

Relationship Between Nursing Services and Level of Satisfaction of Inpatients

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Abstract

Introduction: One indicator of the success of individual health services at the Public Health Center is patient satisfaction. The provision of quality health services will provide satisfaction for the patient which has an effect on the patient's desire to return to an institution that provides effective health services. Patients will always seek health services in facilities whose health service performance can meet patient expectations. Health services that are not in accordance with patient expectations are expected to be input for health service organizations to try to fulfill them. **Objective:** To determine the relationship between nursing services and the level of satisfaction of inpatients at the Bongan Health Center, West Kutai Regency. **Methods:** This study uses an analytical descriptive type of research with a cross sectional approach which was carried out in April 2022. **Results and Discussion:** Nursing services in the sufficient category (87.5%). The satisfaction level of inpatients is in the satisfied category (45.8%). The relationship between nursing services and the level of satisfaction of inpatients is obtained $p\text{-value}=0.014$. Smaller than 0.05. **Conclusion:** There is a relationship between nursing services and the level of satisfaction of inpatients at the Bongan Health Center, West Kutai Regency.

Keywords: Hospitalization; Nursing; Satisfaction;

Introduction

Health is a human right and at the same time an investment for the success of nation building (Apridani et al., 2021). Health development is the implementation of health efforts by the Indonesian people to increase awareness, willingness, and ability to live healthy for everyone in order to realize an optimal degree of public health (R Hapsara Habib Rachmat, 2018)

Based on Omoronyia's research on patient satisfaction with nursing services in Calabar, Nigeria, 60.4% of patients were satisfied with nursing services. The patient satisfaction is obtained from the nursing services she receives in the form of: providing information needed by patients, privacy that is well maintained, the time given by nurses is entirely for patients and nurses are always alert and responsive in serving. Meanwhile, 39.6% of patients were dissatisfied with nursing services in Calabar, Nigeria (Asibong et al., 2020)

While research by Mien Li Goh, (2018) shows that there is a correlation between patient satisfaction with the way nurses perform nursing services in Singapore Hospitals. This is related to the psychology of nurses who are tasked with influencing their performance in caring. So it is hoped that nurses are always excellent and do not experience enormous pressure so as not to prevent them from being kind and professional towards patients (Goh et al., 2018)

In carrying out its function as a health-minded development center, community empowerment center, primary health service center, and primary individual health service center, the Public Health Center is obliged to provide compulsory health efforts and development health efforts (Putri et al., 2017). For this reason, comprehensive and sustainable health development is carried out, with the aim of increasing awareness, willingness, healthy living for everyone in order to realize the highest degree of public health (HARIYANTO & SEMBIRING, 2013)

The Public Health Center was established to provide basic, comprehensive, complete, and integrated health services for all residents living in the Public Health Center work area. Public Health Center is an Integrated Implementation Unit (UPT) of the District/City Health Office which is responsible for organizing health development in its work area. Public Health Center as a first-level health facility is expected to improve and improve public health, where health workers or workers have a great role and responsibility regarding public health problems, especially in terms of providing quality health services (Karim et al., 2018)

One indicator of the success of individual health services in the Public Health Center is patient satisfaction. Satisfaction is defined as a post-consumption assessment, that a selected product can meet or exceed consumer expectations so as to influence the decision-making process for repurchase of the same product. The definition of product here includes goods, services or a mixture of goods and services. Public Health Center products are health services (Pohan, 2019). The provision of quality health services will provide satisfaction for patients which has an effect on the patient's desire to return to institutions that provide effective health services (Pardede et al., 2016).

