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Antecedents Service Quality at Mother and Child Hospital in Purwakarta

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Abstract. This study was to see how the effect of work-life balance on service quality in nurses, how the effect of job satisfaction on service quality in nurses, and how the effect of work-life balance and job satisfaction on service quality in nurses. Sample in this study was 200 female nurses at Mother and Child hospital in Purwakarta. The hypothesis was tested by structural equation modeling (SEM) with Lisrel 88.0 software. The effect of the work-life balance variable positively impacts service quality by 0.454, and the count value is 6.585 (Significant: count > 1.96). Showed that the effect of the job satisfaction variable has a positive impact on service quality is 0.472, and the t-value is 5.848 (Significant: count > 1.96). From these results, it is explained that job satisfaction has a significant effect on service quality. Work-life balance and job satisfaction have an essential role in determining the increase in service quality of nurses at Mother and Child hospital in Purwakarta, West Java province. This research study implies that the hospital can improve work-life balance and job satisfaction experienced by nurses at Mother and Child hospital in Purwakarta, West Java province, so that nurse service quality can continue to increase.

Keywords: Work-life balance; Job satisfaction; Service quality.

Abstrak. Penelitian ini untuk melihat bagaimana pengaruh work-life balance terhadap kualitas pelayanan pada perawat, bagaimana pengaruh kepuasan kerja terhadap kualitas pelayanan pada perawat, dan bagaimana pengaruh work-life balance dan kepuasan kerja terhadap kualitas pelayanan pada perawat. Sampel dalam penelitian ini adalah 200 perawat wanita di Rumah Sakit Ibu dan Anak Purwakarta. Hipotesis diuji dengan structural equation modeling (SEM) dengan software Lisrel 88.0. Pengaruh variabel work-life balance berpengaruh positif terhadap kualitas pelayanan sebesar 0,454, dan nilai hitung sebesar 6,585 (Signifikan: hitung > 1,96). Menunjukkan bahwa pengaruh variabel kepuasan kerja berpengaruh positif terhadap kualitas pelayanan sebesar 0,472, dan nilai t sebesar 5,848 (Signifikan: hitung > 1,96). Dari hasil tersebut dijelaskan bahwa kepuasan kerja berpengaruh signifikan terhadap kualitas pelayanan. Keseimbangan kehidupan kerja dan kepuasan kerja memiliki peran penting dalam menentukan peningkatan kualitas pelayanan perawat di Rumah Sakit Ibu dan Anak Purwakarta Provinsi Jawa Barat. Kajian penelitian ini mengimplikasikan bahwa rumah

sakit dapat meningkatkan work-life balance dan kepuasan kerja yang dialami perawat di Rumah Sakit Ibu dan Anak Purwakarta Provinsi Jawa Barat, sehingga kualitas pelayanan perawat dapat terus meningkat.

Kata kunci*: Work-life balance; Job satisfaction; Service quality.*

BACKGROUND

Good-quality hospitals offer professional health care and excellent health care to the community. The equipment and infrastructure that support healthcare impact how well medical services are given in hospitals, among other factors. Other resources cannot replace human resources in an organization. It shows that the success of a hospital's health services depends on the quality of the health workers owned by the hospital. One of them is a nurse (Pramono 2019).

The nursing staff is an essential component of health services (Vorobeva, 2022). The most significant difficulty many firms face in the age of competition is enhancing service quality. A positive relationship between employee and customer satisfaction with service quality is seen as essential for the managerial strategy that focuses on a thorough approach to controlling service quality. Not every employee has what it takes to give clients of the business the most excellent service. This is related to employee satisfaction—also known as job satisfaction—with the organization and the work. Employees cannot perform services and raise client satisfaction if they are not happy with the tasks assigned to them or the working environment at their employer. (Skjothaug et al. 2020) argues that employees who contact consumers or customers can increase awareness and respond to their goals and requirements, offering satisfaction to workers with great energy and willingness to provide good service to give a favorable view of the goods or services available. Employee satisfaction will provide them with the emotional resources they need to treat consumers with empathy, understanding, respect, and care. (Qian et al. 2021)states that satisfied employees can increase customer satisfaction and loyalty. This occurs because how employees interact with consumers significantly impacts customer loyalty and disloyalty in service firms. Customers like friendly, upbeat personnel who are sensitive to their needs. Customers are more likely to run into familiar faces and obtain knowledgeable assistance while working with happy personnel since

they are less inclined to quit. These qualities increase client loyalty and satisfaction. Employee work happiness affects performance (Swain and C. 2016).

