they have many years working in that part of the country but its motivation in working not increase. In addition to the lack of new cases that appear to make nurses rely on the knowledge that he had been in providing care to patients, so no matter how long they work does not give a significant impact to the quality of health services given. This is in accordance with the results of the research [13] which says there is no significant relationship between the length of service with the nurse performance.

4. Conclusion

There are significant correlation between the ability, motivation work, the interaction length of service with the ability, and the interaction length of service with the motivation to work in service quality RSM Ahmad Dahlan Kediri. The ability of relations with the quality of a waiter has the relation of the most weak. While the motivation of the work, the interaction length of service with the ability, and the interaction length of service with the ability to work having enough relationship to the quality of services in RSM Ahmad Dahlan Kediri.

There are significant influence on motivation work side variables and the interaction length of service and the ability to the quality of the services in the RSM Ahmad Dahlan Kediri. Variables the ability of nurses and the interaction of length of service and motivation did not affect the quality of service of the nurses at RSM Ahmad Dahlan Kediri.

5. Acknowledgements

a. Mrs. Dr. Erika., MKes as RSM Ahmad Dahlan Director which has given permission to conduct research.
b. The whole nurse who are willing to be respondent.

References