Patients will always seek health services in facilities whose health service performance can meet patient expectations. Health services that are not in accordance with patient expectations are expected to be input for health service organizations to try to meet them. To realize optimal health services for the community, it needs to be supported by the existence of adequate health facilities and have good service quality (Ananda, 2017)

Satisfaction is a person's feeling of pleasure or disappointment derived from a comparison between his impression of the performance or results of a product and his expectations. New patients will feel satisfied if the performance of the health services they get is the same or exceeds their expectations and vice versa, dissatisfaction or feelings of patient disappointment will arise if the performance of the health services they get is not in accordance with their expectations

Satisfaction will be obtained by the community if the quality of service provided in good condition certainly greatly affects the level of patient satisfaction, then it will cause patients to feel satisfied with the services provided so that it will provide positive value and will be sustainable in the future. The interests of patients for the services provided by the Public Health Center will certainly vary, something that is felt good at this time is not necessarily good for the future. For this reason, the Public Health Center in this case must be observant in looking at its patients, if there is a gap in the importance of it is known, changes or evaluations are needed and improve the services provided by the Public Health Center to patients in accordance with the wishes and needs of these patients (Pohan, 2019)

The quality of nursing services is the most important factor to form customer or patient trust in nursing services so as to create customer loyalty and satisfaction (Gulo et al., 2021). Patient satisfaction is a capital to get more patients and to get loyal patients. Loyal patients will reuse the same service if the patient needs nursing services again, patient satisfaction also depends on the quality or quality of nursing services. The measurement of patient satisfaction level is closely related to the quality of nursing services. Performance and *service quality* succeed if what is the need, want, expectation of the customer can be met

In Darus' research (Darus et al., 2018) shows that there is a significant relationship between the quality of nursing services and the level of outpatient satisfaction at the Dinoyo Public Health Center in Malang City. Similarly, Librianty, (2017) stated that there is a relationship between the quality of nursing services and the level of inpatient satisfaction at the Sungai Sirih Public Health Center, Kuansing Regency in 2017 (Librianty, 2017). Nursing is often referred to as the spearhead of services in hospitals or inpatient Public Health Centers, as the executor of nursing care, nurses for 24 hours are near patients, so that nurses play a dominant role in order to provide satisfaction to customers or patients. Nursing services are comprehensive, including bio-psycho-socio-cultural and spiritual services. In satisfaction, the most important thing is customer perception, not actual things as the producer or service provider thinks. So that people often assess the good and bad services in inpatient installations depending on how the

nurses perform (Fitri, 2016)

Nursing services have an important role in health development to improve the degree of public health. If various public health problems are not resolved, the goals of health development will be hampered. Health development can be carried out through basic health services, namely the Public Health Center. Jambuk Public Health Center and Resak Public Health Center in West Kutai Regency provide outpatient and inpatient services. The organizational structure is led by a health professional and supported by expert health workers who are ready to stand by 24 hours to serve the surrounding population. Nursing services at the Jambuk Public Health Center and Resak Public Health Center, West Kutai Regency prioritize the service process by paying attention to patient safety. In addition, it also maintains the quality of nursing whose expectations can meet patient expectations, so that satisfaction is good or increases.

The results of a preliminary study conducted by researchers on inpatients at the Public Health Center Jambuk, West Kutai Regency from November 28 to December 6, 2021 through interviews with 10 inpatients complained that they were not satisfied with the services at the Public Health Center. As many as 6 out of 10 patients complained that nurses were not responsive to patient complaints and the Public Health Center room was cramped, as many as 5 out of 10 patients complained of lack of nurse communication to patients, as many as 4 out of 10 patients complained of inconsistent nurse services, and as many as 8 out of 10 patients complained that nurses did not introduce themselves to patients.

Method

This study uses a type of analytical descriptive research with a *cross sectional* approach carried out from February to April 2022. The sampling technique used in this study is *probability sampling* with a *simple random* sampling method, which is a sampling technique that is carried out randomly without regard to the equivalent in that population. The sample size studied was 30 inpatients of the Public Health Center, Bongan District, West Kutai Regency. The criteria for patients sampled in this study are as follows:

1. Inclusion Criteria

- 1) The patient underwent treatment at the Public Health Center, Bongan District, West Kutai Regency.
- 2) Patients who are willing to be respondents;
- 3) Cooperative patients.
- 4) Inpatients who have undergone treatment for ≥ 24 hours or patients who will go home after being declared/cured by the treating health worker.

2. Exclusion Criteria

- 1) Patients who seek treatment at the Public Health Center but do not live in the working area of the Public Health Center, Bongan District, West Kutai

Regency.

