



Management Sewakadharma Nurses in Wangaya Regional Public Hospitals



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Abstract

The research was intended to know the management of *sewakadharma* nurses important to be carried out. To explore the process of implementing the management of *sewakadharma* and to discuss the implications of the implementation of nurse management *sewakadharma* on nursing and patient satisfaction at RSUD Wangaya Hospital, Denpasar City. The results show to provide sincere service following *srada bhakti* nurses to patients selflessly as a form of getting closer to God. To achieve patient safety and health, serving patients according to their obligations as a nurse will get the reward (*pahala*) according to good deeds which are conducted. It can lighten the burden on the patient and can even speed up the patient's recovery. Taking into account the biological, psychological, social and spiritual care of nursing services. Serving patients with sincerity, enthusiasm, and love. This accelerates the patient's healing process. The sincere empathy with professional services so that the patient's recovery rate increases.

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1 Introduction

Health services are an important factor in supporting public health, in this case, the health services in question are those provided by hospitals. Hospitals generally have doctors, nurses, midwives, and other experts as the main staff for operational activities (Sanne et al., 2010; Krantz et al., 2008). All of these personnel are very important in restoring a patient's health. However, compared to doctors and other health professionals, nurses play a more important role in the hospital, because nurses in health services are the most numerous health workers and have the most interaction and provide nursing care to patients. Public demand for the quality of health services, especially nursing services, is currently increasing this is because people have realized the importance of maintaining health in line with the increasingly high level of community life. With the increasing number of health services owned by the community, it is easier for various groups to make people aware that health is important. However, many people still think that health is not too important and seem to be underestimating. RSUD Wangaya Denpasar City is a hospital-owned by the government of Denpasar City, with the vision, mission, and motto of Denpasar, which implements services based on *sewakadharma*. However, the implementation of care based on *sewakadharma* is still lacking, therefore the management of *sewakadharma* for nurses is important to be investigated.

Based on the background description above, this research proposes three problem formulations, namely as follows. First, why is the management of *sewakadharma* nurses important to be carried out at RSUD Wangaya Hospital, Denpasar City? Second, what is the process of implementing the management of *sewakadharma* nurses at the RSUD Wangaya Hospital, Denpasar City? Third, what are the implications of the implementation of nurse management *sewakadharma* on nursing and patient satisfaction at RSUD Wangaya Hospital, Denpasar City? Every study has a goal to be achieved. This objective will be the basis for researchers to direct research on the target. With this aim in mind, this research can be useful. The objectives to be achieved in this research are:

- In line with the title "*Sewakadharma* Management for Nurses at the Wangaya Regional General Hospital in Denpasar City", in general this study aims to explore the religious, cultural, social, and economic aspects related to Nursing *sewakadharma* Management at RSUD Wangaya Hospital, Denpasar City.
- In particular, this study aims to obtain answers to research problems: (1) Analyzing the importance of implementing nurse management *sewakadharma* at RSUD Wangaya Hospital, Denpasar City. (2) Analyzing the process of implementing management *sewakadharma* nurses at RSUD Wangaya Hospital, Denpasar City. (3) Analyze the implications of the management *sewakadharma* of nurses on nursing and patient satisfaction at RSUD Wangaya Hospital, Denpasar City.

Theoretically, this research is expected to be useful for the scientific development of Religion and Culture, especially regarding the culture of health services based on Hindu concepts called *sewakadharma*. The results of this study are also expected to be applied to problems that occur in the implementation of services with the concept *sewakadharma* in the public domain, especially in hospitals in Bali, especially in RSUD Wangaya Hospital, Denpasar City.

