

The Relationship Between Patient Satisfaction and The Quality of Services Ingeneral Hospital of Muhammadiyah University of Jember

Yulita Erma Suryani¹, Toni Herlambang², Mohammad Thamrin³
^{1,2,3}Muhammadiyah University of Jember, Indonesia



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ABSTRACT

Objective: The purpose of this study was to determine the relationship between patient satisfaction with the quality of nursing services at the Muhammadiyah University General Hospital Jember. **Method:** The research methodology used a cross sectional research design with the type of correlation test. The sample of this study used quota sampling with a total of 84 respondents. Using Chi-Square statistics with a p-value of less than 0.05. **Results:** Research findings showed that the quality of nursing services with good quality and patient satisfaction with satisfied quality. The result of the Chi-Square Test is $p = 0.020$ and the contingency coefficient is 0.374. Based on the results of the study, there is a stronger relationship between the Quality of Nursing Services in clinics in Jember province with Hospitalized Patients. **Novelty:** Satisfaction is a model of balancing between expectations (performance standards that must be followed) with the actual performance performed by employees, as well as the subjective value satisfaction expressed by patients after receiving health services. Nursing service quality is an important component for health care institutions to meet the needs and expectations of patients. Good quality nursing services will increase client satisfaction. It is expected that this study will increase the willingness of hospital staff to provide patient care.

INTRODUCTION

Patient satisfaction is a condition felt by a patient after he experiences an action or the results of an action that meets his expectations. Patient satisfaction is also the patient's response to the suitability of the patient's level of interest or expectation before receiving services with after receiving services according to Hartono (in Andayani, 2021).

Nursalam (2016) states there are 12 factors that affect patient satisfaction, namely product or service quality, price, emotional, performance, aesthetics, product characteristics, service, location, facilitation, communication, atmosphere and visual design. Factors that affect patient satisfaction according to Suriyanto and Ratna (2007) are product quality, service quality, emotional factors, price and cost of aquaring.

According to Ahmad (2020) based on the notion of quality, both conventional and strategic. It can be said that, basically, quality refers to the following main notions;

1. Quality consists of a number of product/service features, both direct features and attractive features that fulfill customer desires. Thus providing satisfaction to the user of the product/service.
2. Quality consists of anything that is free from flaws or defects.

In conclusion from the 2 definitions above, it appears that quality is always customer focused quality. Thus, products/services are designed, produced and services

provided to meet customer desires can be utilized properly, and produced (produced) in a good and correct way.

Health services aim to address a person's health problems. Patients can provide an assessment of existing health services. Services that meet patient expectations will lead to patient satisfaction, but what happens otherwise is that patients will lose confidence to get health care services, thereby reducing the number of patient visits and will experience a decrease in the amount of profit earned in the hospital. Health services are a form of service provided by health centers, clinics, and hospitals. One form of health service in hospitals is nursing services. Nursing as an important tool in health services has the responsibility to perform all nursing actions by providing services according to professional nursing care standards. Nurses as providers of nursing care services starting at the household level, health centers, clinics and hospitals, have a very vital role. The role of nurses is very important because they always interact, relate 24 hours with patients and know the patient's condition during treatment. Quality of service affects patient satisfaction in health services, because nursing services determine the quality of health services.

The results of a preliminary study on inpatients at the General Hospital of the University of Muhammadiyah Jember on December 23, 2024 through interviews 5 inpatients complained that they were not satisfied with the services available at the General Hospital of the University of Muhammadiyah Jember. As many as 40% of 100% of patients complained that nurses were less responsive to patient complaints, 20% of 100% of patients complained about the lack of communication of nurses to patients, 20% of 100% of patients complained that nurse services were less thorough in carrying out nursing actions, and as many as 40% of 100% of patients complained that nurses did not introduce themselves to patients. Data on the number of patients hospitalized at the General Hospital of Muhammadiyah University of Jember every month experienced ups and downs in the number of patients hospitalized with the number of patients in June patients hospitalized 174, July patients hospitalized 167 patients, August 222 patients, September 261 patients. Data on the number of hospitalized patients can also describe patient satisfaction with the services received.

