

Patient Perception and Nurse's Caring Attitudes Affect the Patient Satisfaction Level in Dr. Achmad Mochtar Bukittinggi Hospital

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Abstract:- Patient satisfaction is one indicator of the quality of nursing services, patients who are treated in the inpatient ward of the hospital. Dr. Achmad Mochtar Bukittinggi revealed that nurses were less friendly, less satisfying in answering questions about patients' illnesses, lack of information on patients' illnesses, which showed nurses' caring behavior was inadequate. This study aims to see the relationship of patient perceptions of caring behavior of nurses with patient satisfaction in the Inpatient Room Interne. Descriptive correlation research design, data collection using a questionnaire, observation sheet. The research was carried out in the Male Internship, Women's Intern and Interne Class. Respondents were patients taken by accidental sampling with a total of 153 patients. The results showed that patient satisfaction was 73.10% and the patient's perception of nurses' caring behavior was 74.45% which consisted of maintaining a belief of 74.30%, knowing by 75.03%, attendance (being with) of 74.21%, skills (doing for) of 74.77%, enabling problems (enabling) of 74.81%. The results of the linear correlation test found a significant relationship between patient perceptions of caring behavior of nurses with patient satisfaction and the dominant one was knowing (knowing). It is recommended that nurses' caring behavior be maintained and improved and it is necessary to examine the effect of nurse caring behavior on patient satisfaction.

Keywords:- Patient Satisfaction, Nurse's Caring, Patient Perception.

I. INTRODUCTION

Quality nursing service quality can be produced by quality resources and supporting facilities and infrastructure (Wuryanano, 2007). The quality of nursing services can be seen from patient satisfaction. Patient satisfaction is influenced by perceptions of the quality of service received by patients. Satisfaction arises because patients have a subjective assessment of what is received and experienced by patients (Tjiptono F, 2002) Anggraini E, (2011), states that appropriate health care is one of the most appropriate elements in human life, health services provided by the hospital will come along with the quality of service. Service quality is determined by differences in expectations of services with services received. If expectations are greater

than the service received, the quality that will be felt will be considered unsatisfactory and cause customer dissatisfaction.

Satisfaction is feeling happy or disappointed someone who appears after comparing the expected results, if the service received is below expectations, the patient is not satisfied, if the service received exceeds expectations then the patient will be satisfied and happy (Kotler P, 2005). According to Buttle in Setiawan, (2011) customer satisfaction is a response in the form of a feeling of satisfaction that arises because of experience in using a product or service. Potter P.A & Perry, (2005), emphasizes that the success of health services is influenced by the participation of nurses in providing quality nursing services to patients.

Patient satisfaction with nursing services is also influenced by nurses' attitudes in providing nursing care, namely caring behavior. Caring behavior is one of the clinical indicators of nursing service quality (Directorate of Nursing Services Development, 2008). Caring is an attitude or behavior that is attentive to patients, so that patients feel very valued. Caring is also an effort to protect, improve and maintain a sense of humanity by helping others in the sense of illness (Morrison P & Burnard P, 2009). Watson J, (2005) defines caring as a process to establish a relationship that focuses on the patient's feelings which is a commitment and responsibility of a nurse.

Caring behavior of nurses greatly affects patients who receive nursing care and also has an impact on nurses who provide nursing care. According to Yani I, (2010), the caring behavior process provided by nurses in providing nursing services has five characteristics, namely: maintaining belief, knowing (being with), doing (doing for) and solving problems (enabling). Caring behavior given to patients can provide a sense of security, comfort, fulfillment of physical, emotional and spiritual needs so as to accelerate the healing process or gain peace in the face of death.

