

# Work Ethic, Self-Efficacy and Quality of Work Life Improved Quality of Nurse Communication in Inpatient Care Unit

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## Abstract

**Background:** The quality of nurse communication is a form of nurse performance which plays an important role in increasing visits and trust in hospital services, especially nursing services. The high quality of nurse communication reflects good and quality hospital services. **Objective:** The aim of this research is to analyze the influence of work ethic, self-efficacy and quality of work life on the quality of communication of inpatient nurses at Puri Cinere Hospital. **Method:** The research uses quantitative methods with the type of explanatory causality research with a cross-sectional study approach. One hundred samples were recruited in this study using the simple random sampling. The regression analysis was used to analyzed the data and examine the association between independent variables with the dependent variable. **Result:** The results of the research show that work ethic, self-efficacy and quality of work life together have a significant effect on the quality of communication of inpatient nurses at Puri Cinere Hospital. Empirically, work ethic has no significant effect on the quality of communication of inpatient nurses at Puri Cinere Hospital. Self-efficacy has a significant effect on the quality of communication of inpatient nurses at Puri Cinere Hospital. The quality of work life has a significant effect on the quality of communication of inpatient nurses at Puri Cinere Hospital. **Recommendation:** The health care services need to consider the work ethic and self-efficacy to improve the quality of communication among nurses. The quality of work life also needs to consider in order to improve the quality of communication. Further study may develop some interventions to improve the communication skill among nurses in order to improve the quality of health care service

**Keywords:** work ethic, self-efficacy, quality of work life, quality of inpatient nurse communication



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## Background

Nurses play a crucial role in the healthcare system, and their communication skills are essential for providing quality patient care. Effective communication between nurses and patients can lead to improved patient outcomes, increased patient satisfaction, and better overall patient care (1). However, the quality of nurses' communication can be influenced by various factors, including work ethic, self-efficacy, and quality of work life

Work ethic refers to the values, attitudes, and behaviors that influence an individual's commitment to their work (2). It includes characteristics such as diligence, conscientiousness, and dedication. Nurses with a strong work ethic are more likely to be committed to their profession and provide high-quality care. They are also more likely to engage in effective communication with patients, colleagues, and healthcare providers (1).

Self-efficacy is the belief in one's ability to perform specific tasks effectively (3). It is a critical factor in nurses' communication, as it influences their confidence in their communication skills (4).

Quality of work life refers to the overall quality of a nurse's work environment, including factors such as job satisfaction, work-life balance, and stress levels (5). A positive work environment can contribute to better communication skills, as nurses who feel supported and valued are more likely to engage in effective communication with patients (1).

Despite the importance of effective communication in nursing, there is a gap in the understanding of how work ethic, self-efficacy, and quality of work life influence the quality of nurses' communication. There is a need for further research to explore these factors and their impact on communication skills in the nursing profession (1,4-5).

In the preliminary study found that Nurses are less able to convey clear information to families. The opinion of some customers that the nurse's slow service is less responsive to patient calls certainly needs to be proven true by the author (late responding to calls from the patient's room) also was noted for hospital. Thereby, In the last few years the

number of visits and BOR at the Puri Cinere Hospital inpatient installation has tended to decrease, and based on data obtained from January to November 2023, it was found that the average number of patient visits was 72,000/year (previously the average: 127,000) while the BOR was 36% (previous average: 61%). The following is data on the number of BOR and visits at Puri Cinere Hospital from 2015 to November 2023

Therefore, this research is needed to explore these factors and develop strategies to enhance nurses' communication skills and create a positive work environment that supports effective communication

## METHOD

### Design

This study used a cross-sectional approach to examine the influence of work ethic, self-efficacy and quality of work life on the quality of nurse communication

### Sample, sample size & sampling technique

The population in this study were all nurses who worked in the inpatient room at Puri Cinere Hospital. Simple random sampling technique was used to select the sample size. Sample measurements used the Slovin formula, thus, the sample size used in this research was 100 respondents.

The inclusion criteria of this study are 1) Nurses who are responsible in the inpatients room; 2) has been working within one year in this unit; 3) willing to participate in this study until the end; and 4) no have ethic problem during working as nurse. Nurses who are not in the hospital during data collection or has any activities were excluded in this study. Nurses who have responsible in the management unit also are not involved.

### Data collection process

This study was conducted in inpatient room at Puri Cinere Hospital. The data gathering was carried out within two months. The researchers collect the data assisted by the research assistant. All respondents who are willing to participate in this study signed the informed consent. The information regarding the process of this study, objective and risk of research have been explained in the beginning.

