

The Relationship of the Quality of Nursing Services With the Level of Satisfaction of Inpatient Patients

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Abstract. The quality of nursing services is the appearance/performance that refers to the level of perfection of nursing services which on the one hand can give rise to satisfaction for each patient in accordance with the average level of satisfaction of the population and on the other hand and the procedures for administering it in accordance with the standards of the professional code of ethics that have been established, while satisfaction The patient is a level of feeling that arises as a result of the performance of the nursing service he received after the patient compared it with what he expected. So the quality of nursing services received by patients will influence the level of patient satisfaction. The aim of this research is to determine the relationship between the quality of nursing services and the level of satisfaction of inpatients at RSU. Perbaungan Jasmine, Serdang Bedagai Regency. The research design used was an analytical survey with a cross sectional approach. The number of samples found was 72 respondents. Data collection was carried out using quota sampling technique. Data were analyzed using chi square with a significance level of $p < 0.05$. The results of the research show that there is a relationship between the quality of nursing services and the level of satisfaction of inpatients at RSU. Perbaungan jasmine, Serdang Bedagai Regency with a p-Value of 0.000. Based on this research, it was concluded that the higher the value of the quality of nursing services, the higher the level of patient satisfaction felt and conversely, the lower the quality of nursing services, the lower the level of patient satisfaction felt.

Keywords: Inpatient Patient, Patient Satisfaction, Quality of Nursing

INTRODUCTION

Nursing services as one of the main services in hospitals are an inseparable part. Nursing services according to the Indonesian Ministry of Health (2021) which is based on nursing knowledge and tips, in the form of comprehensive bio-psycho-socio-spiritual services, aimed at individuals, family and society, both sick and healthy, cover the entire process of human life. The quality of nursing services as an indicator of the quality of health services is one of the factors determining the image of health service institutions in the eyes of the public. This happens because nursing is the professional group with the largest number, at the forefront and closest to the suffering, pain and misery experienced by patients and their families.

The quality of nursing services is whether the nursing services provided are satisfactory or not. Satisfaction is a level of patient feeling that arises as a result of the service performance they receive after the patient compares it with what they expected. Patient satisfaction is a main or important component. If a patient is not satisfied with the nursing services provided, he will not seek that service or receive it, even though the service is available, easy to obtain and easy to reach (Pohan, 2023). The reality on the ground shows that generally government-owned health service facilities are still or are not utilized by the community. One of the reasons is that

generally the quality of health services provided by government-owned health service facilities still does not or does not meet the expectations of patients or the community.

Measuring patient expectations can be done by creating a questionnaire containing aspects of health services that patients consider important. Then the patient is asked to assess this aspect according to the level of importance of that aspect for the patient concerned. Healthy Indonesia 2025 hopes that the community will have the ability to access quality health services and obtain health insurance. What is meant by quality health services is health services including emergencies and disasters, health services that meet the needs of the community and are provided in accordance with professional standards and ethics (Department of Health of the Republic of Indonesia, 2023).

The Previous research conducted by Anjaryani (2023) saw the satisfaction of inpatients with nursing services at Tugurejo Regional Hospital, Semarang, that there was a relationship between patient characteristics and nursing services in terms of length of treatment and patient satisfaction. The length of hospital treatment greatly influences the level of patient satisfaction with the quality of nursing services provided. Research on nursing services with the level of satisfaction of inpatients, according to Desimawati (2022), the results of the research are that there is a relationship between nursing services and the level of patient satisfaction, because they have not provided the level of satisfaction desired by patients. One of the causes of this situation is nursing services that have not been able to meet patient expectations.

The facilities provided include Emergency Room, Outpatient Installation, Inpatient Installation consisting of VIP Room, Class I/II, Class III, Pulmonary TB Room, Obstetrics, Children's Room, Perinatology, Haemodialysis, Intensive Coronary Care Unit (ICCU) and Intensive Care Unit (ICU). Based on preliminary results that have been carried out by interviewing several patients who were found, complaints were still found from patients or patient families. These complaints relate to many things, from doctor services, nurse services, nutritional installations, the condition of treatment rooms or other service areas. Patients also complained that nurses were less responsive to patient complaints, lack of communication between nurses, inconsistent nursing services and nurses not introducing themselves to patients. The results obtained by researchers were that nursing services had not been provided optimally. This can be seen from the lack of involvement of nurses when providing information about the medication they are taking, diet or treatment program when the patient is declared cured and allowed to go home.