Nurse caring behavior is a concern in the RSUD. Dr. Achmad Mochtar Bukittinggi in order to improve the quality of nursing services and the quality of nursing care and patient satisfaction. Based on the results of hospital patient satisfaction surveys, Dr. Achmad Mochtar Bukittinggi in 2013 found that the satisfaction of patients in inpatient care

got a score of 76.3% which illustrates that it is still below the SPMRS (Hospital Minimum Service Standard) target of 90%, especially in the Inpatient Room Interne by looking at the complex disease of patients. Other data are public complaints via SMS (Short Messages Service) and a suggestion box about dissatisfaction with nurse services in the inpatient ward in 2012 as many as 20 cases, in 2013 as many as 44 cases and in January to March 2014 as many as 9 cases (RSAM General Services Sector, 2014). Complaints contain 75% of the public complaining about the attitude of nurses who are less friendly, a less therapeutic relationship between nurses and patients, and less satisfying in answering questions posed by patients and ignorance of patients with scheduled doctor visits to the room, lack of information on the condition of the illness.

Based on the phenomena above the research questions answered are: How is the patient's satisfaction in the Inpatient Room Interne?, how is the patient's perception of the caring behavior of nurses in the Inpatient Room Interne? how is the relationship between patient perceptions about caring behavior of nurses with patient satisfaction?

II. RESULTS

➤ Patient Satisfaction

Patient satisfaction consists of the patient's understanding of the type of service received, empathy (empathy), cost (cost), physical appearance (tangibility), assurance (assurance), reliability (reliability), responsiveness (responsiveness) which can be seen in table 1.

Table 1 shows that out of 153 patients the average value of patient satisfaction in the range 1-4 is 3.06, meaning that patient satisfaction with nursing services is 76.20%.

➤ Perception of Patients Against Caring Behavior of Nurses

Nurse caring behavior consists of maintaining belief, knowing, being with, skills (doing for), and enabling problems can be seen in table 2.

Table 2 shows that the average value of patient perceptions of nurses' caring behavior in the range 1-4 is 3.00, meaning that the patient's perception of nurse caring behavior is 75%.

The results of data analysis from subvariable caring behavior of the nurse's belief show that the average value of nurses' caring behavior in the range 1-4 is 2.97, meaning nurses' caring behavior for self-confidence is 74.30%. knowing the value of the average caring behavior of nurses in the nurse range 1-4 is 3.00 means that caring behavior to find out is 75.03%. Being with shows that in the range 1-4, which is 2.97, it means that nurses' caring behavior for attendance is 74.21%. (doing for) skills indicate that the average value of skills in the range 1-4 is 2.99, which means nurses' caring

skills for skills are 74.81%. enabling problem solving shows that the average value of problem solving in the range 1-4 is 2.9, meaning nurses' caring behavior is 74.81%.

Relationship between Patient Perception About Nurse Caring Behavior and Patient Satisfaction. The relationship of patient perceptions of nurse caring behavior can be seen in table 3.

The variables that enter the final modeling are knowing (knowing) and doing (doing for). The summary model obtained determinant coefficient (R Square) of each variable is 0.136, which means that the patient's perception of nurses' caring behavior, namely knowing (doing) and doing (doing for) can explain 13.6% of patient satisfaction or in other words 13.6% of patient satisfaction is determined by the patient's perception of the caring behavior of the nurse which is knowing (knowing) and doing (doing for) at the 95% confidence level and the remainder explained by other variables. The dominant variable that is related to patient satisfaction from the five sub nurse caring behavioral variables is knowing with the highest value ($\beta = 0.227$).

The Final Model of Knowing And Doing For Relationships With Patient Satisfaction can be seen in table 4.

III. DISCUSSION

➤ Patient Satisfaction

Patient satisfaction in the Inpatient Room interne of Hospital. Dr. Achmad Mochtar Bukittinggi was satisfied at 76.2%. This study was confirmed by Pohan I, (2007), who explained that the satisfaction experienced by patients is related to the quality or quality of services provided by nurses. Patients as consumers will feel satisfied when given service and treated well and get convenience in service. Another theory also says that a patient who is in a healthy period is accustomed to living with full service, and is focused on all desires, of course when he is treated he will demand treatment in accordance with what he gets in his daily life (Singgih, 2012).