(Swain and Kar 2018) suggests a difference between workers who are happy in their jobs and those who are not. Employees who are satisfied with their jobs typically have better attendance records and adhere more closely to rules, but they are less engaged in union activities. These employees usually outperform employees who are dissatisfied with their jobs. A healthy work-life balance system within the firm or organization is another aspect that contributes to the establishment of job satisfaction Job-life balance, according to Lockwood (2003), is a condition in which a person's work and personal life are congruent. Work-life balance is a critical issue that requires the attention of all employees and the organization. Facing two or more competing demands to be met is exhausting. This condition can induce tension and reduce staff productivity (Asaoka and Noro 2020).

When the phenomenon first develops, work-life quality is poor. Job satisfaction will be impacted (Diana et al., 2020). According to Diana et al. (2020), job satisfaction is a psychological indicator of how nurses feel about their profession, which indicates that the nurses did not have high levels of job satisfaction. Even though nurses are expected to work optimally, and with greater intensity during this pandemic stage, Luthan (1998) in (Eliyana & Sridadi, 2020) claims that lower Job Satisfaction will impact their performance. Nursing staff face work stress in carrying out various roles and services by S.H.Park (2022) and I.J.Kim (2020). Therefore, it can be said that the job stress of the caregiver influences the quality of long-term care services. Job stress is emotional and psychological.

One of the factors that can affect job satisfaction is job stress. Job stress is a common phenomenon among professional health around the world. It is defined as the stress level where it is confirmed that the higher the job stress, the lower the service quality (J.A.Seong, E.Y.Yeom, 2021). Caregivers' work stress affects job satisfaction, sense of calling, and organizational commitment (Y.G.Shin, 2019). When they fail to cope with work stress adequately, it will negatively impact the quality of services provided to service recipients. Moreover, it has been reported that high job stress affects service quality and job satisfaction.

Previous research has discovered that job stress and low job satisfaction are significant factors that can lower the quality of long-term care services for the elderly. Previous studies have found links between job stress and service quality, job stress and job satisfaction, and the relationship between job satisfaction and service quality (Martiyanti et al. 2021). However, research was conducted on the relationship between service quality and service quality. According to this prior study, it is insufficient to investigate job satisfaction as a conciliator between caregiver service quality and job stress. Therefore, this study aimed to examine how job stress on nursing staff affected their level of job satisfaction and the quality of their services. Additionally, it sought to investigate the effects of job satisfaction on mediating the relationship between work-life balance and service quality and the association between work stress and job satisfaction among nurses at Mother and Child hospital in Purwakarta.

THEORETICAL REVIEW
Effect of Work life balance on service quality

Female employees face many challenges in combining their responsibilities as spouses, mothers, and workers. However, WLB's concerns also affect male personnel. They must successfully carry out their obligations in pursuing their interests and hobbies, work, complete the necessary higher education, maintain their health by taking breaks for sports or sports, take care of the house, and other obligations. Therefore, whether male or female employees, they have to handle various tasks at work, busy meeting schedules, and business trips in addition to managing their daily obligations at home and work. Organizational issues (poor interpersonal interactions, unfair management practices, discriminatory hiring practices), job/task demands (excessive workload, poor task management), and physical conditions can all contribute to stress (noise). Financial and economic considerations, conflicts between family and work obligations, training and professional development problems, and a toxic work environment are additional stressors (values, communication style, and so on). This can result in behavioral (sleep problems, absenteeism), psychological (affective and somatic responses, job unhappiness), or physical (changes in blood pressure). Long-term exposure to these stressors can lead to mental and physical health problems. WLB construction will eventually When work and personal life are out of balance, the result is a happier

workforce, which promotes productivity and success at work. All of these things will affect the performance and quality of workers. Employee morale may be impaired due to stress-related absenteeism and disorganized behavior at work. A conflict It is possible that the struggle between work and family obligations causes interest in the employee. Everything the company provides influences the effectiveness of employees' work and the level of service they provide. In other words, problems caused by stress and disorganized WLB are significant concerns for both employers and employees. As a result, companies must increasingly realize this balance to retain employees and maintain a high quality of service.

