



A SHORT ISLAMIC LECTURE VIDEO TRANSFORMING ISLAMIC SERVICE AMONG NURSING STUDENTS IN HOSPITALS

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ABSTRACT

Clinical practice in hospitals is an essential part of nursing education, where students apply the nursing theory they have learned in college. Nurses are among the most crucial professionals in providing services in hospitals. The existing phenomenon shows that there are still many patient complaints about unsatisfactory service quality. Purpose: To analyze the effect of the CEKAT BAIK Lecture Program in the application of Islamic services among hospitalized patients. Method: A pre-experimental research method with a one-shot case study design. The study population was 100 hospitalized patients, and the sample amounted to 98 respondents using a purposive sampling technique. The research instrument was a questionnaire that underwent construct validity testing using Pearson's product-moment correlation and content validity testing in collaboration with experts in religion, nursing, and language, as well as reliability testing in the inpatient ward of a private hospital. The data analysis technique uses One-Way ANOVA. Results: The calculated F value of 35.86 and the F table value is 3.091, so the calculated F value $< F$ table ($35.86 < 3.091$) means that there is a good linear effect on Islamic services. Conclusion: It is anticipated that implementing an Islamic service model as an alternative for patient care and nursing will be guided by Islamic principles, incorporating holistic approaches through sociocultural and spiritual services.

Keywords: hospital; islamic service; nursing; student; video

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INTRODUCTION

Nurses are among the most crucial professionals in providing services in hospitals (Nugroho, Septiwi and Vellayudhan, 2023). A study on the performance of nurses, who are a primary component of hospital services, has a strategic position in determining the quality of service, where nurses make up between 50 and 60 percent of the hospital workforce (De Rosis et al., 2021). Additionally, nurses spend 24 hours directly communicating with patients (Molina-mula and Gallo-estrada, 2020). Therefore, it is not an exaggeration to say that 90% of hospital services are nursing services. Healthcare services in Indonesia often receive attention due to various complaints regarding the quality of services and concerns from hospital management or service providers (Sokang, Westmaas and Kok, 2019). Hence, nurses need to provide effective and efficient services and make a more significant contribution to avoid the negative impacts of poor service quality on the community (Sokang, Westmaas and Kok, 2019). Poor nursing performance can impact the standard of treatment and lead to patient dissatisfaction.

A study revealed that many patients were dissatisfied with nursing services, including responsiveness, assurance, physical evidence, empathy, and reliability (Wahyuni, Widodo and Yulian, 2024). There was a drop in patients due to subpar service quality, which affected patients' dissatisfaction and their choice of other hospitals for the following care (Hapsari,

Sriatmi and Kartini, 2023). The research also provided information that the main complaints from patients about nursing care services include a lack of communication from nurses, lack of attention, nurses being less friendly to patients, nurses checking on patients only when requested, not responding promptly when called, and arriving 10 minutes late when they do respond (Hapsari, Sriatmi and Kartini, 2023). Clinical practice in hospitals is an essential part of nursing education, where students apply the nursing theory they have learned in college. According to Labeeb et al. (2017), through clinical practice, students learn and practice procedures that will help them prepare for real-life situations in the future (Labib et al., 2017). Tieaken and David (2015) stated that students must have basic skills to serve patients well at the initial stage. Clinical practice helps students integrate theoretical knowledge and practical skills, preparing them to become competent professional nurses (Tiwaken et al., 2015). Skill is the ability to perform actions correctly and responsibly based on knowledge, attitude, and proficiency (Saman, 2022). In nursing education, the students must know the basic clinical practice skills in hospitals to become competent nurses, possessing good theoretical knowledge and skilled practical abilities.

Research conducted by Ahri (2016) revealed that 97.5% of patients in the inpatient unit of a hospital in Makassar were satisfied with nursing services in 2016. The researcher stated that one reason for this is that a person's level of religious awareness can create strong motivation and serve as a drive for directing one's work (Ahri et al., 2024). Religion or spirituality is one of the most critical factors of work ethic; this belief is then actualized in daily behavior and actions. Simple observations found that nursing students have not fully implemented Islamic concepts and spiritual approaches in providing nursing care to patients. This is evidenced by the fact that most nursing students have not incorporated spiritual elements into their nursing care actions, especially for patients with high spiritual needs, such as those who are acutely ill or in terminal conditions. However, it is undeniable that Islamic services, which prioritize patient satisfaction, are one form of patient treatment. Subsequently, nursing students at Universitas Muhammadiyah Gombong, during their clinical practice at several hospitals, will be accompanied in the Islamic nursing services preparation programs, which is an effort to improve the quality of healthcare services. The purpose of this study was to determine the effect of short video lectures on learning Al-Islam and Muhammadiyah in relation to Islamic health services for nursing students in hospitals.