In practical terms, the results of this study are expected to be useful for: (1) Nurses, especially nurses at RSUD Wangaya Hospital, to be used as a reference in providing nursing care to patients based on religion and culture. (2) This research is expected to provide positive input for the management of the RSUD Wangaya Hospital in Denpasar City, in the efforts of recruiting, coaching, developing, and evaluating nurses. (3) This research is expected to be a reference for the Denpasar City Health Office in guiding nurses at RSUD Wangaya Hospital, Denpasar City to improve service quality. (4) This research is expected to be able to make a positive contribution to society that the nurses at RSUD Wangaya Hospital in Denpasar City have implemented management *sewakadharma* in providing services to patients. (5) This research is expected to be a reference for academics or researchers who are interested in studying the same topic. in assessing problems that have not been reached in this study.

Literature review

A literature review is very important to do to see the results of previous research as a comparison as well as a reference in analyzing the problems under study. The results of previous research that were used as references in this study were: Research conducted by Nurcaya (2008) on Analysis of Hospital Service Quality in Bali Province described the gap between perceived service quality and service quality expected by hospital patients. In this study, it describes the assessment of the level of perception and the level of patient expectations for the Tangible, Reliability, Responsiveness,

Assurance, Empathy variables, bad results are obtained, there is a gap between the quality of services provided by the hospital and what the patient expects. The results of Nurcaya's research contributed to this research, which can be seen from the results of Nurcaya's research, the incompatibility of the services provided to the patient's expectations. The results of this study also support the importance of services provided by nurses to patients according to the teachings *sewakadharma*.

Researchers can express ideas, opinions, definitions, interpretations, and so on. This research will explain several concepts according to the research title, including (1) management *sewakadharma*, (2) nurses. Etymologically, the term "phenomenology" originates from the Greek "phainomenon" (phainomai, appearing oneself) and logos (reason). The emergence of phenomenology as a philosophy cannot be separated from the thought of Edmund Husserl (1966). Husserl's phenomenology can be defined as the science of what appears in the subject's experience. In other words, there are no appearances that are not experienced (Adian, 2002).

The two-factor motivation theory was developed by Herzberg where he believed that employees can be motivated by their own work and in which some interests are tailored to organizational goals. From his research, Herzberg concluded that extrinsic conditions, hygiene factors or dissatisfaction at work, and intrinsic motivators or satisfaction at work arose from two separate factors (M-H factor). Performance according to Gibson (1996) is the result of work-related to organizational goals, efficiency, and other performance effectiveness. Meanwhile, according to Suparno (2015), three factors influence performance, namely: (1) individual factors, namely abilities, skills, family background, work experience, social level, and a person's demographics; (2) Psychological factors, namely perceptions, roles, attitudes, personality, motivation and job satisfaction; and (3) organizational factors, namely organizational structure, job design, leadership, reward system (Pasero et al., 2007; Vedanthan et al., 2014).

Madeleine Leininger is an anthropological nurse who develops cultural nursing care for patients in addition to being the founder of the Transcultural Nursing movement worldwide, she remains one of the most prolific nursing writers and a leading authority worldwide in the field of cultural care. He developed the concept of transcultural nursing which was published in 1961 (Martha, 2014; Stewart et al., 2002). Leininger said that the nursing actions given to clients must be based on the culture following the needs and values of the client. The three principles are cultural care preservation/maintenance, cultural care accommodation/negation/, and cultural care repatterning/restructuring re-management of cultural care.

The development of science and technology today causes high public demands in the field of health care. RSUD Wangaya as a health service center is required to have maximum service to patients. To improve maximum service, support from all levels of hospital management is needed, including HR, especially nurses who provide direct services to patients. Management *sewakadharma* nurses at RSUD Wangaya will provide answers, it is important to nursing management *sewakadharma* to be applied. The process of implementing the management *sewakadharma* of nurses and the implications of the management *sewakadharma* of nurses on the culture of nursing care and patient satisfaction.

2 Materials and Methods

This study seeks to analyze and reveal the management *sewakadharma* of nurses at RSUD Wangaya Denpasar City. This research is classified as a type of qualitative research. Qualitative research is carried out under natural conditions and is discovered in nature. Data were collected using naturalistic observation techniques, in-depth interviews, and document study techniques. All data were analyzed using qualitative data processing techniques with the Miles and Huberman cycle model, namely data collection, data reduction, data presentation, verification, and conclusion drawing.

