

Quality of Nursing Services Affect the Patient Satisfaction in Hospital

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Abstract: Improved quality of services was needed to provide patient satisfaction. Quality of nursing care consists of five dimensions these are responsiveness, assurance, tangibles, empathy, and reliability. The aimed of this study was determined the relationship of nursing care quality with patient satisfaction level in hospital. The type of this research was non-experiment research and used cross sectional design. This research used purposive sampling technique, with the total sample were 98 patients in Hospital. The data was collected using questionnaire and analyzed using pearson product moment test. The average quality of nursing services was at score 77.36, with the standard deviation at 8.91. The average patient satisfaction was at score 101.59, with the standard deviation at the score of 11.60. The result of Pearson Product Moment statistic test showed that there was a significant and positive correlation between the quality of nursing services with the level of patient satisfaction with the strong relationship correlation proved with p-value = 0,000 and r-value= 0,592. It showed that increasing the quality of nursing services given to the patient can increased the level of patient satisfaction.

Keywords: *Nursing services, Patient satisfaction, Quality.*

1. Introduction

Satisfaction is a person's feeling of pleasure or disappointment that arises from comparing results with their expectations or one's feelings of pleasure derived from comparisons between the pleasure gained from a product or service with its expectations (Kotler, 2009, Nursalam, 2013). Patients will feel satisfied if the performance of health services obtained was equal or exceeds their expectations. Conversely, dissatisfaction or feelings of disappointment of the patient will arise if the performance of the health services obtained was not in accordance with his expectations. Patient satisfaction was a level of feeling that arises as a result of the performance of health services obtained after the patient compares to what he expects (Pohan, 2007).

Patient satisfaction to nursing services was not optimal, it can be seen in a study conducted by Joolae et.al 2008 in Negarandeh, Reza et.al, 2014 in Iran showed that there

were more than 60% of patients dissatisfied with the nursing services. According to Doran, 2010 in a study conducted by Negarandeh, Reza et.al 2014, factors that affect patient satisfaction include effective interaction or communication which was an important determinant in patient satisfaction. The perceived quality of interaction between patients and nurses had been found to be associated with patient satisfaction. According to popular theory hospitals should be able to satisfy customers by providing excellent quality of services (Ariyani, 2009).

Improved quality of services were necessary to provide satisfaction to patients. For patients, good quality was usually associated with recovery from pain or reduced pain, speed of service, hospitality and low service rates. On the contrary, the patient will consider the health service was bad if he thinks the pain does not heal, queues for a long time, the health worker is not friendly. So the quality of service according to the patient is related to patient satisfaction with service (Wijono, 2007).

According to Asmuji (2013) the quality of nursing services is a condition that describes the level of nursing services perfection comprehensively (bio-psycho-social-spiritual) to sick and healthy individuals carried out based on standards nursing process that have been established to adjust to the customer's expectation. The end goal is the creation of customer satisfaction (patients and families). The five dimensions of quality that are measuring customer satisfaction include tangible, reliability, responsiveness, assurance and empathy.

The results of research conducted at the Ngletih Health Center in Kediri city also showed that the five dimensions of nursing service quality are still rated in the low category. The largest percentage was in the dimension of responsiveness, 61% of customers stated that the responsiveness of service personnel was still bad, in the second order there was a tangible dimension also still rated bad by the patient of 59% then followed by Reliability and empathy dimensions, each of which results equally, are 54%. Similarly, the dimension of assurance, where 24 out of 46 people with a percentage of 52% also stated that the dimension of assurance provided by nurses is also still bad (Nursalam, et al 2013).

Based on the results of preliminary studies showed that 7 /10 inpatients expressed dissatisfaction with the nurses services. As many as 7 /10 patients complained that nurses were less responsive to patient complaints, 6/10 patients also complained that nurses used bad communication to patients, 4 /10 patients stated nurses were less friendly to patients. The results of the patient satisfaction index survey in inpatient care unit of Hospital X in 2016, there were 17% of patients who said that they were dissatisfied with the services provided by nurses. In addition to conducting preliminary studies on patient satisfaction, researchers also observed and interviewed about nursing services. The results showed that nursing services had not been optimally. This was seen from the lack of communication to each patient providing services such as providing information about the drugs he took, treatment programs, diet programs when the patient was declared cured and allowed to go home. BOR (Bed Occupancy Rate) service indicator data for the last 3 months of 2016 from October to December were: 66.99% at October, 67.77% at November and 63.65% at December. Based on these data, the percentage of indicators BOR services have not reached the national standard value it was 70-80%. Based on the

description, it is important to do research to find out "Relationship of Nursing Service Quality With Inpatient Satisfaction Level".