Several Several studies have been conducted to determine the relationship between work-life balance and service quality. It is determined that a worker who balances work and home life ethically can treat clients fairly and honestly and raise the standard of service within an organization. Mamata Dahad (2014) said service quality is vital to success. A loyal customer base is necessary for long-term economic success and can only be obtained if the organization manages the quality of its work, personnel, and output.

The following hypothesis will be evaluated in this case based on previous research on the effect of work-life balance on service quality.
H1: work-life balance is related to service quality.

Effect Job Satisfaction on Service Quality

Due to the peculiarities of services in the healthcare industry, Parasuraman et al. developed a novel concept known as SERVQUAL (SERVices QUALity Model) (i.e., impalpability, inseparability from provider and receiver of service, and the inability of storage) (1985; 1988). It is now the most often used tool for evaluating service quality. Numerous service sectors, including tourism and hospitality, have used the approach. Parasuraman et al. (1985) used ten service quality factors to define it in the original SERVQUAL instrument. They later summarized these dimensions into five (1988), namely:
• The attractiveness of the businesses' "Tangibility" refers to tangible resources, including buildings, machinery, people, and communication tools (physical facilities, equipment,

and personnel appearance). The customer staff's outward appearance is considered tangible;

• When a service provider is reliable (able to supply the promised service dependably and precisely), it means that the consumers with accurate and faultless service straightaway and within the specified time frame;

• Responsiveness (willingness to help customers and provide prompt service): Denotes employees' readiness to assist clients, respond to their inquiries, notify clients when services are rendered, and offer quick service;

• Assurance (employees' knowledge and courtesy and their ability to inspire trust): This refers to the employees' ability to instill confidence and trust in consumers through their actions. Additionally, staff members are constantly courteous and able to respond to clients' questions;

• Empathy (giving consumers individualized attention): refers to an employee's ability to understand customers' problems, act in their best interests, and treat them as individuals Empathy calls for consideration of the business's hours of operation.

ISQ directly affects employee satisfaction, commitment, and welfare of nursing employees. Furthermore, employee well-being has mediated job satisfaction and performance relationships; however, well-being does not mediate the connection between dedication and effectiveness.

Numerous studies have been carried out to ascertain the relationship between job satisfaction and service quality. (Bendezú et al. 2018) found that ISQ directly influenced the employee satisfaction, commitment, and welfare of nursing employees. It was also discovered that employee well-being mediated job satisfaction and performance relationships; however, well-being does not mediate the connection between dedication and effectiveness. Meanwhile, (Lavanya and Ahmed 2019) found in his research that the coefficient showed a relationship between monthly pay, employment contract status, service orientation, supervisor support, and job happiness. Responders who earn less money and have more children report lower job satisfaction levels. Respondents who are employed under a temporary contract, supportive of their supervisors, and have a good outlook on social work tend to be happier with their careers (Martiyanti et al. 2021). The ordinary least squares regression (OLS) showed that contentment with closure and financial well-being strongly correlate with happiness. (Nowicki et al. 2018) highlighted

that training influences training transfer both directly and indirectly via mediating job happiness; this partially mediates between the transmission of training and the quality of the client experience. (Panthumas et al. 2019) stated that Young doctors and nurses are less likely to leave their professions due in part to the perceived excellent quality of care and higher job satisfaction. However, (Pramono 2019) indicated few differences in work characteristics and job satisfaction. Job characteristics do not influence job content satisfaction. The findings of (Pratama and Hartini 2020) found a negative gap between expected service and service received across all quality dimensions. There was no real relationship between the Syria General Establishment for Insurance's service quality and work satisfaction. (Qian et al. 2021), in their research, discovered that service quality and graduate loyalty positively influenced the perceptions of graduates' work performance. It was found that graduate satisfaction did not significantly affect the perception of graduate performance. (Skjothaug et al. 2020) added that the quality of the intelligent health cap positively affects nurses' work outcomes and job satisfaction through feelings of pleasure, and all suggested model paths are statistically significant. Feelings of happiness showed a more substantial effect on job outcomes in nurses with higher levels of innovation. Based on previous research on the impact of job satisfaction on service quality, thus the following hypotheses will be tested.

