

QUALITY OF NURSING SERVICES IMPROVES CLIENT SATISFACTION

Iwan Ardian¹, Moses Glorino Rumambo Pandin²

¹Nursing Doctoral Study Program, Faculty of Nursing, Airlangga University

² Faculty of Humanities, Airlangga University

Email: Iwanardian@unissula.ac.id

Abstract

Client or patient satisfaction is a very important indicator in determining service quality, patient satisfaction with various factors, but the main determining factor for patient satisfaction is the nurse, because nurses are medical personnel who are always near the patient and almost approaching the treatment that the client receives always involves the nurse. In it, therefore, nursing services, namely in the form of nursing care, are important to penetrate patient satisfaction. The purpose of this paper is to determine the effect of the quality of nursing services in increasing patient satisfaction. The method used in this research was a literature study which is analyzed from 25 articles searched through Google Scholar and Pubmed and selected based on indexes, namely Scopus, Sinta 1, and 2 and the topics discussed. The results showed that if the quality of service of nursing or nursing care can significantly increase patient satisfaction.

Keywords: Client, Satisfaction, Quality, Nursing Services.

Introduction

Nursing services are defined in constitution number 34 of 2014 Nursing services are defined as health services provided based on knowledge as well as nursing tips given to the community or community (both individuals, then families, then groups) who are in a healthy or sick condition, and are part of professional care and become an integrated part of health services, which is given based on tips or techniques and knowledge of nursing (1). Nursing quality has the main result, namely satisfaction, why is satisfaction the main result, because an important aspect in assessing the quality of care is the satisfaction of the client (2).

Satisfaction from clients is defined as a condition when the pleasure of existing individuals is due to the comparison between their impressions and their expectations, so if the reality is the same as what they expect, this can be said to be satisfying service (3). The feeling of being satisfied with the client is an important indicator of the quality of health services, therefore this feeling of satisfaction is an important thing that the hospital must give to clients or patients (4). Patient satisfaction is an important outcome measure for assessing service quality, and patient satisfaction regarding nursing care is

an important part of the quality of care measure (5). Patient satisfaction is linked to many aspects, including social, then technical, and professional aspects of the caregiver (6).

Medical personnel become one of the professionals who play an important role in the service system, medical personnel are expected to be fast, courteous and efficient in carrying out operational tasks in helping patients, patients also want trained staff to provide information (7). The level of patient satisfaction with nursing care is an important part because 80% of primary health services involve nurses, so that is why nurses are the most important part of the system in health care, therefore satisfaction with nursing services can also determine satisfaction in all existing services in hospitals or health services (8). This is what makes the quality of nursing service an important aspect to assess (9).

Nursing is an important part of quality and safety in hospital care and is a determining factor for patient satisfaction with treatment outcomes, because nurses' caring behavior and patient experiences about the care received have a close relationship with the quality of care, so that patient perceptions of nurse care can be considered as an important indicator of the

quality of nursing care (10). Nursing care becomes an important aspect of patient satisfaction, this phenomenon can occur because in every nursing care nurses are always involved in it, therefore nursing care is an important part in determining patient satisfaction (11).

Nurses working in hospitals are instructed to prioritize comfort, give affection and pay close attention to clients, besides that nurses are also health workers who are directly involved in providing health care in the health care system in the hospital or other health services, causing nurses to interact and spend the most time with patients, this makes nurses involved in various simple to complex activities, these factors can make nursing care that is fulfilled properly can increase the satisfaction felt by patients, nursing care and can be the key in reducing patient complaints in care, therefore it is this is important, not only for maintaining the patient's health status but also in increasing patient satisfaction (6).

Looking at the results of previous research and the phenomena that have occurred which illustrate that patient satisfaction is used as an important aspect that determines the quality of services provided by health service agencies or hospitals, and based on the results of previous

studies, the majority illustrates that the biggest factor that determines the level of satisfaction of clients is nurses, because nurses are medical personnel who have the longest time beside patients and most of the health powered care involves nurses. This phenomenon is what is interesting and motivates the author to explore more deeply about studies or research that examines how the influence or impact of quality on nursing services on the satisfaction of clients.