- 2) Patients who have senility (dementia).
- 3) The patient refused to be a respondent to the study

Result and Discussion

Result

Public Health Center Jambuk is located at Jalan Trans Kalimantan RT 01 Kampung Jambuk, Bongan District, West Kutai Regency, and Public Health Center Resak is addressed at Jalan Trans Kalimantan RT 03, Kampung Resak, Bongan District, West Kutai Regency, East Kalimantan. Public Health Center Jambuk and Puskesmas Resak serve various Public Health Center programs such as Health Promotion, Basic Health Services, Maternal and Child Health, Family Planning, Childbirth, Laboratory Examination and others.

1. Characteristics Of Respondents

Table 1
 Characteristics of Respondents

No.	Characteristic	Total	
		f	%
1	Age		
	Elderly (46-65 years old)	4	13.3
	Adults (26-45 years old)	13	43.3
	Teenagers (17-25 years old)	13	43.3
	Total	30	100
2	Gender		
	Man	8	26.7
	Woman	22	73.3
	Total	30	100
3	Knowledge		
	SHS	20	66.7
	JHS	1	3.3
	ES	8	26.7
	No School	1	3.3
	Total	30	100
4	Work		
	Self employed	5	16.7
	Employee	6	20.0
	No/Not Working	19	63.3
	Total	30	100

The results of the study based on table 1 on the characteristics of respondents showed that the most age categories were adolescents and adults each as many as 13 people (43.3%), the most gender was women as many as 22 people (73.3%), the highest education level was high school as many as 20 people (66.7%) and the most respondents who did not / had not worked were 19 people (63.3%).

2. Nursing Services

Table 2
 Nursing Services

No.	Nursing Services	Total	
		F	%
1	Reliability		
	Good	9	30.0
	Enough	15	50.0
	Less	6	20.0
	Total	30	100
2	Responsiveness		
	Good	3	10.0
	Enough	14	46.7
	Less	13	43.3
	Total	30	100
3	Guarantee		
	Good	9	30.0
	Enough	12	40.0
	Less	9	30.0
	Total	30	100
4	Empaty		
	Good	6	20.0
	Enough	17	56.7
	Less	7	23.3
	Total	30	100
5	Physical Evidence		
	Good	5	16.7
	Enough	15	50.0
	Less	10	33.3
	Total	30	100

The results of the study based on table 2 on nursing services showed that the most were the reliability of nurses in the sufficient category, which was 15 people (50.0%), the responsiveness of nurses in the sufficient category, which was 14 people (46.7%), the guarantee of nurses in the sufficient category, which was 12 people (40.0%), empathic nurses in the sufficient category, which was 17 people (56.7%), and the physical evidence of nurses in the sufficient category, which was 15 people (50.0%).

3. Inpatient Satisfaction Rate

Tabel 3
 Inpatient Satisfaction Rate

Inpatient Satisfaction Rate	Total	
	F	%
Very satisfied	4	16.7
Satisfied	11	45.8
Less Satisfied	9	37.5
Total	30	100

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The results of the study based on table 3 on the level of satisfaction of hospitalized patients showed that the most were in the satisfied category, which was as many as 11 people (45.8%).

4. The Relationship of Reliability with Inpatient Satisfaction

Table 4

The relationship of reliability with inpatient satisfaction

Reliability Nurse	Patient satisfaction level								p-value
	Very satisfied		Satisfied		Less Satisfied		Total		
	f	%	f	%	f	%	F	%	
Good	3	10.0	3	10.0	3	10.0	9	30.0	0,00
Enough	1	3.3	12	40.0	2	6.7	15	50.0	
Less	0	0.0	0	0.0	6	20.0	6	20.0	
Total	4	13.3	15	50.0	11	36.7	30	100	

The results of the bivariate analysis based on table 4 on the relationship between nurse reliability and inpatient satisfaction level showed that the most was the reliability of nurses in the sufficient category with the satisfaction level of satisfied inpatients as many as 12 people (40.0%)

Based on the results of the analysis conducted using the *Chi-Square* test, obtained the value of *pvalue* = 0.00 smaller than the value of $\alpha = 0.05$ or ($0.00 < 0.05$), that means there is a significant relationship between the reliability of nurses and the level of inpatient satisfaction.