H2: Job satisfaction is related to service quality.

RESEARCH METHODS

Research Methods and Materials

A quantitative research methodology is used in this study. This research design combines descriptive and causal types (Malhotra, 2010). This study uses Structural Equation Model (SEM) analysis with a set number of samples. According to Hair et al. (2011), the minimum sample size for analysis using LISREL 88.0 is 200.

Participants and sampling

The sample used in this study were nurses who worked in several mother and child hospitals in Purwakarta. Respondents were selected based on having worked at least six months because nurses who had completed six months of work were considered to have

a positive attitude towards their work environment. The conceptual diagram above shows that all variables are reflective as all arrows move from variable to indicator.

Measuring Tools

The questionnaire is divided into four main sections. The first part contains questions about the respondent's identity, including last education, years of service, gender, and gender. The other three sections contain statements about each research variable. To obtain data related to work-life balance, the study used a six-item questionnaire used by references (M. Mas-Machuca et al., 2016); there were ten items of service quality questionnaire adapted derived from and The service quality items were chosen from a questionnaire developed by Luthans (2011) and used as a reference (Y. Lu et al., 2017). All variables were graded on a five-point Likert scale, with 1 indicating strong disagreement/strong dissatisfaction and 5 indicating strong agreement/strong satisfaction.

RESULTS AND DISCUSSIONS

1. The Figure of Causality Relationship Path

A flow chart will describe the theoretical model built on the hypothesis. The flow chart (path diagram) will help researchers visualize the causality relationships they want to test. The following is a flow chart in this research:
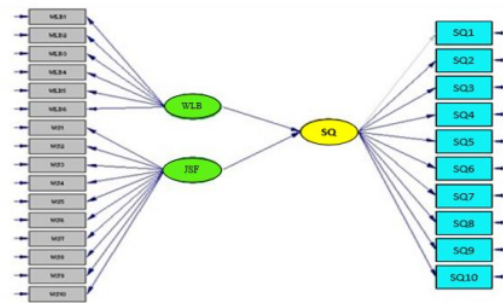
Figure 1 Conceptual Diagram

The conceptual diagram above shows that all variables are reflective because all the arrows go from variables to indicators. The structural path model is described through the following equation:

Model:

Service quality = Work Life Balance + Job Satisfaction + e

a. Outer Model

The manifest variables in the study include the following: six indicators measure the latent variable of implementing work-life balance. Ten indicators measure the latent Job satisfaction variable. Ten indicators measure the latent variable of service quality

b. Inner Model

The work-life balance and job satisfaction variables influence the service quality variable.

In the LISREL 8.8 application, the causality relationship can be described in a flowchart, and then the programming language converts the image into an equation and the equation into an estimate.

2. Confirmatory Factor Analysis (CFA)

The loading factor is used to determine an indicator used to assess the validity of a latent variable. A loading factor of 0.5 or greater indicates that an indicator is valid.

Confirmatory factor analysis tests the one-dimensionality of the indicators forming each latent variable. The confirmatory factor analysis results of each model will then be discussed.

3. Confirmatory Analysis of Exogenous Factors

Testing the significance of the extracted indicators in forming the latent variable can be obtained from each variable's standardized loading factor value. If a very significant test value is received, this indicates that the indicator is suitable for extraction to form a latent variable. The following results test the significance of each indicator in developing the latent variable.
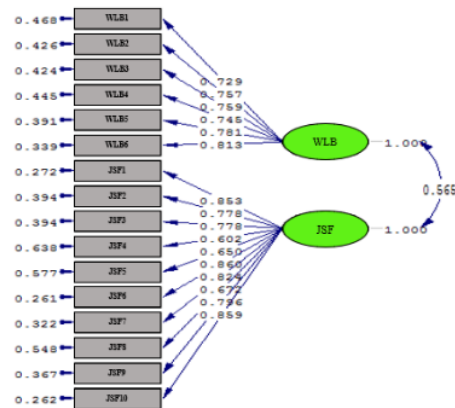
Figure 2 Exogenous Confirmatory Factor Analysis (CFA) Diagram

Table 1 Exogenous Confirmatory Factor Analysis (CFA)