Methods

This research or study method used is a literature study or literature review, the data in this study came from journals related to nursing services and patient satisfaction, articles or journals in this study were traced through the Pubmed platform and google scholar with a journal publication time limit, namely 2017, until 2021 or the last 5 years. The keywords used to browse or search for articles are quality, nursing care, and patient satisfaction, from these keywords on Google Scholar found 17,700 articles and on Pubmed found 13 articles. The article criteria used in this study were articles or journals indexed by Scopus, Sinta 1, and Sinta 2.. After selecting articles based on the suitability of the topic and journal index, it was decided that the articles or journals used in this study were 25

journals indexed by Scopus or Sinta 1 and Sinta 2

Result and Discussion

Feeling satisfied with the services provided by health facilities or hospitals is an important right for every patient (4). Satisfaction of the client or patient is defined by basic criteria that can provide information about the level of values and expectations of the client or patient and shows the quality of patient care, therefore the satisfaction of the client or patient is considered to be one of the important indicators to determine the quality of care. (12). According to research conducted by Batbaatar (2017) with the review article method, it is stated that patient satisfaction can be indicated to be influenced by nine factors, namely, the physical environment, then there are organizational characteristics, continuity of care, results of care, interpersonal care, then access which consists of (accessibility, availability, and finance), as well as technical maintenance (13).

The environment, facilities, and effectiveness of treatment or treatment results are factors that affect patient satisfaction, this is evidenced by research conducted by Kim (2017) which shows that the impression of facilities, environment, and effectiveness of

treatment has a positive impact on patient satisfaction (14). Access here includes accessibility, finance and availability to be meaningful in determining service quality, this is evident in a study conducted by Tessema et al. (2017) who conducted a research on the quality of service in care facilities in family planning services in this study found that the quality of care was influenced by facilities, waiting time and information provision, these results could indicate that facilities and availability such as information greatly determine the quality of care (15). Then there is technical treatment, in this case medical personnel are included in the indicators of technical care, in this case it is stated that the competence of medical personnel felt by patients is one of the most significant factors affecting patient satisfaction. (13).

Medical personnel are an important factor affecting the level of patient satisfaction, this was conveyed by Kim (2017) who stated that treatment services were influenced by medical service providers, namely doctors and nurses. (14). This statement is strengthened by the results of the research by Akbar & Jaya (2017) who conducted research related to the quality of

service at the Puskesmas with satisfaction from patients, and in this study the results were obtained between the quality of doctor's service, then there were pharmacists and nurses with patient satisfaction, there was a significant influence, with the highest correlation coefficient value found in the nurse dimension, namely 0.273, this indicates that nurses provide good service quality and have an influence on community satisfaction. (7).

This statement is reinforced by research conducted by Fashi (2017) which obtained research results that patient satisfaction with doctors and nurses showed that patient satisfaction with doctors was 93% and patient satisfaction with nurses was 98%, these results indicate that patient satisfaction is higher for nurses (16). This phenomenon can occur because nurses become medical personnel who are beside the patient the longest or have the longest time with the patient and almost 80% of primary care in the hospital is carried out by nurse patients. (8).

Nurses have a big impact and influence on patient satisfaction, this statement is evidenced by the results of a study conducted by Muluget (2017) which conducted a study on patient satisfaction with nursing care in Ethiopia in this study showing 55.1% of patients felt satisfied with the nursing care of

the nurse (8). The results of this study were also strengthened by the results of research conducted by Acharya (2019) who conducted a study regarding the satisfaction variables of patients with nursing care found in five main wards in tertiary hospitals in Nepal, the results showed that from 105 patients it was found that 99 patients or (94.3%) the patient is satisfied with the nursing care provided by the nurse by the tertiary care center (2).

