

THE RELATIONSHIP BETWEEN NURSING SERVICES AND PATIENT SATISFACTION LEVELS IN THE RECOVERY ROOM OF PURUK CAHU REGIONAL GENERAL HOSPITAL

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Abstract

Patient satisfaction is one of the key indicators used to evaluate the quality of healthcare services, particularly nursing services. Nurses play a crucial role in providing comprehensive care and maintaining continuous interaction with patients during the recovery process. This study aimed to determine the relationship between nursing services and patient satisfaction levels in the Recovery Room of Puruk Cahu Regional General Hospital. This research employed a quantitative correlational design with a cross-sectional approach. A total of 30 patients were selected using purposive sampling. Data were collected using structured questionnaires measuring nursing services and patient satisfaction. Descriptive statistics were used for univariate analysis, while the Spearman Rank test was applied for bivariate analysis. The results showed that 63.3% of respondents assessed nursing services as good, while 63.3% reported being satisfied with the services received. The Spearman Rank test revealed a significant positive relationship between nursing services and patient satisfaction levels ($r = 0.713$; $p = 0.000$). These findings indicate that better nursing services are associated with higher patient satisfaction. Therefore, improving nursing care quality through effective communication, responsiveness, empathy, and professional competence is essential to enhance patient satisfaction and healthcare service quality.

Keywords: Healthcare Quality, Hospital, Nursing Services, Patient Satisfaction, Recovery Room

Introduction

Hospitals are healthcare institutions that play a vital role in improving public health through the provision of quality, safe, and patient-centered services. One of the primary indicators of successful healthcare delivery is patient satisfaction. Patient satisfaction reflects patients' perceptions of the quality of care they receive during their treatment. A high level of satisfaction indicates that the services provided have met patients' expectations, whereas dissatisfaction suggests a gap between expectations and the actual services received ^[1].

Nursing services constitute the largest component of hospital services because nurses provide continuous care for 24 hours a day and interact directly with patients. Therefore, the quality of nursing services is one of the most influential factors affecting patient satisfaction. High-quality nursing care is not only demonstrated through technical competence in delivering nursing interventions but also through empathy, therapeutic communication, responsiveness, reliability, and the ability to provide patients with a sense of safety and comfort throughout their care ^[2].

Patient satisfaction has become an important indicator in evaluating healthcare service quality. A study conducted by Federico et al. (2024) reported a significant relationship between the quality of nursing services and inpatient satisfaction. The better the quality of nursing care provided, the higher

the level of patient satisfaction ^[1]. Similarly, a study conducted at Dr. (H.C.) Ir. Soekarno Regional General Hospital, Bangka Belitung Province, in 2024 found that service quality dimensions, including reliability, responsiveness, assurance, empathy, and tangibles, were significantly associated with inpatient satisfaction ^[3].

The recovery room is a healthcare unit that plays a strategic role in the recovery process of patients following surgery or other medical procedures. During this phase, patients require close monitoring of their physiological and psychological conditions, as well as adequate information regarding their health status. The quality of nursing care in the recovery room greatly influences patients' experiences during treatment. Prompt nursing responses, effective communication, and attention to patient comfort can enhance patients' sense of security and satisfaction throughout the recovery period ^[4].

Various studies in Indonesia have shown that nursing services remain one of the aspects most frequently associated with patient complaints. Romliyadi and Isrizal (2022) found that patient satisfaction is influenced by nursing service dimensions such as tangibles, reliability, responsiveness, and empathy. Their findings suggest that improving the quality of nursing care is an important strategy for increasing patient satisfaction in hospitals ^[5]. Another study conducted at Sekayu Regional General Hospital also reported a significant relationship between the quality of nursing services and inpatient satisfaction ^[2].

The caring behavior of nurses also contributes substantially to patient satisfaction. Caring is the essence of professional nursing practice and is reflected through attention, concern, respect for patients, and the ability to establish effective therapeutic relationships. Juwita (2021) found that nurses' caring behavior was significantly associated with patient satisfaction. Patients who received care characterized by caring behaviors tended to report higher levels of satisfaction than those who received less optimal care ^[6].