The number of patients from 2021-2023 respectively (in 2021) was 5,071 people, in (2022) it decreased to 3,699 people, then (in 2023) it increased to 3,854 people (Melati General Hospital Medical Records). The decrease in the number of patients is an indication of patient dissatisfaction with nursing services, although it is not significant in proving patient satisfaction or dissatisfaction. Hospitals are agents of change who are expected to provide excellent service to patients. The situation of lack of patient satisfaction occurs because the demands of patient needs are increasing but are not accompanied by improvements in nurses' actions. Based on data at Melati Perbaungan General Hospital, research has never been conducted to find out how nursing services are, so the author is interested in researching the relationship between the quality of nursing services and the level of satisfaction of inpatients, considering that nursing services are one of the most important factors in achieving success and quality of service. care provided to patients. Based on this background, the researcher formulated a research problem, whether there is a relationship between the quality of nursing services and the level of satisfaction of inpatients at Melati General Hospital, Serdang Bedagai Regency.

RESEARCH METHODS

The aim of this research is: to determine the relationship between the quality of nursing services and the level of satisfaction of inpatients at Melati General Hospital, Serdang Bedagai Regency. This research design uses an analytical survey research method using a cross sectional approach. The population in this study were all inpatients at Melati General Hospital, Serdang Bedagai Regency from, totaling 1,575 patients with a monthly average of 263 patients (Melati Perbaungan General Hospital Medical Record). The samples in this study were inpatients who were being treated in VIP, Class I, II, III, and the Pulmonary TB Room at Melati General Hospital, which were obtained using the Quota Sampling technique. The number of respondents in this research will be taken based on Slovin's calculations. The calculations are as follows:

$$n = 263$$

$$\frac{1 + 263 (0.1)^2}{1 + 263 (0.1)^2} = 72,45 \text{ so the sampel is 72 people}$$

The tool for measuring the quality of nursing services uses a service quality questionnaire sheet which consists of 5 aspects of the quality of nursing services, namely responsiveness, assurance, physical evidence, empathy and reliability with each aspect. 5 statement items so that

the total questionnaire consists of 25 statement items. This questionnaire sheet uses a Likert Scale answer format, namely STS (Strongly Disagree) answers are given a score of 1, TS (Disagree) answers are given a score of 2, S (Agree) answers are given a score of 3, SS (Strongly Agree) answers are given a score of 4. The patient satisfaction measurement questionnaire consists of 25 points related to 5 aspects of patient-centered nursing services. This questionnaire sheet uses a Likert Scale answer format, namely STP (Very Dissatisfied), given a score of 1, answer TS (Not Satisfied) given a score of 2, answer P (Satisfied) given a score of 3, answer SP (Very Satisfied) given a score of 4. Test This reliability was carried out using the Cronbach Alpha test with the results of the reliability coefficient of the nursing service quality questionnaire of 0.927 and the reliability coefficient of patient satisfaction level of 0.923. This is for an acceptable instrument in accordance with Arikunto's (2022) statement that a variable is said to be reliable if it provides a Cronbach's alpha value > 0.70 .

RESULTS

The data that has been collected is processed through the editing process (checking the contents of the observation sheet), coding (giving code to the answers to the observation sheet), entry (entering the data into the computer), then cleaning (data cleaning stage). The research results were analyzed using the Chi Square test. This test was used to examine the relationship between the quality of nursing services and the level of satisfaction of inpatients at Melati General Hospital, Serdang Bedagai Regency. The decision to test the research hypothesis is based on a significance level of 0.05. If the calculated significance is smaller than the specified significance then H_a is accepted. Likewise, if the calculated significance is greater than the specified significance then H_a is rejected.

