



PATIENT SATISFACTION WITH INPATIENT HOSPITAL NURSING CARE

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ABSTRACT

Patient satisfaction is the result of a patient's assessment of health services by comparing what is expected whether or not it is appropriate or not with the health services received in a hospital health setting. This study aims to describe patient satisfaction with Inpatient Installation in Simpang Lima Gumul Public Hospital of Kediri. The research design used in this study is explorative. The population in this study were all patient in Punai and Kasuari Ward at Inpatient Installation in Simpang Lima Gumul Public Hospital of Kediri. Sample method is a total sampling technique. Data collected using questionnaire. Data analysis using frequency distribution. The results patient satisfaction on the tangibles aspect was very satisfied (53.8%), on the reliability aspect was satisfied (51.9%), on the responsiveness aspect was very satisfied (48.0%) and on the assurance aspect patients was satisfied (63.5%). Patients were very satisfied on the tangibles, responsiveness and empathy aspects, while on the reliability and assurance aspects they were satisfied.

Keywords: assurance; patient satisfaction; reliability; responsiveness; tangible

INTRODUCTION

Patient satisfaction is one of the indicators of quality service that must be considered because it is directly related to service users. Satisfaction is felt by patients starting from the first time they come until the patient leaves the hospital. Patient satisfaction is the result of a patient's assessment of health services by comparing what is expected whether or not it is appropriate or not with the health services received in a hospital health setting (Kotler, Philip; Kevin Lane, 2012) (Busse et al., 2017) . Patient satisfaction at the hospital depends on how the services provided by the hospital. Health services in hospitals, including quality nursing services, are one of the determinants of patient satisfaction. One type of service in the hospital is nursing services. Nursing services are professional services in accordance with the quality and established rules carried out by nurses, where these services can be received by patients according to their wishes or also exceeding their wishes (Nursalam, 2011).

The results of Afif Hidayatul Arham's research at Arafah Anwar Medika Sukodono General Hospital showed that 60% of patients stated they were satisfied with nurseing care, the remaining 25% said they were very satisfied and 15% said they were not satisfied (Hidayat, Aif; Arham, 2020). Meanwhile, Asrul Anam's research at DKT Mojokerto Hospital stated that 51.4% were satisfied and 48.6% were not satisfied (Asrul, 2012). The results of another study conducted by Nani Librianty at the Bangkinang City Hospital stated that as many as 40% of patients were satisfied and 60% of patients were dissatisfied (Librianty, 2019).

Nursing care are efforts to help individuals both sick and healthy, from birth to death in the form of increasing their knowledge and abilities so that these individuals can optimally carry out daily activities independently (Hidayat, 2002) . There are two dimensions of patient satisfaction, namely: (1) Patient satisfaction which refers only to the application of professional standards and codes of ethics, doctor-patient relationship, service comfort,

freedom of choice, technical knowledge and competence, service effectiveness, and safety measures, (2) Patient satisfaction which refers to the implementation of all requirements (Satrianegara, 2014).

The quality of nursing provision as an indicator of the ability of health services as one of the determinants of the quality of institutions in health is seen by the community. Users of health services ask for nursing according to their wishes such as maximum service. Health services require hospitals to provide quality services according to the needs and desires of patients while still referring to the professional code of ethics (Nursalam, 2014).

METHOD

The research design used was Cross Sectional. The subjects in the study were 52 respondents. In this study, the sampling technique used was total sampling, namely all patients treated in the Kasuari and Punai inpatient ward at in Simpang Lima Gumul Public Hospital of Kediri on April 19, 2021 - May 2, 2021. The data collection instrument was a patient satisfaction questionnaire for nursing services in the inpatient ward. The questionnaire contains 25 questions covering aspects of Tangibles, Reliability, Responsiveness, Assurance, and Empathy. This data processing is done by manually processing with computerization, after the data is collected. Data analysis using frequency distribution.

RESULTS

Table 1.