Other research results that are in line with this study are research from Wudu (2021) Wudu (2021) who conducted research related to predictors or determinants of satisfaction of adult patients with nurses who were in the inpatient room at the General Hospital in the East Amhara Region, in the Northeastern Ethiopia State, in this study the results obtained care for the patient's perceived satisfaction is 118 (48.4%), and it is stated that the highest causal factor for satisfaction with nursing care performed by nurses is the ability of nurses to work from nurses, namely 133 (54.5) (17). The results of this study were also supported by research conducted by Kasa & Gedamu (2019) who conducted research with a similar theme, which is related to predictors of satisfaction from adult patients with nursing care in Amhara General Hospital in Northwest Ethiopia, in this study data was obtained

regarding the total satisfaction of adult patients with nursing care was 40.7% in in this case the patient is more satisfied with providing information, then affective support and then professional technicality (6).

The quality of care not only impacts patient satisfaction but also has an impact on family satisfaction and family satisfaction can have an impact on quality of life, these results were obtained from a study conducted by Shippee et al (2018) who conducted research related to family satisfaction with care at nursing homes and the role of the facility's existing characteristics and then the quality of life scores of the residents (18). The quality of nursing care also has an impact on the patient's parents, this is evidenced by a study conducted by Lake et al (2020) who conducted a study on the satisfaction felt by the parents of patients in the NICU, and in this study, the results of parental satisfaction in this study were quite high, namely 5.70 out of 6.00. Nurses have a very important role in the occurrence of communication with parents, then provide education related to premature babies and related to the need for care, then also provide breastfeeding support, emotional support, counseling and preparation for discharge, here it can be seen that the role of nurses in providing nursing

care It is very important to communicate with the parents of babies in the NICU room (19).

In line with previous research on the importance of communication from nurses in carrying out nursing care, it is also proven in a study conducted by Lotfi et al (2019) who conducted a study with the title of assessing nurse communication with the patient's perceived satisfaction from nursing care, in this study the results showed that There is a correlation between the communication made by nurses and the satisfaction felt by patients because in this study the results were that more than 80% of patients did not know their nurses so this had an effect on the low satisfaction felt by patients with nursing care. reflecting that communication from nurses is an important aspect in carrying out nursing care because a lack of communication can lead to a lack of trust in the relationship between nurses and patients, so here it can be seen that effective communication is a critical element. ting in the implementation of integrated nursing care (4).

Another study that is in line with this study which conducted research related to the communication carried out by nurses with the satisfaction felt by the patient was a study conducted by Nisa et al (2019) which conducted research on the effect of the quality of therapeutic communication

between nurses and patients and patient satisfaction in the inpatient room. In this study, it was found that effective therapeutic communication can be useful for increasing the level of client or patient satisfaction (11). This can be explained because communication that occurs effectively and is also meaningful is an important factor in providing quality care to caring patients, nurses who provide quality services must be able to build the ability to interact with patients (20). In addition to communication between nurses and patients, client or patient satisfaction is also influenced by the nursing care factors provided or factors from missed nursing care performed by the nurse (19).

Research conducted by Aiken, Sloane, & Bruyneel (2017) who conducted research on patient satisfaction variables and on variables of services provided by hospitals and nurses, the study was conducted in England, with the result that patient perceptions of hospital care were very important. is closely related to nursing care because 60% of patients report that nurses are almost always there to care for them, and patients show a high level of trust in nurses, the trust of patients in nurses is judged as important as the way patients value the hospital, and in this study it also shows that the lack of availability of care at the hospital or nurses who skip treatment can

reduce the satisfaction of patients, this research can be interpreted if the belief in patients and the completeness or quality of nursing care has an influence on the level of patient satisfaction (21).

The quality that exists in nursing care is also caused by the availability factor in the service, this is reflected in research conducted by Hussami et al (2017) which examines the perceptions of patients regarding the quality of nursing care with services from hospitals in this study that the quality of nursing care is influenced by the services of the hospital which, among other things, consists of first the quality of the bed, then also the quality and cleanliness of the sheets, then the number of bathrooms available, and how the quality and availability of bathrooms, in addition to the availability of cleanliness from toilets are also an important aspect and how ventilation and lighting are in the wards (9). The results of the research or the results of these studies reflect that the quality contained in nursing care services that affect client or patient satisfaction is influenced by various factors.

