

## Original Research Article

# ORGANIZATIONAL COMMITMENT WITH QUALITY OF NURSING IN THE RSI SAKINAH MOJOKERTO

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### Abstract

**Background:** Good service quality not only measures the luxury of the facility, but from employee behavior and behavior should reflect high professionalism and commitment.

**Objectives:** The purpose of this study was to determine the relationship between Organizational Commitment with Quality of Nursing Service in Inpatient Room of the RSI Sakinah Mojokerto.

**Methods:** This research used Cross Sectional approach. The population of all nurses in the Inpatient Room of the RSI Sakinah Mojokerto, who spoke 85 nurses. Technique Sampling used in this study was Total Sampling and obtained by sample counted 85 respondents. The data source used the primary data obtained through the questionnaire. Data analysis was using the Spearman Rank Test.

**Results:** The results of this study were obtained almost entirely (76.5%) Organizational Commitment in Inpatient Room of RSI Sakinah Mojokerto included in the category of High Organizational Commitment. Nursing Care Quality (Nursing Care Standards and Professional Performance Standards Nurses) at the RSI Sakinah Mojokerto Inpatient Hospital RSI was almost entirely included in the good category. The result of Spearman Rank test statistic with sig level (0.05), got correlation value 0,000 (<0.05) meaning that there was a correlation of Organization Commitment with Nursing Care Quality (Nursing Care Standard and Professional Performance Standard of Nurse) at Inpatient Room of the RSI Sakinah Mojokerto.

**Conclusion:** The task of the hospital as a health service institution was to improve the skills, speed, ease and accuracy in conducting the practice of nursing health services and more responsible in providing services so as to maintain commitment to the organization.

**Keywords:** *Organizational Commitment, Nursing Care Standard, Nurses Professional Performance Standard, Nurse.*

## INTRODUCTION

The development of public health services in Indonesia has succeeded in increasing health

services more evenly. Quality of service is an important part that needs attention from health service provider organizations. The hospital

management must always try to make the service products offered remain sustainable or sustainable so that they can provide satisfaction to service users and can capture market share (Muhith, 2017).

The World Health Organization (WHO) for the Southeast Asia region in 2010 showed that 35% of service users were satisfied with the services provided and 55% expressed dissatisfaction. Wirawan research in a hospital in East Java, obtained data only 17% of patients said they were satisfied with the services received and 85% said they were not satisfied (Hardika, 2015). The results of a preliminary study conducted by researchers in January 2018 at Sakinah Mojokerto Hospital obtained data in 2017 the number of beds was 215, the number of MRS patients was 14,472, the number of KRS patients was 14.4042 (outgoing patients died <48 hours a number of 314 and died > 48 hours a number of 364), the data can be known from the amount of BOR 77.93%, ALOS 4.6 days, TOI 1.1 days and BTO 70.1 times. The interview results obtained 7 out of 10 nurses stated that when working they always do assessment, diagnosis, intervention, implementation, evaluation, not only that they also do caring, collaboration, empathy, response, courtesy and sincerity of patients who come.

Good service quality is not only measured by the luxury of facilities, technological completeness and physical appearance, but from the attitude and behavior of employees must reflect professionalism and high commitment (Hidayati, 2014). A person's commitment to an organization or company in the world of work is often a very important issue. Employees who have high commitment to the organization tend to be more stable and productive so that it will benefit the organization, not only that with high work commitment, employees become more active at work and have a strong motivation for achievement (Rahayu, 2012).

To overcome these problems, the task of the hospital as a health service institution is to improve the skills, speed, ease and accuracy in

taking action to practice nursing health care and be more responsible in providing services so as to maintain commitment to the organization.

## **METHODS**

### *Study Design*

This study used a correlational study with a cross-sectional approach.

### *Setting*

This study was conducted in the Inpatient Room of the RSI Sakinah Mojokerto in 2020.

