

## ABSTRAK

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(xiii + 153 Halaman + 11 Gambar + 20 Tabel + 2 Lampiran)

### **Pengaruh Faktor-faktor *Nurse's Role and Responsibility* pada *Hospital Operational Efficiency* dengan Moderasi *Cognitive Empathy* serta Dampaknya terhadap *Delivery of Quality Care* (Studi pada Rumah Sakit Swasta XYZ)**

Tujuan penelitian ini adalah untuk menguji dan menganalisis pengaruh faktor-faktor peran dan tanggung jawab perawat terhadap mutu pelayanan kesehatan di rumah sakit swasta tipe C. Terdapat lima variabel independen yang berkaitan pekerjaan perawat yaitu *promotion of patient safety*, *evidence-based practice*, *positive interpersonal behavior*, *patient-centered care*, dan *clinical governance*. Variabel tersebut berhubungan dengan proses rumah sakit yaitu *hospital operational efficiency* dengan moderasi *cognitive empathy* dan kemudian terhadap *delivery of quality care*. Sesuai tujuan penelitian, metode yang digunakan pada penelitian ini adalah survei pada perawat yang berhubungan langsung dengan pasien. Survei dilakukan dengan instrumen kuesioner terstruktur dengan responden yang diperoleh dengan *purposive sampling*. Data *cross sectional* diambil dari dua rumah sakit swasta tipe C di Jakarta pada Desember 2023 dimana diperoleh 208 responden yang memenuhi syarat. Metode analisis data dilakukan dengan *Partial Least Square-Structural Equation Modelling* (PLS-SEM). Temuan penelitian menunjukkan bukti yang memadai untuk menyatakan kelima independen variabel mempunyai pengaruh yang signifikan dan positif pada *hospital efficiency* ( $p\text{-value} < 0,05$ , CI 95%). Pengaruh paling besar ditemukan dari *patient-centered care* ( $\beta=0,377$ ) dan *clinical governance* ( $\beta=0,286$ ). Moderasi *cognitive empathy* ditemukan secara signifikan memperkuat pengaruh dari *patient-centered care* dan *clinical governance* namun sebaliknya, justru memperlemah pengaruh dari *evidence based practice* dan *positive interpersonal behavior*. Selanjutnya ditemukan bahwa *hospital operational efficiency* mempunyai dampak positif yang signifikan terhadap *delivery of quality care*. Model penelitian ini diketahui telah mempunyai kemampuan explanatori dan prediksi yang memadai.

**Kata kunci:** *Nurse role and responsibility*, *delivery of quality care*, *hospital operational efficiency*, *cognitive empathy*, dan rumah sakit swasta.

Referensi: 78 (1982-2023)

## ABSTRACT

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(xiii + 153 Pages + 11 Figures + 20 Tables + 2 Appendices)

### **The Influence of Nurse's Role and Responsibility Factors on Hospital Operational Efficiency with Cognitive Empathy Moderation and Its Impact on Delivery of Quality Care (Study at XYZ Private Hospital)**

This research aims to examine and analyze the influence of the role and responsibility factors of nurses on the quality of health services in type C private hospitals. There are five independent variables related to nurses' work, namely promotion of patient safety, evidence-based practice, positive interpersonal behavior, patient-centered care, and clinical governance. These variables are related to hospital processes, namely hospital operational efficiency with cognitive empathy moderation, and then to the delivery of quality care. Under the research objectives, the method used in this research was a survey of nurses who had direct contact with patients. The survey was conducted using a structured questionnaire instrument with respondents obtained by purposive sampling. Cross-sectional data was taken from two type C private hospitals in Jakarta in December 2023 where 208 respondents met the requirements. The data analysis method was carried out using Partial Least Square-Structural Equation Modeling (PLS-SEM). The research findings show sufficient evidence to state that the five independent variables have a significant and positive influence on hospital operational efficiency (p-value <0.05, CI 95%). The strongest influence was found in patient-centered care ( $\beta=0.377$ ) and clinical governance ( $\beta=0.286$ ). Cognitive empathy moderation was found to significantly strengthen the influence of patient-centered care and clinical governance but on the contrary, it weakened the influence of evidence-based practice and positive interpersonal behavior. Furthermore, it was confirmed that hospital operational efficiency had a significant positive impact on the delivery of quality care. This research model is known to have adequate explanatory and predictive capabilities.

**Keywords:** Nurse role and responsibility, delivery of quality care, hospital operational efficiency, cognitive empathy, and private hospitals.

References: 78 (1982-2023)