Patient Satisfaction with Nursing Care on the Tangibles Aspect (n=52)

Patient Satisfaction	f	%
Very satisfied	28	53,8
Satisfied	21	40,4
Not satisfied	3	5,8
Very dissatisfied	0	0

Table 1, it was found that most of the patients stated that they were very satisfied (53.8%) on the tangibles aspect.

Table 2.

Patient Satisfaction with Nursing Care on the Reliability Aspect (n=52)

Patient Satisfaction	f	%
Very satisfied	22	42,3
Satisfied	27	51,9
Not satisfied	3	5,8
Very dissatisfied	0	0

Table 2, it was found that the most patients expressed satisfaction (51.9%) in the reliability aspect.

Table 3.

Patient Satisfaction with Nursing Care on the Responsiveness Aspect (n=52)

Patient Satisfaction	Frequency	Percentage
Very satisfied	25	48,0%
Satisfied	24	46,2%
Not satisfied	3	5,8%
Very dissatisfied	0	0%

Table 3, it was found that most of the patients stated that they were very satisfied (48.0%) on the responsiveness aspect.

Table 4.
Patient Satisfaction with Nursing Care on the Assurance Aspect

Patient Satisfaction	f	%
Very satisfied	16	30,7
Satisfied	33	63,5
Not satisfied	3	5,8
Very dissatisfied	0	0

Table 4, it was found that the most patients expressed satisfaction (63.5%) on the assurance aspect.

Table 5.
Patient Satisfaction with Nursing Care on the Empathy Aspect

Patient Satisfaction	f	%
Very satisfied	28	53,8
Satisfied	21	40,4
Not satisfied	3	5,8
Very dissatisfied	0	0

Table 5, it was found that the most patients stated that they were very satisfied (53.8%) in the empathy aspect.

DISCUSSION

Patient Satisfaction with Nursing Care on the Tangibles Aspect

The level of patient satisfaction about nursing services from the tangibles aspect can be seen from 28 respondents (53.8%) stating that they are very satisfied, 21 respondents (40.4%) are satisfied, and 3 respondents (5.8%) are dissatisfied. Based on the theory, tangible which is a form of actual physical actualization that can be seen or used by employees in accordance with their use and utilization which can be felt to help services received by people who want service, so that they are satisfied with the perceived service, which at the same time shows achievement, work for the provision of services provided ⁽⁸⁾. The quality of nursing services can also be felt directly by its users by providing adequate physical facilities and equipment, health service providers will be able to work optimally according to their respective skills, in this case it is necessary to include improvements in communication and indirect service equipment such as work places and room comfort (Kurnia et al., 2020). Based on the results of the study above, the researcher assumes that there is patient satisfaction regarding tangibles of nurses who are neatly dressed, using appropriate personal protective equipment when carrying out nursing care, neatly arranged treatment rooms and the availability of adequate facilities and infrastructure.

Patient Satisfaction with Nursing Care on the Reliability Aspect

Based on the results of the study, it was found that out of 52 respondents, 27 respondents (51.9%) stated they were satisfied, while 22 respondents (42.3%) said they were very satisfied and 3 respondents (5.8%) said they were not satisfied with nursing services. The ability to provide services is related to the ability to realize reliable services ⁽⁹⁾. Based on the theory, it is stated that every service requires a reliable form of service, meaning that in providing services, every employee is expected to have the ability in knowledge, expertise, independence, mastery and high work professionalism, so that the work activities carried out produce a satisfactory form of service, without any complaints and exaggerated impressions of the services received

by the community. Reliability in question is reliability in providing services in accordance with the level of knowledge of the description work and reliability in providing skilled services in accordance with the level of work skills they have in carrying out efficient and effective service activities (Mahanani, 2020). Based on the results of the research above, it can be illustrated that patient satisfaction in the aspect of reliability, indicates that nurses are reliable in providing nursing care to patients. Nurses are able to carry out their duties both independent intervention, education, observation and collaboration with other health teams.

