
The Effect Of Nursing Care Service Quality On Inpatient Satisfaction At Dr Pirngadi Hospital Medan

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Abstract

Satisfaction of patients hospitalized in Dr Pirngadi Medan much experience dissatisfaction. Patient satisfaction is related to the quality of nursing care that assessment, nursing diagnosis, planning, implementation and evaluation. This study aims to determine the quality of nursing care to patient satisfaction in Dr Pirngadi Medan. This research is an analytic survey with cross sectional approach. The population is all inpatients in Dr Pirngadi Medan on average per month amounted to 138 people. Sample of 102 people, the sampling technique by means of proportional random sampling. Data collected from interviews using questionnaires, analyzed by Multiple Logistic Regression at $\alpha = 5\%$. The results showed that the quality assessment, nursing diagnosis, planning, implementation and evaluation of influence on patient satisfaction in hospitals Dr Pirngadi Medan and the most dominant variable influencing patient satisfaction in hospitals Dr Pirngadi Medan is variable implementation, namely on the value of the coefficient regression exp (B) 19.978. It is suggested to RSUD Dr Pirngadi Medan , to pay attention to the nurses in the room to be more active in improving the quality of nursing care in the patient, for the nurse to study more detail about the problems that emerged so that the accurate nursing diagnosis can be made, the nursing plan that has been formulated can give Quality nursing care and comprehensive, should nurses should be able to document any nursing actions that have been implemented and is expected to improve the performance of nurses so as to improve nursing care in patients.

Keywords: *Askep Quality, Patient Satisfaction*

INTRODUCTION

Health services are one of the most needed services by the community. One of the health service facilities that has a very important role in providing health services to the community is the hospital. The hospital is an institution in the chain of the National Health System and has the task of providing health services to the entire community, because the development and implementation of health in hospitals need to be directed at national goals in the health sector (Aditama, 2013).

Quality of service indicates the level of perfection of health services that can lead to satisfaction because it is in accordance with the code of ethics and professional service standards. An integral part of the standard of professional health services in hospitals is nursing services. Nursing is often referred to as the spearhead of services in hospitals, implementing nursing care, in addition nurses are near patients for 24 hours, it is also stated that 70% of health workers in hospitals are nurses, so nurses play a fairly dominant role in providing satisfaction to customers or patients (Sukardi, 2011). Nursing services are comprehensive, covering bio-psycho-socio-cultural and spiritual services. In satisfaction, the most important thing is customer perception, not actual things as thought by producers or service providers, so that the public often judges the good or bad services in inpatient installations depending on the quality of service from nurses (Aditama, 2013).

Quality nursing services must meet five main quality dimensions, namely tangible, reliability, responsiveness, assurance, and empathy. Tangibles mean the realization of the appearance of physical facilities, reliability is the ability to carry out promised services accurately and reliably, responsiveness is the ability to help customers and provide services quickly and responsively, assurance means the knowledge and politeness of officers and their ability to inspire trust and confidence, and empathy is giving personal attention to customers, if the five dimensions of nursing service quality are not met in a hospital, it will have an impact on the level of patient satisfaction (Fahriadi, 2012).

Dr. Pirngadi Medan Regional Hospital, which has become a Referral Center for Excellent Health Services, especially in the coverage area of Pematang siantar City, with various programs that have been and are being implemented, continues to strive to improve and develop the quality of its services so that patient visits can continue to increase (Profile of Dr. Pirngadi Medan Regional Hospital, 2021).

Mardiah's research (2013), on patient satisfaction conducted at Sigli General Hospital, found that patients were satisfied with the quality of nursing services. The distribution of inpatient satisfaction was 53.2%, stating that patients were satisfied, while 46.8% of patients were dissatisfied with the services provided by nurses.

RESEARCH METHODS

The type of research used is analytical survey research with a cross-sectional research design, which aims to determine the effect of the quality of nursing care services on the satisfaction of inpatients at Dr. Pirngadi Medan Regional Hospital.

RESULTS AND DISCUSSION

1. Univariate analysis

Table 1. Frequency Distribution of Respondents' Gender at Dr. Pirngadi Medan Regional Hospital

| No | Gender | F | % |
|---------------|--------|------------|--------------|
| 1 | Male | 12 | 11,8 |
| 2 | Female | 90 | 88,2 |
| Amount | | 102 | 100,0 |

Based on the table above, it can be seen that the gender of respondents at Dr. Pirngadi Medan Regional Hospital is more female, 90 people (88.2%) and fewer male, 12 people (11.8%).