RSUD Wangaya was chosen as the research location because it was the Hospital of Choice, Innovative, Excellent in Health Services and Education Based on Work Culture. One of its missions is "To provide quality and affordable health services by prioritizing patient safety". Its mission is a form of readiness carried out RSUD Wangaya. The type of data collected in this study is qualitative data and is supported by quantitative data. As stated by Sugiyono (2016), in research that uses a qualitative design, the type of data is qualitative. Qualitative data is data obtained based on exploration (deepening) of the object under study.

Data collection is a systematic procedure for extracting and collecting data following research objectives. Collecting data and information commonly used in qualitative research are observation, interviews, document studies, and Focus Group Discussion (FGD) (Indrawan, 2014). This research seeks to explore and collect data through three techniques, namely: observation, in-depth interviews, and document study. In line with the above opinion, the researcher himself becomes an instrument in analyzing the management *sewakadharma* of nurses. Other instruments used in this study included interview guides, cell phones, cameras, pens, and notebooks. Pens and notes were prepared

to record all data from observations and interviews. Cell phones and digital cameras are used to record images and words, informants' responses or body language, and document data required for management *sewakadharna* at RSUD Wangaya. Data analysis was carried out by editing the unstructured interview results and presented in the form of qualitative and descriptive analysis. That is, analyzing an objective phenomenon with the data obtained, both from the literature collection and from the field.

General Overview of Wangaya Hospital

RSUD Wangaya is estimated to have been founded in 1921 by the Dutch East Indies Government with 30 beds and is the oldest hospital in Bali. In 1942 this hospital was managed by the Japanese Government at the same time as the transfer of power from the Dutch East Indies government to the Japanese Government. During the Physical Revolution Era 1945-1950 this hospital was used as a means of support in the struggle and therefore this hospital was known as the Fighting Hospital. The change in the Government system in 1951-1958 shifted the management of this hospital so that it was under the management of the Lesser Sunda Province. With the formation of the Denpasar City Government in 1992, the Wangaya Regional Hospital was under the auspices of the Denpasar City Government and with the Denpasar City Regional Regulation Number 22 of 2001, RSUD Wangaya has become the Service Agency for the Wangaya Regional General Hospital of Denpasar City. Based on the Decree of the Mayor of Denpasar Number 96 of 2008 dated July 23, 2008, the Wangaya City Service Body RSUD of Denpasar City was stipulated as a Regional Public Service Agency (*Pola Pengelolaan Keuangan Badan Layanan Umum Daerah/PPK BLUD*) Financial Management Pattern with full status BLUD.

RSUD Wangaya is located in the heart of the city of Bali Province which is the center of government, education, and health. RSUD Wangaya is a Patient Safety and Health Service Center, which is located at Jalan Kartini No. 133, Dauh Puri Kaja, North Denpasar District Denpasar City with the postcode 80231 telephone (0361) 222141. For details, the location of Wangaya Hospital.

Wangaya's vision RSUD is the hospital of choice, innovative, superior in health services and work culture-based education which contains, (1) Providing quality and affordable health services by prioritizing patient safety, (2) Managing supporting facilities and infrastructure for health services optimal, (3) Developing the competence of human resources and increasing the role of hospitals in education and training, (4) Managing general administration, finance, and infrastructure optimally.

