

## RELATIONSHIP OF NURSING SERVICES WITH THE LEVEL OF PATIENT SATISFACTION

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### ARTICLE INFO

**Keywords:**

Nursing services, satisfaction, hospitalization

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### ABSTRACT

The purpose of this research was intended to identify the correlation between nursing services and patient satisfaction in Summersari Health Center Jember Regency. The sampling technique used purposive sampling and the number of sample were 44 patients in Summersari Health Centre. Data analysis technique used chi square test, with significance level of p value = 0.018 ( $\alpha=0.05$ ) and OR 10,667. It means that there was a significant correlation between nursing service and patient satisfaction level in Summersari Health Center Jember Regency and good nursing service has a chance 10,667 times more in getting higher patient satisfaction.

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### 1. INTRODUCTION

Excellent service is caring for patients by providing the best service to facilitate the ease of meeting their needs and realizing their satisfaction[1]. One of the prime services is health services at the Puskesmas. Health services aim to overcome a person's health problems[2]. The results of the Central Bureau of Statistics research (2012) that the percentage of the population experiencing health complaints from 2003 to 2009 has increased, namely 24.41% (2003), 26.51% (2004), 26.68% (2005), 28.15% (2006), 30.90% (2007), 33.24% (2008), 33.68% (2009). Based on this situation, the community's need for health services will also increase. One of the outcomes of health services other than patient recovery is patient satisfaction[3]. Satisfaction is a feeling of pleasure when something expected has been fulfilled. According to Kotler[4] Satisfaction is a feeling of pleasure that a person feels after comparing the results of a product with his expectations. Satisfaction is one indicator of the success of health services, one of which is patient satisfaction. Supriyanto[5] defines patient satisfaction as a feeling of pleasure because the services (services) received are in accordance with expectations. Simamora[6] mentions that there are two factors that influence customer satisfaction, namely internal factors and external factors. Internal factors include individual characteristics, culture, social, and emotional factors. External factors include product characteristics, price, service, location, facilities, image, visual design, atmosphere and communication. Some factors that affect patient satisfaction according to Kotler[4] These include quality, service, and value. Services in this case are health services received by patients. Patients' needs for increasingly complex health services will demand professional health services in overcoming health problems. One of the health services in Indonesia is nursing services. The Decree of the Minister of Health Number: 279/MENKES/SK/IV/2006 explains that nursing services are an integral part of health services based on nursing knowledge and tips, in the form of comprehensive biological, psychological, social and spiritual services aimed at individuals, families and communities. society, both sick and healthy, which includes all processes of human life.

Zaidin [5] explained that nursing service is an effort to help individuals, both healthy and sick,

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from birth to death in the form of increasing knowledge, willingness and abilities so that individuals can carry out daily activities independently and optimally. Nursing services have an important role in health development in order to improve the health status of the community. If various public health problems are not resolved, the health development goals will be hampered [7]. Health development can be implemented through basic health services, namely puskesmas. Puskesmas is the technical implementation unit of the District/City Health Office which is responsible for organizing health development in one or part of the sub-district area. Puskesmas is a basic health service for all people living in its working area, implemented in a comprehensive and integrated manner.[8]. The number of puskesmas in East Java was 959 units, which according to their services were divided into 2 groups, namely 559 non-maintenance health centers and 400 inpatient health centers.

