



## Determinants of the Implementation of Sharia Nursing Services in General Hospitals of Aceh Province, Indonesia

Fitriani (1), Hilman Sharif (2), Irwan Saputra (3)

*Master Program of Nursing Science, Faculty of Nursing, Universitas Syiah Kuala, Banda Aceh, Indonesia (1)*

*Department of Nursing Management, Faculty of Nursing, Universitas Syiah Kuala, Banda Aceh, Indonesia (2)*

*Department Master of Public Health of Medical Faculty, Universitas Syiah Kuala, Banda Aceh, Indonesia (3)*

Submitted: 25-01-2022

Revised: 01-02-2022

Accepted: 04-02-2022

### ABSTRACT

**BACKGROUND:** Nursing services that are implemented correctly and according to sharia nursing services will be a great force in promoting health care services professional care to the public. Attitudinal and knowledge factors are important factors for nurses to consider when providing sharia-based nursing care to patients. **AIM:** The aim of this research is to identify the factors of applications of sharia nursing services at the Aceh Hospital. **METHODS:** The sample of 413 out of 573 nurses, using the inclusion criteria. This study used a descriptive correlation design with a cross-cutting approach. The proportionate sampling technique is used as a sampling technique. **RESULTS:** The results of the study illustrate that there is a relationship between knowledge ( $p=0.009$ ) and attitudes ( $p=0.000$ ) and motivation ( $p=0.000$ ) of nurses with the implementation of sharia services. The most significant factor related to the implementation of Sharia nursing services at Aceh Government

**Keywords:** Nurse motivation, Sharia-based nursing services, Nurse knowledge, Nurse attitude.

### I. INTRODUCTION

The development of Sharia hospitals in Indonesia moves dynamically in accordance with the requirements of the company. This shows that most people choose health care services in Sharia hospitals. Today's society already has a great deal of knowledge and requires the quality of services provided by hospitals based on the needs of the community. Individuals also have a high level of rationality in the receipt of treatment services and blessings (Sunawi, 2012). Islamic hospitals may ensure that they provide services in accordance with Islamic law. maintenance of the Islamic faith and management based on Islamic teachings in order to obtain blessings in treatment and nursing service (Sulistiadi & Rahayu, 2016).

The Sharia healthcare services implemented in hospitals must meet the standards.

One of the standards for Shariah hospitals is to provide comprehensive Islamic spiritual services to all hospital employees, including nursing services. Professional nursing services constitute a significant part of health services through comprehensive nursing care covering biological, psychological, social and spiritual aspects. The provision of comprehensive nursing care has a major impact on the patient's recovery because the patient's physical condition is strongly influenced by mental and spiritual health conditions (Arozullah, et al., 2018).

All nursing services that are implemented correctly and in accordance with Shari'a will be a major strength in efforts to promote professional care to the public. The application of professional nursing services will significantly impact client satisfaction. Improve the performance of nurses and increase the efficiency of their work, both working in health agencies and in the community so that it will have an impact on the quality of care provided (Gonge and Buus, 2011; Frimpong et al., 2011; Estes, 2013). The application of professional nursing services should also be accompanied by the appearance of good attitudes, knowledge and motivation in the workplace to ensure that patients receive better services and increase their satisfaction with the services delivered.

The implementation of Sharia-Certified Health Services in Aceh Province was carried out in 2017 by the Aceh Government Regional General Hospital. The quality of sharia is mandatory to maintain the manner in which a Muslim patient's belief is maintained until Sakratul Maut. Therefore the patient is legally obliged to obtain advice to go to Husnul Khatimah. MUKISI has established minimum service standards and quality indicators which have been prepared by the Shari'a Accreditation Team in the form of Standard Operating Procedures. Shariah values must apply to all services and activities in hospitals in accordance with established standard operating procedures.



## II. METHOD

This study uses a quantitative approach with analytic and descriptive design conducted at the Aceh General Hospital. The study had a population of 573 and a sample count of 413 nurses who served in the Aceh General Hospital's

inpatient ward. The inclusion criteria: nurse in the treatment room with a three-shift service schedule, a minimum level of nursing education of Diploma in nursing and willing to participate. The sampling technique used is proportionate sampling.