METHOD

The researcher collaborated with hospital clinical nursing instructors to collect data using a questionnaire. The questionnaire included data on the respondents' characteristics, such as age and gender, and the implementation of the Islamic services questionnaire. It consists of reliability, responsiveness, assurance, and empathy. There were 28 questions with a Likert scale, then questionnaire was given to the patients who received nursing care from nursing students. This questionnaire was tested for both construct validity and content validity. The construct validity test used Pearson's product-moment correlation, where each question was compared with the r -value from the results against the r -value from the table. Twenty respondents, with a significance level of 5%, and the critical r -value was 0.444. The results showed that r (result) > r (table), indicating that the questionnaire is valid. For the reliability test, the researcher compared Cronbach's alpha value with the r -value from the table (0.7). Since Cronbach's alpha was more significant than the r (table) value, the questionnaire was concluded to be reliable. The questionnaire test was conducted in the inpatient ward at Amanah Sumpiuh Hospital at a different time than the research period. The content validity test was carried out by consulting experts in religion, nursing, and language, resulting in S-CVI/Ave: 1.0 and S-CVI/UA: 1.0

Meanwhile, the intervention in this study was to provide short Islamic lecture videos to nursing students; each video was 7 minutes long. Each respondent received five videos that could be accessed on YouTube social media; the researcher provided a link for each video till the respondents could access it. The videos were given to respondents every three days and different videos. The researcher monitored respondents who had accessed each video in the comments box and the number of YouTube viewers on each video. The videos used in this study have gone through a video validity test by material expert validators, media experts, and language experts with an average score of 83% (valid). Data analysis used One-Way ANOVA to examine the effect of the short AIK lectures on the Islamic services provided by respondents. Respondents were considered to have implemented Islamic services well if their score was ≥ 85 , adequately if the score ranged from 55-84, and poorly if the score was ≤ 84 . The respondents' activity in accessing the AIK short lecture videos was also assessed, with $> 80\%$ being active and $< 80\%$ being inactive. This study has passed the ethical review by the Health Research Ethics Committee of Universitas Muhammadiyah Purwokerto with registration number KEPK/UMP/51/IX/2024.

RESULTS

Table 1.
Respondent characteristics (n= 98)

characteristic of respondents	Respondent characteristics (n= 58)				Mean ± SD	p-value	OR
	Islamic Services applied		not applied				
	f	%	f	%			
Age							
21-23					20.04 ± 0.75	0.000	0.311
Gender							
Female	73	74.49	3	3.06		0.469	0.862
Male	25	25.1	1	1.02			

Table 1, the respondents' age range is 21-23. Age is the variable that influences the implementation of Islamic services, while the OR (Odds Ratio) indicates that gender is the more influential variable, with a value of 0.86 (86%).

Table 2.
ANOVA Test Analysis

Variables	f	F	F table	Sig
Islamic services among respondents who accessed the CEKAT BAIK	98	35,86	3,091	0,000

Table 2 found that the F value was 35.86 and the F table value was 3.13, indicated that F value is greater than the F table value ($35,86 > 3,091$), which means there was a linear influence of CEKAT BAIK on Islamic services.

Tabel 3
Correlation Test

Variabel	f	Correlation Coefficient	Sig.(2-tailed)
Islamic services	98	1,000	0,000
Respondents who accessed the CEKAT BAIK	98	0,978	0,000

Table 3 shows that the correlation test between the variables shows a sig (2-tailed) value of 0.000, which means promptness had a significant influence on Islamic service quality.

Tabel 3
Regresi Linear Test

Variabel	R	R Square	Adjusted Square	R Std. Error of the Estimate
Islamic services among respondents who accessed the CEKAT BAIK	0,912	0,831	0,864	1,487

Table 4 that the linear regression test shows a correlation coefficient (R) of 0,912 and an R^2 value of 0,831. This indicates that the variable of CEKAT BAIK has an effect of 88.4% on Islamic Service Quality, while 11,6% is influenced by other variables that were not examined.

DISCUSSION

Based on the One-Way ANOVA analysis results, the calculated F value is 35.86, and the F table value is 3.09, so the calculated F value is $> F$ table ($35.76 > 3.091$), it means that CEKAT BAIK had a linear effect on Islamic services. Meanwhile, based on Table 2, the correlation test results between the studied variables show a significant value (2-tailed) of 0.000, which means CEKAT BAIK has a considerable influence on Islamic services. Tangible factors, reliability, assurance, empathy, and responsiveness are key elements that are crucial in this research. Based on the findings, most patients (74%) have high expectations for Islamic services and consider these factors to be very important. Most patients feel relatively satisfied (12%), and 84% feel happy with the services provided. Tangibility includes physical aspects such as adequate facilities and medical equipment, hospital environment cleanliness, and the treatment rooms' comfort (Mosadeghrad, 2012a). Reliability refers to the hospital's ability to provide consistent and trustworthy services. Assurance involves patients' confidence in the competence and professionalism of the medical staff. Empathy reflects the care and concern provided by medical staff to patients, while responsiveness refers to the speed and accuracy in addressing patients' needs and complaints (Mosadeghrad, 2012a). It was also found that the minimal service indicator variable significantly influences respondent satisfaction. This indicates that although the minimal services provided meet the patient's basic needs, tangible factors, reliability, assurance, empathy, and responsiveness, must still be improved to achieve a higher level of satisfaction (Nasution, Oemar and Rasyad, 2023).

