

**DOI:**

10.22301/IJHMCR.2528-3189.269

Article can be accessed online on:  
<http://www.ijhmcr.com>

-----  
**ORIGINAL ARTICLE**  
-----

**INTERNATIONAL JOURNAL  
OF HEALTH MEDICINE AND  
CURRENT RESEARCH**

**THE QUALITY OF NURSING SERVICE AND PATIENTS'  
SATISFACTION IN THE INPATIENT ROOM OF PANCARAN KASIH  
GMIM HOSPITAL MANADO**

**Herman J. Warouw**

<sup>1</sup> Polytechnic of Health of Health Ministry Manado

---

**ARTICLE INFO**

**Article History:**

Received 17th January, 2017

Received in revised form

18th February, 2017

Accepted 20th March, 2017

Published online 30th March, 2017

---

**Key words:**

Service Quality, Nursing Service,  
Patients' Satisfaction.

---

**\*Correspondence to Author:**

**Herman J. Warouw**

Polytechnic of Health of Health  
Ministry Manado

**E-mail:**

[hermanwarouw@yahoo.co.id](mailto:hermanwarouw@yahoo.co.id)

---

**ABSTRACT**

Patients' satisfaction was a hope of each officers in a hospital included the nurses. Patients' hopes that were higher and more complex, needed to be balanced by giving quality service in order to meet a demand of them. Hospital as an institution of service giver needed to realize that it's existence in the competition was more and more strict in giving the nursing service. This research was conducted in order to know the correlation between quality of nursing service and patients' satisfaction in the inpatient room of Pancaran Kasih GMIM Hospital Manado. This was analytical research with cross sectional design. The research was conducted on 16 January to 18 February 2017. The populations were patients who were hospitalized minimal 3 days, while the samples were 109 respondents. The data was collected by using questionnaires which were filled directly by the respondents during their preparation to check out from the hospital. The data were analyzed by using univariat and bivariat with statistic test of Kai Quadrate ( $X^2$ ). The result showed that most of the patients said that the quality of the nursing service was good and they were satisfied with the service received. After being examined by comparing with the table of Kai Quadrate, it found that  $X^2$  counting = 5.1609 while  $X^2$  table = 3,841 so  $X^2$  counting >  $X^2$  table. Thereby, the value of  $p < \alpha$  0,05, so it could be concluded that there was meaningful correlation between quality of nursing service with patients' satisfaction in the inpatient rooms of Pancaran Kasih Hospital GMIM Manado. According to this research, it was hoped that the

*Copyright © 2017, Herman J. Warouw. This is an open access article distributed under the creative commons attribution License, which permits unrestricted use, distribution, and reproduction in any medium, provided the original work is properly cited.*

**Citation: Herman J. Warouw, 2017** "The Quality Of Nursing Service And Patients' Satisfaction In The Inpatient Room Of Pancaran Kasih Gmim Hospital Manado", *International Journal of Health Medicine and Current Research*, 2, (01), 269-274.

hospital could increase the quality of nursing service in order that the patients would be satisfied.

## INTRODUCTION

Nursing service in the hospital was one factor that played role in increasing people's health. Thereby, nursing service was purposed to get the citizen was able to live healthy in order to create optimal degree of health, that was one element of general prosperity of national development. That was in line with aim of national health system, that was the attainment of healthy live ability, through the efforts of repairing and increasing the quality of hospital service, both government and private hospitals. The quality of service given much influenced the quality of health service and there were many factors which became the determinant of image of health service institution in the societies (Aditama, 2004). During the progress, people became more critical, so that the nursing service would be the attention, not only the medical service. The service, which developed recently, was first-rate service as quality guaranty that was more crucial and needed serious efforts from any parties. In this situation, the cooperation and mutual understanding from any elements of service givers were very important. Service quality was performance that showed the perfect level of health service, which in one side it could cause the satisfaction for each patient appropriate with the satisfaction level of people in average, and in the other side the system was appropriate with standard and profession ethic code determined (Depkes RI, 2008). Quality of nursing service was service that could satisfy each users of nursing service in conformity with the satisfaction level of general patients. Patients' satisfaction was subjective value of someone feeling after comparing the performance or result experienced with desire toward the service given. Therefore, hospital was demanded to give quality service in conformity with the standard determined and could reach all societies level.