Serving Since 1921 Culture: (1) Serving is an obligation (*sewakadharna*), (2) Starting work with prayer, (3) Always smiling, friendly, polite and humble, (4) Empathy for patients (listening, attentive, caring, responsive, and helpful), (5) Maintaining cleanliness (neat, looking attractive), (6) Upholding the value of professionalism. Wangaya Denpasar Regional General Hospital is a Regional General Hospital under the auspices of the Regional Government. Wangaya Denpasar Regional General Hospital has a promise to provide safe and quality services, as well as a policy that customer satisfaction is our goal of work. As a referral hospital, RSUD Wangaya develops itself in the field of providing optimal care and service to the community. This is aimed at opening a VCT (Human Immunodeficiency Virus) polyclinic where it can be seen that this virus can cause disturbances to the human immune system which is increasing from year to year. AIDS, reliable personnel are placed in the polyclinic, which includes one consultant doctor, one counselor coordinator, one nurse, one midwife, one administrative staff, and four assisting NGOs.

3 Results and Discussions

3.1 The importance of management sewakadharna implemented by nurses at RSUD Wangaya

By *dharma* performing religious obligations following *srada bhakti* the nurse to God, with sincere feeling *bhakti* is shown when giving service with sincerity and love to the patient. This form *bhakti* gets closer to the God-based God (*Dharma*). Providing service with (*dharma*) to others will get good karma, and this will be able to improve the quality of one to create a happy life *Anandam*.

Sewakadharna which contains the values of truth, goodness, and beauty, deserves to be the basis of commitment as well as goals, ways, tools, and culture to act in work. Especially the actions in service by health workers, especially nurses at Wangaya RSUD, where service is an obligation *Karma*. Thus, *sewakadharna* apart from being a spirit and guide for human action in providing excellent service is also used as a culture in providing services as a work culture. One who consistently applies the concept *sewakadharna* is (*Sang Sewakadharna/a true servant*) with the teachings of

karma yoga. From the quality of nursing services, there is a social humanitarian obligation which is an effort to harmonize the health services offered, in principle, it has been implemented at RSUD Wangaya by using teachings *sewakadharma* as an ideal basis for services that contain benefits felt for nurses and patients. The experience of nurses regarding management-based services *sewakadharma* has provided so much knowledge for understanding in the context of social service to others by not distinguishing between the social status and the position of the patient. However, also knowledge about *sewakadharma* can be needed to build services that can strengthen the commitment to service itself.

In service with *sewakadharma* providing services with compassion, sincerity, and responsiveness to the needs of patients with increasing the economic health of the community through increased awareness, willingness, and ability RSUD Wangaya improves economic health services for the community, development in the health sector aims so that all levels of society can obtain health services easily, evenly, cheaply, and affordably so that it is hoped that it will improve the economic health of the community. It can lighten the burden on the patient and even speed up the patient's recovery

3.2 Management implementation process *sewakadharma* nurses in RSUD Wangaya

Essentially, at this early stage, someone tries to find and process information about policies. This effort aims to remove doubts about implementing the policy, in this case, the policy on *sewakadharma* by the nurses at Wangaya RSUD, so that understanding and common views and feeling of belonging (sense of belonging) to bind commitment among nurses. In realizing excellent service to patients, the initial process carried out by the *sewakadharma* in the context of implementing the concept *sewakadharma* as a policy is to communicate with all management including all staff, especially nurses who will directly deal with patients, through outreach activities.

Further socialization *sewakadharma* is carried out to repeat the results obtained in the application *sewakadharma* and the quality of service to patients, discussions, and communication between all nurses are also carried out when there is a preconference, middle post-conference to improve service quality. The socialization was carried out thoroughly and continuously.

In the service process at RSUD Wangaya has received an award for public service in the very good category, in the event to deliver the results of the evaluation and award for the second region of public service 2019 in Jakarta, Friday (22/11). The award was given directly to Mr. dr. Dewa Putu Alit Parwita, M. Kes. as Plt. Director RSUD Wangaya by the Ministry of State Apparatus Empowerment and Bureaucratic Reform of the Republic of Indonesia, Tjahyo Kumolo (<https://RegionalGeneralHospital.wangaya.denpasarkota.go.id/news/read/22261>) and personality development before serving the patients. Nurses pray first according to their respective beliefs, asking for treatment activities, and also a way to calm down to practice attitude *sudharma* before reacting and interacting with patients. In providing services, always emphasize love, sincerity, selflessness, confidence, and full responsibility for the services provided as a whole, both biologically, psychologically, socially, and spiritually.