Another study conducted by Watak et al. (2023) demonstrated that nursing services significantly influenced the satisfaction of BPJS inpatients in hospitals. These findings emphasize that nursing services are at the forefront of healthcare delivery and play an essential role in shaping patients' perceptions of overall hospital service quality ^[7]. Furthermore, Marlindawati et al. (2023) reported a strong relationship between the quality of nursing services and inpatient satisfaction, highlighting the importance of prioritizing nursing service improvement as part of broader hospital quality enhancement efforts ^[4].

Puruk Cahu Regional General Hospital serves as the main referral hospital in Murung Raya Regency, providing healthcare services to the community, including recovery room services. Considering the important role of nursing services in supporting patient recovery and improving hospital service quality, it is necessary to evaluate the relationship between nursing services and patient satisfaction. The findings of this study are expected to provide a basis for developing strategies to improve the quality of nursing care, particularly in the recovery room, thereby enhancing patient satisfaction and promoting continuous improvement in healthcare service quality.

Based on the above description, the researcher is interested in conducting a study entitled "The Relationship Between Nursing Services and Patient Satisfaction Levels in the Recovery Room of Puruk Cahu Regional General Hospital."

Method

This study employed a quantitative approach using a correlational analytic design with a cross-sectional approach to examine the relationship between nursing services and patient satisfaction levels in the Recovery Room of Puruk Cahu Regional General Hospital. The study was conducted at Puruk Cahu Regional General Hospital, Murung Raya Regency, Central Kalimantan, from July to August 2025.

The study population consisted of all patients receiving care in the recovery room during the study period. The sample was selected using a purposive sampling technique based on the following inclusion criteria: patients aged 18 years or older, hospitalized for at least 24 hours, conscious and clinically stable, and willing to participate in the study. A total of 30 respondents were included in the study.

The independent variable was nursing services, while the dependent variable was patient satisfaction level. Both variables were measured using Likert-scale questionnaires developed based on the dimensions of nursing services and patient satisfaction. The nursing service instrument was based on the SERVQUAL model, which includes five dimensions: reliability, responsiveness, assurance, empathy, and tangibles.

Data were collected through questionnaire distribution to eligible respondents after obtaining informed consent. The research instruments were tested for validity using the Pearson Product-Moment correlation test and for reliability using Cronbach's Alpha.

Data analysis consisted of univariate analysis to describe respondents' characteristics and the distribution of study variables, and bivariate analysis using the Spearman Rank correlation test (Spearman's rho) because both variables were measured on an ordinal scale. The level of statistical significance was set at $\alpha = 0.05$.

Results

3.1 Characteristics of Respondents

Based on Table 1, the majority of respondents were male, accounting for 20 respondents (66.7%), while female respondents accounted for 10 respondents (33.3%). Regarding age groups, most respondents were in the late adulthood category, comprising 11 respondents (36.7%), whereas the fewest respondents were in the late elderly category, comprising 3 respondents (10.0%).

Table 1. Distribution of Respondents' Characteristics by Gender and Age Group (n = 30)

Characteristics	Frequency (n)	Percentage (%)
Gender		
Male	20	66,7
Female	10	33,3
Age Group		
Late Adolescence	4	13,3
Early Adulthood	8	26,7
Late Adulthood	11	36,7
Early Elderly	4	13,3
Late Elderly	3	10,0
Total	30	100.0

3.2. Univariate Analysis

Based on Table 2, the majority of respondents reported being satisfied, with 19 respondents (63.3%), while 11 respondents (36.7%) were classified as moderately satisfied.

Table 2. Distribution of Patient Satisfaction Levels in the Recovery Room of Puruk Cahu Regional General Hospital (n = 30)

Patient Satisfaction Level	Frequency (n)	Percentage (%)
Moderately Satisfied	11	36.7
Satisfied	19	63.3
Total	30	100.0

Based on Table 3, most respondents assessed the nursing services as good, accounting for 19 respondents (63.3%), while 11 respondents (36.7%) rated the nursing services as fair.