## III. RESULT

**Table 1.** Gender and Education Level of Nurses in Aceh General Hospitals (n=413)

Variable	Frequency (F)	Percentage (%)
Gender		
Man	88	21.3%
Woman	325	78.7%
Level of education		
Diploma III	239	57.9%
Diploma IV	9	2.2%
Undergraduate Nursing	41	9.9%
Ners	123	29.8%
Magister in Nursing	1	0.2%

Table 1 shows that the majority of nurses in the Aceh Hospital are female up to 325 (78.7%). The level of education of nurses at the Aceh Government Hospital is the majority with Diploma III in Nursing, up to 239 (57.9%).

**Table 2.** Age and Working Experience as Nurses at the Aceh Government Hospital (n=413)

Variable	mean	SD	Min-Max	95% CI
Age	32.34	5.20	22 – 55	31.84 – 32.85
Working Experience	6.69	4.54	0 - 38	6.25 – 7.13

Table 2 shows that the average age of nurses at Aceh Government Hospital is 32.34 years, with a range of 5.20 years. The average working time for nurses at Aceh Government Hospital is 6.69 years, with a 4.54-year variation.

**Table 3.** Nurses' Knowledge, Attitudes, and Motivations regarding the Implementation of Sharia Nursing Services in Aceh Government Hospitals (n=413)

Variable	Frequency (F)	Percentage (%)
<b>Nurse Knowledge</b>		
Good	238	57.6
Not good	175	42.4
<b>Nurse's Attitude</b>		
Good	243	58.8
Not good	170	41.2
<b>Nurse Motivation</b>		
Good	218	52.8
Not good	195	47.2
<b>Application of Sharia Services</b>		
Good	207	50.1
Not good	206	49.9

Based on Table 3, nurses' knowledge of the implementation of Shari'a services in Aceh government hospitals is in the good category of 238 (57.6%). The attitude of Aceh Public Hospital nurses towards the implementation of Sharia services in Aceh Public Hospitals was also in the good category of 243 (58.8%). The



motivation of nurses regarding the application of sharia services was also in the good category of 218 (52, 8 %), and the Implementation of Sharia Services is also in the good category 207 (50.1%).

**Table 4.** The Relationship of Nurse Knowledge with the Implementation of Sharia Services at the Aceh Government Hospital (n=413)

Knowledge	Application of Sharia-Based Services				Total		P Value
	Good		Not good		f	%	
	f	%	f	%			
Good	132	55.9	104	44.1	236	100	0.009
Not good	75	42.4	102	57.6	177	100	
<b>Attitude</b>							
Good	149	59.6	101	40.4	250	100	0.000
Not enough	58	35.6	105	64.4	163	100	
<b>Motivation</b>							
Good	135	63.4	78	36.6	213	100	0.000
Not good	72	36.0	128	64.0	200	100	

Table 4 illustrates that nurses' knowledge of the application of sharia services shows a significant relationship with the implementation of sharia services (p = 0.009). Nurses' attitudes toward the application of Shari'a services demonstrated a

significant relationship with the implementation of Shari'a services (p = 0.000). Nurses' motivation to apply Sharia services demonstrated that there was a significant relationship with the implementation of Shari'a services (p = 0.000).

**Table 5.** Multivariate Modeling of Knowledge, Attitude, and Motivation Variables with the Implementation of Sharia Nursing Services at the Aceh Government Hospital (n=413)

No	Sub Variable	B	Wald	pvalue	Exp (B)	OR 95% CI
1	Attitude	0.915	18,075	0.000	2,498	1,638;3,809
2	Motivation	1.069	26.025	0.000	2,912	1,931;4,391
	constant	-2.864	42,020	0.000	0.057	

Table 5 shows that multivariate modelling was found to be the attitude and motivation variables within the logistic regression model, whereas the knowledge variable had to be excluded due to  $p > 0.05$ . The variable motivation is the most dominant variable related to the implementation of sharia services with a Wald value of 26,025. Nurses' motivation presents a 2,912 times greater opportunity to improve the delivery of better Sharia nursing services.

#### IV. DISCUSSION

The results showed that nurses' knowledge of the application of Sharia nursing services at Aceh Government Hospital was in the good category (57.6%). This is in line with the research proposed by Adityani, et al (2020) that the level of knowledge of nurses on sharia services at the Sultan Agung Islamic Hospital Semarang is good category (65.6%). Nurses' knowledge is an important service that allows nurses to better understand what they are doing and implementing.

