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Research Article

The Effect of Responsiveness and Assurance of Nurses on Patient Satisfaction in the Emergency RSU UKI

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Abstract

Aims: The nursing field needs to be more professional because people are becoming more picky about the health services they want. Service providers need to make sure their customers are happy, especially when it comes to emergency services. This can be judged by a number of things, such as how quick and confident nurses are with their services. How the community sees a hospital can depend on how happy its patients are. The way the hospital grows will be affected by how few patients are happy with their care. The number of visits will be affected by how unhappy patients are with health services. One way to measure how well a hospital is doing at giving health care is by how happy its patients are. The goal of this study is to find out how the response and confidence of nurses in the Emergency Room of the UKI General Hospital in 2022 affects how happy patients are.

Methods: This study is of the analytical type and uses a cross-sectional methodology. The people in the study were all 5,201 people who went to the Emergency Room at the UKI General Hospital in Jakarta. Using the Slovin method, a sample of 84 people was taken. Using the accidental sampling technique, a sample of 77 people was then taken. Chi Square is used to analyze data with single and bivariate tests.

Results: According to the findings, nurse services comprised responsiveness (87.0%) and safe assurance (89.6%), and respondents were happy with nursing care (88.3%).

Conclusion: In the IGD Room of the UKI General Hospital in Jakarta, there is a significant relationship between nurse responsiveness (responsiveness) and patient satisfaction (p-value 0,000 0,05). In the IGD Room of the UKI General Hospital in Jakarta, there is a strong relationship between nurses (assurance) and patient satisfaction (p-value 0,000 0,05).

Keywords:

Patient satisfaction, responsiveness, assurance, nurses

INTRODUCTION

The hospital is a social and health organization that serves the community by providing plenary services, curative, and disease prevention services. The Emergency Room (IGD) is a hospital service unit that offers first assistance and serves as the primary entry point for patients with emergency situations. An emergency situation is a clinical circumstance in which

the patient requires immediate medical attention in order to save lives and prevent future disability. The diversity of patients in the emergency room, who come from varying socioeconomic, cultural, educational, and experiential backgrounds, alters the perception of patients or society. Patient satisfaction can influence public impression of a hospital's image. The hospital's progress will be hampered by the poor patient satisfaction rate. Patient

dissatisfaction with health-care services will influence the frequency of visits. If the hospital management is unable to increase the quality of its services, the hospital may face the possibility of losing customers. Given the hospital's enormous running expenditures, the hospital is useless without patient visits and will not be able to survive or develop (1).

Syofyanti at St. Metropolitan Hospital cited Otani et al's findings. In the United States, the quality of nursing services with patient satisfaction in St. Louis mid Missouri results in 50% of patients not being satisfied with the services offered when the services supplied by nurses are sometimes late (responsiveness). According to (2), patient satisfaction in Kenya was 40.4%, patient satisfaction in Bhaktapur, India was 34.4%, and in Indonesia, in a study conducted by (3) at the Hospital of Palembang with the title dimension emergency services with patient satisfaction in the Emergency Room, 53.8% of patients said they were not satisfied with the services provided, where nurses were not polite in providing ser.

The Indonesian Christian University General Hospital (UKI RSU) is a type B hospital in Jakarta and has passed Plenary accreditation which was obtained in June 2022 through the first edition of the SNARS assessment. RSU UKI is indirectly required to take a plenary quality approach that is oriented towards patient satisfaction, so that the hospital continues to exist in the midst of the growing health service industry which is getting stronger and there are more and more hospitals in Jakarta. Data on patient complaints about nurse services in the Emergency Room to the service quality team in 2016, out of 8220 visits to the emergency room, 411 (5%) complained about the lack of speed of nurses in providing services to patients, complaints about the attitude of nurses who were not friendly 247 (3%), data for 2017 out of 8076 visits, 267 (3.3%) complained about the lack of speed of nurses in providing services and 420 (5.2%) were dissatisfied with the attitude of nurses who were not friendly. While data on complaints

about nurse services in the emergency room both orally and in writing in September 2022 were 62 (10.3%) of 602 patients, in October 2022 there were 51 (9.1%) of 568 patients, in November 2022 there were 54 (10.5%) of 523 patients. Almost every month the complaints are the same, namely in terms of the attitude of the nurses who are not friendly around 57% and the speed of the nurse's service which is lacking in handling patients 43%. The data above also shows the number of emergency room visits decreased from 2016 to 2017 by 1.7%. Meanwhile, emergency room visits in October 2022 decreased by 5.6% from September and in November there was a decrease of 7.9% from visits in October. Based on the results of the researcher's initial interview with 10 patients, there were three patients who said they were not satisfied with the performance of nurses where one person felt the nurse was not responsive in handling patient complaints and two people considered the nurse to be less friendly. Seeing the description above, the researcher is interested in examining the effect of nurse responsiveness and assurance on the satisfaction of emergency room patients at UKI General Hospital (4,5).

