



## THE RELATIONSHIP OF SPIRITUAL INTELLIGENCE WITH QUALITY OF SERVICE IN HEMODIALYSIS INSTALLATIONS

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### ABSTRACT

The quality of nursing services for hemodialysis patients is determined by the role and performance of nurses based on spiritual intelligence. Nurses use spiritual intelligence when providing nursing care to hemodialysis patients so that patients feel satisfaction from actions that have an impact on the quality of service. Therefore, this study aims to analyze the relationship between nurses' spiritual intelligence and service satisfaction in the hemodialysis room. This study used a cross-section design with a sample of 35 nurses and 153 hemodialysis patients at RSUD Dr. Soetomo. This research used a total technique for nurses and a simple random sampling technique for patients in hemodialysis installations. Research data was collected through a questionnaire from the spiritual intelligence variable with a valid test of 0.460-0.906 and a reliable test of 0.361 as well as a patient satisfaction questionnaire related to service quality with a valid test of 0.870-0.982 and a reliable test of 0.785. Research data was processed using a logistic regression test with a p-value  $\leq 0.05$ . The results of the logistic regression test show that the p-value is 0.001, so it can be interpreted that H<sub>0</sub> is rejected. This shows that there is a relationship between nurses' spiritual intelligence and the quality of hemodialysis services. Spiritual intelligence will create optimal nurse performance in taking action. The performance of nurses in hemodialysis tasks is quite complex with the number of patients being unbalanced with the number of nurses which influences the quality of nursing services.

Keywords: hemodialysis; nurse; service quality; spiritual intelligence

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## INTRODUCTION

Nurses are the largest number of health workers in hospitals so they have an important role in determining the quality of service (Zamroni, Nursalam and Wahyudi, 2021). However, the quality of nursing services in hospitals is still found to be not (Elfina, Syam and Nasution, 2022). The quality of nursing services for hemodialysis patients is determined by the role and performance of nurses (Anik Inayati, 2021). Nurses who work in hemodialysis rooms have a high workload (Elias, Welly and Tatura, 2020). Nurses use spiritual intelligence when providing nursing care to hemodialysis patients so that patients feel satisfaction from actions that have an impact on the quality of service (Sumah, 2020). Therefore, it is necessary to analyze the relationship between workload and spiritual intelligence of nurses with service satisfaction in the hemodialysis room.

Research by Elfina, Syam and Nasution, (2022), states that 28.7% of the quality of nursing services is in the poor category. The poor quality of service is due to the high workload and spiritual intelligence of nurses in providing care. The results of research in Iran stated that nurses had a physical burden of 73% and a mental burden of 70% (Nasirizad Moghadam et al., 2021). In line with this, research related to the workload of hemodialysis nurses in

Indonesian hospitals shows that 81% of respondents stated that they had a heavy workload (Elias, Welly and Tatura, 2020). Meanwhile, research by Puspanegara et al., (2023) stated that there was a moderate relationship between the spiritual intelligence of hemodialysis nurses at 25.9%, which had an impact on patient satisfaction, especially in fulfilling spiritual needs.

A preliminary study was carried out by looking at nurses' performance evaluation reports. Based on the performance evaluation report of nurses in the Hemodialysis Room at RSUD Dr. Soetomo Surabaya found that the total number of procedures in one month was 2200 procedures and the number of nurses in the Hemodialysis Room was 36 people. These data illustrate that the workload received by nurses in the Hemodialysis Room is quite high. Apart from that, interviews with several nurses in the Hemodialysis Room at RSUD Dr. Soetomo Surabaya stated that research regarding the influence of workload and spiritual intelligence on patient satisfaction has never been studied. Therefore, researchers are interested in examining the relationship between workload and spiritual intelligence on patient satisfaction in the Hemodialysis Room at Dr. RSUD. Soetomo Surabaya. One of the important indicators in assessing health services, especially in hospitals, is patient satisfaction. Patient satisfaction is the result of the patient's assessment of health services by comparing what is expected with the reality received by the patient (Kotler and Keller, 2009).

