

## The Quality of Nursing Services with The Satisfaction Level of Inpatients at The Hospital

Dini Fitrianti<sup>1</sup>; Trisna Vitaliati<sup>1</sup>, Mahmud Ady Yuwanto<sup>1,\*</sup>

<sup>1</sup>School of Nursing, Universitas dr. Soebandi, Jember, Indonesia

\*E-mail: [ashadhanh@gmail.com](mailto:ashadhanh@gmail.com)

### Abstract

**Introduction:** Quality of service is one aspect that can affect the level of patient satisfaction. Service quality that is not good will result in a low level of patient satisfaction.

**Purpose:** The purpose of this study was to analyze the relationship between the quality of licensing services and the satisfaction level of inpatients at Level III Hospital Baladhika Husada Jember.

**Method:** This research is a quantitative study with a cross-sectional approach. The sample of this study was 96 respondents who were inpatients with an accidental sampling technique. Statistical test using Fisher Exact.

**Results:** The results showed that the quality of service was good for 81 respondents (84.4%), and the level of satisfaction was satisfied by 86 respondents (89.6%). There is a relationship between the quality of service and the level of patient satisfaction ( $p \text{ value} = 0.47 < \alpha = 0.05$ ) means that  $H_a$  is accepted and  $H_o$  is rejected with a low strength relationship with a correlation coefficient value of 0.229.

**Conclusion:** There is a relationship between the quality of community service and the level of inpatient satisfaction at Level III Hospital Baladhika Husada Jember.

**Keywords:** quality of nursing services; satisfaction level; nurses

### INTRODUCTION

Based on the Regulation of the Minister of Health of the Republic of Indonesia Number 4 of 2018 states that a Hospital is a health service institution that provides comprehensive individual health services that provide inpatient, outpatient and emergency services. The task of the hospital as a health service institution is to provide quality health services, and be responsible to the community, especially in the area it covers. While the function of the hospital is to provide specialist or secondary medical services and subspecialty or tertiary medical services. Thus, the main product of the hospital is medical services. In its activities, the service producing unit in a hospital is an installation. As a service-producing unit, installations in hospitals are the spearhead of hospital operations (Permenkes, 2018). In realizing quality service quality to achieve patient satisfaction, there are several things that must be considered,

especially for inpatients, namely hospital administration services, doctor services, medical facilities and medicines, conditions of hospital facilities, and nursing services (Fajrah, 2021).

The quality standards for nursing services are determined nationally by the Ministry of Health. According to the 2016 Republic of Indonesia Ministry of Health Regulation concerning Minimum Service Standards for patient satisfaction, namely 95% (Ministry of Health, 2016). In Indonesia, a survey of the performance of nurses at Langsa General Hospital, North Sumatra in 2020 stated that 65% of nurses lacked attention, 48% were unfriendly and angry, 53% had no motivation at work, 35% were undisciplined at work and often leave the room (Widiasari et al., 2020). Based on a literature study regarding the level of service satisfaction in several hospitals in East Java, to be precise in Jember Regency, one of the studies conducted at Level III Hospital Baladhika Husada Jember in 2020

showed a patient satisfaction rate of 70%, this was due to the lack of good provide an explanation regarding the action information given to the patient and an explanation regarding the patient's condition (Rahmawati & Deharja, 2020)

The quality of nursing services is one of the determining factors for the image of health care institutions in the eyes of the public. One indicator of the quality of nursing services is whether the nursing services provided satisfy the patient or not. Loyal patients will reuse the same health services when they need them again. It has even been known that loyal patients will invite other people to use the same health facility. Thus cross subsidies to improve the quality of service and rewards given to all human resources in these health service institutions will also be increased, welfare will increase, the enthusiasm for work of health workers will increase including the willingness to increase customer satisfaction (Nursalam, 2011).

Satisfaction is a comparison between the quality of service obtained with the desires, needs and expectations. . The quality of service commonly used in assessing the quality of health services refers to five dimensions, namely responsiveness, reliability, assurance, empathy, and tangible (Parasurama, 2002).

The conditions at Level III Hospital Baladhika Husada Jember where this research was conducted in January 2023 were obtained by interviewing ten patients who had been treated for more than two days at the hospital, the results were that six stated they were satisfied and four stated they were not satisfied with the quality of service provided get at the hospital, so that from the description above the researcher is interested in examining the relationship between the quality of nursing services and the level of satisfaction of inpatients at Level III Hospital Baladhika Husada Jember.

## METHOD

This research is a quantitative study using a cross-sectional approach. The population in this study were all inpatients at Level III Hospital Baladhika Husada Jember in the 4th trimester of 2022 with a total of 2465 respondents with an average of 822 patients per month. Based on the total sample after being calculated using the slovin formula, the results are 96, 101 and rounded up to 96 respondents.