1. The research results based on the characteristics of the research respondents which will be presented include age, gender, education, employment, marital status, length of treatment and inpatient room. The largest number was in the 20-39 year age group with 39 respondents (54.2%). The majority of gender categories in this study were women, namely 44 respondents (61.1%). Based on education, the highest number was at the high school level, 33 respondents (45.8%). In terms of employment status, the most common type of work is self-employed, 25 respondents (34.7%). Characteristics based on marital status were seen from the highest number of married status with 63 respondents (87.5%). Meanwhile, based on the length of treatment, the highest number was 3-5 days, 62 respondents (86.1%).

2. Quality of Nursing Services at Melati General Hospital Serdang Bedagai Regency

The quality of nursing services measured is 5 aspects, namely responsiveness, assurance, physical evidence, empathy, reliability. In detail it will be explained as follows. A total of 24 respondents (33.3%) assessed the quality of nursing services in the assurance aspect as being in the high category, 46 respondents (63.9%) assessed the medium category and 2 respondents (2.8%) assessed it in the low category. Thus, the quality of nursing services in the assurance aspect is rated in the medium category. The quality of nursing services in the physical evidence aspect was assessed as being in the high category by 19 respondents (26.4%), 52 respondents (72.2%) assessed the medium category and 1 respondent (1.4%) assessed the quality of nursing services in terms of the evidence aspect. physically rated in the low category. The results of research on the quality of nursing services in the attention aspect with 21 respondents (29.2%) in the high category, 50 respondents (69.4%) in the medium category and 1 respondent (1.4%) in the low category. Meanwhile, the quality of nursing services in terms of reliability, 26 respondents (36.1%) rated it in the high category, 45 respondents (62.5%) rated it in the medium category and 1 respondent (1.4%) rated it in the low category. Satisfaction level of inpatients at Melati General Hospital, Serdang Bedagai Regency

The level of patient satisfaction which includes 5 aspects, namely responsiveness, assurance, physical evidence (tangible), attention (empathy), reliability, the relationship between the quality of nursing services and the level of satisfaction of inpatients at Melati General Hospital Serdang Bedagai Regency. The statistical test used to determine the relationship between the quality of nursing services and the level of satisfaction of inpatients at Melati Perbaungan General Hospital, Serdang Bedagai Regency is the Chi Square test..

DISCUSSIONS

Quality of Nursing Services

Improving the quality of nursing services is the degree to which services are provided efficiently and effectively in accordance with professional standards, service standards that are implemented thoroughly in accordance with the needs of patients provided by nurses. Quality services that provide nursing services that truly suit the patient's needs and indicate a level of service excellence. The quality of nursing services is measured by five aspects, namely responsiveness, assurance, tangible, empathy and reliability. Based on table 3 of the research results, the researcher will describe the results of each aspect of the quality of

inpatient nursing services, among others:

Responsiveness (responsiveness)

The first aspect of the quality of nursing services, namely responsiveness, is a form of service provided by the hospital which includes the ability of nurses to respond and do things that patients want and need. The research results showed that the service quality category was high with 28 respondents (38.9%), the medium service quality category was 41 respondents (56.9%) and the low service quality category was 3 respondents (4.2%). This means that patients provide a sufficient assessment of the hospital's performance in handling patient complaints and creating communication between the hospital, especially for nurses.

Guarantee (assurance)

The second aspect of the quality of nursing services, namely assurance, is a form of service provided by hospital staff that can create trust from patients in the hospital. Patients provide assessments according to what the patient receives in terms of knowledge, ability and accuracy in dealing with their health problems in fostering confidence in the nursing services they receive. The research results showed that patients felt the quality of nursing services in the assurance aspect was in the high category of 24 respondents (33.3%), with 46 respondents (63.9%) in the medium category and 2 respondents (2.8%) in the low category. In this aspect, it is concluded that the quality of nursing services is in the medium category, meaning that patients provide sufficient knowledge and capabilities of the hospital in providing nursing services to them.