Nursing health centers or inpatient health centers are health centers that are given additional rooms and facilities to help emergency patients, either in the form of limited operative measures or temporary inpatient care. [8] [9]. The Ministry of Health of the Republic of Indonesia noted that Jember ranks second with the highest number of puskesmas after Surabaya, which is 49 units (maintenance health centers totaling 17 units and non-maintenance health centers totaling 32 units). The development of inpatient puskesmas is aimed at increasing the reach of the community to health services and meeting the needs of the community. Nursing services have an important role in the implementation of health services in health centers as a whole, especially health centers for care (inpatient health centers).[10]. The number of nurses is the largest when compared to other health workers, so that their role is a determinant in health services both at the Puskesmas and at the hospital. In addition, nurses interact with patients for 24 hours to carry out nursing services[11]. The success of puskesmas services is very dependent on the performance of puskesmas nurses in carrying out nursing services at puskesmas. Decree of the Minister of Health number 128/MENKES/SK/II/2004 that one of the missions of the puskesmas is to maintain and improve the quality, equity and affordability of health services, which are carried out in accordance with standards and satisfy the community. Healthy Indonesia 2025 is expected for the community to have the ability to access quality health services and obtain health insurance. Quality health services in question are health services including health services in emergencies and disasters, health services that meet the needs of the community and are carried out in accordance with professional standards and ethics [12]. The basic essence of service is to meet the needs and demands of health service users (patients) which if successfully fulfilled will be able to create a sense of satisfaction with health services.

## **2. METHOD**

### **2.1 Types of research**

This study uses an analytic survey research type with a cross sectional approach. The variables to be studied are nursing services as the independent variable and the level of satisfaction of inpatients as the dependent variable. Research with a cross sectional approach seeks to study the relationship between risk factors as a cause and the impact of these causes. Risk factors and their impact will be observed at the same time.

### **2.2 Research Population**

Population is a large number of subjects who have certain characteristics. Another opinion about the definition of population that is not much different from the previous opinion is to define the population as a number of cases that meet a set of criteria determined by the researcher. Researchers determined the population in this study using the average number of inpatients per month in the inpatient room of Sumber Sari Health Center, which was 221 patients.

### **2.3 Research Sample**

The sample in this study were inpatients at the Sumber Sari Health Center. Samples were obtained using the purposive sampling technique. Gay and Dhiel stated that for a small population, at

least 20% of the population is needed. Based on these calculations, the samples in this study were: inpatients.

#### 2.4 Sample Criteria

The sample in this study were inpatients in 8 inpatient rooms at Summersari Health Center. The sample criteria that have been set by the researcher are as follows:

- inpatients who are willing to be respondents;
- inpatients are conscious and able to communicate;
- inpatients who have undergone treatment for 72 hours or patients who will return home after being declared cured by the treating health personnel.
- inpatients who are in the treatment room that has been determined;

#### 2.5 Research Ethics

Research respondents, especially health research respondents, namely humans, need protection rights. Health research that includes humans as research respondents must still pay attention to ethical aspects. CNA (Canadian Nurses Association) and ANA) have established ethical principles of research involving humans as respondents, namely: *informed consent*.

Research respondents were given complete information about the research to be conducted through informed consent. The definition of informed consent is a consent or statement of the respondent which is given freely, consciously, and rationally after receiving information from the researcher. The informed consent can protect the patient from any possible treatment that the respondent does not agree with, as well as protect the researcher against possible negative research consequences. In this study, before the patient became a respondent, the researcher provided information related to the research. Then after the patient is willing to become a respondent, the patient signs the research consent form; The researcher guarantees that all information provided by the respondent is not reported in any way so that people other than the researcher are not able to identify the respondent. The researcher did not include the name of the respondent in the research results; the identity of the research respondents was replaced by coding the data as a substitute for identity.

### 3. RESULTS AND DISCUSSION

The researcher used a questionnaire sheet as a data collection tool. The questionnaire sheet in this study consisted of two types, namely a questionnaire sheet for nursing services and a questionnaire sheet for inpatients' expectations for nursing services. The two questionnaires are interrelated so that later the results can be linked to the level of satisfaction. The measuring instrument for nursing services uses a patient perception questionnaire sheet containing 20 statement points. This questionnaire sheet uses a Likert Scale answer format, namely the STS answer (Strongly Disagree) is given a score of 1, the TS answer (Disagree) is given a score of 3, the S answer (Agree) is given a score of 2, and the SS answer (Strongly Agree) is given a score of 4.