2. Materials and Method

2.1 Material

To assessed the quality of nursing services, this study used a questionnaire that adapted from Mi Aie Lee and Young-Hee Yom's research in 2007 with the title "A Comparative Study of Patients's and Nurses Perceptions of The Nursing Services, Satisfaction and Intent To Revisit The Hospital : A Questionnaire Survey". The questionnaire had been conducted reliability test obtained cronbach's $\alpha = 0.97$. To assessed patient satisfaction used questionnaires based on Biering's research in 2011 with the title "Casting Light on The Concept of Patient Satisfaction by Studying The Construct Validity and The Sensitivity of a Questionnaire". The questionnaire had been conducted reliability test obtained Cronbach's $\alpha = 0.95$.

This questionnaire had been also tested for validity in Indonesia by Syarif Zen Yahya in 2013 with expert tests. Statistical analysis used the Pearson correlation test because both variables are normally distributed. Data Normality test used *Kolmogorof Smirnov* test.

2.2 Method

This type of research was non-experimental research with cross sectional design. The study was conducted in May 2017. The samples used in this study were inpatients in the room of Bougenville, Cempaka, Kenanga and Angrek in RSUD X in Semarang city. The sampling technique in this study was purposive sampling. A sample of 98 respondents. Independent variable was the quality of nursing services and the dependent variable was patient satisfaction.

3. Results

Table 1. Overview of Nursing Service Quality and Patient Satisfaction

Variabel	Mean	Median	Modus	Minimal	Maksimal	S.D
Quality of nursing services	77,36	78	80	53	100	8,919
Patient satisfaction	101,59	103	97	68	130	11,605

Based on table 1. it can be seen that the average (mean) quality of nursing services was at score 77.36, the middle (median) value was at a score 78, the value that often appears (mode) was at score 80. While the lowest value was at a score of 53 and the highest value was at a score 100 and SD (standard deviation) was at a score of 8,919. The results were also Indicates that the average (mean) of patient satisfaction was at score 101.59, the middle (median) value was at score 103, the value that often appears (mode)

was at score 97, while the lowest value was at a score of 68 and the highest value was at a score of 130 and SD (standard deviation) was at a score of 11,605.

Table 2. Data Normality Test Results

Variabel	<i>p-value</i>
Quality of nursing services	0,724
Patient satisfaction	0,316

Table 2 showed that the results of the data normality test showed that the p-value of the nursing services quality variable was 0.724 and the p-value of the patient satisfaction variable was 0.316 which means $> \alpha = 0.05$ so that the data was normal distribution, therefore the analysis test used was pearson correlation test (Pearson Product Moment) which was to test hypothesis and to find out the relationship between independet variable and dependent variable.

Table 3. Affect of Nursing Care Quality with Patient Satisfaction Level

Variabel	<i>r</i>	<i>p-value</i>
The affect Quality of nursing services to Patient satisfaction	0,592	0,000

Table 3 showed that pearson product moment correlation test result was ($p=0.000$) $< (\alpha=0.05)$, then H_a was accepted and H_o was rejected. It can be concluded that there was a relationship between the quality of nursing services and the level of inpatient satisfaction at the hospital. Based on the correlation coefficient value of Pearson Product Moment test results it was known that the value $r = 0.592$, which means that the correlation between the quality of nursing services and the level of satisfaction of inpatients showed a strong level of relationship. The direction of positive correlation means the increasing quality of service provided the more patient satisfaction increases.

4. Discussion

4.1 Quality of Nursing Services Overview

Based on table 1 it can be seen that the average (mean) quality of nursing services was at score 77.36, the middle value (median) was at score 78, the value that often appears (mode) was at score 80 while the lowest value was at score of 53 and the highest value was at 53. The maximum score was at 100 and SD (standard deviation) was at score 8,919. Based on the analysis of questionnaires showed that the lowest contribution of the five dimensions of nursing service quality was in dimension of assurance. It showed that nurses lack nursing knowledge in carrying out their duties as nurses and nurses were still not good in providing care assurance then make the patients have less trust in nurses.

