

Patients' Characteristics of in Measuring Nursing Service Satisfaction

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Abstract:- The quality of hospital services is determined by the quality of services provided, one of which is patient satisfaction. In order to be able to provide the best quality service, it is necessary to provide standardized management services and nursing care management. In providing nursing services, nurses must improve the quality of nursing services. This study aimed at describing the characteristics of patients' satisfaction with nursing services, after the implementation of matron's rounds in one hospital in Palembang. This research was a quantitative research with a quasi-posttest only design experiment. The sample was 59 patients using purposive sampling technique. Characteristics of respondents were more than half were in the old age range, female sex, education was undergraduate, civil servants, private, and most were treated in class 2. Based on the results of the research, it was found that there was no difference between the intervention and control groups on nursing services. The hospital management, especially the nursing department was expected to be able to monitor the provision of nursing care by supervising the implementation of the nursing rounds, so that it can improve the quality of patient satisfaction with nursing services.

Keywords:- Characteristics, Patient Satisfaction, Nursing Services.

I. REFERENCES

In providing health services, hospitals are an integral part of a social and health organization with the function of providing complete services for healing diseases (curative). In carrying out its functions, hospitals are expected to provide excellent service in paying attention to the needs of patients and other people who visit hospitals. In providing these health services, hospitals involve various elements of health and administrative personnel (Triwibowo, 2013).

In improving nursing services in accordance with the demands of the community, nurses need to develop and implement an effective professional nursing model. For this purpose, the primary care method can be used, one of the methods used is nursing rounds (Nursalam, 2014a). One type of nursing round is matron's rounds, aiming to implement effective leadership patterns carried out by nurses, by increasing nursing services to patients and increasing patient satisfaction while in hospital (Hill, 2017). Research conducted by Negarandeh, Hooshmand

Bahabadi, & Aliheydari Mamaghani (2014) looked at how the influence of nursing rounds on service satisfaction. This study used questionnaires for patient satisfaction with service, obtaining positive results for nursing rounds that can improve nurse-patient interactions; length of hospitalization; and increasing patient and nurse satisfaction. Nurses' perceptions of service quality using the Donabedian model framework also showed that the quality of the results of nursing care provided was an important outcome in the application of nursing care (Voyce & Santos, 2015).

Based on the research results of Rahmawati, E, (2014) which analyzed patient satisfaction with service quality by applying the Donabedian model theory, it was found that the level of patient satisfaction with service quality was good. The effort to optimize patient satisfaction with service was by setting a standard service time for patients. Research related to the benefits or implications of applying nursing rounds as part of efforts to improve the quality of nursing care were still very little that measure patient satisfaction specifically. Based on the results of several studies, it was found that the application of structured nursing rounds was able to improve patient and nurse satisfaction in general (Negarandeh et al., 2014)

II. METHODOLOGY

This research was a quantitative study. This type of research was a quasi-posttest only design experiment. The sample in this study amounted to 59 patients, the sample in this study was taken by using a purposive sampling technique with inclusive criteria of patients treated at least 2 days in South Sumatra Provincial Hospital, patients can communicate well, patients willing to be respondents at the time of research, and 17 years old. This research was conducted at the Palembang Hospital from July 2017 - 2018 in the inpatient surgical room of a private hospital in Palembang City. In this study, the matrons round method was introduced to nurses through a two-week training process, by giving material and simulating the matrons round process. The intervention was carried out for two weeks in the care room as long as the patient was treated with a minimum treatment time of two days. Collecting data about patient satisfaction with nursing care provided by nurses. Satisfaction measurements were carried out by the donabedien approach questionnaire which looked at three items, namely input, process and outcome. Questionnaires were developed by researchers by testing validity and reliability.

The procedure for conducting this research has been tested ethically and approved by the Ethics Commission of the Faculty of Medicine, Sriwijaya University and obtained an ethical approval certificate on March 7, 2018, No.77 / kepkrsmhfksnri / 2018. Furthermore, the researcher also gave an explanation of the research procedure to the respondent and asked for consent to become a respondent through the Informed Consent sheet.