5. The Relationship Between Nurse Responsiveness and Inpatient Satisfaction

Table 5

The relationship between nurse responsiveness and inpatient satisfaction level

Nurse Responsiveness	Patient satisfaction level								p-value
	Very satisfied		Satisfied		Less Satisfied		Total		
	f	%	f	%	f	%	F	%	
Good	2	6.7	0	0.0	1	3.3	3	10.0	0,00
Enough	2	6.7	11	36.7	1	3.3	14	46.7	
Less	0	0.0	4	13.3	9	30.0	13	43.3	
Total	4	13.3	15	50.0	11	36.7	30	100	

The results of the bivariate analysis based on table 5 on the relationship between nurse responsiveness and inpatient satisfaction level showed that at most the responsiveness of nurses in the category was sufficient with the satisfaction level of satisfied inpatients in the category of 11 people (36.7%). Based on the results of the analysis conducted using the *Chi-Square* test, obtained the value of *pvalue* = 0.00 is smaller than the value of $\alpha = 0.05$ or ($0.00 < 0.05$), that means there is a significant relationship between the responsiveness of nurses and the level of inpatient satisfaction

6. The Relationship Between Nurse Assurance and Inpatient Satisfaction Level

Table 6

The relationship between nurse age and inpatient satisfaction level

Nurse's Guarantee	Patient satisfaction level								p-value
	Very satisfied		Satisfied		Less Satisfied		Total		
	<i>f</i>	%	<i>f</i>	%	<i>F</i>	%	<i>F</i>	%	
Good	4	13.3	3	10.0	2	6.7	9	30.0	0,00
Enough	0	0.0	12	40.0	0	0.0	12	40.0	
Less	0	0.0	0	0.0	9	30.0	9	30.0	
Total	4	13.3	15	50.0	11	36.7	30	100	

The results of bivariate analysis based on table 6 on the relationship between nurse guarantee and inpatient satisfaction level showed that the most is sufficient category nurse guarantee with the satisfaction level of Satisfied category inpatients as many as 12 people (40.0%). Based on the results of the analysis conducted using the *Chi-Square* test, obtained the value of *pvalue* = 0.00 smaller than the value of $\alpha = 0.05$ or ($0.00 < 0.05$), that means there is a significant relationship between nurse assurance and the level of inpatient satisfaction

7. The Relationship of Nurse Empathy with Inpatient Satisfaction

Table 7

The Relationship of Nurse Empathy with Inpatient Satisfaction

Nurse Empathy	Patient satisfaction level								p-value
	Very satisfied		Satisfied		Less Satisfied		Total		
	<i>f</i>	%	<i>f</i>	%	<i>f</i>	%	<i>F</i>	%	
Good	3	10.0	3	10.0	0	0.0	6	20.0	0,00
Enough	1	3.3	12	40.0	4	13.3	17	56.7	
Less	0	0.0	0	0.0	7	23.3	7	23.3	
Total	4	13.3	15	50.0	11	36.7	30	100	

The results of the bivariate analysis based on table 7 on the relationship between nurse empathy and the level of inpatient satisfaction showed that at most there was enough category nurse empathy with a satisfied level of 12 people (40.0%). Based on the results of the analysis conducted using the *Chi-Square* test, obtained the value of *pvalue* = 0.00 smaller than the value of $\alpha = 0.05$ or ($0.00 < 0.05$), that means there is a significant relationship between nurse empathy and the level of inpatient satisfaction

8. The Relationship of Nurses' Physical Evidence with the Level of Inpatient Satisfaction

Table 8

relationship of nurse physical evidence with hospitalized satisfaction rate

Physical Evidence Nurse	Patient satisfaction level								<i>p-value</i>
	Very satisfied		Satisfied		Less Satisfied		Total		
	<i>F</i>	%	<i>F</i>	%	<i>f</i>	%	<i>F</i>	%	
Good	2	6.7	3	10.0	0	0.0	5	16.7	0,00
Enough	2	6.7	10	33.3	3	10.0	15	50.0	
Less	0	0.0	2	6.7	8	26.7	10	33.3	
Total	4	13.3	15	50.0	11	36.7	30	100	