Physical (tangible) evidence

Physical evidence is the third aspect of the quality of nursing services, this aspect describes the physical appearance of nursing services provided by the hospital including physical appearance such as physical buildings, complete facilities, cleanliness of rooms and the physical appearance of hospital employees which can be seen and felt directly by patients. . From the results of the research above, the researcher can assume that the more complete the facilities, cleanliness of the room and the appearance of the nurses a hospital has, the better the quality of nursing services provided to patients and vice versa, if the completeness of the facilities, cleanliness of the room and the appearance of the nurses are not good then The quality of nursing services provided will be poor.

Attention (empathy)

Furthermore, the fourth aspect of the quality of nursing services is attention, which is the hospital's availability to care, providing personal attention and comfort to patients so that patients can feel comfortable while receiving treatment in the hospital. The research results showed that patients felt the quality of caring nursing services in the high category was 21 respondents (29.2%), the medium category was 50 respondents (69.4%) and the low category was 1 respondent (1.4%). This means that patients provide a sufficient assessment of the care and attention given to them by the hospital.

Reliability (reliability)

It is said that the perception does not meet expectations if the expected service is greater than the perceived service (poor quality). Nursing services can be observed from the nursing practices carried out by nurses when carrying out nursing actions on patients. Nursing actions should be carried out in accordance with the patient's expectations to achieve the level of patient satisfaction and fulfill the patient's expectations. The nursing actions received by the patient will give rise to an experience for the patient. The experience of receiving nursing procedures is one of the factors in realizing the patient's perception of nursing services. The quality or quality of nursing services provided by a hospital influences patients to use virginity services at the hospital.

Patient Satisfaction Level

Patient satisfaction is the patient's response or level of feeling obtained after the patient receives nursing services at the hospital by comparing the perceived performance or results with the patient's expectations. If the perceived results are below expectations, the patient will be disappointed, dissatisfied or even dissatisfied, but on the other hand, if they meet expectations, the patient will be satisfied and if the performance exceeds expectations, the patient will be very satisfied. Satisfaction occurs in patients because the expectations that exist in patients are fulfilled. Satisfaction is a description of patient expectations that are fulfilled in using hospital services. Aspects of inpatient satisfaction at Melati General Hospital, Serdang Bedagai Regency, are as follows :

Level of satisfaction based on responsiveness aspect

Based on guarantees, the second aspect of the level of patient satisfaction is nursing services, whether the patient receives nursing services with health service procedures and the patient also receives services according to the conditions

experienced by inpatients. Something that is a need or what an inpatient should get. Based on the research results, it was found that 24 respondents (33.3%) had satisfaction with the guarantee aspect in the high category, 47 respondents (65.3%) had a medium level of satisfaction and 1 respondent (1.4%) had a low level of satisfaction in the low category. These results show that the needs of the majority of patients are sufficiently met, which means that some of their needs for the nursing services they receive are not in accordance with what they need.

This research is supported by Marpaung (2021) showing that the quality aspect of nursing services was obtained by 39 respondents (68.4%) who were satisfied with inpatient nursing services. This can be seen from the attitude of nurses who always ask for the patient's consent every time they take action. From the results of this study, the researcher assumes that if the more skilled the nurse is in carrying out nursing actions in accordance with the patient's expectations, the patient will be satisfied with the services provided by the hospital.

Level of patient satisfaction based on aspects of physical evidence (tangible)

The third aspect of patient satisfaction is the physical evidence aspect, where this aspect describes patient satisfaction based on the physical shape of the building, the facilities needed by the patient, cleanliness and the appearance of the nurse, which in this case will tend to show the level of patient satisfaction that can be seen and felt. Based on the research results, it was found that 23 respondents (32.9%) had satisfaction in the high category, 48 respondents (66.7%) had a level of satisfaction in the medium category and 1 respondent (1.4%) had a satisfaction level in the low category. The results of this study concluded that the majority had a moderate level of patient satisfaction, where physical evidence is everything that can be directly felt and enjoyed through the sense of sight when using the service. This research includes inpatient rooms that are neatly arranged, clean, and comfortable inpatient rooms.