The result of some surveys showed that patients' satisfaction was mostly directly influenced by quality of service given mainly that related to the facilities, service process and human resources who worked in the hospital. Suryawati, et.al. found that most of patients' complaint in certain survey of satisfaction was in respect of the existence of unprofessional officers in giving the health service, such as unfriendly and also unaware officers to the patients.

Pancaran Kasih GMIM hospital was one of private hospital with status of type C in Manado city. This hospital had motto "Called for Giving Service-*Terpanggil untuk Melayani*". After passing the critical phase, Pancaran Kasih hospital began arising from being hidden and showed it's existence as one of health service institution which got respect from the citizens of capital city of North Sulawesi Province. At recent time, under the leader of new director, this hospital was keeping on increasing the patients' satisfaction and belief as users of service.

Based on the data from medical transcription of Pancaran Kasih GMIM Hospital Manado, found that there was increasing of patients in some rooms, and based on the data, it was known that BOR in Pancaran Kasih Hospital Manado had reached good standard of 75%- 85%. (Data of Pancaran Kasih Hospital Manado in 2016).

The increasing of visitor number was one indicators of patients' satisfaction toward nursing service in this hospital. The clients who were satisfied would come again and would bring all families of friends (Rangkuti, 2002). Kotler (2009) defined satisfaction as feeling of disappointed or happy experienced by someone after comparing the result of certain product or performance perception with his desires. Based on that background, the writer was interested to conduct a research about correlation of quality of nursing service with patients' satisfaction in the inpatient room of Pancaran Kasih GMIM Hospital Manado.

## METHODS

This was Analytical research with Cross Sectional design that were independent variable (quality of nursing service) and dependent variable (patients' satisfaction) taken concurrently in the inpatient rooms of Pancaran Kasih GMIM Hospital Manado. The data sampling had been done in the inpatient rooms of Pancaran Kasih GMIM on 16 January until 18 February 2017. The population of this research was all patients who were hospitalized in the inpatient rooms of Pancaran Kasih GMIM at the time of data sampling. The samples taken in this research was total sampling with criteria of: 1. Have the kindness to be respondent. 2. Able to read and write. 3. Able to communicate well. 4. Patients were hospitalized for three days at the time of data sampling. Data analysis was done through the steps as follow: editing, coding, entry, cleaning. Data were served by univariat in the form of frequency distribution of independent variable (quality of nursing service) and dependent variable (patients' satisfaction toward nursing

service) and by bivariate in the form of contingency table and analyzed the correlation of quality of nursing service with patients' satisfaction toward nursing service by using statistical test of Chi-Square with a confidence level of 95% and error level at  $\alpha \leq 0,05$ .

## RESULTS

### Univariate Analysis

#### a. The Data of Respondents based on Gender

**Table 1.** The Distribution of Frequency of Respondents' Gender in the Inpatient Room of Pancaran Kasih GMIM Hospital Manado in 2017

Gender	Total	%
Men	35	32,11
Women	74	67,89
Total	109	100

Based on table 1. showed that generally (67.89%) respondents were women

#### b. The Data of Respondents based on Group of Ages

**Table 2.** The Distribution of Frequency of Respondents' Age in the Inpatient Room of Pancaran Kasih GMIM Hospital Manado in 2017

Group of Age	Total	%
< 20 Years Old	19	17,43
20 – 30 Years Old	27	24,77
> 30 Years Old	63	57,80
Total	109	100

Based on the result, table 2. showed that generally (57,8%) respondents had the age of more than 30 years old.

#### c. The Data of Respondents Based on the Quality of Nursing Service

**Table 3.** The Distribution of Frequency of Respondents Based on the Quality of Nursing Service in the Inpatient Room of Pancaran Kasih GMIM Hospital Manado in 2017

Quality	Total	%
Good	84	77,06
Poor	25	22,94
Total	109	100

Based on the data served in table 3, it showed that generally (77.06%) the respondents said that the quality of nursing service in the inpatient room of Pancaran Kasih GMIM Hospital Manado was good. This showed that nursing service given was appropriate with patients' desires. As stated (Bustami, 2011) that the quality of health service was the conformity of health service with profession standard by utilizing the provided sources well, so that the consumers' needs and the purpose to reach the optimal health degree could be achieved. This research was appropriate with the research of Susanti (2009) which stated that there was any significant factor of nursing service with patients' satisfaction.