Table 2. Distribution of Respondents' Education Frequency at Dr. Pirngadi Medan Regional Hospital

| No | Education | F | % |
|---------------|----------------|------------|--------------|
| 1 | D. III Nursing | 84 | 82,4 |
| 2 | S1 - Nursing | 18 | 17,6 |
| Amount | | 102 | 100,0 |

Based on the table above, it can be seen that the respondents' education at Dr. Pirngadi Medan Regional Hospital was mostly with a D. III Nursing degree of 84 people (82.4%) and fewer with a S1 Nursing degree of 18 people (17.6%).

Table 3. Frequency Distribution of Length of Work at Dr. Pirngadi Regional Hospital, Medan

| No | Length of working | F | % |
|---------------|-------------------|------------|--------------|
| 1 | ≤ 10 tahun | 7 | 6,9 |
| 2 | > 10 tahun | 95 | 93,1 |
| Amount | | 102 | 100,0 |

Based on the table above, it can be seen that the length of work of respondents at Dr. Pirngadi Medan Regional Hospital is more with > 10 years as many as 95 people (93.1%), and less with a length of work ≤ 10 years as many as 7 people (6.9%).

Univariate Analysis

Table 4. Frequency Distribution of Assessment Quality at Dr. Pirngadi Medan Regional Hospital

| No | Quality of Assessment | F | % |
|---------------|-----------------------|-----|-------|
| 1 | Good | 47 | 46.1 |
| 2 | Not good | 55 | 53.9 |
| Amount | | 102 | 100.0 |

Based on the table above, it can be seen that the assessment at Dr Pirngadi Medan Regional Hospital was mostly not good, as many as 55 people (53.9%) and slightly better, as many as 47 people (46.1%).

Table 5. Frequency Distribution of Nursing Diagnosis Quality at Dr. Pirngadi Medan Regional Hospital

| No | Nursing Diagnosis Quality | F | % |
|---------------|---------------------------|-----|-------|
| 1 | Good | 42 | 41,2 |
| 2 | Not good | 60 | 58,8 |
| Amount | | 102 | 100.0 |

Based on the table above, it can be seen that the quality of nursing diagnoses at Dr. Pirngadi Medan Regional Hospital is mostly poor, as many as 60 people (58.8%) and slightly better, as many as 42 people (41.2%).

Table 6. Frequency Distribution of Planning Quality at Dr. Pirngadi Medan Regional Hospital

| No | Planning Quality | F | % |
|---------------|------------------|-----|-------|
| 1 | Good | 48 | 47.1 |
| 2 | Not good | 54 | 52.9 |
| Amount | | 102 | 100.0 |

Based on the table above, it can be seen that the quality of planning at Dr Pirngadi Medan Regional Hospital is mostly poor, as many as 54 people (52.9%) and slightly better, as many as 48 people (47.1%).

Table 7. Frequency Distribution of Implementation Quality at Dr. Pirngadi Medan Regional Hospital

| No | Quality of Implementation | F | % |
|---------------|---------------------------|-----|-------|
| 1 | Good | 46 | 45.1 |
| 2 | Not good | 56 | 54.9 |
| Amount | | 102 | 100.0 |

Based on the table above, it can be seen that the quality of implementation at Dr Pirngadi Medan Regional Hospital is mostly not good, as many as 56 people (54.9%) and slightly better, as many as 46 people (45.1%).

Table 8. Frequency Distribution of Evaluation Quality at Dr. Pirngadi Medan Regional Hospital

| No | Evaluation Quality | F | % |
|---------------|--------------------|-----|-------|
| 1 | Good | 46 | 45.1 |
| 2 | Not Good | 56 | 54.9 |
| Amount | | 102 | 100.0 |

Based on the table above, it can be seen that the quality of evaluation at Dr Pirngadi Medan Regional Hospital was mostly poor, as many as 56 people (54.9%) and slightly better, as many as 46 people (45.1%).