Thus, the quality of health services provided by hospitals greatly determines patient satisfaction. Quality nursing services are one type of health service in hospitals that can determine patient satisfaction. Nurses are health workers who play an important role in providing services in hospitals because they interact directly with patients 24 hours a day (Nursalam, 2016), so this makes some nurses experience a high workload because they interact professionally with patients 24 hours a day. A high workload can cause psychological and habitual changes that can reduce nurse performance (Destiani, Mediawati and Hara Permana, 2020). High spiritual intelligence is needed to face situations with a high workload (Khandal et al., 2017). Nurses with high spiritual intelligence have goals and meaning in providing nursing services so that they can adapt and feel less pressured in providing nursing services and can improve the quality of nursing services (Beni et al., 2020; Khandan et al., 2017). Research regarding the relationship between workload and spiritual intelligence on patient satisfaction is still rare, so it still needs to be researched and analyzed further.

The mental workload of nurses who have to work and interact with patients professionally for 24 hours will arise. This may be due to continuous adaptation in providing 24-hour nursing care and also the dense task demands, limited abilities of nurses during treatment, lack of motivation, and the mood of nurses with psychological burdens (Destiani, Mediawati, & Permana, 2020). Nurses are also required to be spiritually intelligent. Conscious use of spiritual intelligence in an individual's life can improve relationships with oneself, others, and the larger world. There is a significant positive linear relationship between spiritual intelligence and the quality of nursing care (Faghihi et al., 2016). Satisfaction theory according to Woodruff dan Gardial (2002) defines satisfaction as a model of the gap between expectations and actual performance received by customers. Standards that can be used are how patients receive services, patients adopt the performance standards of hospital competitors for the same service category as comparison standards, service categories, promotional promises from hospitals, and applicable health norms (Nursalam, 2016). Nurses' spiritual intelligence in providing nursing care services is important for patient satisfaction. Patient satisfaction will be an indicator of service quality in determining hospital accreditation. Therefore, this study aims to relate nurse intelligence to the quality of service in the Hemodialysis Installation.

**METHOD**

The design of this research is a cross-sectional study that links nurses' workload and nurses' spiritual intelligence with service quality. The population of this study was 35 hemodialysis nurses and all hemodialysis patients at RSUD Dr. Soetomo. This research used a total sampling technique for pediatric nurses and a simple random sampling technique for families of patients in the pediatric ward. The sample of nurses was 35 and 153 patients. Research data was collected by measuring spiritual intelligence using the Spiritual Intelligence Self-Report Inventory (SISRI-24) instrument with a valid test of 0.460-0.906 and a reliable test of 0.361. Apart from that, Service Quality is measured using a questionnaire from the job satisfaction instrument (Nursalam, 2020b) with a valid test of 0.870-0.982 and a reliable test of 0.785. Research data was processed using the description test and logistic regression test with a p-value  $\leq 0.05$ . This research was approved by the Health Research Ethics Committee of RSUD Dr. Soetomo Surabaya on January 12 2024 with letter number 0886/KEPK/I/2024.

**RESULTS**

Table 1.

Demographic Characteristics of Hemodialysis Nurses

Demographics	Category	f	%
Age	31-40 years	16	45,7
	41-50 years	14	40,0
	51-60 years	5	14,3
Gender	Male	6	17,0
	Female	29	83,0
Marital Status	Menikah	34	97,0
	Belum Menikah	1	3,0
Education	D3	26	74,0
	S1	9	26,0
Length of Work	1-7 years	5	14,3
	8-14 years	7	20,0
	15-21 years	13	37,1
	22-28 years	8	22,9
	29-35 years	2	5,7
Employment Status	Civil Servant	15	43,0
	Non Civil Servant	20	57,0

Based on the table 1, it explains the demographics of the 35 respondents who represent the hemodialysis installation nurses at Dr. RSUD. Soetomo Surabaya. Nearly half of the respondents in this study were aged 31 - 40 years, 16 (45.7%), and most were female, 29 (83.0%). Most of the nurse respondents were married, 34 (97%). Most of the respondents had a D3 education, 26 (74%). Most of the respondents had work experience of 15-21 years, 13 people (37.1%). Most of the respondents had civil servant employment status 20 (57%). Based on the table 2, it explains the patient demographics of 153 respondents who represent patients at the hemodialysis installation at Dr. RSUD. Soetomo Surabaya. Almost half of the respondents in this study were 58-67 years old, 44 (28.8%). Half of the patient respondents were male, 84 (54.9%). Half of the respondents had a high school education, 85 people (55.6%). Half of the respondents work in the private sector, namely 48 people (31.4%).