The real form of performance and motivation of officers in providing services and implementing *sewakadharma* teachings by serving patients, specialized communication, excellent service, nursing care, and nursing actions, by paying attention to the culture and customs values shared by patients treated at RSUD Wangaya Denpasar City. The procedure for admitting patients at RSUD Wangaya, Denpasar city has started from receiving patients = from the Inpatient Room (IRD) and the Polyclinic, after receiving services that include, assessment, history taking, physical examination, supporting examinations, and making a diagnosis of the patient. After determining the diagnosis, it will be concluded whether the patient will enter an inpatient or outpatient procedure.

A hospitalization is a form of patient service where patients are treated and stay in the hospital for a certain period of time. Patients enter through (IGD) and polyclinics, after which they will take care of inpatient administration, patients will occupy the treatment room for observation, diagnosis, therapy, medical rehabilitation, and other medical services. In the inpatient room services are provided maximally by nurses where based on *sewakadharma*, this is done so that the patient will recover and recover, but some patients leave the hospital because of the reason for being referred or the reason for dying, after completing the maintenance at RSUD Wangaya Denpasar City the patient and the family will take care of the administration at the inpatient cashier.

Outpatient care is a form of patient care where patients do not require inpatient services and do not stay in the hospital for a certain period. Patients enter through (IGD) and the polyclinic, after which they will take care of outpatient administration, anamnesis, observation, diagnosis, laboratory, x-rays, therapy, and other medical services will be carried out. After the examination is carried out, the diagnosis will be confirmed. If the patient does not need to be hospitalized, the patient will go home, it is enough to do outpatient care from home, but if the patient cannot be

treated, a referral system will be implemented according to the procedure, after which the patient and family take care of administration to the inpatient cashier.

3.3 Management implications *sewakadharma* nurses against nursing and patients in RSUD Wangaya

Nursing care is a process or series of direct nursing practice activities for patients in various health service settings, whose implementation is based on the rules of the nursing profession and is the core of nursing practice. Like people who feel “bound” by the motto *sewakadharma*, the nurses at RSUD Wangaya seem to carry out their profession well in providing services to patients. The application of nursing care is a form of nurse's responsibility to the patient, which in the end the nursing process will improve the quality of nursing services to patients. Nurses as members of the health team in providing nursing care to patients are obliged to provide accurate and complete information about the patients they care for and in a time as well as possible. In addition, nurses also have the obligation to provide services to assist the patient's healing process, aspects of maintenance, rehabilitation, and preventive health care.

Nurse performance is closely related to the quality of service in the hospital, one method of assessing the performance of nurses is to see the work culture of nurses (Vedanthan et al., 2015; Van Bogaert et al., 2009). Work performance is a set of behavior patterns that are inherent as a whole in every individual in an organization. At Wangaya RSUD, work, culture, and religion are inseparable things having a vision of becoming the hospital of choice for services and education based on work culture *sewakadharma*.

The nurse is an important asset apart from being a health worker to care for patients. Because of these very important tasks, nurses should have high work discipline. For example, two work disciplines are associated with possible risks. For nurses who are not disciplined, delays in handling patients (even in seconds) will seriously endanger the safety of the patient's life. Discipline is also described in the teachings *sewakadharma*, people who obey the rules, are disciplined, honest, trustworthy, willing to cooperate in kindness, and can provide services that are following the quality promised.

The nursing profession is an integral part of health care. The purpose of nursing services is one part of the main goals of the hospital which is carried out by nurses. Nurses are human resources who rank at the top in terms of services in the hospital. Particularly for inpatient ward nurses, they must prioritize patient recovery in their care, so that patients really expect the maximum performance and service of a nurse. Nurses as the spearhead of service providers in the hospital are required to be able to provide quality health services (Li & Benton, 2006; Ferrara et al., 2012). Patience has a very important role in providing nursing care so that a nurse can serve patients with patience which can create reciprocal relationships so that patients feel comfortable and open about their illness.

