A Reliability and Validity of Intercultural Sensitivity Scale (ISS) amongst Healthcare professionals in Indonesia

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INTRODUCTION

In the current healthcare service, collaboration amongst healthcare is essential. Studies have shown that one’s culture influence their collaboration competence. Intercultural competence consisted of attitudes, skills and rules which may influence their ability to work with others. Previous study indicated that competence in the professions was considered as a culture in the professions. Yet, intercultural sensitivity scale (ISS) developed by Chen and Starosta (2000) aimed to measure ability in understanding and appreciated other cultures to improve effective intercultural communication.

METHODS

HOW: a cross sectional study
WHAT: a validated Bahasa ISS questionnaire.
WHOM: 460 healthcare professionals who work hospitals and public health centers in Denpasar, Bali.
WHEN: August – September 2020
ANALYSIS: Factor analysis and AMOS

OBJECTIVES

To assess reliability and validity of ISS amongst healthcare professionals in Indonesian setting

RESULTS AND DISCUSSIONS

299/460 respondents which gave a 68% response rate

Table 1. Demographic information

<table>
<thead>
<tr>
<th>Working place</th>
<th>Physician (n/%)</th>
<th>Nurse (n/%)</th>
<th>Dentist (n/%)</th>
<th>Midwives (n/%)</th>
<th>Pharmacist (n/%)</th>
<th>Total (n)</th>
</tr>
</thead>
<tbody>
<tr>
<td>PHC</td>
<td>15 (15)</td>
<td>32 (32)</td>
<td>9 (9)</td>
<td>32 (32)</td>
<td>13 (13)</td>
<td>101 /141</td>
</tr>
<tr>
<td>Hospitals</td>
<td>28 (15)</td>
<td>71 (37)</td>
<td>9 (5)</td>
<td>55 (29)</td>
<td>28 (15)</td>
<td>191 /321</td>
</tr>
<tr>
<td>Total</td>
<td>43</td>
<td>103</td>
<td>18</td>
<td>87</td>
<td>41</td>
<td>292</td>
</tr>
</tbody>
</table>

KMO Bartletts’ test was more than >0.9 which indicated factors analysis was feasible in the data. Factor analysis showed three domains namely engagement ($\alpha = 0.967$), confidence ($\alpha = 0.917$) and attention in interacting with other professions ($\alpha = 0.695$).

Table 3. Goodness of Fit Criteria

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Standard</th>
<th>CFA 3 Faktor</th>
</tr>
</thead>
<tbody>
<tr>
<td>$^2$ (Chi-square)</td>
<td>-</td>
<td>555.452</td>
</tr>
<tr>
<td>df</td>
<td>-</td>
<td>249</td>
</tr>
<tr>
<td>CMIN/df</td>
<td>$&lt; 2$</td>
<td>2.231</td>
</tr>
<tr>
<td>RMSEA</td>
<td>$&lt; 0.06$</td>
<td>0.064</td>
</tr>
<tr>
<td>GFI</td>
<td>$&gt; 0.9$</td>
<td>0.84</td>
</tr>
</tbody>
</table>

CONCLUSION

The translated ISS Bahasa version employed in healthcare professionals in our setting was valid and reliable. Thus, the version can be employed to assess intercultural sensitivity amongst healthcare professionals in working with others.

REFERENCE

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Figure 1. ISS Diagram Path