The decrease and increase in the number of patients is one indication of patient dissatisfaction with clinical services, although it is not significant in proving patient satisfaction or dissatisfaction. Muhammadiyah Jember University General Hospital has a quality policy in providing excellent services that focus on customer, family and employee satisfaction. The policy is implemented by increasing employee competence, providing friendly, fast, precise and accurate service, providing easy service information to customers, implementing a quality management system effectively and consistently. Nurses in health services in the field of services that exist Hospital to patient satisfaction or dissatisfaction with the quality of nursing services. To measure health service satisfaction, the author made a questionnaire that was distributed directly to patients in the hospital. The scope of this research is only at the General Hospital of Muhammadiyah University of Jember.

RESEARCH METHOD

This study uses correlational research with a cross-sectional approach. In this study, the population to be taken is all inpatients in December 2024 - January 2025 with a total of 84 patients in class III inpatient rooms at the Muhammadiyah University General Hospital Jember. The sampling technique used by researchers is using the Quota Sampling technique. The measuring instruments used in this study were satisfaction questionnaires and service quality questionnaires. In this type of measurement, researchers collect data formally to the subject to answer questions in written. The statistical test used is the Chi-Square test, the Chi-Square test is one of the nonparametric statistical tests (distribution where the population size is unknown) used in research using two variable values. If $\alpha < 0.05$, then (H_0) is accepted, which means that there is a relationship between inpatient patient satisfaction and the quality of nursing services at inpatient clinics in Jember Regency.

RESULTS AND DISCUSSION

Results

a. Patient Satisfaction

Satisfaction is a model of the gap between expectations (standard performance that should be) with actual performance received by customers (Woodruff and Gardial in Nursalam (2016)). Satisfaction is a feeling felt by patients who have received health services. Health care providers consist of doctors, nurses, midwives and pharmacists. Nurses provide nursing care services during patient hospitalization. The frequency of patient satisfaction can be seen in Table 1 as follows:

Table 1. Frequency Distribution of Patient Satisfaction in December 2024-January 2025.

Patient satisfaction	Respondents	Percentage (%)
Not satisfied	17	20.3
Satisfied	49	58.3
Very satisfied	18	21.4
Total	84	100

Source: Data processed

Based on Table 1, patients who are dissatisfied with nursing services with 17 respondents (20.3%), who are satisfied with the service with 49 respondents (58.3%), and who are very satisfied with 18 respondents (21.4%).

b. Quality of Nursing Services

Quality of service is an efficient and effective health service in accordance with the Professional Standards that have been set as a whole so as to provide optimal service for patients. Table 2 as follows:

Table 2. Frequency Distribution based on Quality of Nursing Services December 2024- January 2025.

Quality of Service	Scoring	Presentation
Not good	15	17.8
Good	52	62
Very good	17	20.2
Total	84	100

Table 2 above shows that patients who say they are not good at nursing services with 15 respondents (17.8%), patients who say good nursing services with 52 respondents (62%), and patients who say they are very good at nursing services with 17 respondents (20.2%).

c. Relationship between Patient Satisfaction and Nursing Service Quality

Table 3. Cross Tabulation of Patient Satisfaction Relationship with Quality of Service December 2024- January 2025.

Quality	Satisfactio n				Total
	Not Satisfied	Percentage	Satisfied	Percentage	
Not good	0	0	9	11%	11%
Good	25	30%	50	59%	89%
Total	25	30%	59	70%	100%

Source: Data processed

Table 3 shows that patient satisfaction was 9 patients 11% but the quality was not good, 50 patients were satisfied and 59% with good quality by 25 respondents (30%).

Table 4. Frequency Distribution of Patient Satisfaction Relationship with Nursing Service Quality December 2024-January 2025.

Chi Square Tests	Results
P-value	0.020
Coefficient	0.374
N	

Table 4 shows the statistical test results of the relationship between patient satisfaction and the quality of nursing services in the inpatient room of the Muhammadiyah University General Hospital Jember ($p\text{-value} = 0.020$, $\alpha = 0.05$, $cc = 0.374$).