According to Nursalam (2012), "Satisfaction is the response of customers to their needs. While Kotler (2000: 36) states that the level of satisfaction is: "Satisfaction is a person's feelings of pleasure or disappointment resulting from comparing a product's perceived performance (or outcome) about his or her expectations." That is, satisfaction is a person's feeling of pleasure or disappointment that arises after comparing their perceptions/impressions of the performance (or results) of a product and their expectations. Patients as service users demand quality service from the hospital. The demand for service quality is getting higher because the community as consumers of health services understand more about their rights and obligations as consumers.

Patient satisfaction is very important because it is a measure of the success of service performance. Patient satisfaction factors can also create public perceptions about the image and number of visits to the hospital (Siregar, 2004). In addition, the attitude of nurses towards patients will also have an impact on patient satisfaction, where the needs of patients from time to time will increase, as well as their demands for the quality of service provided (Bustami, 2011). New patients will feel satisfied if the performance of the health services they receive is following their expectations. Health services at RSUD Wangaya try to provide excellent service to service users (patients), with the concept *sewakadharma* or serving is an obligation to the community. Idealism *sewakadharma* is built by placing a balance between intellectual, emotional, and spiritual in realizing excellent service to the community, in this case, the patients at RSUD Wangaya.

A service is said to be good for patients if the services provided can meet the needs or expectations of the patient and the cure rate increases. Providing care and serving is an obligation *sewakadharma* is the motto of service to patients with love in the hope of providing maximum healing with excellent service to improve the quality of service at RSUD Wangaya Denpasar City. The actions of nurses such as those carried out to provide healing with a sincere heart, provide a sense of comfort to the patient. It is hoped that the end goal is to help the patient's healing process.

3.4 Research Findings

Theoretical Findings

Based on the results of the analysis, it was found that:

- The phenomenon of management *sewakadharma* in RSUD Wangaya is in line with the phenomenological theory where nurses work with *dharma*, are sincere, compassionate, and are responsible for serving patients. Thus this research has answered the problem with a phenomenological approach in RSUD Wangaya with management *sewakadharma* nurses, the emergence of noumena at RSUD Wangaya service with *sewakadharma* from the nurse's side requires appreciation, from patients recover faster, shorter hospitalization time, it costs the patient less.
- Management *sewakadharma* can motivate nurses following the work motivation theory developed by Herzberg which states that employees can be motivated by two factors, namely the *hygiene factor* and the *motivating factor*. This can affect nurses' motivation by following the socialization process, a form of service, and service procedures performed by nurses in providing comprehensive nursing care which includes bio-psycho-social and spiritual to patients. Nurses in this case can foster self-confidence, have a good mentality, are responsible, and perform well in providing services to the wider community for excellent service.
- Services in RSUD Wangaya with culture-based management *sewakadharma* according to their needs and values, patients feel more about the attitude and responsibility of nurses as shown by *menyama braya* help each other, types of actions, do not differentiate between ethnic groups and religions. this has an impact on patient satisfaction.

Practical Findings

- Based on the results of the study, it was found that patients felt more comfortable with services *sewakadharma*, this was also seen in the work culture of nurses, becoming more disciplined towards the duties and responsibilities given in providing services at RSUD Wangaya.
- The existence of a sense of kinship between the nurse and the patient is proven by not differentiating between ethnic groups, races and other religions in serving and providing services.
- Patients are more open in communicating with nurses, especially about their illnesses and caring services provided by nurses for the patient's recovery.
- In implementing nursing care at RSUD Wangaya Denpasar City using a professional nursing care model (MPKP).

4 Conclusion

Based on all the descriptions in the previous chapter, it can be concluded that the results of this study are as follows.

