



The Effect of Teamwork and Job Satisfaction on Service Quality at Abdoel Wahab Sjahranie Hospital

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ABSTRACT / ABSTRAK

The purpose of this study was to determine the effect of teamwork and job satisfaction on the quality of nursing services at Abdul Wahab Sjahranie Hospital Samarinda. This study used a quantitative approach and a sample of 55 nurses were selected by simple random sampling. Data collection techniques used in this study are Service Quality, Teamwork and Job Satisfaction Scale. The three scales were prepared using a Likert scale and using SPSS (Statistical Package for Social Sciences) for the statistical analysis window. The results of this study indicate that there is a significant influence between teamwork and job satisfaction quality of nursing services, namely f count f table (15.832 3.16) and $p = 0.000$ ($p < 0.05$). The contribution of teamwork and job satisfaction to service quality is 0.365 (36.5 percent). Teamwork has a significant effect on the quality of nursing services with a beta coefficient (β) = 0.076 and t count t table (2.715 2.005) and $p = 0.028$ ($p < 0.05$). Job satisfaction has a significant effect on service quality with a beta coefficient (β) = 0.181 and t -count t -table (2.936 2.005) and $p = 0.005$ ($p < 0.05$).

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1. INTRODUCTION

Today, quite rapid developments occur in various fields of life. This development also has an impact on health facilities where people are currently demanding better health services. The National Health System states that "Health development essentially consists of the Indonesian nation's health efforts to encourage a healthy lifestyle for every resident to achieve optimal public health degrees" (Ministry of Health RI 2009). Health is a state of complete physical, mental and social well-being, which is an integral part of and not merely the absence of disease or infirmity (World Health Organization, 2008). Based on this understanding, the government must guarantee the health of its citizens. The form of national health insurance varies depending on the existence of national health insurance and the development of adequate health infrastructure. One form of health insurance infrastructure is a hospital. A hospital is a health facility that organizes medical and other professional personnel, owns hospital facilities, and provides medical, nursing and other related services 24 hours a day, 7 days a week (World Health Organization, 2012). Compared to health infrastructure such as health centers and clinics, hospitals can be said to be the most important providers of health services. As the main health care provider in the hospital, there must be someone who is familiar and authorized with the health care industry in the provision of the service. One of the parties who provide health services is a nurse. Nurses are the largest number of medical personnel in Indonesia. Nurses are also at the forefront of providing health services, with good and bad aspects of health services that can be analyzed through the performance of nurses (Gatot & Adisasmito, 2004). Nurse is a profession whose job is to find out the patient's problems and plan the treatment to be carried out.

Based on the Decree of the Minister of Health No. 1239/Menkes/SK/XI/2001 concerning registration and maintenance activities, which states that nurses are authorized to carry out nursing activities which include action, evaluation, determination of nursing diagnoses, nursing planning, implementation and evaluation of nursing activities. But when employees in an organization are unhappy, they usually look to other organizations that can produce happiness, or take action to remind the organization to think about employee happiness (Idris, 2013).

According to Nuralita and Hadjam (2002), friendly nurses supported by an interested attitude and good appearance make patients and their families feel calm and comfortable in the hospital. But in reality there are still many patients and their families who are dissatisfied with hospital services, especially with hospital services. Nurses are often slow in behaving and acting, less responsive, less attentive and less friendly, making patients and their families reluctant to interact with nurses. This is in accordance with Jannah's research (2003) which analyzed the quality of health services to achieve patient satisfaction at Siti Khodijah Pekalongan Hospital. In this study, Jannah reported that of the 50 respondents who participated, 70% stated that the quality of the service they provided was good. get is still far from their expectations. Hospitals are not always able to know and understand the health services requested by patients. This attitude greatly affects patient satisfaction, makes the services provided by the hospital look unprofessional, and damages the image of the hospital itself.

According to Artaningsih (2013), hospitals must meet the expectations and desires of the community in health services that prioritize the interests of patients by empowering nurses as dynamic subjects to carry out productive actions as a team. In addition, the hospital strives to create optimal services according to planning, according to quality and the right operational knowledge, to meet the quality requirements of community services. The community expects that hospital services, both government and private, can provide good and satisfying service to every user who uses it. Patients want the hospital to have good facilities, the kindness of the hospital and the responsibility, skill and sincerity of the hospital staff. Therefore hospitals must always try to improve the quality of service (Utama, 2003). Goetsch and Davis (in Ibrahim, 2008) define service quality as a dynamic state

associated with products, services, people, processes and the environment that meet or even exceed expectations.

Service quality is also interpreted as fulfilling the expectations or needs of customers (community), where a service is considered quality if it can provide products or services that meet customer (community) needs. Basically the factors that influence the development of service quality are quite complex and interrelated. One of the factors that affect service quality is teamwork. Teamwork is the ability between individuals to form and lead a team. Human behavior in different work situations leads to the conclusion that interpersonal relationships between team members are more important in terms of productivity than changes in working conditions. In his study, small employee work, group dynamics, democratic control, and employee relations should be considered to increase organizational productivity (Malec, Torsher, Dunn, Wiegman, Arnold, Brown, Phatak, & Vaishali, 2007). In addition, Sanyal and Hisam's research (2018) shows that teamwork has a very significant positive relationship with service quality.

