



RESEARCH ARTICLE

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Nurses Caring and Patient's Satisfaction at Internal Medicine Unit of Dr. Soetomo Hospital, Surabaya

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ABSTRACT

Patient's satisfaction is crucial for a hospital, and nursing as an integral part of health care in hospitals also determine the level of patient's satisfaction. At the order of the clinic nurses deal directly with the public as their client. A direct relationship between the nurse and the client need a behaviour that can be accepted by the whole society. Caring as one of the basic values of nursing, is a phenomenon that affects the way to think, feel and relate to others. This study aimed to analyze the relationship between the nurses caring with patient's satisfaction by using cross sectional design. Population of this study was patients who were treated in Internal Medicine Unit of Dr. Soetomo Hospital in November 2015. The sample size was 75 people, who were selected by simple random sampling technique. Data collection was done by filling out the questionnaire, then analyzed by using Chi-square test. Results showed 57.33% of the patients gave judgment of satisfactory to nurse caring behaviour and 42.67% gave a good assessment. 62.67% of the patients said they were satisfied with the caring services. There was a significant relationship between nurses caring with patient satisfaction.

Keywords: Nurses caring, Patient satisfaction

INTRODUCTION

Towards the era of globalization where competition is more open, the health care industry should be able to change the paradigm of providing health care. Hospitals should provide services that focus on customer satisfaction, because the real satisfaction of the demands of the consumers towards services that are bought. In the daily reality of patient dissatisfaction often expressed in relation to the attitudes and behavior of hospital personnel services, among others, doctors and nurses. Research results of Suryawati, et al. (2006) showed that patient satisfaction with nursing care in hospitals was 3.15% dissatisfied, 10.08% less satisfied, 74.77% and 12.05% satisfied very satisfied. Patient satisfaction associated with buying interest re-hospitalization by 61.04%, with the highest percentage of repeat purchase interest is equal to 90% of the 107 patients who have a high satisfaction, and 96% of respondents who have an interest in the high repeat purchase has a high satisfaction. Similarly Rosjid (1997), attitude, behavior, speech, indifference, friendliness of staff, and the ease of getting information and communication ranks high in patient satisfaction perception of hospital. Not infrequently the patients and their families feel outcome was not in accordance with expectations, but feel quite satisfied because it is served with an attitude that respects the feelings and dignity.

Nursing as an integral part of health care is the spearhead of health services in hospitals. Nurses are health workers with the greatest number in Indonesia. In the order of the clinic nurses deal directly with the public as their client. A direct relationship between the nurse and the community as a client in need of behavior that can be accepted by the whole society. Nurse professional conduct related to the values to be true. Caring as one of the basic values of nursing, is a phenomenon that affects thinking, feeling and relating to others. Caring help nurses recognize a good intervention, and then to the attention and guidance to provide nursing care, help clients recover from his illness, provide an explanation of his illness, and manage or rebuild relationships, (Potter & Perry, 2005). The values of caring established and maintained by the individual nurse as the culprit and also by the nursing profession through understanding, observation and experience. Values are formed in a social environment in which the educational background, socio-economic, spiritual and cultural influences the shape of the value of the (Potter & Perry, 2005). Values nurses caring is the capital to provide nursing care to

clients with adequate. The provision of adequate nursing care is expected to help clients to improve their health and increase client satisfaction on nursing services.

The objective of the study was to analyze the relationship between nurses caring and patient satisfaction. The results of this study are expected to become inputs for the same hospital on the importance of nurses caring to develop nurse resource as the spearhead of health services in hospitals.

METHODS

The population of this cross sectional study was patients who are undergoing treatment in November 2015 had minimal 3 days in the Internal Medicine Unit of Dr. Soetomo Hospital, Surabaya. Samples were selected by using simple random sampling technique. Sample size was 75 people. There were two variables, nurses caring and patient satisfaction. Operational definition of patient satisfaction was an important and commonly used indicator for measuring the quality in health care. Data were collected by filling out the enclosed questionnaire. The data of the two variables are classified as categorical data, thus referring to Nugroho (2014), the data is presented in the form of frequency and percentage, then followed by hypothesis testing using Chi Square test.

RESULTS

Table 2. Nurses caring at Internal Medicine Unit of Dr. Soetomo Hospital, Surabaya

Nurses Caring	Frequency	Percentage (%)
Good	32	42.67
Fair	43	57.33
Bad	0	0.00
Total	75	100

Table 3. Patient satisfaction at Internal Medicine Unit of DR. Soetomo Hospital, Surabaya

Patient Satisfaction	Frequency	Percentage (%)
Satisfied	47	62.67
Dissatisfied	28	37.33
Total	75	100

Table 4. Patient satisfaction based on nurses caring at Internal Medicine Unit of Dr. Soetomo Hospital, Surabaya

Nurses Caring	Patient's satisfaction				Total	
	Satisfied		Dissatisfied		f	%
	f	(%)	F	(%)		
Good	25	78.13	7	21.87	32	100
Satisfactory	22	51.16	21	48.84	43	100
Total	47	62.67	28	37.33	75	100

Table 1 shows that the quality of nurses caring was in fair and good category, and no one was in the bad category. This was similar to the level of patient satisfaction, which was mostly in the satisfactory category (Table 2). Table 3 shows that Chi Square test produces p-value 0.017 so it is concluded that there is a significant correlation between nurses caring with patient satisfaction in the Internal Medicine Unit Dr Soetomo Hospital, Surabaya.