Discussion

a. Identifying Patient Satisfaction

Table 1 shows that patients who are dissatisfied with nursing services with 17 respondents (20.3%), who are satisfied with services with 49 respondents (58.3%), and who are very satisfied with 18 respondents (58.3%). According to the researcher, the indicators that cause patients to be dissatisfied with nursing services are aspects of reality

and responsibility, in the aspect of reality the nurse still lacks information, the nurse still pays less attention to the patient's inpatient room, and in the aspect of responsibility the nurse does not assist in obtaining medication. Another cause is that there are respondents who are not satisfied with nursing services that have been good can be due to the demands or expectations of respondents who are too high, causing patients to be dissatisfied in accordance with the opinion of Woodruff and Gardial in Nursalam (2016). Satisfaction is a model of the gap between expectations (performance standards that should be) with actual performance received by customers.

The results of the study found that respondents who said they were satisfied with the nursing services they had received could be seen from the aspects of reliability, assurance, and empathy. According to researchers, nurses are reliable in recognizing problems or complaints felt by patients, nurses are skilled in carrying out actions nursing care and nurses are easy to find when patients need, thus causing patients to be satisfied with nursing services in the hospital. According to Hartono (2021) the level of satisfaction is a condition felt by a patient after he experiences an action or the results of an action that meets his expectations.

The satisfaction of a buyer (consumer) after making a purchase depends on the suitability between the performance of the product purchased and the expectations of the buyer. Customers will feel satisfied if the service received is at least the same or more than expected According to Nursalam (2016), the dimensions of patient satisfaction can be seen from 5 aspects, namely, reliability, assurance, tangibles, empathy and responsiveness, if these 5 dimensions can be fulfilled, patient satisfaction will increase. First, the reliability of patients in the hospital is in a satisfied category, the points that cause patients to be satisfied are that the nurse is able to recognize the patient's problem, the nurse arrives on time in the room when the patient needs it. The second questionnaire assurance (guarantee) of patients in the Hospital in the satisfied category because the nurse is attentive to patient complaints, nurses always give greetings and smiles, nurses are skilled in carrying out nursing actions. empathy (empathy) respondents in the Hospital in the satisfied category that causes patients to be satisfied, namely nurses are easy to find when needed, nurses provide moral support, nurses often check the patient's condition and nurses provide information about nursing actions. reliability (reliability), assurance (guarantee) and empathy (empathy) 3 aspects that show patients are satisfied with the service.

b. Quality of Nursing Services

Table 2 shows respondents who said it was not good for nursing services with 15 respondents (17.8%), patients who said good nursing services with 52 respondents (62%), and patients who said it was very good for nursing services with 17 respondents (20.2%). The results of this study concluded that the quality of nursing services in the General Hospital of Muhammadiyah University of Jember in the good category, can be said to be good can be seen from the aspects of attention, aspects of cooperation, and aspects of responsibility. Nurses at home are patient in taking action, nurses are responsive to patient complaints, precise in performing nursing care actions and nurses are easy to

contact when needed by patients. Patients who say they are not good at nursing services can be seen from the aspects of acceptance and communication. Good quality nursing services will lead to good satisfaction as well. In accordance with the opinion of (Institute of Medicine, 2017), the quality of health services is largely determined by the needs or expectations of users who have been met and received on time. According to Nursalam (2016), the quality of service is good if nursing services are carried out in an efficient and effective manner in accordance with professional standards, service standards that are carried out thoroughly according to patient needs, utilizing appropriate technology and research results in the development of health / nursing services so as to achieve optimal health status said. This is in line with research (Nurul Hidayatun, 2020) which says that there is a positive relationship between service quality and patient satisfaction.