Nurses' knowledge is closely associated with the behaviour or actions they will take. Knowledge is also closely associated with nurses' decisions about the patient's condition. With that knowledge, nurses have a reason or foundation to make their choice (Layuk, et al, 2017). The first element that nurses need to pay attention to when providing Sharia-based nursing services is to increase the knowledge of nurses. The sharia nursing services and their benefits to clients, because a person's attitude, whether positive or negative towards an object, is largely determined by the level of one's knowledge of the benefits of that object.

The results showed that nurses' attitudes towards Sharia service delivery were good category (58.8%). This indicates that nurses have a good attitude toward the implementation of Sharia services. This is consistent with research by Mustikaningsih., et al., (2020) that nurses' behaviour towards Shariah-based nursing services is in the good category (55.2%). A good attitude when nurse-delivered services to patients will



increase patient confidence and satisfaction. According to Fattah (2016), if the behavior of the service provider is good, the patient will feel satisfied with the service. In addition, the patient who is satisfied with the service will re-use the service if necessary.

The results showed that the description of the motivation of nurses in the Aceh Government Hospital was in the good category of 52.8%. Nurses perceive the nurse's motivation for applying Sharia-based services that have been standardized by the hospital. These findings are in line with Librianty's research (2018), namely the motivation to implement nurses at the UPTD Health Tampung Kampar Regency is in the right category, namely 60.0%. Nurses at the Aceh Government Hospital are highly motivated on the job. This indicates that nurses are quite good in responding that their responsibilities to their work must be optimal and their work motivation must be better in order to produce optimal nursing care for patients. The findings showed that there was a significant relationship between the knowledge, attitudes and motivation of nurses in implementing Shari'a services. These findings are consistent with research carried out by Adityani et al. (2020) that there is a significant relationship between the level of knowledge and sharia services in the nursing field at RSISA Semarang. Another study conducted by Sri (2015) also obtained the same result, namely that the service variable with sharia principles had a positive effect on the level of knowledge of nurses at RSI Kendal with a probability value of 0.000. This explains that if the level of knowledge of nurses is getting better, the service with sharia principles is also getting better. Another study conducted by Sri (2015) also obtained the same result, namely that the service variable with sharia principles had a positive effect on the level of knowledge of nurses at RSI Kendal with a probability value of 0.000. This explains that if the level of knowledge of nurses improves, service based on sharia principles also improves. Another study conducted by Sri (2015) also obtained the same result, namely that the service variable with sharia principles had a positive effect on the level of knowledge of nurses at RSI Kendal with a probability value of 0.000. This explains that if the level of knowledge of nurses improves, service based on sharia principles also improves.

Thus, the more nurses know about sharia services, the more nurses provide sharia services to patients (Syaiful & Wibawa, 2014). The attitude of nurses is also related to the implementation of sharia services. Mustikaningsih (2020) that the behavior of nurses is related to Shari'a nursing

services. A similar comment was made by Layuk, et al. (2017) that nurses who have a positive attitude towards services in the Inpatient Room at Labuang Baji Hospital Makassar have a tendency to carry out their duties and responsibilities well through observing and assessing role models of good attitudes. In the delivery of services, a nurse is expected to operate according to nursing standards.

Motivation is also significantly associated with the implementation of Sharia services. This is according to Asadi's research, and al. (2018) that the motivation of nurses can increase the quality of nursing services. Strong motivation for the implementation of Sharia services to patients has an impact on the quality of the implementation of Sharia services. In addition, patients may experience satisfaction and comfort in hospital, because Sharia nursing services are services expected by patients or even exceed patients' expectations. As a result, most patients expressed satisfaction with nurses' services (MUKISI, 2017).

The most important factor associated with implementing Sharia services is motivation. This is in line with Wihardja's (2018) statement that intrinsic motivation is the most influential factor. it is closely associated with the behaviour and performance of nurses who provide nursing care. Providing services under Shari'a to Muslim patients is an obligation and duty for health care workers, especially nurses. when viewed from the theory of basic human needs according to Iman Asy-Syatibi in Maqasid Syariah, that maintaining religion, soul and human mind is a basic need that must be fulfilled by every believer (Dewi & Anugerah, 2020). Motivation has an important role to play in encouraging individuals to overcome difficulties in health care settings. Emphasizes that the achievement of health objectives relies heavily on nurses who are motivated to provide effective, efficient and high-quality care (Adjei, et al., 2016).