Table 3. Distribution of Nursing Services in the Recovery Room of Puruk Cahu Regional General Hospital (n = 30)

Nursing Services	Frequency (n)	Percentage (%)
Fair	11	36.7
Good	19	63.3
Total	30	100.0

3.3. Bivariate Analysis

Based on Table 4, among the 11 respondents who rated nursing services as fair, the majority were moderately satisfied, accounting for 9 respondents (81.8%). Meanwhile, among the 19 respondents who rated nursing services as good, the majority were satisfied, accounting for 17 respondents (89.5%). The results of the Spearman Rank correlation test showed a correlation coefficient (r) of 0.713 and a p-value of 0.000 ($p < 0.05$). These findings indicate a strong and statistically significant relationship between nursing services and patient satisfaction levels in the Recovery Room of Puruk Cahu Regional General Hospital. The results suggest that the better the nursing services provided, the higher the level of patient satisfaction.

Table 4. Relationship Between Nursing Services and Patient Satisfaction Levels in the Recovery Room of Puruk Cahu Regional General Hospital (n = 30)

Nursing Services	Patient Satisfaction Level		Total	Spearman's rho	p-value
	Moderately Satisfied	Satisfied			
Fair	9 (81.8)	2 (18.2)	11 (100)	0.713	0.000
Good	2 (10.5)	17 (89.5)	19 (100)		
Total	11 (36.7)	19 (63.3)	30 (100)		

Discussion

4.1 Discussion of Respondents' Characteristics

Based on the study findings, the majority of respondents were male, accounting for 20 individuals (66.7%), while female respondents accounted for 10 individuals (33.3%). The predominance of male respondents in this study may be associated with the characteristics of patients undergoing surgical procedures or receiving treatment in the recovery room during the study period. Gender is one of the demographic factors that may influence an individual's perception of healthcare services; however, patient satisfaction is generally more influenced by the quality of care received than by demographic characteristics alone. These findings are consistent with those reported by Widiastuti et al. (2024), who found that most inpatient respondents in their study were male and demonstrated a favorable level of satisfaction with nursing services ^[8].

Regarding age distribution, the majority of respondents were categorized as being in the late adulthood age group (36.7%). Individuals in late adulthood generally have greater healthcare needs than younger age groups due to the gradual decline in physiological functions and the increased risk of health-related problems. According to Rizkiawan et al. (2024), patients' age can influence their expectations and evaluations of nursing services, as adult patients tend to assess healthcare quality more objectively based on their experiences and healthcare needs ^[9].

The age distribution in this study also indicates that recovery room patients were predominantly from productive-age and elderly groups. This finding is in line with the study conducted by Kadir et al. (2023), which reported that most hospitalized patients belonged to adult and older age groups because these populations are more likely to require medical interventions and surgical procedures. The higher proportion of adult and elderly patients in healthcare facilities reflects the increasing demand for healthcare services among these age groups ^[10].

Overall, the respondents' characteristics in this study indicate that most patients receiving nursing care in the recovery room were male and belonged to the late adulthood age group. These findings support previous studies suggesting that demographic characteristics such as age and gender may influence patients' perceptions of healthcare services. Nevertheless, the quality of nursing care remains the most important determinant of patient satisfaction. As reported by Hiola et al. (2023), although demographic factors may contribute to differences in patient perceptions, the effectiveness, responsiveness, and professionalism of nursing services play a more substantial role in shaping overall patient satisfaction. Therefore, understanding respondents' demographic characteristics is important for interpreting patient experiences, while maintaining high-quality nursing care remains essential for achieving optimal patient satisfaction outcomes ^[11].

4.2 Univariate Analysis

The results of the univariate analysis revealed that the majority of respondents reported being satisfied, accounting for 19 respondents (63.3%), while 11 respondents (36.7%) were categorized as moderately satisfied. Furthermore, most respondents perceived the nursing services provided in the Recovery Room of Puruk Cahu Regional General Hospital as good, with 19 respondents (63.3%), whereas 11 respondents (36.7%) rated the nursing services as

fair. These findings indicate that, overall, the nursing care provided was able to meet patients' expectations and needs during the recovery period.