The existence of good service quality around Abdul Wahab Sjahranie Hospital Samarinda can ultimately increase nurse work productivity, save management and organizational resources as a whole, help preserve scarce resources to continue group activities, become an effective means of coordinating activities in work groups, improve organizational ability to attract and retain the best employees, and enhance organizational stability organizational efficiency.

2. MATERIALS AND METHOD

Service quality is also interpreted as fulfilling the expectations or needs of customers (community), where a service is considered quality if it can provide products or services that meet customer (community) needs. Basically the factors that influence the development of service quality are quite complex and interrelated. One of the factors that affect service quality is teamwork. Teamwork is the ability between individuals to form and lead a team. Human behavior in different work situations leads to the conclusion that interpersonal relationships between team members are more important in terms of productivity than changes in working conditions. In his study, small employee work, group dynamics, democratic control, and employee relations should be considered to increase organizational productivity (Malec, Torsher, Dunn, Wiegman, Arnold, Brown, Phatak, & Vaishali, 2007). In addition, Sanyal and Hisam's research (2018) shows that teamwork has a very significant positive relationship with service quality.

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This research uses quantitative methods namely. methods that collect quantitative data, ie. data is described in numerical form through quantitative tools using a quantitative research design (Wirawan, 2015). The research variables consist of two variables, namely. H. independent variables, i. H. teamwork and job satisfaction, and the dependent variable, ie. H. Quality of service. So, the data collection method used in this study consists of a scale of service quality, teamwork and job satisfaction. Data were collected according to the experimental method used, ie. the results of the experiments performed directly were used to verify the research hypotheses and, of course, only valid test subject data were evaluated. The scales were distributed to nurses in the hospital's jasmine and rose rooms

Abdul Wahab Sjahranie Samarinda, a total of 55 nurses. The results of the validity test showed a decrease of 2 points on the service quality scale, 6 points on the teamwork scale and 1 point on the job satisfaction scale. Based on the results of the reliability test, the service quality, teamwork and job satisfaction scales were declared reliable with an

alpha value > 0.700 for each aspect in this study. The data analysis technique of this research uses multiple regression.

3. RESULTS AND DISCUSSION

The contribution of the effect (R^2) of teamwork and job satisfaction on service quality is 0.365, indicating that 36.5% of the variation in service quality can be explained by teamwork and job satisfaction. The remaining 63.5% is explained by other variables or other reasons not considered in this study. As explained by Modista (2017), there is a very large positive influence between service quality and self-perception, with a contribution of 0.580 (58%). Pandjaitan (2010) found that service quality can be influenced by leadership, with an influence contribution value of 0.384 (38.4%). Job satisfaction was the first variable in the study that was shown to influence the quality of care services. Teamwork is the ability of individuals to form and lead teams. Human behavior in various work situations concludes that the relationship between team members is more important in determining productivity than changes in working conditions. Employee morale and dynamism are taken into consideration in his research to increase organizational productivity.

Based on the results of field observations, it was concluded that nurses must help each other and work as a team. The nurse's job description also states that nurses must be able to work under pressure and in groups. The nursing team has a team leader whose job is to direct and guide the team members. If there is a problem at work, it will be solved together. The team leader must also provide information before work begins so that work is carried out on target. These results support the previous quantitative research by Fapohunda (2013) that teamwork has an impact on service quality.

Job satisfaction is another variable in this study that has been shown to affect the quality of care services. According to Nangoi (2004), one of the factors that influence service quality is job satisfaction, where service can be optimal if employees are satisfied with their jobs. When employees experience job satisfaction, the realization of employee work potential can be realized, one of which is by providing quality service to customers. Job satisfaction can be seen from two sides, on the employee side job satisfaction creates a sense of comfort at work, while on the company side job satisfaction increases productivity and improves employee attitudes and behavior to provide excellent service (Suwatno and Priansa, 2011).

Based on research, many nurses feel comfortable in their work environment where according to the tools used in the hospital, on average, there is only one tool in the entire room. The nurse also said that child support payments went smoothly, although there were occasional delays in payments. In addition, promotions related to career advancement are possible, but only for employees who have worked or served a sufficient amount of time and are performing well.

The results of this study support previous quantitative research by Cahyan and Septian (2013) which showed that the higher the job satisfaction of teaching staff, the higher the quality of internal service of teaching staff. Based on the research that has been done, it can be concluded that good teamwork and high job satisfaction affect the quality of nurse service at Abdul Wahab Sjahranie Hospital Samarinda.

4. CONCLUSION AND RECOMMENDATION

The results of the research and discussion can be concluded that teamwork and job satisfaction affect the quality of nurse services at Abdul Wahab Sjahranie Hospital Samarinda. Teamwork influences the quality of service at Abdul Wahab Sjahranie Hospital, Samarinda. In addition, job satisfaction affects the quality of service at the Abdul Wahab Sjahranie Hospital in Samarinda.

For nurses, this research can be used as material for reflection and reference to improve the ability of nurses to work together in teams to achieve job satisfaction so that

the quality of service to patients can be delivered optimally. Regarding management, it is expected that management can be more selective in selecting staff or nurses when awarding promotions or promotions.

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