

ABSTRACT

Lailatul Badriyah. 2013. The role of Sympathy with the Nurses' quality service of Islamic hospital of Gondanglegi Malang
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Keyword : Sympathy, Service quality

The nurse is one of the important and strategic component in the implementation of the health service. Presence and role of nurses cannot be ignored. In carrying out the duty, a nurse is required to understand the process and standards of nursing practice. The quality of nursing care provided by nurses can be reached if the nurses are able to pay attention and to take care to the patient. In providing services, the nurse should use the expertise, the gentle words, touch, give hope, always be beside the patient and capable to give a sense of sympathy and empathy. Sympathy is in a nurse will indirectly bring closer emotional relationship between nurse and patient, so that the existence of such sympathies, nurses will always give better care and with the sympathy of the nurse then the patient will feel comfortable and calm in convalescence.

The purpose of this research is to know the role between the bound variables that is the quality of service with free variables, that is, sympathy in the Islamic hospital of Gondanglegi Malang. The number of respondents in this study were 53 nurses.

The method of collecting data uses the scale. The scale of the research consisted of two scales: the scale of the service quality and sympathy that each aitem consists of 25 and 20 aitem.

Based on the analysis of the research results obtained are as follows: the variable quality of service produces 9 nurses (17%) have a high service quality, 32 nurses (60%) have a medium service quality, and 12 nurses (23%) have a low service quality. While variable sympathy produces 10 nurses (19%) have a high sympathy, 33 nurses (62%) have a sense of medium sympathy, and 10 nurses (19%) have a sense of low sympathy. The research of service quality and sympathy shows that there is a positive relationship ($r_{xy} 0.814$; with $\text{sig} < 0.05$). It means that the relationship between the variables of sympathy and the quality of service is significantly positive by getting their significance and value 0000 and the significance value Sig (2-tailed) is below or less than 0.05. Effective contribution or sympathy with predictive power service quality indicated by the coefficient of determinant $r^2 = 0,66$ which means that 66% quality of service determined by a sense of sympathy.