From the data it could be seen that the increasing of quality of health service in the inpatient room of RS Pancaran Kasih GMIM Hospital Manado because the service given was appropriate with the patients' desires. This was also supported by respondents' comment given when they were interviewed about nursing service. Most of the patients stated that most of the nurses had worked well mainly when the patients needed any help. Moreover, the quality of health service received was more better than the service at the past.

Through the analysis of questionnaire data, it was found that good quality of service achieved from the nurses' feasibility and presence when was contacted and by the regularity of medicine/injection giving. This was because the nurses were always in contact and closed to the patients or patients' families than other officers. Else, the nurses also gave medicine/injection to the patients so that they gave good assessment for the question about the nurses' feasibility to be contacted and regularity in giving the medicine.

According to the research of Rattu, Warouw & Hamel (2015), it was found that the quality of nursing service in RSUP Prof. Dr. R. D. Kandou Manado to the patients with contribution aid and non contribution aid was good, that strengthen with bivariate analysis which showed that there was no difference of nursing service for patients with contribution aid and non contribution aid. This showed that in giving the nursing service, a nurse didn't different the patients from any background. The nurses' objective was giving good service for the patients' satisfaction. From most of the respondents who stated that the quality of nursing service in the inpatient room of Pancaran Kasih GMIM Hospital was good,

there were some respondents (22,94%) who stated that the quality of health service in this hospital was poor. Those patients of families complained about the explanation of meal of diet for the patients and they also complained about the cleanness of bathroom/toilet. In the other side, this was occurred because the service users didn't have responsibility when used the facility of bathroom and toilet so that it was dirty. The explanation of menu or diet which must be consumed by the patients was important aspect to make patients' recovery getting faster and it became patients' need (Mindariza, 2003).

The previous research by Febrianis (2004) about correlation of quality of health service and plevel of patients' satisfaction in the inpatient room of surgical operation ward of Solok Hospital was also found the similar result. Some of the respondents of 43,9 % said that the quality of health service there was poor. From the data, it could be seen that not all patients had same opinion and desires. This poor assessment for the quality of health service occurred because the service received by the patients was not appropriate with the patients' desires and willing. Because the quality of general service would give big contribution at the patients' satisfaction, so that this patients' satisfaction was valuable input for the nurses in giving service so that it would decrease the number of patients who were not satisfied in receiving the nursing service in this hospital. Each patient had any experience and desire in receiving nursing service. The high desire would cause perception about the quality of service given. Background of characteristic, experience, education, and social-economy were factors that could influence patients' perception toward the service received. The comfortable, quiet, and clean environment was needed by the patients during hospitalized. Save and comfortable environment would arise patients' feeling of happy and satisfied and influenced their recovery.

d. Patients' Satisfaction Toward Nursing Service

**Table 4.** The Distribution of Respondents' Frequency Based on the Satisfaction toward Nursing Service in the Inpatient Room of Pancaran Kasih GMIM Hospital Manado in 2017.

Satisfaction	Total	%
Satisfied	82	75,23
Not Satisfied	27	24,77
Total	109	100

Based on the result described in table 4., it showed that generally (75,23%) the respondents were

satisfied with the service in Pancaran Kasih GMIM Hospital Manado. From the analysis of questionnaire, it found that patients were satisfied with the rapidity of receiving the patients by the registration officers, and nurses' readiness to come when the patients needed. In line with the research by Widyastuti (2013) about the correlation between the quality of nurses' service and level of patients' satisfaction in the inpatient room of Wonosegoro I Clinic Bojolali that showed mostly (81%) the patients said that their satisfaction were in the category of high and average levels. This proved that service given by the hospital had been appropriate with patients' willing. According to Sabarguna (2008) patients would give good response and fell of satisfied if they received service that was appropriate with their desire..