III. RESEARCH RESULTS

Characteristics of Respondents	Intervention	
	f	%
Age		
- Adolescents (17-25 years old)	12	20.3
- Adults (26-45 years old)	8	13.6
- Elderly (46-65 years old)	39	66.1
Sex		
- Woman	33	55.9
- Man	26	44.1
Education		
- Elementary school	9	15.3
- Junior high school	4	6.8
- High school	20	33.9
- D3	5	8.5
- S1	21	35.6
Work		
- PUSRI Employee	4	6.8
- Civil Servant	17	28.8
- Private	17	28.8
- Entrepreneur	2	3.4
- Housewife	17	28.8
- Does not work	2	3.4
Nursing Class		
- VIP	12	20.3
- Class 1	12	20.3
- Grade 2	35	59.3

Table 1:- Distribution of Frequency Characteristics of Patients in the Intervention Group at Palembang Hospital 2018

Table 1 above described the intervention group, more than half (66.1%) of respondents were in the old age range, the majority were female (55.9%), most had undergraduate education (35.6%), had jobs as civil servants, private and housewife with the same percentage (28.8%) and the majority treated in class 2 (59.3%).

Characteristics of Respondents	Control	
	f	%
Age		
- Adolescents (17-25 years old)	9	15.3
- Adults (26-45 years old)	13	22.0
- Elderly (46-65 years old)	37	62.7
Sex		
- Woman	35	59.3
- Man	24	40.7
Education		
- Elementary school	1	1.7
- Junior high school	5	8.5
- High school	27	45.8
- D3	3	5.1
- S1	23	39.0
Work		
- PUSRI Employee	2	3.4
- Civil Servant	18	30.5
- Private	19	32.2
- Entrepreneur	0	0
- Housewife	18	30.5
- Does not work	2	3.4
Nursing Class		
- VIP	8	13.6
- Class 1	17	28.8
- Grade 2	34	57.6

Table 2:- Distribution of Frequency Characteristics of Patients in the Control Group at Palembang Hospital 2018

From Table 2 above showed that more than half (62.7%) of respondents were in the old age range, the majority were female sex (59.3%), almost a half (45.8%) had high school education, the majority were private jobs (32.2%)) and more than a half were treated in class 2 (57.6%).

Group	N	Mean	Standard Deviation	Minimum-Maximum
Intervention	59	114,98	3,57	108 – 120

Table 3:- The overview of patient satisfaction to nursing round implementation in the intervention group in Hospital, Palembang, 2018

Table 3 shows that mean score of patient satisfaction in the intervention group is 114,98 with score minimum is 108 and maximum is 120. The standard deviation for the intervention group is 3,57. The mean score almost reached

the maximum score which is 120. Based on the table, it is evident that the implementation of the matron round is very efficient in increasing patient satisfaction with the quality of nursing services.

Patient satisfaction	N	Mean	Standard Deviation	Minimum-Maximum
Input	59	38,11	1,52	34 – 40
Process	59	38,35	1,50	35 – 40
Output	59	38,50	1,89	32- 40

Table 4:- The overview of patient satisfaction using Donabedian’s model in Hospital, Palembang, 2018

Table 4 shows that the mean score of patient satisfaction in the intervention group using the Donabedian's model at the input stage is 38.11 with the minimum score is 34 and maximum is 44. In process stage,

the mean score is 38.35 with the minimum score of 35 and maximum score 40. Then, the mean score in the output stage is 38.50 with a minimum score of 32 and maximum score 40.

Group	N	Mean	Standard Deviasi	Minimum-Maximum
Control	59	59,81	5,97	48 – 76

Table 5:- The overview of patient satisfaction to nursing round implementation in the control group in Hospital, Palembang, 2018

Table 5 shows that mean score of patient satisfaction in the control group is 114,98 with score minimum is 48

and maximum is 76. The standard deviation for the intervention group is 5.9.

Patient satisfaction	n	Mean	Standard Deviation	Minimum-Maximum
Input	59	21,77	3,29	15 – 33
Process	59	19,10	3,35	12 – 25
Output	59	18,93	2,56	14- 24

Table 6:- The overview of patient satisfaction using Donabedian’s model Hospital, Palembang, 2018

Table 6 shows that the mean of patient satisfaction in the control group using the Donabedian's model at the input stage is 21,77 with minimum score is 15 and maximum is 33. In the process stage, the mean score is

19,10 with the minimum score is 12 and the maximum score is 25. Then, the mean score in the output stage is 18,93 with a minimum score is 14 and the maximum score is 24.