Table 9. Frequency Distribution of Patient Satisfaction at Dr. Pirngadi Medan Regional Hospital

| No | Patient Satisfaction | F | % |
|---------------|----------------------|-----|-------|
| 1 | Satisfied | 39 | 38,2 |
| 2 | Not Satisfied | 63 | 61,8 |
| Amount | | 102 | 100,0 |

Bivariate Analysis

Table 10. Relationship between the Quality of Nursing Care Services (Assessment) and Inpatient Satisfaction at Dr. Pirngadi Medan Regional Hospital

| No | Assessment | Patient Satisfaction | | | | Amount | Mar k <i>P</i> | |
|----|------------|----------------------|------|---------------|------|--------|----------------------|-------|
| | | Satisfied | | Not Satisfied | | | | |
| | | n | % | n | % | | | N |
| 1 | Good | 29 | 61,7 | 18 | 38,3 | 47 | 100,0 | 0,000 |
| 2 | Not Good | 10 | 18,2 | 45 | 81,8 | 56 | 100,0 | |

Based on the table above, it can be seen that out of 22 people who said the quality of nursing assessment was good, there was satisfaction of inpatients with 29 people (61.7%) satisfied and 18 people (38.3%) dissatisfied. Then out of 56 people who said the quality of nursing assessment was not good, there was satisfaction of inpatients with 10 people (18.2%) satisfied and 45 people (81.8%) dissatisfied. The results of the chi square test showed that there was a p value = 0.000 < 0.05, meaning that there was a relationship between the quality of nursing care services (assessment) and the satisfaction of inpatients at Dr. Pirngadi Medan Regional Hospital.

2. Relationship between Quality of Nursing Care Services (Nursing Diagnosis) and Inpatient Satisfaction at Dr. Pirngadi Medan Regional Hospital

Table 11. Relationship between the Quality of Nursing Care Services (Nursing Diagnosis) and Inpatient Satisfaction at Dr. Pirngadi Medan Regional Hospital

| No | Nursing Diagnosis | Patient Satisfaction | | | | Amount | Mar k <i>P</i> | |
|----|-------------------|----------------------|------|---------------|------|--------|----------------------|-------|
| | | Satisfied | | Not Satisfied | | | | |
| | | n | % | n | % | | | N |
| 1 | Good | 23 | 54,8 | 19 | 45,2 | 42 | 100,0 | 0,000 |
| 2 | Not Good | 16 | 26,7 | 44 | 73,3 | 60 | 100,0 | |

Based on the table above, it can be seen that out of 42 people who said the quality of nursing diagnosis was good, there was satisfaction of inpatients with satisfaction of 23 people (54.8%) and dissatisfaction of 19 people (45.2%). Then out of 60 people who said the quality of nursing diagnosis was not good, there was satisfaction of inpatients with satisfaction of 16 people (26.7%) and dissatisfaction of 44 people (73.3%). The results of the chi square test showed that there was a p value = 0.008 < 0.05, meaning that there was a relationship between the quality of nursing care services (diagnosis) and the satisfaction of inpatients at Dr. Pirngadi Medan Regional Hospital.

3. Relationship between Quality of Nursing Care Services (Nursing Planning) and Inpatient Satisfaction at Dr. Pirngadi Medan Regional Hospital

Table 12. Relationship between the Quality of Nursing Care Services (Nursing Planning) and Inpatient Satisfaction at Dr. Pirngadi Medan Regional Hospital

| No | Nursing Planning | Patient Satisfaction | | | | Amount | Mar k <i>P</i> | |
|----|------------------|----------------------|------|---------------|------|--------|----------------------|-------|
| | | Satisfied | | Not Satisfied | | | | |
| | | n | % | n | % | | | N |
| 1 | Good | 30 | 62,5 | 18 | 37,5 | 48 | 100,0 | 0,000 |

2 Not Good 9 16,7 45 83,3 54 100,0

Based on the table above, it can be seen that out of 48 people who said the quality of nursing planning was good, there was satisfaction of inpatients with 30 people (62.5%) satisfied and 18 people (37.5%) dissatisfied. Then out of 54 people who said the quality of nursing planning was not good, there was satisfaction of inpatients with 9 people (16.7%) satisfied and 45 people (83.3%) dissatisfied. The results of the chi square test showed that there was a p value = 0.000 <0.05, meaning that there was a relationship between the quality of nursing care services (planning) and the satisfaction of inpatients at Dr. Pirngadi Medan Regional Hospital.