### *Research Subject*

The population in this study were all nurses in the Inpatient Room of the RSI Sakinah Mojokerto. The technique sampling in this study used total sampling, so that the number of samples obtained was 85 respondents.

### *Instruments*

The research instrument used the Organizational Commitment questionnaire and the Nursing Care Quality questionnaire owned by RSI Sakinah Mojokerto.

### *Data Analysis*

The data obtained were analyzed using the statistical test *Spearman Rank* with a significant value of  $p < 0.05$ .

### *Ethical Consideration*

The implementation of this research still upholds health research ethics while maintaining confidentiality and not taking actions that harm respondents. This research has also passed the hospital ethics test number 0180/KEPK-RSI JS/VI/2020.

## **RESULTS**

### *Frequency of Respondents based on Organizational Commitment*

Table 1 showed that out of 85 respondents, almost all of them have Organizational Commitment in the high category, which is 65 respondents (76.5%).

**Table 1.** Frequency Distribution of Respondents based on Organizational Commitment in the Inpatient Room of RSI Sakinah Mojokerto.

No	Organizational Commitment	Frequency (f)	Percentage (%)
1	Medium	20	23.5
2	High	65	76.5
Total		85	100.0

Sources: Primary Data of Questionnaire, 2020.

*Frequency of Respondents based on Nursing Care Standards*

**Table 2.** Frequency Distribution of Respondents based on Nursing Care Standards in the Inpatients Room of RSI Sakinah Mojokerto.

No	Standards Nursing	Frequency (f)	Percentage (%)
1	Sufficient	19	22.4
2	Good	66	77.6
Total		85	100.0

Sources: Primary Data of Questionnaire, 2020.

Table 2 showed that from 85 respondents who did Nursing Care Standards, almost all of them were in good category, namely as many as 66 respondents (77.6%).

*Frequency of Respondents based on Professional Performance Standards*

**Table 3.** Frequency Distribution of Respondents based on Professional Performance Standards in the Inpatients Room of RSI Sakinah Mojokerto.

No.	Professional Performance Standards	Frequency (f)	Percentage (%)
1.	Medium	19	22.4
2.	High	66	77.6
Total		85	100.0

Sources: Primary Data of Questionnaire, 2020.

Table 3 showed that out of 85 respondents who performed the Nurse Professional Performance Standards, almost all of them were in the high category, namely 66 respondents (77.6%).

*Examination of Relationship between Organizational Commitment and Nursing Care Standards in the Inpatients Room of RSI Sakinah Mojokerto using Spearman Rank Test*

**Table 4.** Relationship between Organizational Commitment and Nursing Care Standards in the Inpatients Room of RSI Sakinah Mojokerto using Spearman Rank Test.

No.	Organizational Commitment	Nursing Care Standards			
		Sufficient		Good	
		f	%	f	%
1.	Medium	18	21.17	2	2.36
2.	High	1	1.18	64	75.29
Total		19	22.35	66	77.65
p-value = .000; r = .901					

Sources: Primary Data of Questionnaire, 2020.

Based on the result in the table 4, it showed that the respondents who have a high category Organizational Commitment almost all do good Nursing Standards in the good category of 64 respondents (98.5%). Through the statistical results of the test *Spearman Rank* with a sig level (0.05), the results show that the correlation value of .000 (<0.05) means that there is a relationship between Organizational Commitment and Nursing Care Standards in the Inpatients Room of RSI Sakinah Mojokerto. Correlation coefficient  $r = .901$  means that the relationship between Organizational Commitment and Nursing Care Standards is very strong and positive, so the greater the value of Organizational Commitment will also support the value of Nursing Care Standards in the Inpatients Room of RSI Sakinah Mojokerto.

*Examination of Relationship between Organizational Commitment and Nurses' Professional Performance Standards in the Inpatients Room of RSI Sakinah Mojokerto using Spearman Rank Test*

**Table 5.** Relationship between Organizational Commitment and Nurses' Professional Performance Standards in the Inpatients Room of RSI Sakinah Mojokerto using Spearman Rank Test.