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### **Instrument for data collection**

Work ethic questionnaire was used to measure a set of positive behaviors rooted in fundamental beliefs accompanied by total commitment to an integral work paradigm. The dimensions used to measure nurses' work ethic are honesty, work in team and work responsibility (6). This questionnaire consists of 8 questions and uses a Likert scale of 1 to 4 such as 1=strongly disagree, 2=disagree, 3=agree, 4=strongly agree. The total score of work ethic questionnaire was 28 which is the highest score indicated the high work ethic and the lowest score was low work ethic.

Self-efficacy questionnaire was used to measure the individual's perception of a person's ability to perform the tasks or actions necessary to achieve certain results (3). The dimensions used to measure nurse self-efficacy are degree of difficulty, generality and strength. This questionnaire consists of 8 questions and uses a Likert scale of 1 to 4 such as 1=strongly disagree, 2=disagree, 3=agree, 4=strongly agree. The total score of work ethic questionnaire was 24 which is the highest score indicated the high self-efficacy and the lowest score was low self-efficacy

Quality of work life questionnaire was used to measure workers' perceptions of the atmosphere and experiences of workers in their workplace. The dimensions used to measure the quality of work life are working conditions, opportunity to growth and constitutionalism/personal rights (8). This questionnaire consists of 8 questions and uses a Likert scale of 1 to 4 such as 1=strongly disagree, 2=disagree, 3=agree, 4=strongly agree. The total score of work ethic questionnaire was 24 which is the highest score indicated the high work ethic and the lowest score was low work ethic

The quality of nurse communication is defined as therapeutic communication, exchange of information between patients and service providers using verbal and non-verbal methods. The dimensions of inpatient nurse communication quality are closely related to the nurse's ability to apply verbal communication quality, non-verbal communication quality and general communication quality. This questionnaire consists of 8 questions and uses a Likert scale of 1 to 4 such as 1=strongly disagree, 2=disagree, 3=agree, 4=strongly agree. The

total score of work ethic questionnaire was 28 which is the highest score indicated the good the quality of nurse communication and the lowest score was the badthe quality of nurse communication and the lowest score was low work ethic

All the instruments have been validated using the custruct validity technique by correlating the scores obtained by each item can be a question or statement with a total score. This total score is the value obtained from the sum of all item scores. A questionnaire is said to be valid if the Pearson product moment correlation coefficient  $r$ -count  $>$   $r$ -table. The result found that all items question are valid with the score of coefficient  $r$ -count  $>$   $r$ -table (.195). Regarding the reliability testing, the researcher distributes the questionnaire to the 30 and found scores such as work ethic (Chronbach alpha=.921), self-efficacy (Chronbach alpha=.867), quality of work life (Chronbach alpha=.838), and quality of nurse communication (Chronbach alpha=.841).

### **Ethical consideration**

This study had been approved by the IRB Universitas Esa Unggul. All respondent who participate in this study are confidentiality and required to sign the informed consent. All participants received the information regard the objective and the process of data collection as well as the risk of the study and the benefit of the study for respondents.

### **Data analysis**

Descriptive statistics were used to analyze the data by describing or illustrating the data by describing the maximum, minimum, mean, and standard deviation. Multiple linear regression analysis is used to analyze the relationship between the independent variable and the dependent variable. Classic assumption tests such as the Normality Test and Multicollinearity Test are carried out before deciding using parametric tests

## **RESULT**

### **Characteristic of Respondents**

The total number of respondents was 100 people, with 8% male respondents and 92% female respondents, so that the majority of nurses in the inpatient wards at Puri Cinere

Hospital were female nurses. From the age of the respondents, it was found that nurses aged ≤ 30 years were 35%, 31-40 years were 32%, 41-50 years 33 were 33%. Regarding educational level data, it was found that 42% of nurses had a diploma education, 58% had a bachelor's degree. Data regarding the characteristics of respondents related to length of work was found to be mostly inpatient nurses with more than 5 years of work as much as 67%, followed by employees who had worked <3 years as much as 14%, nurses who had worked for 3-4 years as much as 11%, nurses who work 4-5 years are 8%.

Table 2. characteristic of respondents

No	Variables	n	%
1	Gender		
	Men	92	92
	Women	8	
2	Aged		
	> 30 years	35	35
	31-40 years	32	32
	41-50 years	33	33
	>51 years	0	0
3	Education		
	High school	0	0
	Diploma	42	42
	Bachelor	58	58
	Master	0	0
4	Working duration		
	< 3 years	14	14
	3-4 years	11	11
	4-5 years	8	8
	> 5 years	67	67

### Multiple Linear Regression Analysis

Table 2 described the multiple linear regression analysis. The results found that there is a significant effect of the independent variables on the dependent variable, as indicated by the significant F value (p-value <.05). This means that the quality of work life, work ethic, and self-efficacy have a significant impact on the quality of nurses' communication.