The results of bivariate analysis based on table 8 on the relationship between nurses' physical evidence and the level of inpatient satisfaction at the Public Health Center showed that at most the nurse's physical evidence category was sufficient with the level of satisfaction of Satisfied category inpatients as many as 10 people (33.3%). Based on the results of the analysis conducted using the Chi-Square test, obtained the value of $pvalue = 0.00$ is smaller than the value of $\alpha = 0.05$ or ($0.00 < 0.05$), it means that there is a significant relationship between the nurse's physical evidence and the level of satisfaction of inpatients

Discussion

1. Characteristics of Respondents

The results of the study based on table 1 on the characteristics of respondents showed that the most age categories were adolescents and adults each as many as 13 people (43.3%), the most gender was women as many as 22 people (73.3%), the highest education level was high school as many as 20 people (66.7%) and the most respondents who did not / had not worked were 19 people (63.3%).

If nurses are mature and mature, they will be able to better provide services to the community, so that they will be able to provide satisfactory service. The most gender is female, in the level of satisfaction, men and women both want to get appropriate treatment in order to achieve recovery

The most level of education is high school, the higher a person's education will make a person more capable and willing to accept his position and responsibilities. The high level of education makes a person able to think logically and the right mainset flow according to the order of providing good service to patients. Most respondents are not / have not worked. patients who have not worked feel more willing to be served properly, because they do not understand the difficulty of the world of work, do not understand about making a living, especially in this case do not understand the demands of nurses' duties, so they tend to predominantly want to be understood rather than understand the situation experienced by nurses in serving (Asmuji, 2016) at (Asmuji, 2019)

According to the researcher's assumption, patient service is an activity carried out to meet the needs, desires and expectations of patients. If the service received is in

accordance with patient expectations, it means satisfactory service. To understand how to satisfy a patient is to identify the patient's needs and wants. Age categories are mostly teenagers and adults, the more mature a person is, the more a person's ability to make decisions, think rationally, control emotions and tolerate the views of others.

2. The relationship of reliability with inpatient satisfaction

The results of the bivariate analysis based on table 4 on the relationship between nurse reliability and inpatient satisfaction showed that the most was the reliability of nurses in the sufficient category with the satisfaction rate of Satisfied inpatients in the Satisfied category as many as 12 people (40.0%). Based on the results of the analysis conducted using the *Chi-Square* test, obtained the value of $pvalue = 0.00$ smaller than the value of $\alpha = 0.05$ or ($0.00 < 0.05$), that means there is a significant relationship between the reliability of nurses and the level of satisfaction of inpatients.

These results are in line with the theory that nursing services are an inseparable part of the health profession in providing health services to patients. As an integral part of health services, the position of nurses with other health professions (eg doctors) is the same, namely as partners. This of course must also be accompanied by recognition and respect for the nursing profession. The duties and functions of nurses in general provide assistance or services to patients (from the individual, family to community levels), both sick and healthy, in order to achieve optimal health through nursing services (Hasbi et al., 2023)

Previous research in line with Paramita's research (Pramita et al., 2019) showed that there was an effect of reliability with patient satisfaction in the class III inpatient unit of Prabumulih Regional General Hospital with $p-value = 0.001$.

According to the researchers' assumptions, most of the reliability of nurse categories is sufficient with the level of satisfaction of inpatients in the Satisfied category, because nurses work in a shif consisting of morning shifts, afternoon shifts and night shifts, besides that nurses in the Public Health Center must carry out the task of outdoor program activities and their reports make patient assessments of nurse reliability a bit less good because they feel less approachable and nurses seems busy.

