

The Relationship Between Nursing Services with Inpatient Satisfaction Levels in Three Dolok Health Centers, Dolok District, Panribuan, Simalungun District, 2017

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ABSTRACT

Nursing service is an effort to help individuals who are healthy or sick, from birth to death in the form of increasing their knowledge, will and abilities so that these individuals can carry out spiritual activities independently and optimally. Nursing services have: an important role in health development in order to improve the degree of public health. If various public health problems are not resolved, then the goals of health development will be hampered, so there is a need for one service, namely excellent service (Zaidin, 2001). The purpose of this study was to find out: The Relationship between Nursing Services and the Level of Inpatient Satisfaction at the Tiga Dolok Health Center, Dolok Panribuan District, Simalungun Regency in 2017. This type of research is an analytic survey with a cross-sequential approach. hospitalization as a target patient. The population of this study were monthly inpatients in the 2016 period in the inpatient room of the Tiga Dolok Health Center, namely 219 patients. In this study, there were 44 inpatients. The results of the clinic were based on the relationship between nursing services and the level of satisfaction of inpatients at the Tiga Dolok Health Center, Dolok Panribuan District, Simalungun Regency in 2017 with the result that the statistic p value - 0.018 H_0 failed to be rejected (p value S_a), so that it can be concluded that there is a significant relationship between nursing services and the level of inpatient satisfaction at Tiga Dolok Health Center, Dolok Panribuan District, Simalungun Regency. It is hoped that this will serve as material for further study for puskesmas in improving nursing services. Improvement of nursing services is expected to be able to meet patient needs according to patient expectations.

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INTRODUCTION

Nursing service is an effort to help individuals, both healthy and sick, from birth to death in the form of increasing their knowledge, willingness and abilities so that these individuals can carry out their daily activities independently and optimally. Nursing services have an important role in health development in order to improve public health status. If various public health problems are not resolved, then the goals of health development will be hampered, therefore it is necessary to have one service, namely excellent service (Zaidin, 2001). Barata, 2003). One of the prime services is the health service available at the Puskesmas. Health services aim to address a person's health problems. The results of the study by the Central Bureau of Statistics (2014) showed that the percentage of the population experiencing health complaints from 2014 to 2016 has increased, namely 28.15% (2014), 30.90% (2015), 33.24% (2016). Based on these conditions, the community's need for health services will also increase. One of the outcomes of health services besides patient recovery is patient satisfaction (Pohan, 2006).

Health development can be carried out through basic health services, namely Puskesmas (Kepmenkes No 128 of 2004). Puskesmas is the technical implementing unit of the District/City Health Service which is responsible for implementing health development in one or part of the sub-district area. Puskesmas is a basic health service for all people who live in its working area, carried out in a comprehensive and integrated manner (Efendi, 2009). Treatment health centers or inpatient health centers are health centers that are given additional rooms and facilities to help emergency patients, either in the form of limited operations or temporary hospitalization (Effendi, 2009).

The Simalungun District Health Office noted that the 34 Community Health Centers spread across 31 districts in Tiga Dolok are the Health Centers that rank second with the highest number of Outpatient and Inpatient Health Center visits. The construction of an inpatient health center aims to increase the community's outreach to health services and meet community needs. Nursing services have an important role in the implementation of health services in the health center as a whole, especially the treatment health center (inpatient health center). The number of nurses is the most staff when compared to other health workers, so that their role is decisive in health services both at the Puskesmas and at the hospital. During that time, nurses interact with patients 24 hours a day to carry out services.

The phenomenon above, the researcher is interested in examining this problem further with the title "Relationship of Nursing Services with Level K Inpatients at Tiga Dolok Health Center, Dolok Panribuan District, Simalungun Regency in 2017".

Formulation of the problem, Is there a Relationship between Nursing Services and the Satisfaction Level of Inpatients at Tiga Dolok Health Center, Dolok Panribuan District, Simalungun Regency in 2017?

RESEARCH METHOD

Type of Research This type of research is an analytic survey with a cross section. The variables to be studied are nursing services as an independent variable and the satisfaction level of inpatients as a dependent variable. Penchtam with a cross-sectional approach tries to study the relationship between risk factors as a cause and the impact of these causes. The risk factors and their impact will be observed at the same time (Budiharto, 2008).

Place and time of research

Place of Research Place This research was carried out at the Tiga Dolok Kaca Health Center in Panribuan.