Perceived quality of nursing services is the service provided by nurses to patients. Nursing services are carried out professionally and holistically to patients who need intensive care, if the service is professional and holistic, the quality of service will be good. The quality of service at the General Hospital of Muhammadiyah University of Jember is in the good category. Factors that affect the quality of nursing services, namely, aspects of acceptance, aspects of attention, aspects of communication, aspects of cooperation and aspects of responsibility that will be provided by nurses (Marini, 2010). Aspects of patient attention at the General Hospital of Muhammadiyah University of Jember in category good quality of nursing services. The second question about the admission aspect of patients who say it is not good for the quality of nursing services due to confusing admission procedures and lack of nurses, which allows patients to say that the quality is not good at the General Hospital of Muhammadiyah University of Jember.

c. Relationship between patient satisfaction and the quality of nursing services

Statistical test results between patient satisfaction with quality of nursing services shows there is a relationship with a p-value of= 0.02 smaller than the $\alpha=0.05$ value that has been set by the researcher. The more satisfied the patient, the better the quality of nursing services The results of the Chi-Square Test, stating that there is a relationship between patient satisfaction and the quality of nursing services at the General Hospital. Customer satisfaction occurs when what the need, desire, and expectation of the customer can be fulfilled, then the customer will be satisfied. Customer satisfaction is a feeling of pleasure or satisfaction that the product or service received has met or exceeded customer expectations. Dissatisfied patients will complain and will not use the same health care services. According to Hartono (2021) Patient satisfaction is a condition felt by a patient after he experiences an action or the results of an action that meets his expectations. Patient satisfaction is also the patient's response to the suitability of the patient's level of interest or expectations before receiving services with after receiving services.

According to the researcher, the higher the level of patient satisfaction, the higher the quality of nursing services in the General Hospital of Muhammadiyah University of Jember. This is in accordance with the opinion of Cici Afriani (2023) that patient satisfaction is a subjective value of the quality of service provided. According to

Nursalam (2015), patient satisfaction is related to the quality of hospital services. By knowing the level of patient satisfaction, hospital management can improve service quality.

Based on the results of research at the General Hospital of Muhammadiyah University of Jember, respondents perceived in the satisfied category, namely nurses are fast and responsive when patients need, the services received are good, nurses are able to recognize patient problems, nurses are skilled in carrying out nursing care to patients, service procedures are not complicated, nurses provide clear information, nurses provide good service, indicating that there is a relationship between patient satisfaction and the quality of nursing services at the General Hospital of Muhammadiyah University of Jember. The

higher the quality of nursing services provided, the higher the patient satisfaction. Conversely, the lower the quality of nursing services, the worse patient satisfaction will be. The closeness of the relationship is in the weak category. Therefore, the hospital must improve the quality of nursing services so that patient satisfaction increases.

CONCLUSION

Fundamental Finding : Patient satisfaction was categorized as satisfied with the service with 49 respondents (58.3%) at the General Hospital of Muhammadiyah University of Jember. Quality of nursing services in the good category with 52 respondents (62%) at the Muhammadiyah University General Hospital Jember. There is a weak relationship in the positive direction of patient satisfaction with the quality of nursing services of 0.374 at the General Hospital of Muhammadiyah University of Jember. **Implication :** The finding that 58.3% of patients expressed satisfaction and that 62% rated nursing quality as good suggests that while the service quality is generally acceptable, it does not necessarily translate into strong satisfaction outcomes. The weak but positive correlation coefficient of 0.374 implies that improvements in nursing quality alone may not lead to proportional increases in patient satisfaction, highlighting the need for broader service improvements beyond clinical performance. **Limitation :** The relationship between the quality of nursing services and patient satisfaction was weak, as indicated by the coefficient of 0.374, suggesting that other variables not assessed in this study may play a significant role in shaping patient satisfaction. This study was also limited to the General Hospital of Muhammadiyah University of Jember, which restricts the generalizability of the findings to other institutions with different service environments. Future Research: Given that there is a weak relationship in the positive direction of patient satisfaction with the quality of nursing services of 0.374 at the General Hospital of Muhammadiyah University of Jember, future research should explore additional factors that may influence patient satisfaction, such as communication skills, emotional support, hospital environment, or administrative efficiency. A multi-site study could also help validate whether these patterns hold true in other healthcare settings.

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***Yulita Erma Suryani (Corresponding Author)**

Muhammadiyah University of Jember, Indonesia

Email: yulitaermasuryani85@gmail.com

Toni Herlambang

Muhammadiyah University of Jember, Indonesia

Email: toniherlambang@unmuhjember.ac.id

Mohammad Thamrin

Muhammadiyah University of Jember, Indonesia
