
THE RELATIONSHIP OF THE QUALITY OF NURSING SERVICES WITH FAMILY SATISFACTION IN THE PERINATOLOGY ROOM OF RSUD MUHAMMAD SANI 2024

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Abstract

The Perinatology Room specifically cares for newborn babies who require observation and babies who are less than one month old. Nurses have an important role in improving the physical health of babies by meeting the baby's complex needs, paying attention to their growth and development, and being sensitive to the psychological conditions of parents or families by providing comprehensive and complete care. The purpose of this research is to find out relationship between the quality of nursing services and family satisfaction patient in the Perinatology room at Muhammad Sani Karimun Hospital in 2024. This research uses a quantitative research design with a *Cross Sectional*. The sampling technique uses *purposive sampling*. The number of samples to be studied is 39 people. The data collection tool uses a questionnaire on the quality of nursing services and family satisfaction. Analysis for hypothesis testing uses the Chi Square statistical test. Results of statistical test analysis using *Chi-square* value obtained *p value* equal to $0.000 < 0.05$, which means there is a significant relationship between the quality of nursing services and patient family satisfaction. It is recommended that the hospital Improving the quality of nursing services in the Perinatology Room at RSUD Muhammad Sani Karimun focuses on strengthening effective communication between nurses and patient families.

Keywords: Quality of Nursing Services, Family Satisfaction, Perinatology

Introduction

A hospital is a place where people can enjoy affordable and quality health service facilities, be it outpatient, inpatient or emergency services. The services provided not only restore the patient's physical condition but also their psychological/emotional condition so that the patient feels comfortable when being treated. Muhammad Sani Regional General Hospital is a hospital owned by the Karimun Regency regional government which provides various services, one of which is inpatient care for babies or what is called the Perinatology room.

The Perinatology Room has different characteristics from other treatment rooms such as visiting times, number of visitors, duration of visiting time, changing clothes, and no family members are allowed to guard the room. These applicable rules have an influence on the psychological factors of the patient's family. So it can cause anxiety and even trauma for family members (McAdam and Puntillo in Schwarzkopf et al., 2024).

Parental satisfaction in the baby care room is very important as one of the basic steps in determining the quality and system of nursing services. Thus, whether a person is satisfied or not, apart from being determined by the infrastructure available at the health facility, a comfortable environment, also depends greatly on the performance of health workers in providing quality services. The performance of a health worker is greatly influenced by knowledge, skills, and motivation as well as supportive work environment conditions (Mangkunegara, 2020).

World Health Organization (WHO) data for 2021 shows data on hospital patient satisfaction levels in various countries, consisting of more than 6 million patient inputs in health care in 25 countries. The highest level of patient

satisfaction is in Sweden with a satisfaction index reaching 92.37%, Finland (91.92%), Norway (90.75%), USA (89.33%), Denmark (89.29%), while the lowest level of patient satisfaction is Kenya. (40.4) and India (34.4%) (WHO, 2021).

BPJS (2020) found that of 17,280 public respondents throughout Indonesia, 81% said they were satisfied with the services provided by BPJS. According to the 2020 BPJS survey in Indonesian hospitals, public satisfaction with health services indicates that there has been an increase in outpatient and inpatient services, even though the number of patients or survey respondents in the survey has decreased from the previous year's numbers for both outpatient and inpatient care (BPJS Health, 2021).

The results of the community satisfaction survey at RSUD Muhammad Sani in 2023 reached 95.58%, an increase from 2022 and 2021, where in 2022 it reached 94.35% while in 2021 it was 93.76%. However, the Perinatology room has not yet conducted a satisfaction survey of patients or patient families. (Muhammad Sani Karimun Hospital Quality Committee 2023). Patient satisfaction is influenced by several factors such as room conditions, completeness of facilities and equipment and the attitude of service providers (Azwar, 2019).

There are several factors that influence satisfaction, the first is reliability, service skills that are precise, fast, accurate and satisfying. Second is assurance, where ability and knowledge as well as aspects of politeness and being able to carry trust play an important role in this matter. Third is care, where intrapersonal relationships with customers are key in this case. Fourth, there are tangible facilities such as uniforms for markers, buildings and various other facilities. Fifth, namely patient characteristics. Each individual has a

different character and background so that services and needs to achieve a high level of satisfaction will be different for each individual (Onojah et al., 2021).