The second dimension was the dimension of empathy, the lowest value of the questionnaire analysis showed that the nurse had not been able to understand the patient's feelings well. The third lowest contribution was in the tangible dimension (physical evidence) where the lowest value of the questionnaire analysis showed that the nurse's room looks less neat and the unavailability of a comfortable enough room for patient' waiter. While the fourth lowest contribution was the dimension of responsiveness. This study found nurses who do not provide nursing services immediately and the fifth dimension was the dimension of reliability. The lowest value of questionnaire analysis was that nurses are still less concerned about handling patient problems. The quality of nursing services in this case is in accordance with the opinion of Satrianegara (2014), where the dimension of the quality of nursing services or known as the SERVQUAL (service quality) model consists of five dimensions that include responsiveness, assurance, tangibles, empathy and reliability.

According to Siswanto (2011), factors that affect the quality of service were science and technology. The improvement of science and technology will be followed by a more advanced society so as to have a better awareness in using or utilizing nursing services. This encourages health care providers to improve the quality of equipment and infrastructure, fulfill the rights of patients in terms of information so that patients get the services expected and no one feels harmed. Quality service was needed in the service system, especially nursing services. Quality nursing services will encourage satisfaction with the recipient of the service, namely the patient. The quality of service was the main thing that must be owned by every service agency, especially in the field of health such as hospitals, to achieve the best quality of service, the hospital must pay attention to the smallest things about the needs of its customers (Kuntoro, 2010).

According to Bustami (2011), stated that the most important measure in quality was not price or cost but similarity to the standards that have been determined. Therefore, a good or service was said to be of quality if the goods or services have a degree of perfection that was in accordance with existing standards. In other word it can be argued that quality was a combination of the properties and characteristics of a product or services that can meet the need of the user or customer.

4.2 Patient Satisfaction Overview

Based on table 2 it can be seen that the average (mean) of patient satisfaction was at score 101.59, the middle (median) was at score 103, the value that often appears (mode) was at score 97 while the lowest value was at score 68 and the highest value was at score 130 and SD (standard deviation) was at score 11,605. In line with the Crosier M (2012) study as a whole there was an increase in satisfaction from 2002 to 2007 from a mean score 5.52 increased to 6.01. Another researcher Akiko Kamimura et al (2015) also mentioned that the overall level of patient satisfaction in the hospital was high, which was a score 4 of 5.

However, there are some aspects that make patient dissatisfied to the nursing services. Based on the results of the questionnaire analysis some aspects include: nurses do not explain about the results of patient health examinations in detail. The nurse did not give an explanation of the patient's illness, the nurse was not at the nurse station at

the time of the search by the patient's family. Nurses do not always understand the patient's feelings, nurses are not friendly to the patient, nurses rarely ask the patient's situation and the patient does not receive adequate information about the action. So that the patient does not know what to do when the patient comes home.

This study was in line with research by Desimawati (2013) with the title Relationship of Nursing Services with Inpatient Satisfaction Levels in Jember Regency, that 77.3% of patients expressed satisfaction levels in the category of dissatisfaction. Other studies are also in line with this study, namely a study conducted by Ayuningtiyas, Kutri (2014) with the title Of Patient Satisfaction In Nursing Services in Hospitals, that 50% of patients expressed patient satisfaction in the category of dissatisfaction.

Patient dissatisfaction with the lack of attention from the hospital or nursing personnel to inpatients. this can be seen from the attitude of nurses in providing services to patients who are not in accordance with the needs of these patients. Patients feel less satisfied with nursing services because the services provided are not on time and not in accordance with scheduled, nurses pay less attention to patient complaints and sometimes nurses seem unprepared. The purpose of nursing services can be achieved by educating nurses to have a professional and responsible attitude in work. improve relationships with patients or families, improve communication between health workers, improve service implementation and improve the quality and productivity of work to maintain patient comfort (Kuntoro, 2010)

4.3 The Affect of Nursing Services Quality to Patient Satisfaction

The results of the data normality test that the p-value of the nursing service quality variable was 0.724 and the p-value of the patient satisfaction variable was 0.316 which means $> \alpha = 0.05$ so that the data was normal distribution, therefore the analysis test used was the Pearson Product Moment correlation test which was to test hypotheses and to find out the relationship between independent variables and dependent variables.