Satisfaction of the client or patient with a nursing care or service are influenced by various things, as reflected in research conducted by Santos et al (2017) which conducted research related to client

satisfaction with the care performed by nurses in this study concluded that clients have a high level of satisfaction with all items or aspects with the highest satisfaction related to technical and professional aspects, then aspects of trust, gender aspects and education level also have a positive effect on client satisfaction, from the results of this study, it can be shown that client satisfaction who is treated in a medical clinic is related to technical, scientific, knowledge, and individualized care skills provided by nurses. (22).

Patient satisfaction is also influenced by the leadership style of nurses, this is evidenced by research conducted by Nunes & Gaspar (2016) who conducted a study In relation to the existing leadership in nursing and patient satisfaction in the context of the hospital in this study, it was also found that the patient was satisfied with the nursing care provided and there was a significant correlation between the leadership qualities contained in the perspective of the head nurse and the satisfaction of the client or patient. This can occur because nurses who act as leaders or head nurses can be the basis for influencing or determining how the system in their team can achieve common goals and the main goal of meeting the health needs of patients and families, the nurse leader or head

nurse can also have a significant influence. good and positive towards other nurses, so that these nurses are able to provide quality nursing care services and patients can feel satisfaction from the nursing care provided by the nurses (5).

Research conducted by Zaghini et al (2019) which conducted research related to the leadership style of nurse managers and patient perceptions of the quality of care provided by nurses, research with this theme can explain the results above, in this study results were obtained when nurses were satisfied with leadership, they will feel less tired and tense in interpersonal relationships, so that nurses do not behave contrary to ethics or unethical, so that the quality of care provided is very good, this factor causes patients to feel more satisfied with nursing care (10).

Apart from being influenced by nurse leadership, patient satisfaction with nursing care is also influenced by the mental intelligence of nurses, this statement is evidenced by research conducted by Fashi (2017) which studied the relationship between mental intelligence of nurses and patient satisfaction, this study found a significant relationship between mental intelligence. and patient satisfaction, this is evidenced by the value of $r = 0.69$ and p -

value <0.05 . This can happen because spiritual intelligence is a type of intelligence that can have a significant impact on the services provided by health workers. Spiritual intelligence consists of eight components: honesty, openness, humility, gentleness, generosity, tolerance, resilience, and desire. To meet the needs of others, this allows people with high mental intelligence to have more abilities and more effective flexibility to improve the quality of their work, so that they do their work, and feel as an opportunity to help others, this makes patients more patient and satisfied. with high spiritual intelligence (16).

Service quality theory (SERVQUAL) forms the basis of service quality in the quality of nursing services consisting of five dimensions, namely tangibles or the physical appearance of nurses, reliability or reliability, responsibility, assurance, and empathy (23).

This theory is proven by research conducted by Mariana, Malini, Priscila (2018) who conducted research in South Sumatra which examined the quality variables of nursing services at the Islamic Hospital, in this study the results showed that the tangibles dimension showed that 68.1% of service quality was good. , 52.4% service quality is good seen in the dimension of reliability, as well as seen from the dimension

of responsibility shows 62.7% good service quality, and from the dimension of guarantee shows 61.6% good service quality and 60% good service quality seen from the dimensions empathy (24).

Research conducted by Musviro, Munawir & Zulkarnain (2017) also assessed nursing care in Islamic Hospitals with patient satisfaction, in this study, it was found that there was an influence on all stages of Islamic nursing care starting from orientation, work and termination stages on patient satisfaction at the Lumajang Islamic Hospital (25).

Previous research results It appears that in all nursing care that is carried out holistically both biological, psychosocial, psychic, spiritual, all research results indicate that quality nursing care affects patient satisfaction. Patient satisfaction has a very positive and positive impact on patient loyalty, this is evidenced by research conducted by Kulsum & Syah (2018) which conducted research on the effect of service quality on loyalty by mediating patient satisfaction., the results of service quality have an influence on patient satisfaction, patient satisfaction affects loyalty, service quality affects loyalty, this result can be explained by the theory that one way to maintain patient satisfaction is to provide consistent high quality health services to

meet client expectations so that when the service meets expectations the client will have a high positive impression of health services, and then the client can have an attachment or love for the hospital or health care provider, this makes the client feel that he has a positive experience with the hospital so that he will return to using the health services of the hospital, so here client loyalty is formed towards health services. (26).