ANOVA<sup>a</sup>

	Model	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	483.248	3	161.083	20.692	0.000b
	Residual	747.342	96	7.785		
	Total	1230.590	99			

- a. *Dependent Variable:* nurses communication
- b. *Predictors:* (Constant), Quality of Work Life, Work Ethic, Self-Efficacy

The table 3 shows the unstandardized coefficients, t-values, and significance levels for a regression model. The model is predicting the quality of nurses' communication based on the independent variables of work ethic, self-efficacy, and quality of work life. The unstandardized coefficients represent the change in the dependent variable (quality of nurses' communication) for a one-unit change in the independent variable, holding all other variables constant. The t-values indicate the significance of the coefficients, with a t-value greater than 1.96 (for a 95% confidence interval) considered statistically significant. The significance levels (Sig.) show the probability of the null hypothesis being true, with a significance level of 0.05 or lower considered statistically significant

Model	Unstandardized Coefficients		t	Sig.
	B	Std. Error		
1 (Constant)	7.634	2.920	2.614	0.010
Work ethic	-0.157	0.123	-1.279	0.204
Self-efficacy	0.702	0.146	4.810	0.000
Quality of working life	0.274	0.102	2.680	0.009

### Coefficient Determination

In this model, the R value of 0.627 indicates a moderate correlation between the predicted and actual values of the dependent variable. The R Square value of 0.393 suggests that approximately 39.3% of the variation in the dependent variable is explained by the independent variables. The Adjusted R Square value of 0.374 is slightly lower than the R Square value, indicating that the model may be slightly overfitting the data. The Std. Error of the Estimate of 2.790 indicates that the average distance between the predicted and actual values of the dependent variable is 2.790 units.

### Model Summary<sup>b</sup>

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.627a	0.393	0.374	2.790
a. Predictors: (Constant), Quality of Work Life, Work Ethic, Self-Efficacy				
b. Dependent Variable: Quality of Inpatient Nurse Communication				

## DISCUSSION

The results of the hypothesis in this study indicate that simultaneously work ethic, self-efficacy and quality of work life have a correlation with the quality of nurse communication.

This is because nurses realize that carrying out their duties as a nurse requires a high work ethic so that their work results are positive. This is in line with the study conducted by Nurudeen B et. al. (8) stated that work ethic has a significant and positive effect on nurse performance. Another study also says that work ethic (integrity, moral values and trust) has a significant influence on a person's performance (9). The study from Chandra shows that there is a positive relationship between ethos work on work quality moderated by communication (10).

Apart from that, self-efficacy also has a big role in showing the performance of nurses where the quality of communication between nurses and patients can be established well. It is known that based on the three-box method analysis, it shows that aspects of self-efficacy can influence the quality of nurse communication. This is because self-efficacy is used as a predictor of behavior and attitudes in the workplace. The quality of nurse communication can be worse or better depending on self-efficacy. The results of research conducted by Kim shows that there is a positive and significant relationship between self-efficacy as a mediator and nurse performance, where the research uses nurse communication ability as an independent variable (11).

Apart from that, there is certainty from management to implement the rules consistently so that it can increase confidence in working at the hospital. In this way, nurses can easily produce quality communication with patients and their families. It was consistent with a previous study states that the

quality of work life has a significant positive effect on employee performance (12).

The results of the second research hypothesis were rejected because they showed that empirically there was no significant influence between work ethic and the quality of nurse communication, even though it simultaneously had an effect on the quality of nurse communication. This proves that a simultaneous work ethic is still needed in implementing the quality of inpatient nurse communication at Puri Cinere Hospital, even though 62.6% is influenced by other factors outside this research.

This research is supported by the study of Hidayah et. Al states that nurses' attitudes influence the quality of work life, but not their performance. From the results of this research, information was obtained from descriptive data that the majority of respondents, 67%, had worked for more than 5 years, with an age range of 31-40 years as much as 32% and an age range of 41-50 years as much as 33% (13).

This shows that the majority of senior nurses who work in inpatient wards share the work ethic of previous hospital leaders. So the work ethic is not the work ethic of the organization but rather the work climate from the various influences of previous leaders. Age affects the performance of nurses, where they have longer experience than their ward managers so that nurses are more independent and can form small kingdoms.