Table.1 Blue Print of Nursing Service Questionnaire Data Collection Tool

Variable	Indicator	Statement		Amount statement
		<i>Favorite</i>	<i>Unfavorable</i>	
Service nursing	1. Aspect attention	1, 3, 5	2, 4	5
	2. Aspect reception	6, 9, 10	7, 8	5
	3. Aspect communication	11, 13, 15	12, 14	5
	4. Aspects of work same	16, 20	17, 18, 19	5

5. Aspect of responsibility	22, 24	21, 23, 25	5
Amount	13	12	25

If the perception is below the expectation, that is, when the perception has a value of 1 while the expectation has a value of 4, then a score of  $1-4=(-3)$  is obtained (low satisfaction/lowest score). However, if the perception exceeds expectations, that is, when the perception has a value of 4 while the expectation has a value of 1, then the obtained value is  $4-1 = 3$  (high satisfaction/highest score).

Table. 2 Blueprint of Satisfaction Level Questionnaire Data Collection Tool

Variable	Indicator	Statement		Amount statement
		<i>Favorite</i>	<i>unfavorable</i>	
LevelSatisf action patient	1. hopeand the patient's perception of the aspect of attention;	1, 3, 5	2, 4	5
	2. hopeand the patient's perception of the reception aspect;	6, 9, 10	7, 8	5
	3. hopeand the patient's perception of the communication aspect;	11, 13, 15	12, 14	5
	4. hopeand the patient's perception of the cooperative aspect;	16, 20	17, 18, 19	5
	5. hope and the patient's	22, 24	21, 23, 25	5

### 3.1 Reliability test

Setiadi explained that the results or answers from the instruments must be the same if the measurements are aimed at different people or at different times. If Cronbach's alpha is less than 0.6 (at least having high criteria) then it is declared unreliable and conversely, Cronbach's alpha greater than 0.6 is said to be reliable (Arikunto 1993, in Nurjannah, 2008). In this reliability test, Cronbach's alpha is  $0.945 > 0.6$ , so 20 questions are said to be reliable.

Table 4.6 Differences in the Blue Print of Nursing Services Before and After Validity Test

Indicator	Before Validity Test			Amount		
	<i>Favorite</i>	<i>unfavo rable</i>	statem ent	<i>Favorite</i>	<i>unfavo rable</i>	statem ent
Attention aspect	1, 3, 5	2, 4	5	1, 3, 5	2	4
Acceptance aspect	6, 9, 10	7, 8	5	6, 9, 10	7	4
Communication aspect	11, 13, 15	12, 14	5	11, 13, 15	14	4
Cooperation aspect	16, 20	17, 18, 19	5	16, 20	17, 19	4
Aspect responsibility	22, 24	21, 23, 25	5	22, 24	21, 25	4
		Total	25	Total		20

Table. 2 Characteristics of respondents based on age, gender, occupation and education of inpatients at Summersari Public Health Center, Jember Regency, June-July 2013 (n= 44)

Age (years)	Frequency	Percentage
6-12	6	13.6
13-17	8	18.2
18-21	3	6.8

22-40	21	47.7
41-65	6	13.6
Total	44	100
Gender		
Man	20	45.5
Woman	24	54.5
Total	44	100
Work		
Housewife	11	25.0
entrepreneur	13	29.5
Farmer	4	9.1
Does not work	16	36.4
Total	44	100
Education		
SD	4	9.1
junior high school	21	47.7
senior High School	17	38.6
PT	2	4.5
Total	44	100

Table. 2 shows the proportion of respondents' characteristics by age, the largest number is the age group of 22-40 years with a total of 21 people (47.7%). The female gender has the highest number of as many as 24 people (54.5%). Based on the job status of the respondents, the highest number were respondents who did not work with a total of 16 people (36.4%). Meanwhile, based on the current education status or the latest education, the junior high school category has the highest number, which is 21 people (47.7%).