Variable	Indicator	Loading Factor	T Values	Description
Work Life Balance	WLB1	0,729	13,023	Valid
	WLB2	0,757	13,730	Valid
	WLB3	0,759	13,770	Valid
	WLB4	0,745	13,419	Valid
	WLB5	0,781	14,342	Valid
	WLB6	0,813	15,231	Valid
Job Satisfaction	JSF1	0,782	12,995	Valid
	JSF2	0,875	15,490	Valid
	JSF3	0,771	12,745	Valid
	JSF4	0,738	11,964	Valid
	JSF5	0,871	15,373	Valid
	JSF6	0,771	12,730	Valid
	JSF7	0,899	16,193	Valid
	JSF8	0,782	12,997	Valid
	JSF9	0,568	8,546	Valid
	JSF10	0,767	12,633	Valid

Source: Processed by Researchers in 2022 (*Output* LISREL 8.8)

Table 1 analysis of these factors also shows the test values of each constructor. The results show that each of the forming indicators of each latent variable leads to good results, namely with a C.R above 1.96. In addition, the loading factor value of all hands is more significant than 0.5. With these results, it can be said that the indicators forming the exogenous latent variables have shown one-dimensionality (valid).

Furthermore, based on this confirmatory factor analysis, the research model can be used for further investigation without model modification or adjustment.

4. Confirmatory Analysis of Endogenous Factors

Testing the significance of the extracted indicators in forming the latent variable can be obtained from each hand's standardized loading factor value. A significant test value indicates that the needle is good enough to be extracted to form a latent variable. The following results test the significance of each hand in creating the latent variable.

Figure 3
Endogenous Confirmatory Factor Analysis (CFA) Diagram

Table 2 Endogenous Confirmatory Factor Analysis (CFA)

Variable	Indicator	Loading Factor	T Values	Description
	SQ1	0,741	13,505	Valid
	SQ2	0,633	10,969	Valid
	SQ3	0,717	12,896	Valid
	SQ4	0,869	17,176	Valid
Service quality	SQ5	0,814	15,509	Valid
	SQ6	0,783	14,613	Valid
	SQ7	0,781	14,564	Valid
	SQ8	0,682	12,063	Valid
	SQ9	0,634	10,985	Valid
	SQ10	0,689	12,237	Valid

Source: Processed by Researchers in 2022 (*Output* LISREL 8.8)

Table 2 of the factor analysis also shows the test values of each constructor. The results show that each of the forming indicators of each latent variable shows good results, namely the deal with a CR above 1.96. In addition, all indicators' loading factor value (standardized estimate) is more significant than 0.5. With these results, it can be said that the hands forming the endogenous latent variables have shown one-dimensionality (valid). Furthermore, the research model can be used for further investigation based on this confirmatory factor analysis without model modification or adjustment.

5. Reliability Test and Average Variance Extracted

Reliability is an internal measure of the consistency of a construct indicator. The measurement model is evaluated by calculating each construct's composite reliability and variance. High-reliability results provide assurance that all individual hands are measuring consistently. The generally accepted level of dependability is greater > 0.70.

Please keep in mind that dependability does not imply validity. The validity of an indicator is the extent to which it accurately measures or measures what it intends to measure. The variance extracted to supplement the construct reliability measure is another reliability measure. The recommended number for the extracted variance value is > 0.50. The formula for calculating construct reliability and extracted variance is as follows.

$$Construct\ Reliability = \frac{(\Sigma\ std\ loading)^2}{(\Sigma\ std\ loading)^2 + \Sigma\ \varepsilon j}$$

$$Variance\ extracted = \frac{\Sigma\ std\ loading^2}{\Sigma\ std\ loading^2 + \Sigma\ \varepsilon j}$$

After testing the validity, the next step is to calculate or analyze the reliability of the research variables. After calculating the construct reliability and variance extracted values in Ms. Excel using the calculation formula above, the results are as follows:

Table 3 Reliability Test Results and AVE Exogenous Variables

Indicator	Loading Factor	Measurement Error	LF^2	CR	AVE
WLB1	0,729	0,469	0,531	0,894	0,584