The results of this study are supported by research conducted by Maqsood, Maqsood, Waqas, and Amir (2017) who conducted research on the effect of hospital service quality on patient satisfaction and behavioral intentions of doctors and nurses, the proportion of hospital services has a significant effect on behavior and patient intentions. . The results of this study indicate that a hospital that provides good service to patients is satisfied and encourages friends and neighbors to seek treatment at the hospital. (27).

The results of this study are supported and strengthened by research conducted by Ramli (2019) which conducted research on patient satisfaction, hospital image, and patient loyalty. The study was conducted in West Sulawesi, and the results of the effect obtained a t-count value of 2.3235, so that the effect of patient satisfaction on patient loyalty

is positive and significant, meaning that the t table is positive and significant because it is greater than 1.96 in the table, the effect of patient satisfaction. the image of the patient's hospital is positive and significant. The t value of 2.5492 is greater than r table (1.96) which means positive and significant. Because the t-value is 1.9978, the effect of patient loyalty on the image of the hospital is positive and significant. This means that it is positive and significant because it is smaller than t table (1.96). Patient satisfaction can influence and improve hospital image, high patient satisfaction also affects patient loyalty, and high hospital image has a positive effect on patient loyalty, it can be concluded that it has a significant effect. (3).

Conclusion

Patient satisfaction is an important indicator to assess the quality of a hospital or medical service, the patient's papacy is determined by various factors, medical personnel are one of the important factors that determine patient satisfaction, nurses are the medical center who are mostly beside clients because almost the majority of patient care is nurse take part in it, so that the quality of nursing services or nursing care becomes an important factor in determining patient satisfaction, the quality of nursing care provided by nurses is influenced by various

factors. Client satisfaction has a positive impact on health services or hospitals, namely the ability to increase client loyalty.

References

1. Constitution of the Republic of Indonesia. Constitution of the Republic of Indonesia Number 38 of 2014 Concerning Nursing. 2014.
2. Acharya S, Ghimire C, Shrestha A, Yadav AK, Bhandari S. Patient satisfaction with nursing care in five major departments in a tertiary care centre. *J Nepal Med Assoc.* 2019;57(219):367–70.
3. Ramli AH. Patient Satisfaction, Hospital Image and Patient Loyalty in West Sulawesi Province. *Bus Entrep Rev.* 2019;17(1):1.
4. Lotfi M, Zamanzadeh V, Valizadeh L, Khajehgoodari M. Assessment of Nurse–Patient Communication and Patient Satisfaction from Nursing Care. *Nurs Open.* 2019;6(3):1189–96.
5. Nunes EMGT, Gaspar MFM. Leadership in nursing and patient satisfaction in hospital context. *Rev Gauch Enferm.* 2016;37(2):e55726.
6. Kasa AS, Gedamu H. Predictors of adult patient satisfaction with nursing care in public hospitals of Amhara region, Northwest Ethiopia. *BMC Health Serv Res.* 2019;19(1):1–9.
7. Husain Akbar F, Tegar Jaya M. Relationship between Service Quality on Public Health Center and Patient Satisfaction. *Glob J Health Sci.* 2017;9(7):96.
8. Mulugeta H, Wagnew F, Dessie G, Biresaw H, Habtewold TD. Patient satisfaction with nursing care in Ethiopia: A systematic review and meta-analysis. *BMC Nurs.* 2019;18(27):1–12.
9. Al-Hussami M, Al-Momani M, Hammad S, Maharmeh M, Darawad M. Patients' perception of the quality of nursing care and related hospital services. *Heal Prim Care.* 2017;1(2):1–6.
10. Zaghini F, Fiorini J, Piredda M, Fida R, Sili A. The relationship between nurse managers' leadership style and patients' perception of the quality of the care provided by nurses: Cross sectional survey. *Int J Nurs Stud* [Internet]. 2020;101:103446. Available from: <https://doi.org/10.1016/j.ijnurstu.2019.103446>
11. Nisa SNU, Hussain M, Afzal M, Gilani SA. Quality of nurse patient therapeutic communication and overall patient satisfaction during their hospitalization stay. *Int J Med Sci Public Heal.* 2017;6(4):1.
12. Girgin R, Demirkıran ED, Yılmaz G. Evaluation of Factors Affecting Patient Satisfaction with Health Care Services: A Cross-sectional Study in an Endourology Clinic. *J Urol Surg.* 2019;6(4):278–82.
13. Batbaatar E, Dorjdagva J,

