THE RELATIONSHIP OF THE QUALITY OF NURSING SERVICES WITH LEVEL OF SATISFACTION OF INPATIENT PATIENTS AT SILOAM HOSPITAL MANADO

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Abstract

The quality of nursing services is main and contributes to health recovery, community welfare, and maintaining hospital stability. Patient satisfaction is a purpose for determining how efficiently healthcare is presented. The aim of this study is to conduct research on the correlation between the quality of nursing services and the satisfaction level of inpatients in Siloam Hospital Manado. The method used was a cross sectional study with a population of 166 patients. The number of samples was 62 respondents after being selected using stratified random sampling techniques. The data analysis was use univariate and bivariate (chi-square using fisher exact test analysis) technique to know related among variables. The result of the study showed the information about nursing service quality is significantly related to the level of satisfaction of inpatient patients. Therefore, the results of this research fully support every hospital in Indonesia to maintain nursing services quality in each institution.

Keywords: Inpatient Patients, Level of Satisfaction, Nursing Service Quality

Introduction

The quality of nursing services is a professional attitude of care that gives a feeling of comfort and protection to every patient who is undergoing the healing process, where this attitude is compensation as a service provider and is expected to create a feeling of satisfaction in the patient [1]. Improving the quality of nursing services is a major issue in health development both nationally and globally, this is driven by the increasing demands on health service organizations to be able to provide satisfaction with excellent nursing services to clients [2].

Data from the World Health Organization for the Southeast Asia Region shows that around 35% of health service users are satisfied with the services provided and around 55% say they are dissatisfied [3]. Low patient satisfaction rates will have an impact on the development of the hospital [4]. Patients who feel dissatisfied with the health services they receive will then decide to move to another hospital that can provide better services [5]. Nurses are one of the health workers who play an important role in health services in hospitals. Nurses have a role in providing quality nursing care because nurses interact directly with patients 24 hours a day, and the number of nurses dominates so nurses must be able to provide quality nursing services [6]. Therefore, nursing services have a major contribution in improving the quality of hospital services [7].

Quality service is one of the determining components of patient satisfaction in a hospital. Thus, nurses must be able to provide the best nursing service to patients. Quality nursing can increase patient satisfaction [8]. Efforts can be made to overcome the problem of nurses' lack of friendliness

when carrying out nursing actions on patients and nurses' indifferent attitude towards patient complaints [9]. The nurse did not introduce herself to the patient or the patient's family. Lack of explanation or information and communication when providing nursing care. Then there is still a lack of monitoring and observation in terms of providing good service. Good service is an indicator of the satisfaction felt by patients as service users [10]. As well as improving the quality and work ethic of nurses, disciplined, fast and precise and responsive in providing services so that satisfaction arises from within patients and families. Based on the background of the problems that arise above, the researcher is interested in conducting research on the correlation between the quality of nursing services and the satisfaction level of inpatients in room 5.1 Siloam Hospital Manado.

Method

The type of research used is analytical descriptive research with a cross sectional approach. The research location was carried out in inpatient room 5.1 Siloam Hospital Manado, North Sulawesi Province, Indonesia. The research was carried out from March to April 2020.

Based on the inclusion criteria and exclusion criteria in this study, a sample of 62 patients was obtained from a total of 166 population in this study. The inclusion criteria for this study were all inpatients in room 5.1 who were still being treated, the patients were conscious, had been treated for more than 24 hours, were willing to be respondents and were cooperative during the research. The exclusion criteria in this study were patients who were seriously ill, unwilling to be respondents and whose families did not agree.

The primary data source in this research was taken from a literature review and information from the hospital at the research location. The measuring instrument used is a questionnaire which consists of 3 parts of questions, namely the respondent's demographic data in the form of sex, age, education level, and occupation. The second part of the questionnaire contains about nursing services quality provided by nurses, with a total of 19 questions. This section uses a Likert scale (good and poor). The third section contains patient statements and assessments regarding whether the patient is satisfied or dissatisfied with level of satisfaction of inpatient patients of nursing services received or felt with a total of 23 questions. This questionnaire uses a Likert scale (satisfied and not satisfied).

Before data collection is carried out, respondents will receive an explanation of the background and objectives of this research. So that respondents are guaranteed to give their consent by placing their hand on the informed consent sheet. There is no coercion in collecting data and respondents have the right not to answer questions or stop being a respondent during the questionnaire interview.