The work ethic starts from the leadership, especially top management, but this does not work synergistically because the nursing field is still under the medical division and nursing under doctors and the organizational structure does not have the authority to make these changes. This needs to be reviewed so that those who lead the nursing department use their own profession so that their authority in managing nursing is more flexible so that they can maintain synergy between top management and implementing nurses. It is hoped that this improvement will result in good team work for all levels of the hospital.

The results of the third research hypothesis show that there is a significant influence between self-efficacy and performance in the form of communication quality of inpatient nurses in the inpatient room at Puri Cinere Hospital. This means that

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the higher the self-efficacy in a hospital, the higher the nurse's performance in relation to the quality of communication with patients.

Self-efficacy refers to the extent to which nurses perceive the level of work difficulty, generality and strength. This perception can influence the nurse's ability to face work problems, good or bad, which has an impact on the quality of communication with patients. This is in line with theory from Bandura which has explained that self-efficacy will be an agent of change that contributes to several results, including employee performance (14).

Self-efficacy is one of the factors that can influence performance in the form of the quality of nurse communication. Higher self-efficacy can motivate patients to carry out individual activities and accept changes in nursing care arrangements (15). This is in line with a study conducted revealed that there is a positive and significant relationship between self-efficacy and employee performance, where self-efficacy can improve performance better than before (16).

The results of the fourth research hypothesis show that the quality of work life influences nurse performance which is related to the quality of nurse communication. This indicates that the better the quality of work life in the hospital, the conditions the employees will feel comfortable working in so that they will be able to improve their performance in terms of the quality of nurse communication.

Quality of work life or Quality of Work Life (QWL) is a form of philosophy applied by management in managing organizations and human resources in particular. As a philosophy, quality of work life is management's perspective on people, work and organizations. The main elements in this philosophy are management's concern about the impact of work on humans, organizational effectiveness and the importance of employees in making decisions, especially those concerning work, career, income and their fate at work.

The concept of quality of work life expresses the importance of respect for people in the work environment. Thus, the important role of work quality is to change the work climate so that the organization technically and humanly leads to a better quality of work life. The concept of quality of work life

expresses the importance of respect for people in the work environment.

Thus, the important role of the quality of work life is to change the organizational climate so that technically and humanly the work formulates that every policy process decided by the company is a response or what the desires and hopes of their employees are, this is realized by various problems and unites their views. (company and employees) towards the same goal, namely improving employee and company performance (17)

It is known that the results of the three-box method analysis of the quality of work life variable show that the personal rights dimension has the lowest average index value compared to the other dimensions, namely 72.1. Quality of work life in this case is related to the extent to which management focuses more on results rather than on the work support components used to achieve the performance results expected by the hospital. The indicators used to measure the quality of work life are feelings of respect from doctors and leaders and satisfaction with the application of the rules and norms that apply in the workplace.

This shows that the majority of nurses feel that the quality of work life in the Puri Cinere Hospital inpatient room is good, but there are still some nurses who feel that the quality of work life is not yet optimal. The pre-survey carried out supports the results of this research itself, where as many as 50% of respondents stated that the welfare condition of inpatient room nurses at Puri Cinere Hospital was decreasing, because the majority of nurses gave answers that disagreed with the statement regarding "I feel that the rules and norms that apply in the place I work is quite satisfying."

Thus, hospital management, especially the nursing department, needs to pay attention to the good quality of work life in order to encourage nurses to maintain the quality performance of nurse communication as expected by the hospital. Poor quality of work life such as high levels of stress can affect nurses' job performance (18).

The results of previous research conducted by Azhmy stated that the quality of work life has a significant positive effect on employee performance. The concept of quality of work life expresses the importance of

respect for people in the work environment. Thus, the important role of work quality is to change the work climate so that the

### Conclusion

In conclusion, the findings of this study suggest that work ethic, self-efficacy, and quality of work life have a significant impact on the quality of nurses' communication. The results indicate that self-efficacy has the strongest effect on the quality of nurses' communication, followed by work ethic and quality of work life.

### Implication

These findings have important implications for nursing education and practice. By understanding the factors that influence the quality of nurses' communication, educators and practitioners can develop strategies to improve communication skills and, in turn, enhance patient care and outcomes. Additionally, healthcare organizations can focus on creating a positive work environment that supports effective communication and fosters a strong work ethic and self-efficacy among nurses. Further research is needed to explore the underlying mechanisms and develop targeted interventions to improve communication skills in the nursing profession

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