Indicator	Loading Factor	Measurement Error	LF²	CR	AVE
WLB2	0,757	0,427	0,573		
WLB3	0,759	0,424	0,576		
WLB4	0,745	0,445	0,555		
WLB5	0,781	0,390	0,610		
WLB6	0,813	0,339	0,661		
Σ	**4,584**	**2,493**	**3,507**		
JSF1	0,782	0,388	0,612		
JSF2	0,875	0,234	0,766		
JSF3	0,771	0,406	0,594		
JSF4	0,738	0,455	0,545		
JSF5	0,871	0,241	0,759	0,942	0,620
JSF6	0,771	0,406	0,594		
JSF7	0,899	0,192	0,808		
JSF8	0,782	0,388	0,612		
JSF9	0,568	0,677	0,323		
JSF10	0,767	0,412	0,588		
Σ	**7,824**	**3,800**	**6,200**		

Source: Processed by Researchers in 2022

The results of construct reliability (CR) and average variance extracted (AVE) for each research variable are shown in table 3 above. The construct reliability coefficient value of the latent variable is greater than or equal to the critical value (CR 0.7), and the variance extracted value is greater than the critical value (0.5). This demonstrates that the two exogenous variables are reliable.

Table 4 Endogenous Variable Reliability Test Results and AVE

Indicator	Loading Factor	Measurement Error	LF²	CR	AVE
SQ1	0,741	0,451	0,549		
SQ2	0,633	0,599	0,401		
SQ3	0,717	0,486	0,514		
SQ4	0,869	0,245	0,755		
SQ5	0,814	0,337	0,663	0,922	0,545
SQ6	0,783	0,387	0,613		
SQ7	0,781	0,390	0,610		
SQ8	0,682	0,535	0,465		
SQ9	0,634	0,598	0,402		
SQ10	0,689	0,525	0,475		
Σ	**7,343**	**4,554**	**5,446**		

Source: Processed by Researchers in 2022 (LISREL Output 8.8)

The results of construct reliability and variance extraction on each research variable are shown in Table 4 above. The construct reliability coefficient value of the latent variable is greater than or equal to the critical value (CR 0.7), and the variance

extracted value is greater than the critical value (0.5). This demonstrates that the endogenous variable is reliable.

Structural Equation Test and Hypothesis Test

Evaluation of the Goodness of Fit Model

The model's suitability is assessed by examining various goodness of fit criteria. As a result, the first step is determining whether the data used meets the assumptions required for the SEM analysis. The model can be tested if this assumption is met. Several measurements, in addition to the cut of value, are important in evaluating the goodness-of-fit criteria:

Table 5. Model Accuracy Test (Goodness of Fit Model)

Goodness Of Fit Index	Cut off Value (Nilai Batas)	Result	Criteria
Absolute Fit Measure			
DF	> 0	296	Over Identified
Chi-Square	337,125	314,270	Good Fit
Probability	> 0,05	0,223	Good Fit
CMIN/DF	< 2	1,062	Good Fit
GFI	≥ 0,90	0,913	Good Fit
RMSEA	≤ 0,08	0,016	Good Fit
Incremental Fit Measures			
AGFI	≥ 0,90	0,897	Marginal Fit
CFI	≥ 0,90	0,998	Good Fit
TLI atau NNFI	≥ 0,90	0,998	Good Fit
NFI	≥ 0,90	0,982	Good Fit
IFI	≥ 0,90	0,998	Good Fit
Parsimonious Fit Measures			
PNFI	0,60- 0,90	0,894	Good Fit
PGFI	0-1	0,770	Good Fit

Source: Processed by Researchers in 2022 (LISREL Output 8.8)

The results of the recapitulation of the feeding model determination test can be seen in table 5 above, where the Chi-Square value is 314.270 337.125 (Appendix Chi Square Table), the probability value (p-value) is 0.223 (p > 0.05), including the good category (good fit), the CMIN/DF value of 1.062 less than 2 is included in the good category (good fit), and the GFI value of 0.913 is greater than 0.90. (good fit). The RMSEA value of 0.016 is less than 0,08, and 0,90 is included in the good category (good fit); overall, the absolute fit measure value is good (good fit). Furthermore, the AGFI

value of 0.897 is more than 0.80 and less than 0.90. The results are included in the reasonably good category (marginal fit), the CFI value of 0.998 above 0.90 is included in the good category (good fit), the TLI or NNFI value of 0.998 more than 0.90 including good (good fit), NFI of 0.982 more than 0.90 including good category (good fit), and IFI of 0.998 are in good category (good fit), meaning that the overall value of incremental fit measures has been met or good (good fit). The next test is the parsimonious fit measures test represented by PNFI and PGFI; the PNFI value is 0.894, more than 0.60, the results are included in the good category (good fit), and the PGFI value is 0.770, which tends to approach lift 1 compared to 0. This also shows a good value (good fit), meaning that all the criteria for parsimonious fit measures have been met (good fit). Thus, it can be stated that the three test groups showed that the model could be used, meaning that it empirically fit with the theoretical model.