No.	Organizational Commitment	Nurse's Professional Performance Standards			
		Medium		Good	
		f	%	f	%
1.	Medium	18	21.17	2	2.36
2.	High	1	1.18	64	75.29
Total		19	22.35	66	77.65
p-value = .000; r = .901					

Sources: Primary Data of Questionnaire, 2020.

Based on the result of the study above, it found that the respondents who have Organizational Commitment in the high category almost all perform Professional Nurse Performance Standards the good category of 64 respondents (98.5%). Through the statistical results of the test *Spearman Rank* with a sig level (.05), the results show that the correlation value of .000 (< 0.05) means that there is a relationship between Organizational Commitment and Nurse Professional Performance Standards in the Inpatients Room of RSI Sakinah Mojokerto. Correlation coefficient value  $r = .901$  means the relationship between Organizational Commitment and Nurses' Professional Performance Standards is very strong and positive, so the greater the value of Organizational Commitment will also support the value of Nurses' Professional Performance Standards in the Inpatients Room of RSI Sakinah Mojokerto.

**DISCUSSION**

*Organizational Commitment in the Inpatient Room of RSI Sakinah Mojokerto*

The results showed that of the 85 respondents almost all of the organizational commitment of respondents were in the high category, namely as many as 65 respondents (76.5%) with D3 education and female gender and had long years of work 3 years. While a small portion of respondents organizational commitment medium category, a total of 20 respondents (23.5%) with S1 and male gender. Organizational Commitment is an employee's loyalty to an organization and it is an ongoing process (Muhith, 2017). One of the factors that can influence Organizational Commitment is Structural Characteristics, the factors included in structural characteristics include the size or size of an organization, the form of organization such as centralization or decentralization, the presence of trade unions and the level of control exercised by the organization against employees (Sopiah, 2008). The results of this study are in line with research conducted by Ningkiswari in 2017 which showed that, most of the nurses' commitments were high. Organizational commitment needs to get more attention to achieve maximum performance. Organizational commitment in the Sakinah Mojokerto Hospital Inpatient Room is included in the high category, because almost every respondent's task which is the responsibility given by the hospital can be completed properly. Factors that influence respondents to have a high level of commitment are because respondents are motivated to meet their living needs so they must keep their work organization's commitments.

*Quality of Nursing Care (Nursing Care Standards and Professional Performance Standards for Nurses) in the Inpatient Room of RSI Sakinah Mojokerto*

**Nursing Care Standards**

The results of the study showed that respondents who did nursing care standards were almost entirely in the good category,

namely as many as 66 respondents (77.6%), with D3 education and female sex and had a length of work > 3 years. While a small proportion of respondents' nursing care standard is sufficient, as many as 19 respondents (22.4%), with a bachelor's education and male gender and have a work duration of  $\leq$  3 years. Implementation of Nursing Care Standards in the Inpatient Room of Sakinah Mojokerto Hospital, a good category is in the implementation of planning indicators, which is 72 respondents (84.7%). While there are enough categories in the implementation of evaluation indicators, which are 20 respondents (23.5%).

Nursing Care Standards as one of the qualities of Nursing Care. Nursing Care Standards include five important components namely, Nursing Assessment, Nursing Diagnosis, Planning (Intervention), Implementation (Implementation) and Evaluation. Implementation of good Nursing Standards is closely related to the performance results of a nurse, if the implementation of Nursing Standards is good it will produce good quality Nursing Care Quality (Muhith, 2017). The results of this study are not in line with research conducted by Artini in 2016 which showed that the quality of service at the Karangasem District Health Center was included in the poor category.

Implementation of Nursing Care Standards in Inpatient Room at Sakinah Mojokerto Hospital is always carried out, one of which is that nurses always record the patient's identity. It's just that the implementation of planning and evaluation of actions needs to be improved. RSI Sakinah Mojokerto needs to conduct periodic evaluations of the actions that have been taken by nurses, one way is to conduct SOP socialization.