However, although most of the patients were satisfied with the service given by the hospital, there were still 24,77% patients dissatisfied with the nursing service given. Based on the data above it could be assumed that this low satisfaction occurred because there was any service that was not appropriate with patients' willing. This dissatisfaction caused the patients were not satisfied with the service given. From the data analysis, it was known that most respondents were not satisfied with the cleanness of bathroom/toilet. This was related to the environment around the inpatient rooms. This finding was supported with many suggestions from the patients to pay attention with the cleanness of bathrooms. Environment's comfort was related with nursing service that could influence patients' satisfied and their willing to return to the health facilities in order to get next service (Wijono, 1999). Of course, this needed to get attention, where the patients would be dissatisfied if the service received was not appropriate with their desires, and the patients would be satisfied if the service received was same or more than their desire.

e. Correlation of Quality of Nursing Service with Patients' Satisfaction Toward the Nursing Service in Pancaran Kasih GMIM Hospital Manado

**Table 5.** Correlation of Quality of Nursing Service with Patients' Satisfaction in Pancaran Kasih GMIM Hospital Manado in 2017.

Quality of Service	Patients' Satisfaction					
	Satisfied		Dissatisfied		Total	
	n	%	n	%	n	%
Good	76	69.72	8	7.34	84	77.06
Poor	6	5.51	19	17.43	25	22.94
Total	82	75.23	27	24.77	109	100

According to Table 5, the respondents who said that the quality of service was good and they were satisfied were 76 respondents, while they who said that the quality of service was poor and they were unsatisfied were 19 respondents. This showed that the better quality of service given to the users or consumers so that would cause to their satisfaction.

This fact showed that whether the patients were satisfied or not was influenced by good or poor quality of nursing service given to the patients. This result was supported by the research of Erviana (2013) who studied about the influence of quality of service and belief toward patients' satisfaction, and the result said that variable of service quality positively influenced to patients' satisfaction. The good quality of service would be influenced to patients' perception about satisfaction they experienced. This showed that the better quality of nursing service given influenced to patients' satisfaction.

Else, from 109 respondents hospitalized in Pancaran Kasih GMIM Hospital included in the research, there were 8 (eight) respondents who said that the quality of health service in this hospital was good but they were still dissatisfied with the service received. Based on the data, it could be seen that there was inconsistency of perception among the respondents about the quality of nursing service given with the level of satisfaction, where, generally if the quality of health service was good so that automatically would result feeling of satisfaction about the health service received. And neither was the opposite, there were 6 (six) respondents who said that the quality of nursing service in this hospital was poor but they were satisfied with the service given. According to the researcher, this might be caused there was any difference desire between researchers and some respondents. Respondents' characteristic, such as social economic status, education level, profession, although weren't analyzed, contributed to influence respondents' satisfaction and perception toward the quality of nursing service. The weakness of this research in determining cut of point was also contributed toward the data so that the case occurred.

## DISCUSSION

Patients' desire toward the service received was their hope. The service to the patients was main target of quality. A product was said had quality if it was appropriate with consumers' willing, quality referred to something that could give satisfaction for the consumers (Kotler, 2009). In the contrary, the research by Faisal et.al (2013) in the research in RSUP Prof Dr R.D.

Kandou found that there was no correlation between guarantee and patients' satisfaction.

Next, there was found that from 109 patients who were hospitalized in the inpatient room of Pancaran Kasih GMIM Hospital Manado, 17.43% patients said that the quality of health service in the inpatient room of Pancaran Kasih GMIM Hospital Manado was poor and respondents were dissatisfied with the nursing service given. The result showed that quality of health service much influenced patients' satisfaction. The poorer quality of given so that the patients' satisfaction toward the health service became lower and the vice versa. Costumers' satisfaction was feeling of happy or disappointed as the result of comparison between achievement or product experienced and desired. Customers' satisfaction toward the health service could increase the health service itself (Supranto, 2006). After doing statistic test, it found a result of  $X^2$  counting  $> X^2$  table. It meant that there was meaningful correlation between quality of health service and level of patients' satisfaction in the inpatient room of Pancaran Kasih GMIM Hospital Manado.

The research of Wahyuni & Liena. (2015) about correlation between quality of health service and patients' satisfaction in Clinic Tepus I Gunung Kidul Regency Yogyakarta, found that there was no correlation between quality of service, in this case were ini tangible, reliability, responsiveness, assurance with patients' satisfaction and there was any significant correlation between empathy with patients' satisfaction.

Based on the data, it could be seen that quality of health service was tightly related with patients' satisfaction level. Moreover, this would influence each other whether the quality of health service or patients' satisfaction level toward that health service. A good health service would result good quality and would cause high satisfaction from the patients toward the health service itself. This was appropriate with theory that good or poor of health service would influence the level of patients' satisfaction because patients would give opinion and assessment to the quality of health service itself. The better quality of health service would result good quality of health service and high level of patients' satisfaction toward the health service (Sabarguna, 2008).