Patient satisfaction is an important indicator for evaluating the quality of healthcare services. Patients tend to be satisfied when the services they receive meet or exceed their expectations. In nursing care, satisfaction is influenced not only by nurses' technical competencies but also by communication skills, empathy, responsiveness, and attention to patients' needs. Federico et al. (2024) reported that most patients who received high-quality nursing care also demonstrated a high level of satisfaction with hospital services. This finding supports the results of the present study, suggesting that positive perceptions of nursing care contribute significantly to patient satisfaction ^[1].

The high proportion of respondents who rated nursing services as good indicates that nurses have generally delivered care in accordance with established service standards. Prompt service, friendly attitudes, the ability to provide clear information, and attentiveness to patients' conditions are factors that may enhance patients' positive perceptions of healthcare services. These findings are consistent with the study conducted by Novalia et al. (2024), which found that high-quality nursing services were associated with increased outpatient satisfaction, particularly in the dimensions of reliability, responsiveness, and assurance ^[12].

Nevertheless, the presence of respondents who rated nursing services as fair and expressed only moderate satisfaction suggests that there are still aspects of care that require improvement. Differences in expectations, previous healthcare experiences, health conditions, and individual patient needs may influence perceptions of service quality. Rosidah et al. (2024) explained that patient satisfaction is affected by multiple dimensions of healthcare quality, including service accuracy, healthcare provider communication, environmental comfort, and the ability of staff to meet patient needs effectively ^[13].

The findings of this study are further supported by Budhiana et al. (2023), who reported that patients receiving high-quality nursing care tended to demonstrate higher satisfaction levels than those receiving less optimal care. Patients are more likely to evaluate healthcare services positively when nurses demonstrate caring attitudes, respect for patients, and professional conduct ^[14].

In the recovery room setting, the quality of nursing care is particularly important because patients are in a post-procedural phase that requires close monitoring and emotional support. Nurses who can provide a sense of safety, continuously monitor patients' conditions, and respond promptly to complaints are more likely to enhance patient comfort during recovery. Ayomi and Suroso (2023) reported that high-quality nursing services, particularly in patient orientation and communication processes, were associated with increased inpatient satisfaction ^[15].

Similar findings were reported by Dewi et al. (2024), who found that the quality of nursing services was one of the primary factors influencing patient satisfaction in hospital inpatient units. The better the quality of care provided, the higher the level of patient satisfaction with healthcare services ^[16].

Furthermore, Hasbi et al. (2023) emphasized that nursing service quality, including caring behaviors, empathy, and healthcare providers' responsiveness, contributes significantly to improving satisfaction among both patients and their families. Therefore, continuous efforts to maintain and enhance nursing service quality through training,

supervision, and regular service evaluations are essential to further improve patient satisfaction ^[17].

Overall, the results of the univariate analysis indicate that most patients perceived the nursing services provided in the Recovery Room of Puruk Cahu Regional General Hospital as good and expressed satisfaction with the care they received. These findings suggest that nursing services have been implemented effectively. However, ongoing quality improvement efforts remain necessary to ensure that healthcare services continue to meet patient expectations and achieve even higher levels of satisfaction.

4.3 Bivariate Analysis

The results of the bivariate analysis demonstrated a significant relationship between nursing services and patient satisfaction levels in the Recovery Room of Puruk Cahu Regional General Hospital. The Spearman Rank correlation test yielded a p-value of 0.000 ($p < 0.05$) with a correlation coefficient of $r = 0.713$, indicating a strong positive relationship between the two variables. This finding suggests that the better the nursing services provided, the higher the level of patient satisfaction. Conversely, a decline in the quality of nursing services is likely to result in lower patient satisfaction.