Pearson correlation tests showed that the value ($p = 0.000$) so there was a relationship between the quality of nursing services and the level of patient satisfaction. The correlation coefficient value $r=0.592$, which means that the correlation between the quality of nursing services and the level of inpatient satisfaction in hospitals showed a strong level of association, the direction of positive correlation that means the increasing quality of nursing services , the more patient satisfaction increases. It also means that patient satisfaction can be improved through improving the quality of nursing services.

The results of this study are in line with Kuntoro (2010) which stated that nursing services are very closely related to patient satisfaction because of the way nurses provide nursing services will have a direct impact on patients. The services provided must be able to meet the needs, wants, and in accordance with the expectations of the patient. Patients will feel satisfied if the services provided are appropriate and in accordance with expectations. Patient satisfaction with nursing services can increase patient confidence in the nursing profession. Success in nursing services is largely determined by the performance of the nurses. Thus, the evaluation of the performance of nurses needs to be improved implementation.

According to Suryadi (2011), the quality of nursing services is closely related to patient satisfaction, because satisfaction is one of the indicators in the assessment of service quality. Recent developments show that the public users of government and private services are increasingly demanding quality services. People as consumers always expect good service in an effort to meet their needs and desires so that in their fulfillment must be accompanied by a level of satisfaction.

In line with the research of Andrea et al (2017) mentioned that the satisfaction of female patients in the hospital is determined by their perception of the quality of service, especially in antenatal and intranatal services. The results of Andrea et al's research also mentioned that there is a strong correlation between the quality element of service and the satisfaction received by patients. Another study Widyastuti & Anita (2015) also showed a positive relationship between the quality of nurse services and the level of patient satisfaction in the inpatient room of Wonosegoro I Boyolali Health Center.

In line with Safrudin's research, et al (2016) which stated that there is a significant and positive relationship between the quality of health services and the satisfaction of outpatients in UPT Puskesmas Gandrungmangu 1 Cilacap Regency, evidenced by the results of spearman rank correlation test $p\text{-value} = 0.000$ with a value of $r = 0.493$. In line with Suryati's research (2012), which stated that there is a significant and positive relationship between the quality of nursing services and the satisfaction of inpatients in class III hospitals. PKU Muhammadiyah Yogyakarta, evidenced by the results of the correlation test calculation is known that the value of $r = 0.623$ with $p\text{-value} = 0.000$.

According to Aryani (2010) today customers are more difficult to be satisfied because customers are smarter, more price conscious, more demanding, less forgiving and approached by many competitors with the same or better offer. In order to monitor the quality of services that have been provided, the hospital is expected to conduct regular surveys periodically to assess directly the quality of available services compared to expected and surveys on patient satisfaction. Increase special attention to the patient, prioritize the interests of the patient, understand the needs of the patient so as to create maximum patient satisfaction. The increasing quality of nursing service standards, the image of nursing in the eyes of the world will increase and there is no denying that nursing services must continue to be required to provide increasingly quality nursing services such as patient rights in getting fast and responsive nursing services in order to improve patient satisfaction because nursing services are one of the determinants of good quality and outlook of a health service. According to Andrea et al, patient satisfaction is not always the same as the quality of service received. This can be caused by the patient's unconsciousness of the standard of service and low expectations / expectations of the services to be obtained.

5. Conclusions

Improving the quality of nursing services can improve patient satisfaction. The average value (mean) of nursing service quality was at score 77.36, the middle (median) value is at a score of 78, the value that often appears (mode) is at a score of 80 while the

lowest value is at a score of 53 and the highest value is at a score of 100 with a standard deviation of 8,919. The results showed that there are still values that are below average so it can be said that there were still nurses who were not good at providing nursing services to patients. The average value (mean) of patient satisfaction was at score 101.59, the middle (median) score was at score of 103, the value that often appears (mode) was at score of 97 while the lowest value was at score of 68 and the highest value is at a score of 130. The result showed that there were patient that

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Conflict of Interest

The authors they have no competing interests

Author Contributions

RA analyzed and interpreted the respondent's data, writing the manuscript, translate into English and present in international conference. IR collected the data, scoring and coding from the questioner to computing data.

Ethical Issues

We ask for consent to be a respondent and they sign the informed consent form if they agree to be respondent. We ensure the confidentiality of respondents' identities.

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