But even so, most patients still feel satisfied, because nurses in their busy lives still provide maximum service. There is a significant relationship between the reliability of nurses and the level of patient satisfaction, because indeed patient satisfaction is so determined by the reliability of the nurse, the more reliable, the more patients will feel trust and believe that the nurse is qualified.

3. The relationship between nurse responsiveness and inpatient satisfaction

The results of bivariate analysis based on table 5 on the relationship between nurse responsiveness and the level of inpatient satisfaction showed that the most was the responsiveness of nurses in the sufficient category with the level of satisfaction of Satisfied inpatients as many as 11 people (36.7%). Based on the results of the analysis conducted using the *Chi-Square* test, obtained the value of $pvalue = 0.00$ smaller than

the value of $\alpha = 0.05$ or ($0.00 < 0.05$), that means there is a significant relationship between the responsiveness of nurses and the level of satisfaction of hospitalized patients.

These results are consistent with the theory that nursing is the first ingredient in the nursing paradigm, meaning a form of professional health care. Nursing today is an art and science that encompasses a variety of activities, concepts and skills related to various other disciplines. Nursing has a unique function that is to help individuals, both healthy and sick, which is displayed by carrying out activities related to health, healing diseases and even helping clients get a peaceful death, this is done to help clients regain their independence as quickly as possible.

Previous research in line with Wira's research (Wira et al., 2014) showed that there was an influence on nurse responsiveness with patient satisfaction at Wangaya Hospital Denpasar $p\text{-value} = 0.01$.

According to the researcher's assumption the responsiveness of nurses in the category is sufficient with the level of satisfaction of inpatients in the Satisfied category, because nurses quickly respond to patient needs, There is a significant relationship between the responsiveness of nurses and the level of satisfaction of inpatients, because patients who have become accustomed to good responses or responses from nurses will compare current services with previous services he has received from other nurses or from places other health services. This affects the patient's assessment of the nurse's responsiveness, the faster the nurse's responsiveness, the better the patient's satisfaction. Conversely, the nurse's responsiveness is less, the patient's satisfaction will also be less

4. The Relationship Between Nurse Assurance and Inpatient Satisfaction Level

The results of bivariate analysis based on table 6 on the relationship between nurse guarantee and inpatient satisfaction level showed that the most is sufficient category nurse guarantee with the satisfaction level of Satisfied category inpatients as many as 12 people (40.0%). Based on the results of the analysis conducted using the *Chi-Square* test, obtained the value of $p\text{value} = 0.00$ smaller than the value of $\alpha = 0.05$ or ($0.00 < 0.05$), that means there is a significant relationship between nurse assurance and the level of hospitalized satisfaction.

In accordance with the results of the national nursing workshop agreement on the concept of nursing, that is, Nursing is an integral part of health services that are based on nursing science and tips. This service is in the form of comprehensive bio-psycho-socio-spiritual services aimed at individuals, families, groups and communities both healthy and sick covering the entire process of community life (National Nursing Workshop, 1983 in Budiono, 2016).

Previous research in line with Alamri's research (Alamri, 2015) showed a relationship between the quality of nurse services and patient satisfaction $p\text{-value} = 0.000$. **According to the researchers' assumptions**, most of the nurses' guarantees in the category are sufficient with the level of satisfaction of inpatients in the Satisfied category, because patients need to be given certainty from the actions given by nurses. So this has an impact on the level of patient satisfaction. There is a significant relationship

between the nurse's guarantee and the level of satisfaction of inpatients, because by guaranteeing that nurses can carry out nursing care according to applicable standards, making patients feel satisfied, otherwise if nurses work haphazardly without any definite guarantees, then patients will complain of less satisfaction with the services provided by the nurse.

5. The relationship between nurse empathy and inpatient satisfaction

The results of bivariate analysis based on table 6 on the relationship between nurse empathy and the level of inpatient satisfaction showed that the most was the empathy of nurses in the sufficient category with the level of satisfaction of inpatients in the Satisfied category as many as 12 people (40.0%). Based on the results of the analysis conducted using the *Chi-Square* test, obtained the value of $pvalue=0.00$ smaller than the value of $\alpha = 0.05$ or ($0.00<0.05$), that means there is a significant relationship between nurse empathy and the level of satisfaction of inpatients.