The findings revealed that most respondents who perceived nursing services as good also reported high levels of satisfaction. This indicates that the quality of nursing care is an important factor influencing patients' perceptions of the healthcare services they receive. Professional, prompt, responsive, and empathetic nursing care can create positive experiences for patients throughout their treatment process. These findings are consistent with those reported by Federico et al. (2025), who found a significant relationship between the quality of nursing services and inpatient satisfaction, demonstrating that improvements in service quality directly contribute to higher patient satisfaction ^[1].

Patient satisfaction is generally considered an evaluation of healthcare services received in comparison with patients' prior expectations. According to service quality theory, satisfaction is achieved when the services provided meet or exceed patient expectations. Therefore, high-quality nursing care is recognized as one of the primary indicators of hospital service success. Similarly, Ardianto and Langkat (2024) reported a significant association between the quality of nursing services and patient satisfaction, emphasizing that nurses are the healthcare professionals who interact most frequently with patients during hospitalization ^[18].

The strong relationship identified in this study can be explained by the comprehensive role of nurses in delivering patient care. Nurses are responsible not only for clinical interventions but also for providing psychological support, health education, and assistance in meeting patients' basic needs during recovery. When patients feel cared for and receive services that meet their needs, their satisfaction tends to increase. In contrast, delayed services, unfriendly attitudes, or ineffective communication may lead to dissatisfaction, even when clinical care is delivered according to established standards ^[19].

One aspect of nursing care that significantly influences patient satisfaction is therapeutic communication. Effective communication helps patients better understand their health conditions, reduces anxiety, and enhances trust in healthcare professionals. Jusliawati et al. (2023) reported that therapeutic communication was significantly associated with

patient satisfaction, with patients who received effective communication from nurses expressing higher levels of satisfaction with the services provided [20].

The findings of this study are further supported by Prawoto et al. (2022), who found that nurses' therapeutic communication was significantly related to inpatient satisfaction. Patients who experienced clear, polite, and attentive communication reported higher satisfaction levels compared to those who perceived nurse communication as inadequate. These findings reinforce the notion that patient satisfaction is influenced not only by nursing interventions but also by the quality of interactions between nurses and patients.

In the recovery room setting, nursing services play an even more critical role because patients are in a post-procedural condition requiring close observation and emotional support. Prompt responses to patient complaints, regular monitoring of patient conditions, and the ability to provide reassurance can positively influence patients' perceptions of the care they receive. When nurses demonstrate competence and compassion throughout the recovery process, patients are more likely to feel comfortable and develop greater trust in hospital services [19].

The correlation coefficient of 0.713 indicates that nursing services make a substantial contribution to patient satisfaction, although they are not the sole influencing factor. Other variables, such as hospital facilities, the care environment, waiting times, patient health status, and family support, may also affect satisfaction levels. Nevertheless, nursing services remain one of the most influential factors because nurses are the healthcare professionals who spend the greatest amount of time interacting with patients during their hospitalization [1].

Overall, the findings of this study provide evidence that nursing services have a strong and statistically significant relationship with patient satisfaction levels in the Recovery Room of Puruk Cahu Regional General Hospital. Therefore, continuous efforts to improve nursing service quality through the enhancement of clinical competence, therapeutic communication, caring behaviors, and responsiveness are essential to maintain and further increase patient satisfaction in healthcare settings.

Conclusion

The results of this study indicate that most patients in the recovery room of RSUD Puruk Cahu assessed nursing services as good (63.3%) and expressed satisfaction with the services received (63.3%). These findings reflect that the nursing care provided has generally met patient expectations in terms of responsiveness, communication, empathy, and professional competence. Furthermore, the bivariate analysis revealed a significant and strong positive relationship between nursing services and patient satisfaction, with a Spearman correlation coefficient of $r = 0.713$ and a $p\text{-value} = 0.000$ ($p < 0.05$). This result demonstrates that better nursing services are associated with higher levels of patient satisfaction. Nursing services play a crucial role in shaping patients' perceptions and experiences during recovery. Therefore, continuous efforts to improve the quality of nursing care through enhanced communication skills, caring behaviors, professional competence, and service responsiveness are essential to maintain and further increase patient satisfaction in healthcare settings.

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