According to Pohan in Sudirman et al (2023) quality health services are health services that always strive to meet patient expectations so that patients feel satisfied and very grateful because everything they expect is in accordance with the patient's needs. The quality of nursing services refers to the level of a series of nursing practices carried out by nurses for patients (Kim & Seo, 2021).

Quality nursing services are highly expected by every individual and society who receive standardized services and increased patient safety. Based on research conducted by Kusnatalia (2020) which aims to determine the relationship between the quality of nursing services and the satisfaction of the patient's family in the NICU room at Datu Beru Takengon Regional Hospital, the results showed that the variable for the quality of nursing services, namely technical competence, obtained a $p\text{-value} = 0.000$, efficiency 0.000 , and patient safety $0.000 < \alpha 0.05$, meaning that there is an influence between the quality of nursing services (technical competence, efficiency and patient safety) on family satisfaction.

A preliminary study conducted by researchers on 5 mothers whose babies were being cared for in the birthing room, 2 people (40%) of them complained and felt stress and increased anxiety due to the long wait for the baby to be cared for, this was because the parents could not come in to accompany their baby. for a long time, they were only allowed in during visiting hours and if the nurse or doctor needed them. In situations like this, the mother will show negative coping mechanisms for the baby's problems, showing feelings of guilt for giving birth to the baby in abnormal conditions. or feel incompetent in taking care of children. As a result,

feelings of guilt will escalate into feelings of fear, anxiety, stress and depression.

Results of a preliminary study by conducting interviews with five mothers who had their babies cared for in the Perina room at Muhammad Sani Regional Hospital. Researchers asked the mother whether the nurse routinely monitored the baby's condition and provided progress reports and provided clear and accurate information about the baby's condition. 4 mothers said that nurses had monitored and reported their child's condition well and accurately, while 1 other mother said that nurses rarely provided information about the baby's condition if they were not asked.

Researchers also conducted an initial survey in the Perinatology room at Muhammad Sani Regional Hospital, by distributing satisfaction questionnaires to 10 patient families, it was found that 2 patient families stated that they were not satisfied, 4 patient families stated that they were quite satisfied with the services provided by doctors and nurses and 4 patient families stated that they were satisfied with Nursing services in the Perinatology room. Based on the description above, researchers are interested in conducting research on the relationship between the quality of nursing services and the satisfaction of patient families in the Perinatology ward at Muhammad Sani Karimun Hospital 2024.

Research methods

There are 3 types of questionnaires used in this research, namely the first questionnaire which contains the identity of the respondent (patient's name, age, gender, education and occupation), the second questionnaire which contains information about the quality of nursing services. The nursing service quality questionnaire has 18 questions compiled

by researchers using indicators of nursing service quality according to Demang et al., (2022), including ability (*ability*), attitude (*attitude*), appearance (*appearance*), attention (*attention*), action (*action*), responsibility (*accountability*) using a Likert scale ranging from 1 to 4 where never is: 1, rarely: 2, often: 3, and always: 4.

The three questionnaires containing patient family satisfaction were used in Kusnatalia's (2020) research, which contained 10 statement items including the statement *tangible* (tangible) question number 7, statement *reliability* (reliability) questions number 3 and 6, statement *responsiveness* (responsiveness) questions number 1,2,8 and 10, statement *assurance* (certainty/guarantee) questions number 4 and 5, and statement *empathy* (care) question number 9. whose validity and reliability have been tested by previous researchers.

The questionnaire has measurement results that are determined using the method *cut off* by Maggie C.Y. Tam in Hidayat et al. (2022). Data are collected and analyzed statistically using tests *Chi-Square*.