Table. 3 Distribution of respondent characteristics based on length of stay at the Sumbersari Health Center, Jember Regency in June-July 2013 (n= 44)

	mean	SD	Minimum-maximum	95% CI
Length of Treatment (day)	3.91	0.91	3-6	3.63-4.19

Table. 2 shows that the average patient who was the respondent in this study had been treated for 4 days. The shortest length of stay was 3 days, and the longest length of stay was 6 days. 95% believe that the average length of stay of respondents at the Sumbersari Health Center is in the range of 3.63-4.19 days. Nursing services are assessed based on respondents' perceptions which are classified into 4 four categories, namely not good, not good, good, and very good. namely to immunize against measles and not to immunize against measles. An overview of the distribution of respondents' perceptions of nursing services can be seen in the following table

Table. 3 Distribution of Respondents' Perceptions About Nursing Services at the Sumber Sari Health Center, Jember Regency in June-July 2013 (n= 44)

No.	Classification	Frequency (person)	Percentage (%)
1.	Not good	0	0
2.	Not good	38	86.4
3.	Well	6	13.6
4.	Very good	0	0
Amount		44	100

Table 3 presents the distribution of data on nursing services at the Sumbersari Health Center, Jember Regency. The results of the study concluded that 6 respondents (13.6%) assessed that the nursing services at the Sumbersari Health Center were in the good category and 38 respondents (86.4%) considered them to be in the poor category. Assessment of nursing services in this study was carried out by the patient. Patients can judge services because they act as recipients of services. The following are the results of nursing services research that refers to several aspects including aspects of attention, acceptance, communication, cooperation, and responsibility. The description of the distribution of respondents' satisfaction levels in nursing services can be seen in the table. 5.

Table. 5 Distribution of Respondent Satisfaction Levels in Nursing Services at Sumbersari Health Center, Jember Regency in June-July 2013 (n= 44)

Satisfaction Level	Frequency	Percentage (%)
Very low	0	0
Low	34	77.3
Currently	10	22.7
Tall	0	0
Very high	0	0
Total	44	100

Based on the table. 5 it can be concluded that the level of satisfaction of respondents in nursing services is at a moderate level of satisfaction as many as 10 people (22.7%), and 34 people (77.3%) are at a low level of satisfaction.

No.	Classification	Frequency (person)	Percentage (%)
1.	Not good	0	0
2.	Not good	38	86.4
3.	Well	6	13.6
4.	Very good	0	0
Amount		44	100

Source: Primary data, June-July 2013

Table 6 presents the distribution of data on nursing services at the Sumbersari Health Center, Jember Regency. The results of the study concluded that 6 respondents (13.6%) assessed that the nursing services at the Sumbersari Health Center were in the good category and 38 respondents (86.4%) considered them to be in the poor category. Assessment of nursing services in this study was carried out by the patient. Patients can judge services because they act as recipients of services. The following are the results of nursing services research that refers to several aspects including aspects of attention, acceptance, communication, cooperation, and responsibility.

Table 7 Distribution of Respondents' Perceptions About Aspects of Nursing Services at Sumbersari Health Center, Jember Regency in June-July (n= 44)

Nursing Service	Frequency of nursing services								Total	
	Not good		Not good		Well		Very		f	%
	f	%	f	%	f	%	f	%		
Attention	10	22.7	27	61.4	7	15.9	0	0	44	100
Reception	6	13.6	29	65.9	9	20.5	0	0	44	100
Communication	4	9.1	33	75.0	7	15.9	0	0	44	100
Cooperation	3	6.8	25	56.8	16	36.4	0	0	44	100
Not quite enough Answer	10	22.7	27	61.4	7	15.9	0	0	44	100

Table 7 describes the results of research on nursing services in the aspect of attention, 7 respondents (15.9%) assessed that they were in the good category while 27 respondents (61.4%) considered them to be in the poor category and 10 respondents (22.7%) rated is in the bad category. A total of 9 respondents (20.5%) assessed that nursing services in the acceptance aspect were in the good category. However, as many as 29 respondents (65.9%) assessed that nursing services on the reception aspect were in the poor category and 6 respondents (13.6%) assessed that nursing services on the reception aspect were in the bad category. Nursing services in the communication aspect were considered to be in the good category by 7 respondents (15.9%). While 29 respondents (65.9%) rated nursing services in the communication aspect as being in the poor category and 4 respondents (9, 1%) judged to be in the bad category. A total of 16 respondents (36.4%) assessed that nursing services in the cooperative aspect were in the good category, 25 respondents (56.8%) rated it not good and 3 respondents (6.8%) rated it not good. Nursing services in the aspect of responsibility were considered to be in the good category by 7 respondents (15.9%), 27 respondents (61.4%) rated it not good and 10 respondents (22.7%) rated it not good.