Patient Satisfaction with Nursing Care on the Responsiveness Aspect

The level of patient satisfaction about the quality of health services regarding Responsiveness can be seen from 52 respondents studied, as many as 25 respondents (48.0%) stated that they were very satisfied, 24 respondents (46.2%) said they were satisfied and 3 respondents (5.8 %) not satisfied. Based on the theory, every employee in providing other forms of service, prioritizes aspects of services that greatly affect the behavior of people who receive services, so that responsiveness or responsibility from employees is needed to serve the community in accordance with the level of absorption, understanding, incompatibility of various forms of service that he does not know. This requires a wise, detailed, nurturing, directing explanation and persuade to respond to all forms of procedures and work mechanisms that apply in an organization, so that the form of service gets a positive response ⁽⁸⁾. Satisfaction is defined as the response of service recipients to the discrepancy between the level of customer interest and real performance that can be felt after service users receive services. Fast responsiveness is a customer's expectation of the speed of service which tends to increase from time to time in line with advances in technology and health information owned by customers, the time value for customers is becoming increasingly expensive because people feel that their economic activities are increasing expensive because society is increasing (Kurnia et al., 2020). Based on the results of the study, it can be described that most of the patients were very satisfied with the fast response of the nurses. Nurses were considered fast in taking action to meet patient needs, nurses are able to be responsive in providing explanations about various things asked by patients during hospitalization.

Patient Satisfaction with Nursing Care on the Assurance Aspect

Based on the results of the study, it was found that from 52 respondents, 33 respondents (63.5%) said they were satisfied, while 16 respondents (30.7%) said they were very satisfied and 3 respondents (5.8%) said they were not satisfied with nursing services. Based on the theory, assurance is that every form of service requires certainty for the services provided. The form of certainty of a service is largely determined by the guarantee of the employee who provides the service, so that people who receive the service feel satisfied and believe that all forms of service affairs carried out are complete and completed with speed, accuracy, convenience, smoothness and quality of services provided. The guarantee in question is that nurses are able to provide satisfaction in service, namely every nurse will provide fast, precise, easy, smooth and quality service, and this is a form of concrete that satisfies people who receive services (Nursalam, 2014). Assurance aspect relates to the knowledge, courtesy and character of officers who can be trusted by the customer. Fulfillment of these service criteria will result in the use of the service feeling free from risks (Wahyuningsih et al., 2015). Based on the results of the study, it can be described that patients are satisfied with nursing services because the officers provide comfortable and safe behavior and maintain patient confidentiality while in the inpatient room. The patient's needs while being treated in the inpatient room are met in accordance with applicable procedures.

Patient Satisfaction with Nursing Care on the Empathy Aspect

The level of patient satisfaction about the quality of health services regarding Empathy can be seen from 52 respondents studied, as many as 28 respondents (53.8%) stated that they were very satisfied, 21 respondents (40.4%) said they were satisfied and 3 respondents (5.8%) were not satisfied. Based on the theory, empathy is that every service activity or activity requires understanding and understanding in the togetherness of assumptions or interests in something related to service. The service will run smoothly and with quality if every party with an interest in the service has a sense of empathy in completing or managing or has the same commitment to service ⁽⁸⁾. Empathy is related to the staff's special care and attention to services, understanding their needs, and making it easy to be contacted at any time if service users want to get help ⁽⁹⁾. Based on the results of the study, it can be illustrated that there is patient satisfaction from the aspect of empathy because nurses provide hospitality and courtesy to patients and families, nurses entertain and encourage patients to recover quickly. Patient satisfaction needs to be maintained and even further improved so that nursing services are of higher quality and quality so that people believe in the quality of the hospital. It is hoped that patients will get satisfactory service from nurses so that the quality of service at these health service institutions will be able to increase further and the work enthusiasm of health workers will increase, including the willingness to increase patient satisfaction.

CONCLUSION

After doing this research, it can be concluded that patients who are hospitalized at in Simpang Lima Gumul Public Hospital of Kediri were very satisfied with the tangibles, responsiveness and empathy aspects, while on the reliability and assurance aspects they are satisfied.

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