The results of this research will be input into Ms. Excel and then the data will be entered into the SPSS application. Data will be analyzed using univariate and bivariate techniques (the chi-square test with the Fisher exact test analysis) to see the correlation between variables.

Result

The distribution of respondents based on gender of inpatients in room 5.1 Siloam Hospital Manado, the majority of whom were 32 women (51.6%) and the fewest were 30 (48.4%) men. The highest age of inpatients in room 5.1 Siloam Hospital Manado is 16-25 years old, namely 24 respondents (38.7%) while the fewest are 56-65 years old and > 65 years old, namely 4 respondents (6.5%) .

The patient's last education was below junior high school with a category (poor), namely 40 respondents (64%) while only 17 respondents (36%) had good education (high school or above). Occupation status has the same percentage results as education level with the number of people who do not work more than those who have jobs.

Nursing service quality that was good was 55 respondents (88.7%), while those that were not good were 7 respondents (11.3%). The level of satisfaction obtained satisfactory results from 47 respondents (75.8%), while those who were not satisfied were 15 respondents (24.2%).

Tabel 1. Frequency distribution based on respondent characteristics

Variable	n	%
Sex		
Male	30	48.4
Female	32	51.6
Age (years)		
16-25	24	38.7
26-35	12	19.4
36-45	23	16.1
46-55	10	12.9
56-65	4	6.5
>65	4	6.5
Education		
Poor	40	64
Good	17	36
Occupation		
No	40	64
Yes	17	36
Nursing services quality		
Poor	7	11.3
Good	55	88.7
Level of satisfaction of inpatient patients		
Not satisfied	15	24.2
Satisfied	47	75.8

Of the 55 people (88.7%) respondents who said the nursing service was good, there were 47 respondents (75.8%) who were satisfied, 8 people (12.9%) who said they were not satisfied. Meanwhile, of the 7 people (11.3%) who stated that nursing services were poor, all of them stated that they were dissatisfied. The Chi-Square test statistic which was carried out in accordance with the Fisher exact test analysis obtained a p value = 0.000 < 0.05, thus Ho was rejected and Ha was accepted, which means there is a relationship between nursing services and patient satisfaction.

Tabel 1. Bivariate analysis among variables

Variable	Level of satisfaction of inpatient patients		P value
	Not satisfied	Satisfied	
Nursing services quality			<0.000
Poor	7 (11.3%)	0	
Good	8 (12.9%)	47 (75.8%)	

Discussion

Patient satisfaction with nursing care is a critical component of healthcare evaluation, directly impacting the quality of nursing services provided [11]. Numerous studies have demonstrated a strong positive correlation between patient satisfaction and the overall quality of nursing care in various hospital settings [12]. Factors such as doctors' and nurses' service attitudes, expenditure, and environment have been identified to influence inpatient satisfaction ratings [13]. Additionally, variables like competence, work stress, and job satisfaction among nurses have been linked to work productivity in inpatient settings [14].

The quality of nursing services plays a pivotal role in determining patient satisfaction levels in hospitals [15]. Research has indicated a significant influence of nursing service quality on patient satisfaction, highlighting the importance of delivering high-quality nursing care to enhance patient experiences [16]. Furthermore, the implementation of therapeutic communication has been associated with increased postoperative patient satisfaction, emphasizing the significance of effective nurse-patient interactions in improving satisfaction levels [17].

In assessing inpatient satisfaction with nursing care, it has been found that service quality components are closely related to patient satisfaction levels [10]. Studies have shown a significant association between service quality and patient satisfaction, underscoring the importance of delivering high-quality services to enhance patient experiences and satisfaction [6]. Factors such as staff ability, confidence, and respectful attitudes have been identified as key determinants of patient satisfaction and intent to revisit healthcare facilities.

Overall, the literature supports the idea that the quality of nursing services directly impacts patient satisfaction levels in inpatient settings. Effective communication, service quality, and staff attitudes play crucial roles in shaping patient experiences and satisfaction with nursing care. By focusing on improving these aspects, healthcare facilities can enhance patient satisfaction and the overall quality of care provided to inpatients.

Conclusion

From the results of this study it can be concluded that Nursing Service Quality is significantly related to the level of satisfaction of inpatient patients. Therefore, the results of this research fully support every hospital in Indonesia to maintain nursing services quality in each institution.

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