Research result

Table 3 Relationship between the quality of nursing services and patient family satisfaction in the perinatology room at Muhammad Sani Karimun Regional Hospital in 2024

Quality of Nursing Services	Patient Family Satisfaction				Amount	%
	Not satisfied	%	What?	%		
Not enough	3	7,7	2	5,1	5	12,8
Good	4	10,3	30	76,9	34	87,2

Table 1 Description of the Quality of Nursing Services In the Perinatology Room at RSUD Muhammad Sani

Quality of Nursing Services	n	%
Not enough	5	12,8
Good	34	87,2
Total	39	100

Based on the table above, it is known that patient assessments on the quality of nursing services in the perinatology room at Muhammad Sani Regional Hospital are in the good category, namely 34 respondents (87.2%) which is greater than the poor category, namely 5 respondents (12.8%).

Table 2 Overview of Patient Family Satisfaction In the Perinatology Room at RSUD Muhammad Sani

Family Satisfaction	n	%
Not satisfied	7	17,9
What?	32	82,1
Total	39	100

Based on the table above, it is known that the distribution of patient family satisfaction in the perinatology room at Muhammad Sani Regional Hospital, Karimun district, namely that the results were 32 respondents (82.1%) who were satisfied, which was greater than the 7 respondents who were dissatisfied (17.9%).

Amount	7	17,9	32	82,1	39	100
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$P\ value = 0,032$ $OR = 11.250$						

Based on the table above, it shows that of the 39 respondents, 30 respondents (76.9%) had a good assessment of the quality of nursing services and were satisfied with the services received. The results of data analysis use statistical tests *Chi-square* then it is obtained *p value* amounting to $0.032 < 0.05$, which means there is a significant relationship between the quality of nursing services and patient family satisfaction. Patient families who assess the quality of nursing services as good are 11,250 times more likely to be satisfied with the services received compared to families who assess the quality of nursing services as poor ($OR = 11.250$).

Discussion

a. Frequency Distribution of Quality of Nursing Services in the Perinatology Room at Muhammad Sani Regional Hospital

The results of the study showed that the patient's assessment of the quality of nursing services in the perinatology room at Muhammad Sani Regional Hospital was in the good category, namely 34 respondents (87.2%) which was greater than the poor category. The research results are in line with research conducted by Pakpahan et al. (2022), the results showed that the majority stated that the quality of service was good, 41 people (82%).

Quality can really depend on each person's perception. It can be seen from actors who carry out certain activities and production or from consumers or customers of the production of services or goods produced. For sellers, a quality product is a product that has a good combination of price and features and is attractive to the majority of customers. For consumers, quality products are products that meet consumer desires, both in terms of quality of goods and services and appropriate prices. The perception of a quality product for one person is not necessarily the same as for another (Demang et al., 2022).

According to the researchers' assumptions, the services provided have met most of the patient's expectations. This reflects that the quality of interaction between nurses and patient families, as well as the level of professionalism in carrying out their duties, has been recognized and appreciated by the patient's family. However, even though the majority of respondents gave a good assessment, there were still 46.7% or 21 respondents who rated the quality of service as poor. According to the researchers, this was influenced by the existence of certain aspects in nursing services

which may not have been fully optimal. These factors may be related to service response times, less effective communication, or perhaps differences in individual perceptions of service quality.

Based on the results of the researcher's analysis of respondents' answers to the quality of nursing service questionnaire, there were respondents who answered rarely to the statement that nurses always show a friendly and polite attitude to the patient's family and there were respondents who answered rarely to the statement that nurses give sufficient attention to each baby. Then there were respondents who answered that it was rare for the nurse to provide a transparent explanation if an error or problem occurred. According to the researchers, this could happen because of limited visiting hours and babies cannot be waited 24 hours, where families can only see them at certain hours, thereby creating better communication and interaction. There is a lack of warmth or personal relationship between nurses and patient families so that the quality of nursing services is considered to be lacking by several respondents.

According to Hasjum et al. (2023) communication in nursing is very important in efforts to maintain the quality of nursing services in patient-related health facilities, many factors influence a person's behavior in carrying out actions, including nurses' implementation of effective communication. According to Hendrawati et al. (2018) The need for information is the need for parents to obtain realistic information about the baby's

condition, including the need to be actively involved in caring for their baby and the need for contact with doctors and nurses who care for their baby. Parents who have babies in care expect to get accurate information and be involved in decision making (Cleveland in Hendrawati et al., 2018).

b. Frequency Distribution of Patient Family Satisfaction in the Perinatology Room at Muhammad Sani Regional Hospital

The results of the research showed that 32 respondents (82.1%) obtained results that were satisfied compared to respondents who were dissatisfied. The results of similar research conducted by Kusnataia (2020) showed that the majority of respondents were in the dissatisfied category, namely 43 people (64.2%).