In this study using a questionnaire research instrument which was distributed directly to inpatients who were research respondents. The questionnaire sheets in this study consisted of three types, namely demographic sheets, nursing service quality questionnaire sheets and satisfaction level questionnaire sheets. The service quality questionnaire is used as a measure of the quality of nursing services which consists of five aspects of the quality of nursing work, namely responsiveness, assurance, tangibles, empathy and reliability with 6 statements for each. aspects, so that there are 30 question items in total. This questionnaire sheet uses a Likert scale with the answer options STS (Strongly Disagree) with a score of 1, TS (Disagree) with a score of 2, C (Enough) with a score of 3, S (Agree) with a score of 4, SS (Strongly Agree) with score 5. The patient satisfaction measurement questionnaire consists of 13 questions with a Likert scale with Likert scale answer options STS (Strongly Disagree) with a score of 1, TS (Disagree) with a score of 2, C (Enough) with a score of 3, S (Agree) with score 4, SS (Strongly Agree) with a score of 5.

This reliability test was carried out using the Cronbach Alpha test with the results of the reliability coefficient of the quality nursing service questionnaire of 0.9 and the reliability coefficient of patient satisfaction level of 0.73. This is for an acceptable instrument in accordance with Arikunto's statement (2013) saying that a variable is

said to be reliable if it gives a Cronbach alpha value of  $> 0.70$ .

## RESULTS

**Table 1.**  
Characteristics of Respondents

| Characteristics                        | Category           | N  | (%)  | p value |
|----------------------------------------|--------------------|----|------|---------|
| Gender <sup>1</sup>                    | Male               | 37 | 38.5 | 0.203   |
|                                        | Female             | 59 | 61.5 |         |
| Age <sup>2</sup>                       | 17- 30 years       | 44 | 45.8 | 0.903   |
|                                        | 31- 44 years       | 28 | 29.2 |         |
|                                        | >45 years          | 24 | 25   |         |
| Length of Hospitalization <sup>2</sup> | 2- 3 day           | 74 | 77.1 | 0.199   |
|                                        | 4-6 day            | 22 | 22.9 |         |
| Last Education <sup>2</sup>            | No School          | 4  | 4.2  | 0.041   |
|                                        | Elementary School  | 10 | 10.4 |         |
|                                        | Middle school      | 12 | 12.5 |         |
|                                        | Senior High School | 43 | 44.8 |         |
|                                        | Diploma/Bachelor   | 27 | 28.1 |         |
|                                        |                    |    |      |         |
| Jobs <sup>2</sup>                      | Not Working        | 4  | 4.2  | 0.444   |
|                                        | Entrepreneur       | 10 | 10.4 |         |
|                                        | PNS                | 12 | 12.5 |         |
|                                        | Housewives         | 43 | 44.8 |         |
|                                        | Student            | 27 | 28.1 |         |
|                                        | Farmers            | 8  | 8.3  |         |
|                                        | Private employees  | 14 | 14.6 |         |
|                                        | Others             | 12 | 12.5 |         |

Note: test with mann whitney<sup>1</sup>test with the kruskal wallis<sup>2</sup>

Based on table 1 shows that most of the research respondents were women 59 people (61.5%); aged between 17-30 years 44 people (45.8%); with a length of stay of 2-3 days 74 people (77.1%); with a history of last high school education 43 people (44.8%); and type of work Housewives 43 people (44.8%). Age, gender, length of stay, and occupation have a  $p$  value  $> 0.05$  while education has a  $p$  value of  $0.041 < 0.05$  which means the level of satisfaction of inpatients at Level III Hospital Baladhika Husada can be influenced by the level of education.

**Table 2**  
Service Quality

| No    | Quality of Service | Frequency | Percentage (%) |
|-------|--------------------|-----------|----------------|
| 1     | Good               | 81        | 84,4%          |
| 2     | Enough             | 15        | 15,6%          |
| 3     | Less Good          | -         | -              |
| Total |                    |           | 100%           |

Based on table 2, it can be seen that the majority of respondents gave good answers to nursing services in the Inpatient Room at Level III Baladhika Husada Hospital, Jember, namely 84%.

**Table 3.**  
Satisfaction Level

Based on table 3, it can be seen that most of the respondents answered that the level of satisfaction in the Inpatient Room at Level III Hospital Baladhika Husada Jember was good, namely 89.6%.

| Quality of Nursing Services | Patient Satisfaction Fairly Satisfied | Satisfied  | Total     | p value |
|-----------------------------|---------------------------------------|------------|-----------|---------|
| Good                        | 6 (7.4%)                              | 75 (92.6%) | 81 (100%) | 0.047   |
|                             | 4 (26.7%)                             | 11 (73.3%) | 15 (100%) |         |
| Total                       |                                       | 86 (89.6%) | 96 (100%) |         |

**Table 4 .**  
Relationship between service quality and satisfaction level

| No    | Satisfaction | Frequency | Percentage (%) |
|-------|--------------|-----------|----------------|
| 1     | Good         | 86        | 89,6%          |
| 2     | Enough       | 10        | 10,4%          |
| 3     | Less Good    | -         | -              |
| Total |              |           | 100%           |

Based on table 4, it shows the quality of nursing services that have been categorized, indicating that out of 96 respondents 4 (26.4%) gave answers that the quality of service was quite good with a fairly good level of satisfaction. As many as 11 (73.3%) respondents gave answers with quite good service quality with a good level of satisfaction, then as many as 6 (7.4%) respondents gave good service quality answers with a fairly good level of satisfaction. The last result, as many as 75 (92.6%) gave good service quality answers with a good level of satisfaction as well.