Based on the table 3, it explains the information on hypothesis analysis using the regression test of nurses' spiritual intelligence with the quality of service at the Hemodialysis Installation at Dr. RSUD. Soetomo Surabaya. Based on the results of the regression test, it shows that the p value of nurses' spiritual intelligence and service quality is (0.004). This shows that the p value is  $<0.05$  and is declared significant so that  $H_0$  is rejected and the hypothesis in this study ( $H_1$ ) can be accepted at a significant level of p value  $<0.05$  and 0.01. This can be

interpreted as a relationship between the spiritual intelligence of nurses and the quality of service in the Hemodialysis Installation. The regression coefficient value (B) shows positive on nurses' spiritual intelligence (0.216). Positive results can be interpreted as nurses' spiritual intelligence and service quality being in line. If spiritual intelligence is high, the quality of service will be felt with satisfaction.

Table 2.  
Demographic Characteristics of Hemodialysis Patients

Demographics	Category	f	%
Age	18-27 years	14	9,7
	28-37 years	17	11,1
	38-47 years	22	14,4
	48-57 years	37	24,2
	58-67 years	44	28,8
	68-77 tahun	19	12,4
	Total	153	100,0
Gender	Male	84	54,9
	Female	69	45,1
	Total	153	100,0
Education	PT	38	24,8
	SMA	85	55,6
	SMP	17	11,1
	SD	12	7,8
	No School	1	0,7
	Total	153	100,0
Work	Pension	22	14,4
	Civil Servants	33	21,6
	Self-employed	5	3,3
	Private	48	31,4
	Student	5	3,3
	Doesn't Work	40	26,1
Total	153	100,0	

Table 3.  
Analysis of the Relationship between Spiritual Intelligence on Service Quality in Hemodialysis Installations

Variable	Regression Coefficient (B)	S.E	Regression Wald	dF	Sig.	Exp (B)	Remarks
Nurses Spiritual Intelligence	0,216	0,443	0,026	1	0,004	1,074	Significant
Constant	1,884	0,978	3.706	2	0.000	6,578	Significant

## DISCUSSION

Based on the results of the regression test, shows that there is a relationship between nurses' spiritual intelligence and service quality with a p-value of 0.004. This shows that the p-value is <0.005, so it is declared significant and the hypothesis in this study can be accepted. The regression coefficient value (B) shows positive results on caring for nurses which means that the relationship between nurses' spiritual intelligence and the quality of hemodialysis services is in line. If the application of the nurse's spiritual intelligence is good, it will be followed by the quality of service that the patient feels is satisfied. On the other hand, nurses' spiritual intelligence is low, which is followed by the quality of service that patients feel is less satisfactory. It can be concluded that there is a parallel relationship between the spiritual intelligence of hemodialysis nurses and the quality of service felt by patients. Nurses' spiritual

intelligence is a form of intelligence with which individuals can face crises, change situations, solve problems, and achieve goals through a series of capacities and abilities. Nurses who have spiritual intelligence contribute to professional practice and competence in the workplace and are seen as beneficial for nurses and nursing students (Dewi, 2020).

Crosstab nurses' spiritual intelligence and service quality. The high spiritual intelligence of 39 nurses showed that almost all of them caused 33 patients to feel satisfied with the quality of service (57%). Meanwhile, the moderate spiritual intelligence of 86 nurses showed half, causing 48 patients to feel the quality of service was quite satisfactory (57%). Also, the low spiritual intelligence of 28 nurses showed that half resulted in 16 patients feeling satisfied with the quality of service (57%). Research is in line with Zulfita, Hastuti and Nurfianti, (2020), stating that nurses' spiritual intelligence is related to patient satisfaction regarding nurses' performance in service. Spiritual intelligence supports the role of nurses in carrying out nursing care for patients. Research on the relationship between spiritual intelligence and nurses' caring behavior at Haji Adam Malik Hospital, Medan, shows that there is a positive relationship between spiritual intelligence and nurses' caring behavior in nursing practice. This means that as the level of spiritual intelligence increases, performance will increase. Research on the influence of emotional and spiritual intelligence on performance states that nurses' emotional and spiritual intelligence have a significant effect on performance, both together and separately. Thus, nurses' emotional intelligence and spiritual intelligence will influence nurses in carrying out their work, including caring behavior when providing nursing services

