

Exploring the Impact of Internal Service Quality on Nurses' Cognitive Job Performance

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INTRODUCTION

In response to the competitive healthcare environment and society's high expectations for healthcare service quality, the attention to service quality provided by healthcare institutions have increased. The successful operation of these institutions relies on various categories of employees, with nursing professionals comprising a significant proportion. As the healthcare professionals who frequently interact with patients, nursing professionals' job performance, job satisfaction, and organizational commitment are highly correlated with internal service quality. Prioritizing employee satisfaction is essential for meeting the needs of external customers. Therefore, it is worthwhile to conduct relevant research on internal service quality, job satisfaction, organizational commitment, and job performance among nursing professionals.

AIM

Exploring the impact of internal service quality on nursing staff satisfaction, organizational commitment, and perceived job performance in a stressful healthcare environment.

RESULTS

Internal service quality and organizational commitment have a positive impact on cognitive job performance ($p<0.01$). Additionally, internal service quality also positively influences satisfaction and organizational commitment ($p<0.01$). Furthermore, both satisfaction and organizational commitment mediate the relationship between internal service quality and cognitive job performance. All of the studied constructs had significantly positive correlations with each other ($p<0.01$).

Regression analysis results of internal service quality, satisfaction and cognitive job performance

Variable	Regression					
	Dependent variable					
	Cognitive job performance					
	Modle 1		Modle 2		Modle 3	
	β	t	β	t	β	t
Internal service quality	0.478	10.623***			0.476	10.124***
satisfaction			0.143	2.82**	0.008	0.173
F	112.839***		7.952***		56.29***	
R ²	0.227		0.018		0.225	

note : **p<0.01 、 ***p<0.001

Regression analysis results of internal service quality, organizational commitment and cognitive job performance

Variable	Regression					
	Dependent variable					
	Cognitive job performance					
	Modle 1		Modle 2		Modle 3	
	β	t	β	t	β	t
Internal service quality	0.478	10.623***			0.406	8.085***
Organizational commitment			0.344	7.151***	0.157	0.002***
F	112.839***		51.137***		62.579***	
R ²	0.227		0.116		0.244	

note : ***p<0.001

METHOD

This study employed a cross-sectional design and collected data through a structured online questionnaire using convenience sampling. The questionnaire contains the SERVQUAL measurements which is a multidimensional research instrument designed to measure service quality by capturing respondents' expectations and perceptions along five dimensions of service quality. The participants were practicing nurses working at community hospitals, regional hospitals, or medical centers. A total of 390 questionnaires were distributed, and after excluding invalid and extreme value responses, 382 valid responses were collected, yielding a response rate of 97.9%. Data analysis was conducted using SPSS 23.0, employing techniques such as t-tests, analysis of variance (ANOVA), Pearson correlation analysis, and regression analysis.

CONCLUSIONS

In general, these findings underscore the significance of internal service quality for nursing staff and suggest that enhancing job satisfaction and organizational commitment could be effective pathways to promote cognitive job performance. This study holds practical implications for improving management practices in healthcare organizations and provides valuable insights for academic research in related fields. Building a culture focusing on promoting internal service quality within medical care facilities will effectively enhance patient safety and quality improvement

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