Additionally, the factors influencing service include reliability, such as the accuracy of healthcare workers and their communication skills; responsiveness, such as the efforts and promptness of healthcare workers in responding to patient complaints; assurance, such as the trustworthiness of healthcare staff and their promising medical knowledge; empathy, such as attention, friendliness, and non-discriminatory behaviour toward patients, as well as carefully conveying the patient's condition; and tangibles, such as neatness, facial expressions when meeting patients, and tone of voice when interacting with patients (Shang, 2015; Farhan Hadytiaz et al., 2022; Sumantri et al., 2024). Staff's prompt response to every patient complaint and request, in a timely manner and in accordance with established service standards, will enhance patient satisfaction, which in turn affects patient loyalty (Mosadeghrad, 2012b; Aprilianti and Martha, 2023). A study reveals that nearly all patients (91%) need spiritual and religious support to aid in their recovery, and over half of patients reported feeling more at peace after attending religious services and praying (Riyadi, 2014). The results of another study on the role of spiritual guidance for patients at Muhammadiyah General Hospital in Sumatra generally showed that spiritual guidance benefits patients by offering them clear, honest advice that helps them deal with their problems. This, in turn, encourages them and makes them feel more at ease (Panjaitan, 2017).

Another study mentioned a significant influence between Islamic services and patient satisfaction, where the R Square Coefficient obtained was 0.650, meaning that the impact of Islamic services on patient satisfaction in hospitals is 65% (Laena, 2019). A study in Makassar found an R-value of 0.713, indicating that the relationship between services with Islamic principles influenced patient satisfaction by 50.8%, while the remaining 49.2% other factors (Hafid, 2016). CEKAT BAIK was a program developed by researchers in collaboration with the Division of Islamic Development (LPPIK) of Universitas Muhammadiyah Gombong to study, practice and increase the Islamic values for all academic members. The short Islamic lecture is routinely conducted daily at Universitas Muhammadiyah Gombong. CEKAT BAIK was similar to Islamic short lectures, sermons, and spiritual guidance specifically aimed at nursing students as part of Muhammadiyah's educational efforts to nurture morally upright, intelligent, and beneficial Muslims for the community and the nation. Muhammadiyah education is committed to producing educated Muslim elites, expecting students to apply the practices taught and form individuals with noble characters who are ready to serve the interests of Islam in society (Nusaibah, Arqam and Tamam, 2024).

Students generally agree on the importance of Al-Islam Kemuhammadiyah (AIK), as reflected in their perception that AIK is necessary for students because Universitas Muhammadiyah Gombong has a primary priority of achieving excellence, professionalism, and noble character. Based on the linear regression test table, the correlation value R is 0.912, and the R Square is 0.831, indicating that the CEKAT BAIK variable influences Islamic services by 88.4%. In contrast, the remaining percentage is influenced by other variables not studied. According to the researcher, other factors that might prevent implementing Islamic services include the lack of student awareness in fulfilling their role as caliphs in providing medical care to patients. Additionally, another underlying factor is the lack of student initiative to improve healthcare quality oriented toward spiritual care in offering assistance to patients. Student knowledge increased significantly after the implementation of video as a learning medium. Furthermore, the applied learning media can inspire enthusiasm in students and create an enjoyable learning environment, which in turn helps achieve the learning objectives (Nugroho, Santoso and Yuwono, 2023). Using video as an educational tool, particularly in nursing, is highly beneficial for presenting new information and reinforcing prior learning, allowing for a deeper understanding of the material (Sari and Sundari, 2021). Learning videos can also serve as an efficient method for delivering clinical information to many healthcare providers (Salina et al., 2012).

Based on the above findings, the researcher concludes that Islamic services indirectly influence patient satisfaction and trust. It means that the better the quality of Islamic services provided, the higher the patient satisfaction with the students who apply CEKAT BAIK as an Islamic service in patient care during hospital treatment. Patients who were satisfied with the services provided by a hospital tend to remain loyal to that hospital, as evidenced by their willingness to return for the same or other ailments and recommend the hospital to others. Excessive attention to detail can boost client satisfaction and make patients feel more at ease when receiving medical care. The quality of care also influences patients' opinions of the hospitals they receive. The higher level of care provided and the more significant consumer trust will enhance the hospital's reputation. Increasing client pleasure is also influenced by professionalism. Increasing patient happiness and the hospital's reputation can also be gauged by the conduct and skill of its medical staff. The readiness of nurses and medical officers to share their knowledge and expertise with patients so they feel safer about their care is evidence of this (Bata Ilyas et al., 2021).

CONCLUSION

The results of the statistical test and analysis indicate that the good performance provided by students affects patients' satisfaction with being treated in the hospital.

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