### ***The Implementation of Nurses' Professional Performance Standards***

The results showed that respondents who performed nurses' professional performance standards were almost all of the high category,

namely as many as 66 respondents (77.6%), with D3 education and female sex and had a length of work > 3 years. Whereas respondents who did nurses' professional performance standards were a small proportion of the medium category, namely 19 respondents (22.4%), with a bachelor's education and male gender and had a work duration of  $\leq$  3 years. The Implementation of Nurses' Professional Performance Standards in Sakinah Mojokerto Hospital Inpatient, the high category was the implementation of indicators caring, collaborative, courtesy as many as 70 respondents (82.4%). While the current category is in the implementation of indicators response which are 19 respondents (22.4%).

Hospitals need to have quality services that are in line with patient expectations. Good service quality can be assessed from nurses' professional performance standards which include Caring, Collaboration, Empathy, Response, Courtesy, Sincerity. Implementation of nurses' professional performance standards is closely related to the performance results of a nurse, if the implementation of nurses' professional performance standards is good it will produce good quality nursing care quality (Muhith, 2017). The results of this study are not in line with research conducted by Artini in 2016 which shows that, the quality of treatment services is included in the high category.

The Implementation of Nurses' Professional Performance Standards in the Sakinah Mojokerto Hospital Inpatient which is almost entirely implemented, nurses always try to provide the best service to patients, nurses also always collaborate with patients' families as well as other health teams that are Caring, Collaboration, Empathy, Response, Courtesy, Sincerity. It's just that there are some indicators that are still not implemented properly, namely the indicator of response. Response of staff or nurses determines the maximum of a service so that patients feel comfortable and more satisfied. RSI Sakinah Mojokerto needs to conduct periodic evaluations of the actions that have been taken by nurses, one way is to conduct SOP socialization.

***Relationship of Organizational Commitment to the Quality of Nursing Care (Nursing Care Standards) in the Inpatient Room of RSI Sakinah Mojokerto***

Table 4 showed that respondents who have a level of organizational commitment are almost all categories perform standard nursing care quite as many as 18 respondents (90.0%), with a Bachelor's education and male gender and have a work duration of  $\leq 3$  years. Whereas respondents who have high organizational commitment in category almost all do good nursing care standards in the category of 64 respondents (98.5%) with D3 education and female gender and have a length of work  $> 3$  years. Through the statistical results of the Spearman Rank Test with the level of sig (0.05), the results show that the correlation value is 0,000 ( $< 0.05$ ), which means there is a relationship between Organizational Commitment and Nursing Care Standards in the Sakinah Mojokerto Hospital Inpatient. Correlation coefficient  $r = 0.901$  means that the relationship between Organizational Commitment and Nursing Care Standards is very strong and positive, so the greater the value of Organizational Commitment will also support the value of Nursing Care Standards in the Sakinah Mojokerto Hospital Inpatient Room.

Good service quality is not only measured by the luxury of facilities, technological completeness and physical appearance, but from the attitude and behavior of employees must reflect professionalism and high commitment (Hidayati, 2014). Organizational Commitment of a nurse can be assessed or can be seen from the way a nurse in conducting Nursing Care Standards which includes Assessment, Diagnosis, Planning, Implementation, Evaluation (Muhith, Nurses who have a commitment will work optimally, so that they will devote their attention, thoughts, energy and time for his work (Rahayu, 2012). The results of this study are in line with research conducted by Muhith in 2017 which showed that, Individual Characteristics

of Nurses (Motivation, Attitude, Organizational Commitment, Mental Model or Nursing Work Independence) significantly influence the Quality of Nursing Care (Nursing Care Standards).

Organizational Commitment is related to Nursing Care Quality (Nursing Care Standards) in Inpatient Room of RSI Sakinah Mojokerto, Respondents who have a high level of Organizational Commitment are seen in good Nursing Standards, in the implementation of action indicators. Respondents which have a moderate level of Organizational Commitment seen in the Standards of Nursing Standards in the adequate category, in the implementation of the Evaluation indicators. Nurses who have Organizational Commitment, will be more responsible for work than nurses who do not have organizational commitment, one of which is in providing nursing care in accordance with nursing care standards in order to achieve the goals set by the RSI Sakinah Mojokerto.