DISCUSSION

The results of this study shows that the quality of nurses caring was in fair and good category, and no one was in the bad category. This means that the behavior displayed nurses caring in the service has met the expectations of patients. Rate or the patient's perception of the quality of nursing services is influenced by many factors that are either directly related to the delivery of nursing services by nurses to patients, as well as those not directly related to the delivery of services such as physical aspects and conditions of service. According to Kotler (2002), the formation of perception is influenced by the object, offender perceptions, and the situation. Factors object or stimulus, in this case the performance of nurses in the form of physical, visual, verbal and non-verbal communication. Factors perpetrators of perception in this case is the patient's personal characteristics that

include attitudes, motives, interests, experiences, values espoused and expectations or hopes. Factor situation, encompassing the time, the state of the workplace and social conditions. Conditions cleanliness, neatness, beauty and comfort of the treatment room, as well as the completeness and appropriateness of medical or non-medical facilities are also urgently needed patient. Embodiments of these conditions can not be separated from the role and responsibilities of the nurse as manager of the treatment room.

For society at large to undergo inpatient in hospital is something that is not fun. A person would not choose go to the hospital unless he was forced on the basis of medical reasons. Motive a patient to undergo hospital treatment based on the desire to meet their needs. For example, in addition to the need to completely recover from his illness, he was eager to undergo treatment with an easy, safe, and comfortable. Motive is what will further affect the ratings or the patient's perception. Hardy & Heyes (1988) states that a person's perception ability is inborn and its further development is strongly influenced by the environment, in this case the process of learning, stimulation and maturation. Therefore formation is influenced by the individual mind and the surrounding environment, the perception or assessment of these patients have a subjective character. It where each patient has a different perception of the same object something.

Nurse caring behavior will enable harmonious interpersonal relations between nurses and their patients, and to help meet the needs of patients. In accordance with the statement of Potter and Perry (2005) that caring is essential in helping individuals achieve positive results.

The results of this study showed that the majority of patients satisfied with the services of nurses. Satisfaction is an emotional reaction to the perceived service quality, and the quality of service perceived an overall opinion or attitude response associated with the virtue of service. In other words, customer satisfaction is the quality of services in the light of the interests of patients. Factors that affect patient satisfaction according to Saryono (2010), are the basic factors that exist in a patient such as a state of physical, social, economic, socio-cultural, ethnic, value system, changes in mental attitude and personality changes as a result of the illness, as well as environmental factors such as cleanliness, comfort, speed of service, hospitality officer, privacy protection, food, and fare. As according to the Kotler (2002), consumer satisfaction is determined by the expectations of consumers and consumer-perceived performance of a product. On the other hand, expectations of patients continues to grow along with the needs.

Results of testing the hypothesis of this study showed a significant relationship between nurses caring with patient satisfaction. That is, the better the nurse caring behavior, the higher patient satisfaction with nursing care. In other words, the behavior of the nurses caring for patients will affect the quality of nursing services and the impact on patient satisfaction. Nurse caring behavior is perceived well by patients makes her feel appreciated, so as to give satisfaction to the expectations of patients. This fact is in line with the opinion of Kotler (2002), that the consumer perception of product performance hospital receives will determine the level of satisfaction. If the performance is good, he will be satisfied and if his performance is bad then he will not be satisfied. In a simple relationship can be explained as follows, a patient who has hope to be treated with friendly and attentive by skilled nurses, in a room that was clean and comfortable, in a safe situation, and by means of complete equipment. If it is felt he had learned that he was satisfied. This can be because the nursing care given during the 24 hours starting from the initial entry to the patient's departure. Throughout the patients treated in the room, the patient will continue to interact with the nurses. The nurse who was always willing to help a patient when the patient needs help. Nurses also assist patients in meeting their basic needs and assist in the recovery and healing of patients. So the relationship and interaction between the nurse-patient will determine the level of patient satisfaction with quality of care in hospitals.

Good behavior in nurses caring can create relations of mutual trust between the nurse-patient and can help meet the needs of the patient, which in turn can give satisfaction to the patient. If the good services have made patients "satisfied", then logically the best service or very good is the service that makes the patient was "very satisfied".

CONCLUSION

Based on the results of this study can be concluded that there is a correlation between nurses caring and patient satisfaction in the Internal Medicine Unit of Dr Soetomo Hospital Surabaya.

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