Level of patient satisfaction based on aspects of attention (empathy)

Based on the research results, it was found that the level of satisfaction based on the attention aspect was in the high category of 21 respondents (29.2%), the level of satisfaction in the medium category was 50 respondents (69.4%) and the low level of satisfaction category was 1 respondent (1.4%). The results of this research show that the level of satisfaction with service quality in the attention aspect is in the medium category. Assessment of this aspect of attention includes nurses taking special time to communicate with patients, nurses do not differentiate

between patient status. According to Anjaryani's research results (2023), empathy is a service that patients expect, including maintaining a well-maintained nurse-patient relationship. This is very important because it can help in successful healing and improving the patient's health. The concept underlying the nurse-patient relationship is a relationship of mutual trust, empathy and caring. According to Jacobalis in (Asmuji, 2022) patient dissatisfaction is often expressed regarding the attitudes and behavior of hospital staff and staff who are less communicative and informative with patients.

Patient satisfaction and dissatisfaction is closely related to the patient's perception of attention because the attention given by the nurse can be felt directly by the patient from the beginning of the service to the end of the nursing service the patient receives in the inpatient room. Basically, every patient wants to be treated individually or specifically, thus the nurse's sense of attention in providing nursing services is the main tool in fulfilling the patient's expectations of special treatment, so that patient satisfaction with the nursing services they receive is realized. From the results of the research above, the researcher assumes that if the nurse gives higher attention to the patient in accordance with the patient's expectations then the level of patient satisfaction will be higher, and conversely if the attention given by the nurse is less than the patient's expectations then the level of patient satisfaction will be low.

Level of patient satisfaction based on reliability aspects

The results of the research based on the level of patient satisfaction in the reliability aspect showed that 21 respondents (29.2%) had high category satisfaction, 50 respondents (69.4%) had medium category satisfaction and 1 respondent (1.4%) had low category satisfaction. In this case, the level of patient satisfaction with the reliability aspect is categorized as moderate. The assessments carried out in this study included the nurse's ability to carry out nursing actions, no infection during infusion, and provide quick medical action. Based on the above indicators, the reliability assessment above, some patients still feel they receive quite good service. This research is in line with Marpaung's research (2021) regarding the description of patient satisfaction with nursing services in hospitals. The results obtained were that 37 respondents (64.9%) were satisfied with nursing services in inpatient rooms that the quality of nursing services had good value, especially in providing procedures by nurses for inpatients. From the results of the research above, it is assumed that the higher the value of the quality of nursing services provided based on the nurse's reliability, the higher the value of the level of patient satisfaction they receive.

The Relationship between the Quality of Nursing Services and the Level of Satisfaction of Inpatients at Melati General Hospital, Serdang Bedagai Regency

Patient satisfaction is a level of feeling that arises as a result of the performance of health services obtained after the patient compares it with what he expected (Pohan, 2023). Patients will perceive the quality of nursing services they receive whether they meet their expectations or not. Then they will provide responses in the form of satisfaction or dissatisfaction with the quality of nursing services they have received. The statistical test results show that H_a failed to be rejected ($p < 0.05$), so it can be concluded that there is a relationship between the quality of nursing services and the level of patient satisfaction in inpatient rooms at Melati General Hospital, Serdang Bedagai Regency.

CONCLUSION

Based on the results of this study, it shows that the hypothesis in this study is that there is a relationship between the quality of nursing services and the level of satisfaction of inpatients at Melati Perbaungan General Hospital, Serdang Bedagai Regency with a value of $p = 0.000$ ($p < 0.05$), so H_a failed to be rejected. The higher the quality of nursing services, the greater the perceived patient satisfaction and conversely, the lower the level of quality of nursing services, the lower the perceived level of patient satisfaction.

SUGGESTION

The Melati Perbaungan General Hospital, Serdang Bedagai Regency, as a service provider, is expected to be able to improve the quality of nursing services that have been provided. For nursing services, Applying his role as a care giver according to nursing service standards. If nurses carry out nursing actions in accordance with standards, nurses can protect themselves from the dangers of legal action and more importantly protect clients/patients from the risk of danger and injury, Foster a sense of the importance of patients who need bio-psycho-socio-spiritual assistance. This is because nursing is a profession that is oriented towards helpful services. Nurses help patients overcome health and illness problems in their daily lives.

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