Characteristics of Respondents	Research Group					
	Intervention	p value	Control	p value		
	Average ± Sd		Average ± Sd			
Age - Adolescents (17-25 years old) - Adults (26-45 years old) - Elderly (46-65 years old)	114.750 ± 3.98 115.87 ± 3.60 114.87 ± 3.51	0.753	57.88 ± 5.18 61.53 ± 4.37 59.67 ± 6.57	0.368		
Sex - Woman - Man	114.75 ± 3.73 115.26 ± 3.42		0.394		60.57 ± 6.22 58.70 ± 5.52	0.243
Education - Elementary school - Junior high school - High school - D3 - S1	115.66 ± 3.74 117.00 ± 2.16 115.25 ± 3.35 112.00 ± 4.48 114.76 ± 3.47		0.264		65.00 ± 0 57.80 ± 5.35 60.33 ± 6.91 65.33 ± 5.68 58.69 ± 4.63	0.304
Work - PUSRI Employee - Civil servant - Private - Entrepreneur - Housewife - Does not work	114.50 ± 3.31 114.58 ± 3.46 115.35 ± 3.63 110.00 ± 0.00 115.88 ± 3.27 113.98 ± 7.77	0.337	54.00 ± 2.82 60.55 ± 5.90 59.00 ± 5.74 0 ± 0 60.33 ± 6.65 62.00 ± 4.24	0.584		
Nursing Class - VIP - Class 1 - Grade 2	115.33 ± 3.77 113.66 ± 3.08 115.31 ± 3.66	0.367	60.37 ± 7.34 59.58 ± 4.76 59.79 ± 6.32	0.955		

Table 7:- Differences in the Characteristics of Patients in the Intervention and Control Groups Nursing Round at Palembang Hospital in 2018

Based on table 7 above, the differences in patient characteristics (age, sex, occupation, education and care

class), it was found that there was no difference between the intervention group and the control group.

IV. DISCUSSION

➤ Patient Characteristics

Tables 1 and 2 illustrated the intervention group, that more than half (66.1%) were in the old age range, the majority were female (55.9%), most had undergraduate education (35.6%), had jobs as civil servants, private and housewife with the same percentage (28.8%) and the majority treated in class 2 (59.3%). Whereas in the control group, respondents more than half (62.7%) of respondents were in the old age range, the majority were female sex (59.3%), almost half (45.8%) had high school education, most private sector workers (32, 2%) and the majority were treated in class 2 (57.6%). In terms of characteristics, the two research groups had almost the same age, gender, occupation, educational background and care class. The homogeneity test results showed that the two groups have homogeneous characteristics.

Based on table 3 above the differences in patient characteristics (age, sex, occupation, education and treatment class) it was found that there was no difference between the intervention group and the control group. Nurses provided information to patients and applied effective communication, mutual appreciation, mutual respect for various ethnic groups or patient cultures so that patients were satisfied with the quality of care obtained from hospitals (Goh, Ang, Chan, He, & Vehviläinen-Julkunen, 2016a). Quality care obtained by patients during treatment can be used as a patient's control parameters associated with perceptions of patient satisfaction (Alberto, 2014).

Based on the results of the study Afriadi & Sionang Sitohang (2016) stated that service quality, price and facilities greatly affect patient satisfaction but from the three variables, the facility variables was very dominant influenced the satisfaction of patients hospitalized in the hospital, while the results of Noor Laili Rarihah's study & Wibowo (2016) stated that there was a significant relationship between the quality of nursing services and the level of patient satisfaction in the class III inpatient room of PKU Muhammadiyah Hospital, Bantul, Yogyakarta. According to the research of Hidayati et al (2014) stated that the characteristics of respondents such as adult age group, female sex, ethnic origin, education, occupation, high income, disease diagnosis, and general types of financing that could affect patient satisfaction with service quality. So that it can be concluded that, in this study, the confounding factor in this study in both the control and intervention groups did not differ so that it did not affect patient satisfaction with nursing services at Palembang Hospital.

V. CONCLUSION

Based on the results of the control group and the intervention group, it was found that more than half were in the elderly (controls (62.7%) and intervention (66.1%)). Sex were in both groups, some were at the level of education and some were at the high school and

undergraduate level. Most of the jobs are private, civil servants and housewives. For the treatment class, the two groups had almost the same treatment classes, Class 2 and Class 1.

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