***Relationship between Organizational Commitment and Quality of Nursing Care (Nurses' Professional Performance Standards) in the Inpatient Room at the RSI Sakinah Mojokerto***

Table 5 showed that respondents who have an organizational commitment level of the medium category almost entirely perform professional nurses' professional performance standards as many as 18 respondents (90.0%) with a Bachelor's education who is male and the length of work in the new category  $\leq 3$  years. Whereas respondents who have high organizational commitment in the category of almost all do nursing care standards in the good category as many as 64 respondents (98.5%) in the section of collaborating, with D3 education being female and length of work in the old category  $> 3$  years. Through the statistical results of the Spearman Rank Test with a sig level (0.05), the results show that the correlation value of 0.000 ( $< 0.05$ ) means that there is a relationship between Organizational Commitment and Nurse Professional Performance Standards in Inpatient Room of

RSI Sakinah Mojokerto. Correlation coefficient value  $r = 0.901$  means the relationship between Organizational Commitment and Nurses' Professional Performance Standards is very strong and positive, so the greater the value of Organizational Commitment will also support the value of Nurse Professional Performance Standards in Inpatient Room of RSI Sakinah Mojokerto.

Organizational Commitment of a nurse can be assessed or can be seen from the way a nurse performs Nurse Professional Performance Standards which include Caring, Collaboration, Empathy, Response, Courtesy, Sincerity (Muhith, 2017). Organizational Commitment has a close relationship in every work profession. Nurses who have high commitment in their profession will have different mindset and work performance than those who do not have commitment (Saat, 2015). The results of this study are in line with research conducted by Muhith in 2017 which showed that, Individual Characteristics of Nurses (Motivation, Attitudes, Organizational Commitment, Mental Models or Nurse Self Reliance) significantly influence Nursing Care Quality (Nurse Professional Performance Standards).

## CONCLUSION

Organizational Commitment in the Inpatient Room of RSI Sakinah Mojokerto is almost entirely included in the category of High Organizational Commitment. Quality of Nursing Care (Nursing Care Standards and Professional Performance Standards for Nurses) in the Inpatient Room of RSI Sakinah Mojokerto is almost entirely included in the good category. There is a relationship between Organizational Commitment and the Quality of Nursing Care (Nursing Care Standards) in the Inpatient Room of RSI Sakinah Mojokerto. There is a relationship between Organizational Commitment and the Quality of Nursing Care (Nurses' Professional Performance Standards) in the Inpatient Room of RSI Sakinah Mojokerto.

## SUGGESTIONS

Further enhance organizational commitment and adhere to the SOP so that it is more optimal in completing work and providing services to the community so that the objectives set by the RSI Sakinah Mojokerto are achieved.

Further improve the quality of Nursing Care both in Nursing Care Standards and Nurses' Professional Performance Standards that have been carried out by conducting SOP socialization, then monitoring and conducting periodic evaluations of what is done by nurses. Not only that, the RSI Sakinah Mojokerto can also provide rewards for nurses who have high commitment and provide punishment for nurses who have low commitment, the aim is to be more optimal in providing services to the community, so that they can win the competition and can be the first choice referral hospital for the community.

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## DECLARATION OF CONFLICTING INTEREST

The researcher stated that there was no conflict of interest in conducting this research.

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## AUTHOR CONTRIBUTION

**Abdul Muhith:** Designed the study, assisting in interpretation of research results, directing deeper discussions related to research results, compiling manuscripts.

**Indira Yulias Wihannusa:** collecting data, analyzing data, compiling research results, and conducting discussions.

**Siti Nur Hasina:** Assisting in interpretation of research results, directing deeper discussions related to research results.

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