4. Relationship between Quality of Nursing Care Services (Nursing Implementation) and Inpatient Satisfaction at Dr. Pirngadi Medan Regional Hospital

Table 13. Relationship between the Quality of Nursing Care Services (Nursing Implementation) and Inpatient Satisfaction at Dr. Pirngadi Medan Regional Hospital

| No | Nursing Implementation | Patient Satisfaction | | | | Amount | | Mar k p |
|----|------------------------|----------------------|------|---------------|------|--------|-------|---------------|
| | | Satisfied | | Not Satisfied | | N | % | |
| | | n | % | n | % | | | |
| 1 | Good | 32 | 69,6 | 14 | 30,4 | 46 | 100,0 | 0,000 |
| 2 | Not Good | 7 | 12,5 | 49 | 87,5 | 56 | 100,0 | |

Based on the table above, it can be seen that out of 48 people who said the quality of nursing implementation was good, there was satisfaction of inpatients with 32 people (69.6%) satisfied and 14 people (30.4%) dissatisfied. Then out of 56 people who said the quality of nursing implementation was not good, there was satisfaction of inpatients with 7 people (12.5%) satisfied and 49 people (87.5%) dissatisfied. The results of the chi square test showed that there was a p value = 0.000 <0.05, meaning that there was a relationship between the quality of nursing care services (planning) and the satisfaction of inpatients at Dr. Pirngadi Medan Regional Hospital.

5. Relationship between Quality of Nursing Care Services (Nursing Evaluation) and Inpatient Satisfaction at Dr. Pirngadi Medan Regional Hospital

Table 14. Relationship between the Quality of Nursing Care Services (Nursing Evaluation) and Inpatient Satisfaction at Dr. Pirngadi Medan Regional Hospital

| No | Nursing Evaluation | Patient Satisfaction | | | | Amount | | Mar k p |
|----|--------------------|----------------------|------|---------------|------|--------|-------|---------------|
| | | Satisfied | | Not Satisfied | | N | % | |
| | | n | % | n | % | | | |
| 1 | Good | 28 | 60,9 | 18 | 39,1 | 46 | 100,0 | 0,000 |
| 2 | Not Good | 11 | 19,6 | 45 | 80,4 | 56 | 100,0 | |

Based on the table above, it can be seen that out of 46 people who said the quality of nursing evaluation was good, there was satisfaction of inpatients with satisfaction of 28 people (60.9%) and dissatisfaction of 18 people (39.1%). Then out of 56 people who said the quality of nursing evaluation was not good, there was satisfaction of inpatients with satisfaction of 11 people (19.6%) and dissatisfaction of 45 people (80.4%). The results of the chi square test showed that there was a p value = 0.000 <0.05, meaning that there was a relationship between the quality of nursing care services (evaluation) and the satisfaction of inpatients at Dr. Pirngadi Medan Regional Hospital.

DISCUSSION

1.The Influence of Assessment Quality on Inpatient Satisfaction at Dr. Pirngadi Medan Regional Hospital

The results of the study on the assessment variables were found with good assessments from nurses at Dr. Pirngadi Medan Hospital with a proportion of patient satisfaction with a satisfied category of 61.7%. The Multiple Logistic Regression statistical test showed the assessment variable p value <0.05 with an Exp (B) or Odds Ratio (OR) value of 5.688 at a 95% Confidence Interval of between 1.395 and 23.188, meaning that nursing assessments have an effect on inpatient satisfaction

at Dr. Pirngadi Medan Hospital. Referring to the results of the test, it can be explained that the higher the good nursing assessment, the satisfaction of inpatients at Dr. Pirngadi Medan Hospital will certainly increase and vice versa, it is explained that the worse the nursing assessment, the satisfaction of inpatients at Dr. Pirngadi Medan Hospital will certainly decrease as well.

2. The Influence of Nursing Diagnosis Quality on Inpatient Satisfaction at Dr. Pirngadi Medan Regional Hospital

The results of the study on nursing diagnosis variables were found with good nursing diagnoses from nurses at Dr. Pirngadi Medan Regional Hospital with a proportion of patient satisfaction with a satisfied category of 54.8%. The Multiple Logistic Regression statistical test showed that the nursing diagnosis variable had a p value <0.05 with an Exp (B) or Odds Ratio (OR) value of 4.711 at a 95% Confidence Interval of between 1.074 and 20.659, meaning that nursing diagnoses had an effect on the satisfaction of inpatients at Dr. Pirngadi Medan Regional Hospital. Referring to the results of the test, it can be explained that the better the nursing diagnosis, the more the satisfaction of inpatients at Dr. Pirngadi Medan Regional Hospital will certainly increase and vice versa, it is explained that the worse the nursing diagnosis, the more the satisfaction of inpatients at Dr. Pirngadi Medan Regional Hospital will certainly decrease.