- Luvsannyam A, Savino MM, Amenta P. Determinants of patient satisfaction: A systematic review. *Perspect Public Health*. 2017;137(2):89–101.
14. Kim CE, Shin J-S, Lee J, Lee YJ, Kim M, Choi A, et al. Quality of medical service, patient satisfaction and loyalty with a focus on interpersonal-based medical service encounters and treatment effectiveness: a cross-sectional multicenter study of complementary and alternative medicine (CAM) hospitals. *BMC Complement Altern Med*. 2017;17(1):1–12.
 15. Tessema GA, Mahmood MA, Gomersall JS, Assefa Y, Zemedu TG, Kifle M, et al. Client and facility level determinants of quality of care in family planning services in Ethiopia : Multilevel modelling. *Plus One*. 2017;1–20.
 16. Fashi FM. Studying the relationship between spiritual intelligence of nurses and patients ' satisfaction with nursing care. *Bali Med J*. 2017;6(3):539–42.
 17. Wudu MA. Predictors of Adult Patient Satisfaction with Inpatient Nursing Care in Public Hospitals of Eastern Amhara Region , Northeastern Ethiopia 2020. *Patient Prefer Adherence*. 2021;15:177–85.
 18. Shippee TP, Smith CH, Gaugler JE, Held R, Kane RL. Family Satisfaction With Nursing Home Care: The Role of Facility Characteristics and Resident Quality-of-Life Scores. *HSS Public Access Res Aging*. 2018;39(3).
 19. Lake ET, Smith JG, Staiger DO, Hatfield LA, Cramer E, Kalisch BJ, et al. Parent Satisfaction With Care and Treatment Relates to Missed Nursing Care in Neonatal Intensive Care Units. *Front Pediatr*. 2020;8(March):1–9.
 20. Amoah VMK, Anokye R, Boakye DS, Acheampong E, Budu AA, Okyere E. A Qualitative Assesment of Perceived Barries to Effective Therapeutic Communication Among Nurses and Patients. *BMC Nurs*. 2019;18(1):4.
 21. Aiken LH, Sloane DM, Ball J, Bruyneel L, Rafferty AM, Griffiths P. Patient satisfaction with hospital care and nurses in England: An observational study. *BMJ Open*. 2018;8(1):1–8.
 22. Santos MA Dos, Sardinha AH de L, Santos LN Dos. User satisfaction with the care of nurses. *Rev Gauch Enferm*. 2017;38(1):e57506.
 23. Parasuraman A, Zeithalm VA, Berry L. A Multiple Item Scale for ,easuring Consumer Perceptions of Service Quality. London And New York: Routledge. Taylor & Francis Group; 2002. 140 p.
 24. Mariana D, Malini H, Priscilla V. The Quality of Nursing Services in Islamic Hospital in South Sumatera, Indonesia. *Int J Innov Sci Res Technol [Internet]*. 2018;3(10):104–

9. Available from: www.ijisrt.com
25. Musviro, Munawir A, Zulkarnian E. Implementation of Islamic Nursing Care in Improving Patient Satisfaction. *Humanist Netw Sci Heal Nations*. 2017;1(4):357–61.
26. Kulsum U, Syah TYR. The Effect of Service Quality on The Patient Satisfaction. *Int J Mod Trends Eng Res*. 2018;5(6):34–6.
27. Maqsood M, Maqsood H, Waqas A, Amir PS. Effects of hospital service quality on patients satisfaction and behavioural intention of doctors and nurses. *Saudi J Med Pharm Sci*. 2017;3:556–67.