The results of the Fisher's exact-test yielded  $p$  value =  $0.047 < \alpha = 0.05$  indicating that there is a relationship between the quality of nursing services and the level of inpatient satisfaction at Level III Hospital Baladhika Husada Jember with a coefficient value of 0.229, which means that the strength of the relationship is weak. The hypothesis that can be upheld is  $H_a$  accepted that there is a relationship between the quality of nursing services and the level of patient satisfaction at Level III Baladhika Husada Hospital Jember.

## DISCUSSION

### *Quality of Nursing Services*

Based on the results of the research on the variable quality of nursing services, it showed that as many as 81 respondents (84.4%) stated that the quality of nursing services was good, and as many as 15 respondents (15.6%) stated that the quality of nursing services was quite good. According to (Tjiptono & Chandra, 2011), states that there are 5 (five) dimensions of service quality, namely tangibles, reliability, responsiveness, assurance, and empathy. These five dimensions really have an influence on the assessment of customer satisfaction to measure the level of service quality in a service provider.

Good service quality plays an important role in the service system, including nursing services. Good nursing services will result in satisfaction to the recipient. The lower the quality of service provided, the higher the level of satisfaction generated by the patient will follow, this is due to the relationship between service quality and satisfaction level

The researcher's assumption that the quality of service at Level III Hospital Baladhika Husada Jember is in the good category is supported by the level of knowledge and

professionalism of nurses in providing nursing services to patients.

### *Inpatient Satisfaction Level*

Based on the results of the study, the variable level of inpatient satisfaction showed that as many as 86 respondents (89.6%) stated that they were satisfied, and as many as 10 respondents (10.4%) stated that they were quite satisfied, with a  $p$  value of 0.041. From the results obtained in this study, it can be seen that most of the respondents had the last level of education in high school, namely 43 people (44.8%). According to (Jacobalis, 2019), the level of education can influence a person's rational and irrational mindset in making decisions, using, tending to have high perception inconsistencies (not fixed), easily influenced compared to someone with a high educational background. An individual's knowledge is closely related to the behavior to be taken, because with this knowledge he has reasons and a basis for making a choice (Edberg, 2019).

The level of education can describe the background of respondents, such as socioeconomic status which is closely related to work and income, so that it can influence attitudes and tendencies in choosing health services. The level of satisfaction will increase if patients get services that match their needs and expectations. This means that the level of patient satisfaction relates to nursing services that have been provided by nurses as service providers. By knowing the level of patient satisfaction, it can later be used as material for evaluation to improve or maintain the quality of existing services. The satisfaction level of each patient is definitely different from one another, referring to the personal experience of each patient.

### ***The Relationship between the Quality of Nursing Services and the Satisfaction Level of Inpatients***

Based on the results of the study, it was found that 4 respondents (26.7%) stated that the service quality was quite good with a satisfactory level of satisfaction; respondents who stated good service quality with a fairly good level of satisfaction were 6 people (7.4%); respondents stated that the quality of service was sufficient and the level of satisfaction was satisfied as many as 11 people (73.3%); Respondents who stated good service quality and satisfaction level were as many as 75 people (92.5%).

The results of the study were analyzed by statistical tests using the fisher's exact test as an alternative if the chi square test does not meet the requirements. The results of the Fisher's exact test obtained a value of  $p$  value =  $0.047 < \alpha = 0.05$  which means that there is a relationship between the quality of nursing services and the level of satisfaction of inpatients at Level III Hospital Baladhika Husada Jember. The value of the correlation test is obtained by the value of  $p$  value = 0.229 with a low level of strength of the relationship between variables.

The hospital is a form of health service organization that provides promotive, preventive, curative and rehabilitative health services as a whole to all levels of society who often experience problems with the quality of hospital services considered inadequate or unsatisfactory. To maintain and improve the quality of service, the quality of care services must be considered

Patient satisfaction is an indicator of the quality of our services, and satisfaction is a plus point to attract more patients and get loyal patients. Loyal patients can increase the selling power of health facilities as well as their ability to generate profits (higher

profitability). Thus cross subsidies will also increase to improve the quality of service and appreciation of health institutions for all human resources, welfare will increase, the enthusiasm of health workers to work will increase, including the desire to improve customer satisfaction.

### **CONCLUSIONS**

The results showed that there was a relationship between the quality of nursing services and the satisfaction level of inpatients at Level III Hospital Baladhika Husada Jember. Good service quality will have a positive impact on recovery and patient satisfaction.

### ***Recommendations***

It is expected to be able to maintain and improve the quality of services, especially nursing services with reference to the dimensions of service quality by conducting regular surveys or observations. It is hoped that the hospital will provide seminars or training for medical personnel, especially nurses, to increase knowledge about nursing services.

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