Patient satisfaction arises because of the patient's subjective assessment of what is received and experienced by the patient. Service quality can be determined by differences in customer expectations with perceived nursing services. If expectations are greater than the performance of nurses, the quality that will be felt is not satisfactory and causes customer dissatisfaction.

➤ Patient's Perception of Nurse Caring Behavior

Caring behavior of nurses who are in the Inpatient Room of the Internal Hospital. Dr. Achmad Mochtar Bukittinggi of 75%. This research was confirmed by Burn N & Grove SK, (2008), that caring behavior must be instilled

and become a culture that is inherent in each nurse, and the application of caring behavior to patients requires the development of knowledge, skills, expertise, empathy, communication, and clinical competence. nurse's responsibility to the client. Nurses in providing nursing care to patients should increase care for patients by giving attention, feeling comfortable, touching affection, always listening and understanding patients (Potter P.A & Perry, 2005).

Nurse caring behavior greatly affects patients who receive nursing care services, and also has an impact on patient satisfaction and a decrease in day of care. while nurses make nurses motivated to provide quality nursing care and in accordance with professional standards because there is a sense of love and respect for patients to achieve better welfare. This opinion is reinforced by the statement of Pohan I, (2007), nurse behavior in providing nursing services is a mirror of the quality of nursing services in hospitals that can affect patient satisfaction. Patients as consumers will feel satisfied when given good service, treated well, and able to maintain trust in themselves. Assurance of nurse services includes knowledge, ability, politeness and trustworthiness of nurses, free from danger, risk and hesitation (Tjiptono F, 2002). Further reinforced by the statement of Potter PA & Perry, (2005) which states that caring relationships formed between clients and nurses are able to make nurses more familiar with patients individually who are unique and the nature of trust so that nurses can determine appropriate and effective nursing actions for patients .

Patient's perception of the ability of nurses to maintain patient belief is significantly related to patient satisfaction. In accordance with Kotler P's statement, (2005) states that nurse honesty in providing information about nursing actions will greatly determine the patient's trust and will affect patient satisfaction with the nursing services provided. The results of the observations that the researchers conducted found that nurses were able to maintain patient trust, and the results of interviews of patients found that nurses caring maintain their behavior in accordance with patient expectations such as the interrelation between nurses and patients.

Patients' perceptions of the ability of nurses to know the existence of patients are significantly related to patient satisfaction. This study is in line with the research conducted by Chandra, (2010) in Outpatient Hospital RSUP. Hasan Sadikin Bandung stated that there was a significant relationship between knowing caring and patient satisfaction. Based on Sunardi's research, (2014) it was found that 82% of nurses' total caring behavior with patient satisfaction. This study was strengthened by the statement Syafrudin, (2010), to increase patient satisfaction with nurse empathy, can foster interpersonal relationships with patients and understand the needs of customers or patients. The attitude of knowing the condition of patients by nurses is very influential on patient

satisfaction and can provide convenience in making relations and knowing the needs of patients.

Patients' perceptions of the skills of nurses (doing for) carrying out nursing actions in patients are significantly related to patient satisfaction. According to Rachmawati, (2009) patient satisfaction with reliability or nurse skills will increase patient trust in nurses in their health care, if nurses can provide nursing care accurately and accurately in accordance with a predetermined nursing plan. Reliable nurses are nurses who are able to provide services between the implementation of services and plans, care for nurses about the problems experienced by patients, the reliability of service delivery from the beginning, the timeliness of services in accordance with the promises given, and the accuracy of reliable and responsible handling , (2010). Nurse skills greatly affect patient satisfaction because patients will trust skilled and reliable nurses.

Nurse behavior in providing nursing services is a reflection of the quality of service in hospitals that can affect patient satisfaction. The high level of patient satisfaction with nursing services is achieved if the needs of patients or families for services are met in accordance with the expected needs (Directorate of Nursing Services, 2008). Nurses in providing nursing care to patients should increase care for patients by giving attention, feeling comfortable, touching affection, always listening and understanding patients (Potter & Perry, 2009).