These results are in accordance with the theory that the quality of nursing services is the quality associated with nursing delivery, which must be available, acceptable, comprehensive, sustainable and documentable. Quality relates to the dimensions of nurse responsiveness to patients, concerns, nurse friendliness in serving patients who are healing

Previous research in line with Paramita's research (Pranita et al., 2019) showed that there was an influence of empathy with patient satisfaction in the class III inpatient unit of Prabumulih Regional General Hospital $p-value = 0.00$.

According to the researchers' assumptions, most of the nurses' empathy category is sufficient with the level of satisfaction of inpatients in the Satisfied category. Because nurses in addition to providing nursing actions must also give signs of empathy to patients, because those served are humans. Patients feel that nurses' empathy is sufficient because nurses are quite in contact with patients and serve quite kindly, although there are some that are lacking.

However, patients still feel satisfied with the nurse's services. There is a significant relationship between nurse empathy and the level of hospitalized satisfaction, because empathy is one of the factors that determine the services provided to patients up. This ultimately has an impact on the higher the nurse's empathy, the better the level of patient satisfaction

6. The Relationship of Nurses' Physical Evidence with Inpatient Satisfaction Rate

The results of bivariate analysis based on table 8 on the relationship between nurses' physical evidence and the level of inpatient satisfaction showed that at most the nurses' physical evidence category was sufficient with the level of satisfaction and inpatients in the Satisfied category as many as 10 people (33.3%). Based on the results of the analysis conducted using the *Chi-Square* test, obtained the value of $pvalue = 0.00$ smaller than the value of $\alpha = 0.05$ or ($0.00<0.05$), that means there is a significant

relationship between the nurse's physical evidence and the level of inpatient satisfaction.

This result is in accordance with the theory that an accurate level of patient satisfaction is needed in an effort to improve the quality of health services, therefore measuring the level of patient satisfaction needs to be done periodically, regularly, accurately and continuously. In order to produce a quality service, hospital institutions are expected to measure the services that have been provided to their patients. Patient satisfaction can be measured using patient satisfaction measurement techniques to find out whether the patient feels satisfied or not

Satisfaction surveys must consider what aspects patients assess, there are four aspects that must be measured, namely: health service attributes (clinical competence, empathy, willingness to answer complaints, responsiveness, safety, care, communication and others. Components of patient satisfaction include: patient expectation component and health service performance component. The performance of health services obtained in real terms will be measured against specified quality criteria, to see whether the basic health service standards are achievable or not

Previous research in line with Lase's research (LASE, 2020) showed that there was a relationship between the quality of nursing services and the level of patient satisfaction at the Inpatient Public Health Center of Idano Gowu District, Nias Regency Government $p\text{-value} = 0.001$. Similarly, this result is in line with Darus' research (Darus et al., 2018) stating that there is a significant relationship between the quality of nursing services and the level of outpatient satisfaction at the Dinoyo Public Health Center Malang City $p\text{-value} = 0.003$ and is also supported by Librianty's research (Librianty, 2017)(Librianty, 2017) that there is a relationship between the quality of nursing services and the level of inpatient satisfaction at the Public Health Center Sungai Sirih Kab. Kuansing in 2017 $p\text{-value} = 0.000$.

According to the researchers' assumptions, most of the physical evidence of category nurses is sufficient with the level of satisfaction of Satisfied category inpatients. Because patient satisfaction is a priority that will help nurses in providing nursing services so that patients want to participate during treatment.

There is a significant relationship between the nurse's physical evidence and the level of inpatient satisfaction, because the nursing services received by patients if they are less good or worse than the patient's expectations, then the patient feels dissatisfied because they feel disappointed.

If the nursing services received by the patient are comparable to the patient's expectations, the patient feels satisfied.

Conclusion

The conclusion of this study is that there is a relationship between reliability,

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responsiveness, assurance, empathy and physical evidence of nurses with the level of inpatient satisfaction at the Public Health Center of Bongan District, West Kutai Regency (*p-value* = 0.00).

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