Research time

This research was conducted in August 2017

Data analysis

a. Univariate analysis

Univariate analysis was performed to get an overview of each dependent variable and independent variable. The data will be presented in the form of a frequency distribution.

b. Bivariate Analysis

Bivariate analysis is to find out whether there is a relationship between the independent variables (categorical) and the independent variables (categorical) by using the Kai-Square Test or Chi-Square. To determine the significance of the results of statistical calculations, a significance limit of 0.05 was used. Thus if the p value < 0.05 then the calculation results are statistically significant and if $p > 0.05$, the results of statistical calculations are not significant. To find out the magnitude/strength of the relationship between the dependent variable and the independent variable, the Prevalence Ratio (PR) or OR (odds ratio) with 95% CI (Confidence Interval) is used. From the results of the statistical test, it can be concluded that there is a significant or insignificant relationship between the two variables by comparing the p -value with the α value of < 0.05 . The researcher here uses an alternative hypothesis (H_a), so that if $p < \alpha$, then H_a fails to be rejected.

RESULTS AND DISCUSSIONS

The Relationship between Nursing Services and the Satisfaction Level of Inpatients at Tiga Dolok Health Center, Dolok Panribuan District, Simalungun Regency in 2017 Patient satisfaction is a feeling that the patient has and arises as a result of the performance of health services after the patient compares it with what is expected (Pohan, 2006). Patients will perceive the nursing services they receive whether they are in accordance with their expectations or not. Then they will respond in the form of satisfaction or dissatisfaction with the nursing services they have received. This is also supported by the results of this study which state that there is a relationship between nursing services and the satisfaction level of inpatients at Tiga Dolok Health Center, Dolok Panribuan District.

The results showed that respondents who rated nursing services were in the good category, had a moderate level of satisfaction. This was shown by 6 respondents (13.64%) who rated nursing services as being in the good category, 4 respondents (66.7%) had a moderate level of satisfaction and 2 respondents (33.39%) had a low level of satisfaction. Statistical test results with the Chi-Square test showed p value = 0.018. The results show that H_a failed to be rejected (p value $> \alpha$), so it can be concluded that there is a relationship between nursing services and the level of satisfaction of inpatients at Tiga Dolok Health Center, Dolok Panribuan District with an Odds Ratio value in this study of 10.667, it is concluded that service good nursing has 10.667 times more chances to achieve a high level of patient satisfaction compared to poor nursing services.

The results showed that the hypothesis in this study was accepted, namely that there was a relationship between nursing services and the satisfaction level of inpatients at Tiga Dolok Health Center, Dolok Panribuan District. There are research results on nursing services with satisfaction levels that support the results of this study, namely research conducted by Mustofa (2008) with the title "Relationship Between Patient Perceptions of the Dimensions of Quality of Nursing Services with Patient Satisfaction in Inpatient Rooms at PKU Muhammadiyah General Hospital Temanggung" The results of this study also indicate that there is a significant relationship between patient perceptions of service quality and patient satisfaction. Based on the results of the research above, it can strengthen the theory put forward by Simamora (2003), service is the most important thing from the factors that influence patient satisfaction. Health services, especially nursing services, must be competent and pay attention to patient needs and respect patients. Services that give a good impression will increase patient satisfaction.

Table 5.1 shows the statistical results that there were respondents who rated nursing services as being in the good category but had a low satisfaction level of 2 people (33.36%). Researchers analyzed the causes of the presence of respondents who were dissatisfied with nursing services

that were already good because the demands or expectations of respondents were too high. High patient demands or expectations compared to the reality of the services received creates gaps that cause dissatisfaction. The results of the statistical test of this study showed that of the 38 respondents who rated nursing services as being in the unfavorable category, 6 respondents (15.8%) had a moderate level of satisfaction and 32 respondents (84.2%) had a low level of satisfaction. The nursing service received by the patient turns out to be less than the patient's expectations, so the patient feels dissatisfied because he feels disappointed. If the nursing service received by the patient turns out to be comparable or greater than the patient's expectations, the patient feels satisfied (Pohan, 2006).

The results of the statistical test of this study showed that of the 38 respondents who rated nursing services as being in the unfavorable category, 6 respondents (15.80) had a moderate level of satisfaction and 32 respondents (84.2%) had a low level of satisfaction. The nursing service received by the patient turns out to be less than the patient's expectations, so the patient feels dissatisfied because he feels disappointed. If the nursing service received by the patient turns out to be comparable or greater than the patient's expectations, the patient feels satisfied (Pohan, 2006).

CONCLUSION

Statistical test results p value - 0.018. H_0 failed to be rejected (p value S_a), so it can be concluded that there is a significant relationship between nursing services and the level of inpatient satisfaction at Tiga Dolok Health Center, Dolok Panribuan District, Simalungun Regency.

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