

ABSTRACT

Analysis of Influence on Nurse's Competences to The Service Quality at Inpatient Ward PHC Surabaya Hospital

PHC Hospital as a health care provider was concerned about excellent service quality. The nurse's service quality was the biggest part of the overall hospital service quality because the amount of contact to the patient. The service quality itself affected by both satisfaction and fulfilled hopes and needs of the patient. In order to fulfilled the excellent service quality, the nurse need to have excellent competences i.e basic knowledge, hard skill, soft skill, work ethics and legal aspect. The objectives of this study was provide recommendation based on analysis of influences between nurse's characteristics and competences to the service quality. This research was descriptive observationally study, conducted from March to December 2015. The population of the study was nurse worked in Inpatient ward of PHC Hospital, and the number of sample obtained was 80 nurses. The variables that analyzed were the individual characteristic, the nurse's competences, hard skill, soft skill, work ethics, and legal aspect. The results of this study indicated that age, length of employment and head family's position at work had influence on nurse competences. Length of employment, and soft skills also had a possitive influences to the service quality. Conclusion: there were significant influences between lenght of employment, and nurse's soft skills to the service quality. Variable need to be increase and corrected were registration letter, working licences, coaching, and training to improve soft skills and work ethics.

Keywords: competences, service quality