3. The Influence of Nursing Planning Quality on Inpatient Satisfaction at Dr. Pirngadi Medan Regional Hospital

The results of the study on nursing planning variables were found with good nursing planning from nurses at Dr. Pirngadi Medan Regional Hospital with a proportion of patient satisfaction with a satisfied category of 62.5%. The Multiple Logistic Regression statistical test showed the planning variable p value $<\alpha=0.05$ with an Exp (B) or Odds Ratio (OR) value of 5.419 at a 95% Confidence Interval of between 1.362 and 21.557, meaning that nursing planning has an effect on the satisfaction of inpatients at Dr. Pirngadi Medan Regional Hospital. Referring to the results of the test, it can be explained that the better the nursing planning, the satisfaction of inpatients at Dr. Pirngadi Medan Regional Hospital will certainly increase and vice versa, it is explained that the worse the nursing planning, the satisfaction of inpatients at Dr. Pirngadi Medan Regional Hospital will certainly decrease as well.

4. The Influence of Nursing Implementation Quality on Patient Satisfaction Inpatients at Dr. Pirngadi Medan Regional Hospital

The results of the study on the variables of nursing implementation were found with good nursing implementation from nurses at Dr. Pirngadi Medan Regional Hospital with a proportion of patient satisfaction with a satisfied category of 69.6%. The Multiple Logistic Regression statistical test showed the implementation variable p value $<\alpha=0.05$ with an Exp (B) or Odds Ratio (OR) value of 19.978 at a Confidence Interval of 95%, which is between 4.370 and 91.332, meaning that nursing implementation has an effect on the satisfaction of inpatients at Dr. Pirngadi Medan Regional Hospital. Referring to the results of the test, it can be explained that the better the implementation of nursing, the satisfaction of inpatients at Dr. Pirngadi Medan Regional Hospital will certainly increase and vice versa, it is explained that the worse the implementation of nursing, the satisfaction of inpatients at Dr. Pirngadi Medan Regional Hospital will certainly decrease as well.

5. The Influence of Nursing Evaluation Quality on Patient Satisfaction Inpatients at Dr. Pirngadi Medan Regional Hospital

The results of the study on nursing evaluation variables were found with good nursing evaluations from nurses at Dr. Pirngadi Medan Regional Hospital with a proportion of patient satisfaction with a satisfied category of 60.9%. The Multiple Logistic Regression statistical test showed that the implementation variable had a p value <0.05 with an Exp (B) or Odds Ratio (OR) value of 16.573 at a 95% Confidence Interval of between 3.282 and 83.687, meaning that nursing evaluation had an effect on inpatient satisfaction at Dr. Pirngadi Medan Regional Hospital. Referring to the results of the test, it can be explained that the better the nursing evaluation, the more inpatient satisfaction at Dr. Pirngadi Medan Regional Hospital will increase and vice versa, it is explained that

the worse the nursing evaluation, the more inpatient satisfaction at Dr. Pirngadi Medan Regional Hospital will decrease

CONCLUSION

1. The quality of nursing assessment affects the satisfaction of inpatients at Dr. Pirngadi Medan Regional Hospital.
2. The quality of nursing diagnosis affects the satisfaction of inpatients at Dr. Pirngadi Medan Regional Hospital.
3. The quality of nursing planning affects the satisfaction of inpatients at Dr. Pirngadi Medan Regional Hospital.
4. The quality of nursing implementation affects the satisfaction of inpatients at Dr. Pirngadi Medan Regional Hospital.
5. The quality of nursing evaluation on the satisfaction of inpatients at Dr. Pirngadi Medan Regional Hospital.
6. The most dominant variable affecting the satisfaction of inpatients at Dr. Pirngadi Medan Regional Hospital is the implementation variable, namely the regression coefficient value $\exp(B)$ 19.978.
7. Based on the model summary table, the Nagelkerke R Square coefficient = 0.729 was obtained, meaning that the quality of nursing care service variables (assessment, diagnosis, planning, implementation and evaluation) used in the study were able to explain the diversity of data on the inpatient satisfaction variable at Dr. Pirngadi Medan Regional Hospital by 72.9%, while the remaining 27.1% was explained by other variables outside the research model.

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