According to Kotler and Keller in Indrasari (2019), consumer satisfaction is a person's feeling of happiness or disappointment that arises after comparing the performance (results) of the product they are thinking about with the expected performance. Satisfaction is an emotional reaction to perceived service quality and perceived service quality is an overall opinion or attitude related to the priority of service. In other words, customer satisfaction is the quality of service seen from the interests of consumers, in this case the patient (Anjaryani in Handayany, 2020).

Based on the results of the researcher's analysis of respondents' answers regarding satisfaction, it was found that respondents said they were not satisfied and said

they were very dissatisfied with the statement that medical officers always introduced themselves at every shift change. According to researchers, this can happen due to the separation between family and baby so that when changing shifts the nurse only does a handover to fellow nurses in the room. Meanwhile, it could be that at that time there were family members waiting outside the room who did not know the nurse was doing overtime and the family was not told who the next nurse was on duty, even though the whole process was the nurse's orientation towards the family so that the family knew who was on duty next. and who you can contact if there is a message that needs or is important to convey.

According to Handayani et al. (2018) orientation is an important activity to carry out so that a relationship of mutual trust between nurses and patients can be well developed. Patient orientation is a contract between the nurse and the patient/family where there is an agreement in providing nursing care. The orientation program is carried out by providing information about who is on duty or the nurse on duty at the moment, the treatment room, the surrounding environment, applicable regulations, available facilities, how to use them, health workers and staff as well as patient activities which are explained to the patient and family (Potter and Perry in Handayani et al., 2018).

Consumer satisfaction is very much dependent on consumers' perceptions and expectations themselves. The factors that influence consumers' perceptions

and expectations when purchasing goods or services are the needs and desires that consumers feel when purchasing goods or services, and experiences. what you have gone through when consuming these goods or services, as well as the experiences of friends who have consumed these goods or services (Handayani, 2020).

c. The Relationship between the Quality of Nursing Services and Patient Family Satisfaction in the Perinatology Room at Muhammad Sani Regional Hospital, Karimun Regency 2024

The results of the research showed that 30 respondents (76.9%) had a good assessment of the quality of nursing services and were satisfied with the services received. Then the results of the relationship analysis showed that there was a significant relationship between the quality of nursing services and the satisfaction of the patient's family in the Perinatology room at RSUD Muhammad Sani Karimun Regency 2024 where is the value *p value* equal to $0.032 < 0.05$. Patient families who assess the quality of nursing services as good are 11,250 times more likely to be satisfied with the services received compared to families who assess the quality of nursing services as poor.

The research results are in line with research conducted by Hasanah et al. (2024) which states that there is a relationship between the quality of nursing services and the level of satisfaction of the patient's family with *p value*: 0.000 ($\alpha: < \alpha 0.05$). Similar research results were also obtained from research conducted by Kusnatalia

(2020) which aimed to determine the effect of service quality on patient family satisfaction in the NICU treatment room at Datu Beru Takengon Regional General Hospital in 2020 where the results showed that there was an influence between service quality and family satisfaction. patients in the NICU treatment room with $p\text{-value} = 0.000 < \alpha 0.05$.

According to researchers' assumptions, the better the quality of nursing services in the hospital, the higher the level of family satisfaction. However, it cannot be denied that there are still several cases in hospitals which are deemed not to be in line with expectations. Several influencing factors include responsiveness, reliability, tangible (physical evidence), assurance and empathy. Even though the majority of respondents assessed that the quality of nursing services at Muhammad Sani Regional Hospital was good, it could not be avoided that there were still several weaknesses found in nurses in providing services. In accordance with Triwibowo's opinion in Dasaryandi et al. (2019) if the perceived service exceeds expectations, then it is perceived as ideal service, but if the perceived service is lower than expected then service performance can be perceived as poor.