Nurse caring behaviors really need to be maintained in providing nursing services to patients because nurses' caring behavior is a positive thing for hospital nursing services, and also is one of the ethics and moral ideals of nursing that require interpersonal and humanistic quality.

IV. CONCLUSION

Patient satisfaction in the Inpatient Room of the Internal Hospital. Dr. Achmad Mochtar Bukittinggi was satisfied that (76%) consisted of: understanding of patients on the type of services received (76.2%), empathy (76.5%), costs (76.6%), security guarantees (75.4%) , reliability (76.6%) and response (76.2%).

- Patient's perception of caring behavior of nurses in the Inpatient Room of the Internal Hospital. Dr. Achmad Mochtar Bukittinggi is classified as good, namely (75%) consisting of: self-confidence (74.3%), knowing (75%), attendance (74.2%), nurse skills (74.8%) and problem solving (74, 8%).
- Patients' perceptions of nurse caring behavior are significantly associated with patient satisfaction
- Nurse caring behavior that contributes 13.6% to patient satisfaction is knowing the patient's condition (knowing) and performing nursing actions (doing for).

SUGGESTION

Nurses need training, guidance and civilization caring behavior to improve the quality of nursing services that can improve patient satisfaction.

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LIST OF TABLES

No	Variable	Mean	Median	Standar Deviasi	Min – Max	95% CI
	Patient Satisfaction	3,06	3	3	3-4	3
1	Patient satisfaction consists of the patient's understanding of the type of service received	3,05	3	3	3-4	3
2	<i>Empaty</i>	3,06	3	3	3-4	3
3	Cost	3,07	1	2	1-2	2
4	<i>Tangibility</i>	3,07	2	3	3-4	3
5	<i>Assurance</i>	3,02	2	2	2-3	3
6	<i>Reliability</i>	3,07	3	3	2-4	3
7	<i>Responsiveness</i>	3,05	3	2	2-4	3

Table 1:- Patient Satisfaction with Caring Behavior of Nurses in the Interne Inpatient Room of Dr. Achmad Mochtar Hospital Bukittinggi (n = 153)

No	Variable	Mean	Median	Standar Deviasi	Min - Max	95% CI
	<i>Caring Behavior</i>	3,00	3	3	2-4	3-4
1	<i>Maintaining belief</i>	2,97	4	3	2-4	3-4
2	<i>Knowing</i>	3,00	3	2	2-4	3
3	<i>Being with</i>	2,97	3	3	2-4	3
4	<i>Doing for</i>	2,99	2	2	1-2	2
5	<i>Enabling</i>	2,99	3	2	2-4	3

Table 2:- Patient Perception of Nurse Caring Behavior in the Interne Inpatient Room of Dr. Achmad Mochtar Hospital Bukittinggi (n = 153)

Independent Variable	Correlation Coefficient	<i>p Value</i>
<i>Caring Behavior</i>	0,915	0,009
<i>Maintaining belief</i>	0,170	0,036
<i>Knowing</i>	0,313	0,000
<i>Being with</i>	0,256	0,001
<i>Doing for</i>	0,305	0,000
<i>Enabling</i>	0,165	0,042

Table 3:- The association between Nurses Caring Behavior and Patient Satisfaction in the Interne Inpatient Room of Dr. Achmad Mochtar Hospital Bukittinggi (n = 153)

Variable	B	Beta	Sig	<i>R Square</i>	<i>pValue</i>
Constant	68,906			0,136	0,000
<i>Knowing</i>	1,122	0,227	0,007		
<i>Doing for</i>	1,244	0,212	0,012		

Table 4:- Final Model of Knowing And Doing Relationships towards Patient Satisfaction in the Interne Inpatient Room of Dr. Achmad Mochtar Hospital Bukittinggi (n = 153)