Mental Model of Nursing with Quality of Nursing Care

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Abstract

This study aimed to analyze the mental relationship of the nurse model with the quality of nursing care in the inpatient room of Islamic Hospital Sakinah Mojokerto. This study used a cross-sectional study. The population of all nurses at Inpatient Room Islamic Hospital Sakinah Mojokerto amounts to 85 nurses. With the technique of Total Sampling and obtained a sample of 85 respondents. The data source used the primary data obtained through the questionnaire. Data analysis with Spearman Rank Test. The results of this study (84%) Mental Model nurses included in both categories. Nursing Care Quality (Nursing Care Standards and Professional Performance Standards Nurses) in almost all (77.6%) included in the good category. Spearman rank test results obtained a correlation value of 0,000 (<0.05) means there was a significant relationship between Mental Model Nurse with Nursing Care Quality (Nursing Standards of Care and Professional Performance Nurse Standards) in the inpatient room of Islamic Hospital Sakinah Mojokerto.

Keywords

Contents

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1 Introduction

Nursing services in practice are nursing practices that are independent actions of professional nurses in providing nursing care that is carried out collaboratively with clients and other health professionals following the scope of authority and responsibilities (Sulistyowati, 2012). A mental model of making a map or framework model within each individual to see how to approach the problem at hand. In other words, the mental model can be said as a person's self-concept, with which the self-concept will make the best decision (Muhith, 2017).

According to Revani (2017), said that data from the World Health Organization (WHO) for the Southeast Asia region in 2010 showed that around 35% of service users were satisfied with the services provided and 55% expressed dissatisfaction. Wirawan's research on the level of inpatient satisfaction with nursing care in a hospital in East Java obtained information only 17% of all inpatients said they were satisfied with the services received while 85% said they were not satisfied. From the results of a preliminary study conducted on January 16, 2018, at Sakinah Hospital, patient satisfaction data were obtained at 98% on the research points of the speed and accuracy of staff hospitality services and the clarity of information conveyed by inpatient nurses (Wang & Luo, 2005; McMullan, 2006).

Service and satisfaction are two things that can not be separated because with satisfaction the related parties can correct each other to the point where the services provided are getting better or worse (Muhith, 2017). The cause of patient dissatisfaction is influenced by many factors, among others, related to the quality of products and services, price, emotion, performance, aesthetics, population characteristics, location services, facilities, communication, atmosphere, and visual design (Muhith & Nursalam, 2012). Patient satisfaction cannot be separated from the performance performed by nurses in providing nursing care. Nurse performance consists of assessment, nursing diagnoses, nursing action plans, nursing actions, evaluations and nursing records which are influenced by three factors, namely individual factors, psychological factors and organizational factors (Muhith, 2017).

From the description above it can be concluded that nursing service is an independent practice of professional nurses so that it creates collaboration with other health workers in providing optimal nursing services. As health workers, nurses must have a good mental model of the work around them. nurses can be required to work professionally so that patients feel satisfied with their services and hospitals can correct to the extent that nurses perform well so that hospitals can improve the quality of services to produce quality hospitals (Dionne et al., 2010; Kolkmanet al., 2005; Greene & Azevedo, 2009).

2 Materials and Methods

This research uses cross-sectional. The population of all nurses in Sakinah Mojokerto Hospital Inpatient Room totals 85 nurses. With technique total sampling and obtained a sample of 85 respondents. The data source uses primary data obtained through a questionnaire. The independent variables in this study are good, sufficient, and lacking and the dependent variables in this study are (nursing care standards) good, sufficient, lacking and (nurses' professional performance standards) High, medium, and low. After the data is collected then it is processed by editing, coding, scoring, and tabulating. Then tested using the Spearman rank test. With a significant value of $p < 0.05$

3 Results and Discussions

3.1 Results

Table 1
Subject's characteristics

Characteristics	f	%
Mental nurse model		
Fair	13	15.3
Good	72	84.7
Standard of care		
Fair	19	22.4
Good	66	77.6
Professional performance standard		
Medium	19	22.4
High	66	77.6

Table 1 shows that almost all of the 85 participants (84.7%) have a good mental nurse model, and most (77.6%) have good standards of care and good professional performance standards.

Table 2
A mental model of nursing with a standard of care

A mental model of nursing	Standard of care		Total
	Fair	Good	
Fair	8 (9.4)	5 (5.9)	13 (15.3)
Good	16 (12.9)	60 (71.8)	72 (84.7)
Total	19 (22.4)	66 (77.6)	85 (100)
Spearman test *p value* = 0.000			

Based on the cross-tabulation above shows that most respondents of Good and Mental Nursing Care Standards The good nurse model are 60 respondents (71.8%). Through the test statistic results *Spearman Rank* with the help of SPSS software at sig level (0.05) the correlation results obtained that the correlation value of 0,000 (> 0.005) means that there is a relationship between the Nurse Model Mental with Nursing Care Standards in the Sakinah Mojokerto Hospital

Table 3
A mental model of nursing with a professional performance standard

A mental model of nursing	Professional performance standard		Total
	Fair	Good	
Fair	8 (9.4)	5 (5.9)	13 (15.3)
Good	16 (12.9)	60 (71.8)	72 (84.7)
Total	19 (22.4)	66 (77.6)	85 (100)
Spearman test *p value* = 0.000			

Based on the cross-tabulation above shows that the majority of respondents have Good Professional Nurse Performance Standards and Mental High Nurse Model as many as 60 respondents (71.8%). Through the test statistic results Spearman Rank with the help of SPSS software at sig level (0.05) the correlation results

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obtained that the correlation value of 0,000 (> 0.005) means that there is a relationship between the Nurse Model Mental with Nursing Care Standards in the Sakinah Mojokerto Hospital.