### 3.2 discussion

Table.8 Distribution of Respondents Satisfaction Levels in Nursing Services at Summersari Public Health Center, Jember Regency in June-July 2013 (n= 44)

Satisfaction Level	Frequency	Percentage (%)
Very low	0	0
Low	34	77.3
Currently	10	22.7
Tall	0	0
Very high	0	0
<b>Total</b>	<b>44</b>	<b>100</b>

Based on table 8 it can be concluded that the level of satisfaction of respondents in nursing services is at a moderate level of satisfaction as many as 10 people (22.7%), and 34 people (77.3%) are at a low level of satisfaction.

Table 9 Distribution of Respondent Satisfaction Levels on Aspects of Nursing Services at Summersari Health Center, Jember Regency in June-July 2013 (n= 44)

Nursing Service	Frequency of nursing services								Total	
	Not good		Not good		Well		Very		f	%
	f	%	f	%	f	%	f	%	f	%
Attention	0	0	27	61.4	17	38.6	0	0	0	0
Reception	0	0	30	68.2	14	31.8	0	0	0	0
Communication	0	0	21	47.7	23	50.0	0	0	0	0
Cooperation	1	2.3	10	22.7	33	75.0	0	0	0	0
Not quite enough	1	2.3	17	38.6	26	59.1	0	0	0	0

The Relationship between Nursing Services and Satisfaction Levels of Inpatients at the Summersari Health Center, Jember Regency. The statistical test used to determine the relationship between nursing services and the level of satisfaction of inpatients at Summersari Health Center, Jember Regency, is the Chi Square test. The description of the distribution of respondents about the relationship between nursing services and the level of satisfaction of inpatients at the Summersari Health Center, Jember Regency can be seen in table 10

Table 10 Distribution of the relationship between nursing services and the level of satisfaction of inpatients at the Summersari Health Center, Jember Regency (n = 44)

Nursing Service	Patient Satisfaction Level					
	Low	Currently	Total p Value		OR	
	f	%	f	%	f	%
Well	2	33.3	4	66.7	6	13.64
Not good	32	84.2	6	15.8	38	86.36; 0.0181; 0.667
<b>Total</b>	<b>34</b>	<b>77.3</b>	<b>10</b>	<b>22.7</b>	<b>44</b>	<b>100</b>

Table 10 shows the relationship between nursing services and the level of satisfaction of inpatients at the Summersari Public Health Center, Jember Regency, with the results of the statistical test p value = 0.018.  $H_0$  failed to be rejected (p value), so it can be concluded that there is a significant relationship between nursing services and the level of satisfaction of inpatients at the Summersari Health Center, Jember Regency. The Odds Ratio value in the statistical test results is 10,667, so it can be concluded that good nursing services have 10,667 times more chances to achieve a high level of patient satisfaction compared to poor nursing services.

#### 4. CONCLUSION

Based on the results of research and discussion on the relationship between nursing services and the level of satisfaction of inpatients at the Summersari Health Center, Jember Regency, which was conducted on June 26–July 20, 2013, the following conclusions can be drawn:

- Most of the inpatients at Summersari Health Center aged 22-24 years, namely 21 people (47.7%), women as many as 24 people (54.5%), not working as many as 16 people (36.4%), junior high school education as many as 21 people (47.7%), and the average length of stay was 4 days;
- As many as 86.4% of respondents in the nursing service at the Summersari Health Center were in the poor category;
- A total of 77.3% of respondents are in the category of low satisfaction level;
- There is a relationship between nursing services and the level of satisfaction of inpatients at the Summersari Public Health Center, Jember Regency (P value = 0.018 and OR = 10.667).

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