The high number of dissatisfaction from patients with nurse services at UKI General Hospital, especially in the Emergency Room, where the nurses were less responsive and also less friendly, so the researchers were interested in researching "How do nurses' responsiveness and assurance affect patient satisfaction in the General Hospital Emergency Room?" UKI in 2022.

METHODS

This study is analytic since its overarching goal is to establish a connection or causality between two or more variables; in this case, the effects of nurses' responsiveness and confidence on their patients' levels of satisfaction. A cross-sectional study is one in which data is gathered on multiple research variables all at once. Similar results were found in 2017 (Kalan Kusuma). The RSU UKI Jakarta Emergency Room served as the

study's setting. The dates of February 18-23, 2022, were used for the data gathering period. Five hundred and eleven individuals who visited the UKI General Hospital Emergency Room in January 2022 were included in the analysis. Accidental Sampling, defined as "taking respondents who happen to exist or are available somewhere according to the research context", will be used as the sampling method for this study. Time constraints meant that the trial was only run for a week, but the researchers were nevertheless able to recruit 77 participants who were eligible to take part. Which includes those who can read and write, who are willing to fill out the questionnaire, who are between the ages of 17 and 65, whose condition is not life-threatening, and who are otherwise fully cognizant and in their right minds.

A questionnaire was distributed to the participants in this study. All responders were given a questionnaire to fill out in order to gather information. The constructed questionnaire is a checkbox-and-checklist format, in which the respondent indicates his or her agreement with each statement or question by marking it with a checkmark. A questionnaire was distributed to the participants in this study.

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Univariate, bivariate, and multivariate analyses, as well as data presentation in the form of tables and narratives, were all performed automatically by computer using the SPSS (Statistical Package For Social Science) application. Using the computer program SPSS (Statistical Package For Social Science), we ran univariate and bivariate analyses on the collected data and displayed the results in tables and narratives.

RESULTS

Univariate analysis

In this study, the findings of univariate analysis are presented in the form of frequency and percentage distribution tables for the characteristics of the respondents and the variables analyzed. The criteria investigated in the RSU UKI Jakarta emergency room included responsiveness, assurance, and patient satisfaction.

Table 1. Frequency Distribution of Respondents Based on Patient Satisfaction in the Emergency Room at RSU UKI Jakarta in 2022

Patient satisfaction	Frequency	Percentage (%)
Satisfied	68	88,3
Not satisfied	9	11,7
Total	77	100,0

Based on table 1, it is known that out of 77 respondents, the majority of respondents were satisfied with the nurse's service, 68 respondents (88.3%), while 9 respondents (11.7%) were dissatisfied with the nurse's service.

Table 2. Frequency Distribution of Respondents Based on Responsiveness in the IGD Room at RSU UKI Jakarta in 2022

Responsiveness	Frequency	Percentage (%)
Respond	67	87,0
Unresponsive	10	13,0
Total	77	100,0

Based on table 2, it is known that out of 77 respondents, most respondents considered nurses to be responsive in serving patients as many as 67 respondents (87.0%), then respondents rated nurses as less responsive as many as 10 respondents (13.0%), and no respondents rated nurses unresponsive (0.0%).

Table 3. Frequency Distribution of Respondents Based on Assurance in the IGD Room at RSU UKI Jakarta in 2022

Assurance	Frequency	Percentage (%)
Safe	69	89,6
Less Safe	8	10,4
Total	77	100,0

Based on table 3, it is known that out of 77 respondents, most of the respondents considered the existence of nurse guarantees in health services as many as 69 respondents (89.6%), then respondents assessed the lack of nurse guarantees as many as 8 respondents (10.4%), and no respondents rated no nurse guarantee (0.0%).

Bivariate Analysis

Bivariate analysis was used in this study to examine the association between the independent factors (responsiveness and assurance) and the dependent variable (patient satisfaction), as indicated below:

Table 4. The Relationship between Responsiveness and Patient Satisfaction in the Emergency Room at UKI Hospital Jakarta in 2022

Responsiveness	Patient Satisfaction				Total		p value	Odds Ratio
	Satisfied		Not satisfied		f	%		
	f	%	f	%				
Respond	65	97,0	2	3,0	67	100,0	0,000	75,833
Unresponsive	3	30,0	7	70,0	10	100,0		
amount	68	88,3	9	11,7	77	100,0		

Table 4 shows that of the 67 respondents who rated nurses as responsive in serving patients, there were 65 satisfied respondents. Of the 10 respondents who rated nurses as less responsive in serving patients, there were 7 dissatisfied respondents. As a result, it is clear that the most satisfied respondents are nurses who are attentive to patients, whereas the most dissatisfied respondents are nurses who are less responsive to patients. The odds ratio (OR) value was 75.833, indicating that nurses who were responsive in serving patients had a 75.833 likelihood of making respondents satisfied when compared to nurses who were less responsive in serving patients. Furthermore, a p-value of 0.000 was achieved, indicating a p-value of 0.05, implying that there is a substantial (significant) link between responsiveness and patient satisfaction in the IGD Room at UKI Hospital Jakarta.