Structural Model

The following is a picture of the standardized coefficient and t-value in the research model:
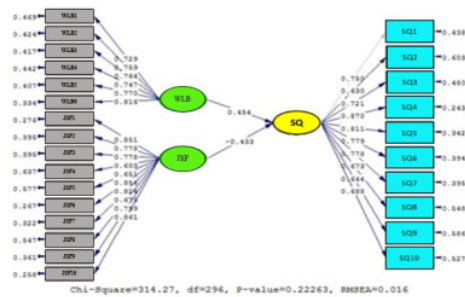
Figure 4. Standardized Coefficient Estimation Results
Source: Image processed by researchers in 2021 (LISREL Output 8.8)
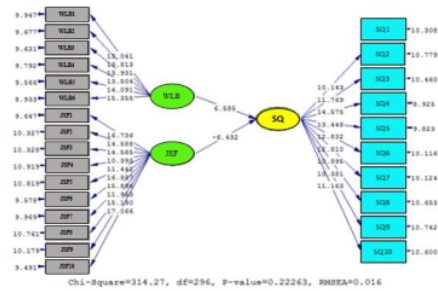
Figure 5. T-Values Estimation Results
Source: Image processed by researchers in 2021 (LISREL Output 8.8)

The results of path coefficient testing and hypothesis testing with count will be presented based on Figures 4 and 5 to determine whether the formulated hypothesis is accepted or rejected, namely the influence of exogenous variables on endogenous variables. Hypothesis testing is carried out with SEM, which is processed using the LISREL 8.8 program with the following results:

Table 6 Estimated Results

Influence	Standardized Loading Factor	t hitung	Conclusion	R²
H1 : WLB-> SQ	0,454	6,585	Signifikan	0,645
H3 : JSF -> SQ	0,472	5,848	Significant	

Info:

WLB   : *Work life balance*

JS   : *Job Satisfaction*

SQ   : *Service quality*

The hypothesis testing the effect of work-life balance on service quality and the impact of Job Satisfaction on service quality is shown in Table 6. In SEM, the significant test criteria are based on a critical point value of 1.96 for a 5% error rate, where a t-value (t-value) greater than or equal to the critical point (t-value 1.96) indicates that the parameter value is significantly significant. Statistics. Column R2 indicates the significance of the coefficient of determination. The path coefficient equation will be solved using the structural equation model before testing the hypothesis.

Effect of Work-Life Balance on Service Quality

Based on table 6 and figure 4, it can be seen that the effect of the work-life balance variable has a positive impact on service quality of 0.454, and the tcount value is 6.585 (Significant: tcount > 1.96). These results explain that work-life balance positively and significantly affects service quality. These results indicate that H1 is accepted, which suggests that work-life balance can improve service quality.

Service quality is defined as the difference between what users expect and what they perceive (Asaoka and Noro 2020). (Lavanya and Ahmed 2019) define service quality as "a measure of how well the service level delivered matches customer expectations."

Several factors, including the quality of service received, product quality, price, and situational and personal factors, influence specific perceptions of service dimensions (Martiyanti et al. 2021). The Service Quality theory used in this study is based on SERVQUAL dimensions, which are RATER dimensions indicators such as reliability, assurance, tangibility, empathy, and responsiveness, which are used to measure service attributes provided to children in childcare centers. Thus, the delivery and quality of this critical consumer service affect not only direct customers such as working mothers, but also other stakeholders consumers for both service users and society as a whole Working mothers rely on accessible and dependable childcare quality as a major aspect of the essential service they require. It offers a wide range of social and healthcare services, as well as early childhood education (Nowicki et al. 2018). If the child care center performs admirably in terms of important service qualities, it is very easy for them to gain the approval and satisfaction of parents, thereby contributing to increased competitiveness; otherwise, working mothers are expected to be dissatisfied, resulting in a decline or loss of competitiveness (Panthumas et al. 2019).