3.2 Discussions

Table 1 shows that almost all of the 85 participants (84.7%) have a good mental nurse model. A mental model is a map-making or framework model within each individual to see how to approach the problems they face. In other words, the mental model can be said as a person's self-concept, with which the self-concept will make the best decision (Muhith, 2017). Mental models of nurses at the Sakinah Hospital are categorized as having a good mental model because almost every nurse's actions can affect the mentality that is owned by nurses in working and approaching the problems faced in Sakinah Mojokerto Hospital Inpatient.

Table 1 shows that almost all of the 85 participants (77.6%) have good standards of care and good professional performance standards. The quality of nursing care is the behavior and the way employees present services to patients both nursing care standards and nursing professional performance standards (Lee & Yom, 2007; Shin & Park, 2018; Tuck et al., 1998). The quality of client perspective refers to the quality dimension which consists of: a. Responsiveness *(Responsiveness),* b. Empathy *(Empathy),* c. *Courtesy* and d. *Sincerity,* (*Donabedian, 1980: Parasuraman et al., 1998: Potter* and *Perry, 2005*)) stated that matters related to nursing performance standards are "*caring and collaborating*." (Muhith, 2017). Sakinah Mojokerto Islamic hospital nursing care standards are as a hospital health service that all nurses always provide good service for 24 hours to patients. where the services performed by nurses include *caring, collaborating,* empathy, *response, courtesy, sincerity* to create nurse medical staff who are tenacious, reliable and professional in performing all nursing.

Table 2 shows that the mental model of nursing has a relationship with the standard of care. The results of this study are in line with Muhith (2017), that there is a significant influence of individual characteristics of nurses (motivation, attitude, commitment, mental models, dependability of nurses' work) on the quality of nursing care namely: individual characteristics of nurses to nursing care standards, nursing care standards to professional performance standards nursing and nurse satisfaction, nursing professional performance standards for patient satisfaction (Van Bogaert et al., 2013; Senarat & Gunawardena, 2011). The Nurse Mental Model relates to the Quality of Nursing Care (Nursing Care Standards) in the Inpatient Room at Sakinah Hospital, Mojokerto. Respondents who have a good level of Mental Model Nurse are seen in good Nursing Standards, in the implementation of action indicators. Whereas respondents who have a moderate level Nurse Model Mental level are seen in the Nursing Standards Standard category enough, in the implementation of the Evaluation indicators (Anderson et al., 2005). Mental models of nurses in the inpatient unit at Sakinah Mojokerto Islamic hospital can be seen that the mental model of the nurse both to patients so that, the quality of service must be referring to the five dimensions responsive *(responsiveness),* reliability *(reliability),* secured *(assurance),* empathy *(empathy)*and physical evidence *(tangible*), if one of the qualities of services cannot be implemented, the hospital cannot provide maximum service to the satisfaction of the patients themselves.

Table 2 shows that the mental model of nursing has a relationship with the professional performance standard. The nurse is one of the most important issues to be studied to maintain and improve the quality of health good nurse performance is a bridge in answering the guarantee of the quality of health services provided by patients (Amarneh & AL-Dwieb, 2022). Improvement in nursing services can be sought by increasing nurse performance. A job assessment is one of the ongoing professions to assess the quality of personal work and efforts to improve the performance of personnel in the organization. Nurses are a profession that is humanized based on a sense of responsibility and devotion so one of the nurses' services concerns humanitarian efforts whose implementation requires sincerity, mutual respect and wisdom among humans (Suryasa et al., 2022; Parmin et al., 2020). The attention of nurses when organizing nursing services is on the fulfilment of human basis (Hafid, 2014). The Nurse Mental Model relates to the Quality of Nursing Care (Nurse Professional Performance Standards) in the Sakinah Mojokerto Hospital Inpatient Room. Respondents who have a good level of Nurse Mental models can be seen in the high Standards of Professional Nurse Performance, in the implementation of indicators *collaborative*. Whereas respondents who have a moderate level Nurse Model Mental level can be seen in the Nurse Professional Performance Standards enough category, in the implementation of indicators *response*. Mental models of nurses in the Inpatient Hospital of Sakinah Mojokerto Islamic hospital can be seen that the mental models possessed by nurses are good so that,

influencing the performance of a nurse which has a great influence on patient satisfaction when patients are hospitalized. From there, nurses must improve professional performance as a nurse to create superior health workers in the field of nursing.

4 Conclusion

Mental model nursing has a relationship with the quality of nursing care. The purpose of this study was to analyze the relationship between mental model nursing and with quality of nursing care. For future research, the researcher will provide intervention regarding good caring procedures for patients.

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