Setiyaningrum and Heny, (2021), stated that there is an influence of spiritual intelligence on caring nurses. Spiritual intelligence forms collaboration between the nurse and the patient's family, so that in this case the nurse provides understanding, presence, provides comfort, and enables the patient through collaboration with the family. This makes nurses increase caring behavior in collaborating with patient families. During the activities of providing a supportive educational system based on family-centered care, parents always play an active role, especially when demonstrating how to reduce anxiety in children, parents are very enthusiastic during the provision of education by paying attention to the explanations given. Acting in care requires skill, confidence in success, enthusiasm, and very high motivation to always try to achieve the desired goals. Spiritual intelligence refers to intelligence that emphasizes the importance of empathy, treating fellow humans, other creatures, and the surrounding environment with full attention and compassion, based on the belief in the existence of God Almighty. Although spiritual intelligence does not directly influence work performance, it can recognize the complexity of humans cognitively, emotionally, and spiritually. In the context of the world of work, spiritual intelligence is an important factor, especially in the field of care. Therefore, the unique spiritual intelligence of each individual can make a difference in the way they interact in the work environment. Nurses' performance, for example, can improve with the help of support, a high level of spiritual intelligence, and strong competencies, which collectively enable them to make significant contributions in specific interactions with patients (Assyfa et al., 2023).

Spiritual intelligence has a positive and significant impact on nurse performance. Spiritual intelligence in improving nurse performance, if you have good spiritual intelligence, this can improve nurse performance. However, according to different research, there is another variable that must be an intermediary to influence work performance with spiritual intelligence, namely organizational commitment. Spiritual intelligence helps a person's overall development by providing opportunities for positive values to be applied. Growth and

change in individuals, achieving a balance between work duties, personal life, and family, and expressing happiness and satisfaction through positive contributions and sharing joy with the surrounding environment, all reflect high spiritual intelligence. A person who has spiritual intelligence can think creatively, has far-reaching insight, and can create or change rules that result in increased productivity. If a person's spiritual intelligence is low, there is a possibility of decreased performance. This factor can be caused by a lack of individual ability to adapt to the responsibilities inherent in the role of a nurse. As a result, the services provided to patients may not be optimal and of lower quality.

The development of spiritual intelligence is important as part of a person's professional growth, especially in the context of the healthcare field. By increasing spiritual intelligence, individuals can be better prepared to face the demands of work, which in turn can increase their ability to provide effective and empathetic care to patients. Carrying out religious teachings wholeheartedly can prevent actions that conflict with company policy, while having a strong belief in God will encourage nurses to face patients with courage. Nurses' spiritual intelligence will also encourage them to be patient and love others when facing difficulties. Researchers assume that the spiritual intelligence of hemodialysis nurses is high so it has an impact on the quality of service felt by satisfied patients. Nurses' spiritual intelligence can cause patient satisfaction in nursing services to be optimal because it creates nurse performance that is based on caring. Spiritual intelligence shapes the character of nurses both in emotions and behavior, thereby creating optimal caring for nurses. This causes patients who are treated at the hemodialysis installation to feel optimal caring and nursing, so they feel satisfied with the nursing services at hemodialysis.

Imogene King's theory explains the open interaction system, namely between nurses and patients interacting constantly with the environment and relevant to self-perception, growth, development of body image, and time. With this in mind, King also stated that in his concept model, there is a conceptual model of nurse and patient interaction (Alligood, 2017). Personal interactions (self-perception, growth and development, body image, space and time). Interpersonal interactions (can be two or more individuals) include communication: both verbal and non-verbal aspects, transactions: unique because a person's experiences will be different, giving rise to different relationship transactions, roles: each nurse and patient have mutual roles needs, and stress: in this case how nurses and patients can handle it well, so that balance is achieved. Social system (is a dynamic interaction, which influences individuals and society to understand the concepts of organization, power, status, and decision making) Based on the theory of achieving goals according to King above, the aim of providing professional nursing care by implementing the nursing process which includes assessment, data analysis, nursing care planning, implementation, and evaluation is patient satisfaction (Alligood, 2017). Looking at King's theory scheme, patient satisfaction is very dependent on the communication carried out by nurses with patients. Apart from nurse communication, patient satisfaction is also influenced by the patient's level of trust in the nurse, especially when the nurse provides informed consent which aims to develop shared goals for the actions the nurse will provide to the patient.

## **CONCLUSION**

Spiritual intelligence influences patient satisfaction regarding nursing services in hemodialysis installations. Nurses' spiritual intelligence can cause patient satisfaction in nursing services to be optimal because it creates nurse performance that is based on caring. Spiritual intelligence shapes the character of nurses both in emotions and behavior, thereby creating optimal caring for nurses.

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