Effect of Job Satisfaction on service quality

Based on table 6 and figure 4, it can be seen that the effect of the job satisfaction variable on service quality is 0.472, and the tcount is 5.848 (Significant: tcount > 1.96). These results explain that job satisfaction positively and significantly affects service quality. These results indicate that H2 is accepted, which suggests that job satisfaction can improve service quality.

According to (Pramono 2019) to achieve To achieve service excellence, hospitals must constantly avoid service errors. Good communication between patients and service providers may improve hospital service quality assessment (Pratama and Hartini 2020). According to (Qian et al. 2021), the community expects responsive service due to healthcare providers' performance. Some countries have provided incentives to increase patient satisfaction and patient-centered services. According to (Skjothaug et al. 2020), inpatient services at private hospitals are more satisfying than those at public hospitals because patients expect better services from private hospitals. Mother and Child Hospital in Purwakarta, a relatively new private hospital, has complete and comfortable facilities, which may be some advantages for them to consider providing improved services.

According to (Swain and C. 2016), The relationship between service quality and patient loyalty highlights the importance of improving service quality in order to attract and retain patients while also increasing market share. He also stated that improving service quality is highly recommended in order to increase patient loyalty because it focuses on cost rationalization, punctuality, accuracy, communication skills, and interpersonal relationships of doctors, nurses, and other staffs. This is also consistent with the study's findings, which show that one aspect that needs to be addressed at Mother and Child Hospital in Purwakarta is punctuality of service, particularly doctors' schedules. Furthermore, doctors' and nurses' communication and interpersonal skills are valued. important aspects that can help to improve service quality

Furthermore, (Swain and Kar 2018) distinguish several service quality components, including Patient quality, professional quality, quality management, clinical quality, and economic quality are all examples of technical and functional quality. The process and accuracy of diagnosis are concerned with technical quality, whereas the method of providing health services is concerned with functional quality. Patient quality entails giving the patient what they want, whereas professional quality entails giving the patient what they need. Furthermore, quality management entails using as few resources as possible to satisfy patients' desires and needs while avoiding errors and delays. Clinical quality is related to the rates of illness, death, and infection, whereas economic quality is related to the quality of care.

CONCLUSIONS AND RECOMMENDATIONS

From the results of data analysis and hypothesis testing that has been done, it can be concluded that there is a positive and significant influence on the effect of the work-life balance variable on service quality. These results indicate that the better the work-life balance, the higher the service quality. It was also found that there is a positive and significant influence on the effect of job satisfaction variables on service quality. These results indicate that the increase in job satisfaction will increase the level of service quality.This follows the first hypothesis (H1), where work-life balance positively and significantly affects service quality. Job satisfaction significantly affects service quality

for nurses at Mother and Child hospital in Purwakarta. This follows the second hypothesis (H2): job satisfaction positively and substantially affects service quality.

From the analysis that has been done, it can be seen that the role of work-life balance and job satisfaction can improve service quality. This means that work-life balance and job satisfaction can enhance the quality of service; Low work-life balance and job satisfaction can reduce service quality. Therefore, to improve work-life balance and employee job satisfaction, organizations can implement HR strategies or policies to increase job satisfaction, for example, by increasing a supportive climate within the organization, reducing workload or demands where possible, or providing self-development so that employees have better stress management. Hospitals are expected to create a positive organizational culture and a conducive work environment so that the work stress of the staff can be reduced, which will improve the service quality of nurses. Hospital leaders must provide fair and equitable work team support to all nurses to master their work following their responsibilities. Then nurses will have a comfortable, safe, and conducive feeling following their duties and responsibilities and the rights and obligations they will receive, further improving service quality and maximizing employee performance.

LIMITATIONS AND FUTURE DIRECTIONS

This research is limited to examining nurses' work-life balance, job satisfaction, and service quality. Further research is also expected to add/use other variables because the study in this location only looks at the two most significant causal variables, namely work-life balance, and job satisfaction, that affect service quality. But did not rule out other factors outside the study, such as organizational commitment, motivation, and other factors that can affect service quality in nurses.

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