Table 5. Relationship between Assurance and Patient Satisfaction in the Emergency Room at RSU UKI Jakarta in 2022

Assurance	Patient Satisfaction				Total		p value	Odds Ratio
	Satisfied		Not satisfied		f	%		
	f	%	f	%				
Safe	66	95,7	3	4,3	69	100,0	0,000	66,000
Less Safe	2	25,0	6	75,0	8	100,0		
Total	68	88,3	9	11,7	77	100,0		

Table 5 demonstrates that 66 of the 69 respondents who evaluated the nurse's safe promise in treating patients were satisfied. There were as many as six people who were displeased with the nurse's lack of assurance in servicing patients among the eight responses. Thus, the most satisfied respondents are nurses who can guarantee a sense of security when providing services to as many as 66 people, while the most dissatisfied respondents are nurses who cannot guarantee a sense of security when providing services to as many as 6 people. The odds ratio (OR) value was 66,000 based on the statistical test results, indicating that there was a nurse guarantee in serving patients that had a 66,000 times likelihood of making respondents satisfied compared to the lack of nurse guarantees in serving patients. Furthermore, a p-value of 0.000 was achieved, indicating a p-value of 0.05, implying that there is a substantial (significant) association between assurance and patient satisfaction in the IGD Room at RSU UKI Jakarta.

DISCUSSION

The study found that patients were more satisfied with nursing care when nurses responded quickly and effectively to their needs. Statistical analysis conducted in the IGD Room at UKI Hospital Jakarta found a strong correlation between speed of response and patient satisfaction. The findings of this study are consistent with (6) theory that nurse performance is one of the elements influencing patient satisfaction. For instance, speed is a symptom of such performance. Nurses who are prompt in attending to patients' needs, addressing their concerns, and answering their inquiries will earn the gratitude of their patients and create a unique sense of pleasure with nursing care. The nurse's prompt response to the patient's concerns and resulting sense of acceptance or welcome contributes to this positive experience.

In addition, it is known that the results of this study are in accordance with the research of

(7) which shows that there is a relationship between nurse response time and patient satisfaction in the category of fast response time and 51.4% satisfaction. And also in accordance with (4) which compared expectations and experiences which described the level of patient satisfaction with health services in the responsiveness aspect, 72.88% said they were satisfied and 27.12% said they were not satisfied. The greater the sense of security provided by nurses in serving patients, the more satisfied patients will be. The results of statistical tests showed that there was a significant (significant) relationship between assurance and patient satisfaction in the Emergency Room at UKI General Hospital Jakarta.

Attitude is defined as "A mental and neural state of readiness, organized through experience, exerting a directive and dynamic influence upon the individual's response to all objects and situations to which it is related" by Allport's theory, which is cited by A. Wawan and Dewi M in their book on Theory and Measurement of Knowledge, Attitudes, and Human Behavior (8). An individual's attitude is a learned mental and brain state that actively shapes how they react to any given object or event. In this case the safe situation created by the nurse makes the patient give a response that can change the patient's mentality from feelings of fear or worry about the condition being experienced to a feeling of security, guaranteed when the patient is in the hospital. Changes in attitude or mentality felt by patients can respond to feelings of satisfaction with nurse services. Friendliness, politeness and professionalism shown by nurses when providing services to patients increasingly provide a feeling of security for patients which will increase patient satisfaction with nurse services.

The results of this study are in accordance with (9) which compared expectations and experiences that describe the level of patient satisfaction with health services. Attitudes in providing services (assurance) 72.22% said they were satisfied and 27.78% said they were not satisfied. In addition, according to

research by Tuti Restuastuti et al which showed that the level of compatibility of patient interests in choosing the SMH emergency room and the performance of SMH health service providers was around 82.71% in terms of knowledge and ability (10).

CONCLUSION

Researcher concludes that there is a substantial (significant) link between responsiveness and patient satisfaction in the Emergency Room at RSU UKI Jakarta (p-value 0.000 0.05), based on the results of the analysis and discussion mentioned above. The greater the nurses' responsiveness to their patients' needs, the greater their patients' satisfaction with those needs. Patients in the emergency room of RSU UKI Jakarta who report feeling assured are more satisfied with their care. Patients are more satisfied with nursing care when they are given some assurance that they will be safe while receiving it.

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