The results of the study showed that of the 39 respondents, 3 respondents (7.7%) rated the quality of nursing services as poor and felt dissatisfied. The research results are in line with research conducted by Perceka (2020) where the results obtained from 67 respondents were 49.2% of

respondents who stated that nursing services were lacking and felt dissatisfied.

From these results, researchers assume that the assessment of the quality of nursing services may be influenced by various factors such as high expectations, previous experience, non-nursing aspects such as the hospital environment, interactions with non-nursing staff, and comfort of facilities which can also influence overall satisfaction. emotional and psychological needs, waiting time and responsiveness, less effective communication.

According to researchers on pediatric patients, measuring the quality of nursing services often requires involving families, because children, especially those who are very young, may not be able to assess or communicate their experiences of the services provided. Families, especially parents or caregivers, play an important role in providing an accurate assessment of the quality of nursing services received by the child.

Analysis results using *Chi-square* then it is obtained *p value* equal to $0.000 < 0.05$, which means there is a significant relationship between the quality of nursing services and patient family satisfaction. The results of this research are in line with research conducted by Hasanah et al. (2024) which states that there is a relationship between the quality of nursing services and the level of satisfaction of the patient's family with $p\text{ value: } 0.000 (\alpha: < 0.05)$. The results of a similar study conducted by (Kusnatalia, 2020) which aims to determine the effect of service

quality on patient family satisfaction in the NICU treatment room at Datu Beru Takengon Regional General Hospital in 2020 where the results show that there is an influence between service quality on patient family satisfaction in the room. NICU care with $p\text{-value} = 0.000 < \alpha 0.05$.

Service quality is the main factor that influences patient satisfaction, where quality service will influence patient confidence in using health services. A quality health service will create patient satisfaction. Patient satisfaction is a level of patient feeling that arises as a result of the performance of health services obtained after the patient compares it with what is expected, by paying attention to quality, it has helped patients to get the best health service results while providing appropriate responses and proper care for each need. people who are in need of health services (Sudirman et al., 2023).

Conclusion

Based on the results of the research discussion entitled "The Relationship between the Quality of Nursing Services and Patient Family Satisfaction in the Perinatology Room at Muhammad Sani Karimun Regional Hospital in 2024" several conclusions can be drawn:

- a. The majority of respondents rated the quality of nursing services in the perinatology room at Muhammad Sani Regional Hospital as good, namely 34 respondents (87.2%).
- b. Most respondents were satisfied with the services provided in the perinatology room at Muhammad Sani Regional Hospital.

Satisfaction was 32 respondents (82.1%).

- c. There is a relationship between the quality of nursing services and the satisfaction of patient families in the perinatology room at Muhammad Sani Karimun Regional Hospital in 2024 ($p\text{ value} = 0,032 < 0.05$, $OR = 11.250$).

Suggestion

Based on the conclusions above, the author can put forward the following suggestions

- a. For Patient Families
The quality of good nursing services greatly influences patient family satisfaction. As a patient's family, it is important to be actively involved in care, provide input to the care team, and communicate hopes and needs clearly. The quality of interactions between nurses and patient families, including effective communication, empathy and responsiveness to patient needs, will greatly determine the level of family satisfaction. Therefore, patient families are advised to always maintain open communication with nurses, provide constructive feedback, and work together to achieve optimal care and meet family expectations.
- b. For Muhammad Sani Regional Hospital
To improve the quality of nursing services in the Perinatology Room at RSUD Muhammad Sani Karimun, it is recommended that hospitals focus on strengthening effective communication between nurses and patient families. This step will increase the family's sense of trust and satisfaction with the services provided. Apart from that, providing regular training for

nurses regarding service standards based on empathy and responsiveness to patient needs is also very important.

c. For Further Researchers

For future research, it is recommended to expand the scope of the study by considering additional variables that might influence the relationship between the quality of nursing services and patient family satisfaction in the perinatology room. This research can also be followed by more in-depth methods, such as in-depth interviews or qualitative studies, to gain a more comprehensive understanding of the factors that contribute to family satisfaction.

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