## CONCLUSION

Based on the research result about the correlation of quality of nursing service and level of patients' satisfaction toward the nursing service in the inpatients room of Pancaran Kasih GMIM Hospital

Manado, it could be concluded that: 1. Generally the patients who were hospitalized in the inpatients room of Pancaran Kasih GMIM Hospital Manado said that the quality of health service in the inpatient room of Pancaran Kasih GMIM Hospital Manado was good. 2. Generally the patients who were hospitalized in the inpatient room of Pancaran Kasih GMIM Hospital Manado were satisfied with the nursing service in the inpatient room of Pancaran Kasih GMIM Hospital Manado. 3. There was meaningful correlation between quality of nursing service with patients' satisfaction toward nursing service in the inpatient room of Pancaran Kasih GMIM Hospital Manado.

The writer gave some suggestions for the hospital, nurses, and next researcher as follow:

1. For the head of Pancaran Kasih GMIM Hospital Manado, it hoped to be able to maintain and even increase the quality of nursing service in order it could give satisfaction to the patients. 2. For the nurses, it hoped to be able to increase the quality of service by keeping abreast of through joining the training and increase the education level in order that the patients could feel satisfied with the service given. 3. For the researcher, it hoped to be able to conduct research about other factors that influence patients' satisfaction in the inpatient room of Pancaran Kasih GMIM Hospital Manado.

## REFERENCES

1. Arikunto. *Prosedur Penelitian Suatu Pendekatan Praktek* Edisi VI. Jakarta: Rineka Cipta; 2010.
2. Bustomi. *Penjamin Mutu Pelayanan Kesehatan dan Akseptibilitasnya*. Jakarta: Penerbit Erlangga; 2011.
3. Faisal, F.C., J.M. Pangemanan & S. Engkeng. *Hubungan Antara Pelayanan Perawat Dengan Kepuasan Pasien Di Instalasi Rawat Inap A*

- Badan Layanan Umum Rumah Sakit Umum Pusat Prof. Dr. R. D. Kandou Kota Manado. *Jurnal Kesehatan Masyarakat Universitas Sam Ratulangi*, 2013: 1(9).
4. Kotler, Philip. *Manajemen Pemasaran*. Edisi Millenium. Jakarta: Penerbit PT Prenhallinda; 2004.
5. Lucie J. Agosta. *Patient Satisfaction and Servis Quality Of Nursing Care*. *Journal of Nursing*. Patient satisfaction with nurse practitioner delivered primary health care service. 2005.
6. Nursalam. *Manajemen Keperawatan: Aplikasi dalam Praktek Keperawatan Profesional*. Jakarta: Salemba Medika; 2011.
7. Rangkunti Freddy. *Measuring Customer Satsifaction*. Jakarta: PT. Gramedia Pustaka Utama; 2006.
8. Rattu P., Warouw. H. J., & Hamel R. S. *Perbedaan Kualitas Pelayanan Keperawatan Terhadap Pasien Penerima Bantuan Iuran Dan Pasien Bukan Penerima Bantuan Iuran di RS Irina C RSUP Prof Dr R.D. Kandou manado*. *ejournal Keperawatan (e-Kp)* 2015; 3(1) February 2015.
9. Sabarguna, B. S. *Quality Assurance pelayanan rumah sakit*. Jakarta: Segung Seto; 2008.
10. Supranto, M.A. *PengukuranTingkat Kepuasan Pelanggan*. Jakarta: Rineka Cipta; 2006.
11. Wahyuni. Dwi., & Liena S. *Hubungan antara Kualitas Pelayanan Kesehatan dengan Kepuasan Pasien di Puskesmas Tepus I Kabupaten Gunung Kidul Yogyakarta*. *Jurnal Medika Respati*, 2015; 10(2).
12. Wira, I. A. D. *Hubungan antar Persepsi Mutu Pelayanan Asuhan Keperawatan Dengan kepuasan Pasien Rawat inap Kelas III Di RSUD Wangaya Kota Denpasar: Thesis*. Universitas Udayana; 2014.

\*\*\*\*\*