The importance of nurse management sewakadharma carried out at RSUD Wangaya, is based on the following reasons.

- Realization of the implementation of religious teachings. Serving with *sewakadharma* providing services with *dharma* is essentially doing the duty following what is the profession with love to provide sincere service following *srada bhakti* nurses to patients selflessly as a form of getting closer to God.
- The reason for work culture is that nurses make service an obligation *karma* that must be cultivated based on teachings *karma yoga* by *karma* providing services to achieve patient safety and health, serving patients according to their obligations as a nurse will get the reward (*pahala*) according to good deeds which are conducted.
- Humanitarian Social Reason. The services provided do not differentiate between the social status and position of the patient in the community and a nurse provides service with good service communication.
- Economic Reasons. Service with compassion (love), sincere, and alert and responsive to the needs and conditions of the patient, can lighten the burden on the patient and can even speed up the patient's recovery.

The process of implementing the management sewakadharma of nurses at RSUD Wangaya, is as follows:

- It begins with the socialization of the concept *sewakadharma* by *Sang Sewakadharma* so that it is known and understood about the meaning, purpose and purpose *sewakadharma*, so that there are no errors in its application.
- The form of service *sewakadharma*, is intangible (non-physical), namely prayer, love, sincere sincerity, selflessness, self-confidence and full responsibility and tangible (physical) communication of optical therapy, excellent service, nursing care, and nursing actions.
- The management service procedure *sewakadharma* starts from the Emergency Room (IGD) and from the polyclinic, followed by treatment according to the outpatient and inpatient flow by taking into account the biological, psychological, social and spiritual care of nursing services.

Implications of the implementation of management sewakadharma nurses on nursing and patient care in RSUD Wangaya.

Implications of management *sewakadharma* nurses on nursing care:

- Nurse Performance. By carrying out management *sewakadharma* at RSUD Wangaya, nurses serving patients with compassion are devotion to others and are the goal of life to God (Ida Sang Hyang Widhi Wasa) to live complementary (*menyama braya*), help each other so that the existing knowledge and skills in terms of service can be used to help cure patients, and nurses feel calm in their work.
- Nurse work discipline. With the teachings *sewakadharma* nurses can provide services with heart and sincerely to all patients regardless of ethnicity, race and religion, this is an attitude of mutual respect, mutual acceptance and respect for cultural diversity.
- Nurse services, as providers of nursing health services, have a very important role, in carrying out their performance nurses have characteristics *sudarma, sudira, susatya, subrata, susila*, people who obey the rules, are disciplined, honest, trustworthy, willing to work together in kindness, as well as being able to provide services that are following the quality promised by serving patients with sincerity, enthusiasm, and love. This accelerates the patient's healing process.

The management implications *sewakadharma* of nurses for patients include:

- Patient satisfaction, in the nurse providing good quality service at the Regional General Hospital Wangaya Denpasar City, can provide maximum satisfaction to patients through management *sewakadharma*.
- The cure rate increases, where patients feel responsiveness in maximum health services and adequate hospital equipment and facilities, as well as sincere empathy with professional services so that the patient's recovery rate increases.

Suggestion

Based on the conclusions and research findings above, it can be suggested to the following parties,

- To academics, especially those who have serious concerns about health, this research is expected to contribute to further research related to *sewakadharma* nurses at Wangaya RSUD, in terms of various disciplines in accordance with the characteristics of multidisciplinary religious and cultural studies.
- For the Denpasar City Health Office in guiding nurses at Wangaya RSUD to improve the quality of service so that it can be further improved. Especially the socialization of nurses' services *sewakadharma*, so that more people at large can experience services *sewakadharma*.
- This research is expected to be able to make a positive contribution to society that the nurses at RSUD Wangaya have implemented management *Swakadharma* in providing services to patients.

Conflict of interest statement

The author(s) declared that they have no competing interests.

Statement of authorship

The author(s) have a responsibility for the conception and design of the study. The author(s) have approved the final article.

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