## V. CONCLUSION

The conclusion of this study show that there is a relationship between the knowledge, attitudes, and motivation of nurses with the implementation of Sharia services at Aceh General Hospital. The dominant factor related to the implementation of Sharia nursing services at Aceh General Hospital is a motivation whose value  $p = 0.000$ .

## REFERENCE

- [1]. Adityani, G., Abdurrouf, M., Sari, DWP (2020). Level of Knowledge of Nurses and Sharia Services in the Nursing Sector at



- Sultan Agung Islamic Hospital, Semarang. *Bima Nursing Journal*. Vol. 1 No. 2. e-ISSN 2715-6834. Retrieved From <http://jkip.poltekkesmataram.ac.id/index.php/bnj/index>
- [2]. Adjei, Kofy, Aduo., Emmanuel, Odoom., Forster, Opoku, Mensah. (2016). The Impact of Motivation on the Work Performance of Health Workers (Korle Bu Teaching Hospital): Evidence from Ghana. *Journal of Hospital Practice and Research*. Vol. 1(2):47-52. DOI: 10.20286/hpr-010245
- [3]. Arozullah, AM, Padela, AI, Volkan Stodolsky, M., & Kholwadia, MA (2018). Causes and Means of Healing: An Islamic Ontological Perspective. *Journal of Religion and Health*, 1–8. <https://doi.org/10.1007/s10943-018-0666-3>
- [4]. Asadi, Neda., Marian, Robabeh., Vanaki, Zohreh. (2018). Motivation to Care: A Qualitative Study on Iranian Nurses. *The Journal of Nursing Research*. Vol. 00 (0).
- [5]. Dewi, IP, & Anugerah. (2020). *Islamic Spiritual Nursing*. (PS Aisyah, Ed.) (1st ed.). Bandung: Please.
- [6]. Estes, BC (2013). Abusive supervision and nursing performance. *Nursing forum an independent voice for nursing*.
- [7]. Layuk, E., Tamsah, H., Kadir, I. (2017). The Effect of Knowledge, Attitudes, and Skills of Nurses on Satisfaction of Inpatients at Labuang Baji Hospital Makassar. *Mirai Management Journal*. Volume 2 No. 2
- [8]. Liberty, Nany. (2018). The Relationship between Motivation and Performance of Implementing Nurses at the Tapung Health UPTD, Kampar Regency. *Nurse Journal*. Vol 2 No. 2(59-70).
- Fattah, Anita. (2016). The Relationship between the Quality of Health Services and Patient Loyalty in the Inpatient Mother and Child Hospital Sitti Khadijah Makassar. <http://repository.uin-alauddin.ac.id>
- [10]. Frimpong, JA, Helleringer, S, Williams, JKA, Yeji, F., & Phillips, JF (2011). Does supervision improve health worker productivity? Evidence from the upper east region of Ghana. *Tropical Medicine and International Health*, 16 (10) pp 1225 –1233.
- [11]. Gonge, H., & Buus, N. (2011). Psychiatric Nursing Staff Member's Reflections on Participating in Group-Based Clinical Supervision= A Semistructured Interview study. *International Journal of Mental Health Nursing*. 20, 95–101. doi: 10.1111/j.1447-0349.2010.00709.x
- [12]. MUSIC. (2017). *Minimum Service Standard Guidelines for Sharia Hospitals and Sharia Compulsory Quality Indicators*. Jakarta: MUSIC.
- [13]. Mustikaningsih, D., Aisyah, PS, Rahayu, Ms (2020). Nurse Behavior in Sharia Nursing Services. *Nursing SMART Journal*. 7(1), 40-46. DOI:<http://dx.doi.org/10.34310/jskp.v7i1.305>
- [14]. Sulistiadi, W., & Rahayu, S. (2016). Potential Application of Maqashid Syariah in Sharia Hospitals in Indonesia. Jakarta: University of Indonesia.
- [15]. Syaiful, Y. & Wibawa, S. (2014). Knowledge and Attitude of Nurses Fulfilling Spiritual Needs of Patients with Nursing Implementation. *Journals of Nurses Community*. 5(1):29-35.
- [16]. Wihardja, Hany. (2018). Analysis of Factors Associated with the Mental Workload of Nurses during Interactions in Nursing Care in the Intensive Care Room. Thesis. University of Indonesia