

## RELATIONSHIP BETWEEN NURSES PERFORMANCE AND PATIENT SATISFACTION IN THE INPATIENT ROOM OF HJ BUNDA HALIMAH HOSPITAL BATAM YEAR 2024

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### ABSTRACT

The quality of nursing services can be seen from comprehensive nursing services based on established nursing standards according to patient desires so that patient satisfaction is created. This study aims to analyze the relationship between nurse performance and patient satisfaction in the inpatient room at Hj Bunda Halimah Hospital, Batam. This study is a correlative analysis study with a cross-sectional approach, conducted on August 3, 2024 with 180 respondents. The sampling technique used simple random sampling and the data collection technique used a closed questionnaire method. The results of the study showed that 98.3% of respondents had good performance in providing nursing care and 95.6% of respondents stated that they were satisfied with the performance of nurses. The results of the correlation test with  $p\text{-value} = 0.000$  where  $p < 0.05$  means that it can be concluded that there is a significant relationship between nurse performance and patient satisfaction at Hj Bunda Halimah Hospital, Batam. Based on the results of the study, it is expected that nurses will participate in providing quality nursing care for patients, and the hospital will evaluate nurse performance based on nursing care standards set in the hospital so that nurses are able to produce quality services.

**Keywords:** Nurse performance, patient satisfaction

## INTRODUCTION

Nursing services are a form of service carried out professionally by health workers, namely nurses. Nursing services are based on nursing sciences and tips aimed at individuals, families and communities, both sick and healthy (Nursing Law, 2014). Nursing is one of the professions in the Hospital that has an important role in organizing efforts to maintain the quality of health services, namely in nursing services. In the standards In addition, nurses interact more with patients for 24 hours to carry out nursing services. The success of hospital services is highly dependent on the performance of nurses, hospitals in carrying out nursing services in hospitals (Ahmad, 2019).

Nursing practice consists of cognitive skills, interpersonal skills, and psychomotor skills. Nurses are responsible for knowing when one of these methods is needed more than the other. Skills in action are needed to improve the physical health of patients because nursing care must be aimed at the whole person, not just the physical, so providing comfort and emotional support often gives patients more strength (Ahmad, 2019). Good nursing performance is the hope of all patients who are being treated in the hospital.

Performance appraisal is a reliable tool as a control of human resources and their productivity, but in fact, nurse performance is a problem in all nursing services. Nurse performance is measured from the services provided to patients so that patients feel satisfied or dissatisfied (Sesrianty, et al., 2019). Good nurse performance to patients, then patients will feel happy and want to come back and can recommend to family or friends. Patient satisfaction can be influenced by the reality factor received when patients receive services at the hospital (Nursalam, 2013).

on evaluation and quality control, it is explained that nursing services guarantee high-quality nursing care, so good nursing services are needed to maintain the quality of nursing services in the Hospital.

Nursing services have an important role in the implementation of overall health services, especially in hospitals. The number of nursing staff is the largest when compared to other health workers, so their role is a determinant in health services.

Along with the development of science in the field of nursing, nursing practice has also developed which has a major impact on the nursing profession which has led to increasing public demand for nursing services. Nurses who have a very large contribution in providing nursing services must be able to provide a large share and responsibility in providing quality services to ensure patient satisfaction with nursing services.(Krisnawati et al., 2017). Complaints from dissatisfied patients if not handled immediately can result in a decrease in the hospital's service capabilities in terms of service, in this case patient satisfaction has a major influence on maintaining quality.(Wowor et al., 2019).

Research result(Ayu, 2016)shows the frequency distribution of respondents stating that nurses' performance is in the good category, which is 54.2%. The frequency distribution of respondents stating that they are dissatisfied, which is 54.9%. The results of the study(Luan et al., 2018)in the Inpatient Room of RS Level III 04.06.03 Dr. Soetarto Yogyakarta showed that as many as 36.6% with good nurse performance, 40.8% in the sufficient category and 22.5% with nurse performance in the less good category so that as many as 29.6% were in the satisfied category, 39.4% in the sufficient category and 31% in the less satisfied category.

Low patient satisfaction will have an impact on the number of visits which will affect the

profitability of the hospital, while employee attitudes towards patients will also have an impact on patient satisfaction where patient needs will increase over time, as will their demands for the quality of service provided.(Purwanto et al., 2014).

According to data from the World Health Organization (WHO) in 2021, data on the level of patient satisfaction in hospitals 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 in Kenya (40.4) and India (34.4%) (WHO, 2021).

The Minimum Service Standard for patient satisfaction according to the Ministry of Health is above 95%. If a health service is found with a patient satisfaction level below 95%, then the health service provided is considered not to meet the minimum standards or is not of good quality (Ministry of Health of the Republic of Indonesia, 2016). Based on data from the Central Statistics Agency (2020), it is known that out of 17,280 respondents from the community throughout Indonesia, 81% stated that they were satisfied with the services provided by BPJS. Patient satisfaction at the Advanced Referral Health Facility (FRKTL) or Government Hospital level is at 80%, while for Private Hospitals it is 83% (BPJS, 2014).

The assessment of patient satisfaction according to MENPAN no. 14 of 2017 includes 11 elements of service, namely: Ease of service procedures, ease of requirements, clarity and certainty of officers, officer discipline, officer responsibility, officer ability, speed, fairness, politeness and friendliness of officers, reasonableness of costs, clarity of

cost details, accuracy of implementation of time schedules, comfort and security. Riau Islands Province has 27 government and private hospitals, 3 (three) of which are referral hospitals, namely RSUP, RSUD, and RSBP. The number of patient visits to RSUD was 181,409 consisting of 167,481 outpatient visits and 13,928 inpatients. RSUP visits amounted to 107,460 patients consisting of 98,662 outpatient visits and 8,798 inpatients. Meanwhile, RSBP visits amounted to 121,981 patients consisting of 113,572 outpatient visits and 8,409 inpatients.

As for the satisfaction rating 2 years ago from the Google review rating of Hj Bunda Halimah Hospital, it was found with a one-star rating, namely with the review "A good and clean hospital but the nurses, especially on the 2nd floor, the night shift section, are very and extremely disappointing, from 24.30 to 04.20 there is not a single nurse on duty. The IV is also not checked regularly, less responsive to patients.

Researchers have conducted a preliminary study at the research site, the average number of NICU inpatients: 21 people/month, Children's Room: 67 people/month, ICU: 17 people/month, Inpatient Floor 3: 142 people/month, Inpatient Floor 4: 81 people/month, the total number of inpatients per month is 328. While the number of inpatient nurses is 51 people. Researchers interviewed 20 people randomly from the patients who said that 8 people said they were quite satisfied with the performance of nurses in the inpatient room (nurses performed nursing actions so skillfully), then 2 people felt very satisfied with the performance of nurses in the inpatient room (nurses understood and understood the disease suffered by patients). While 7 people felt dissatisfied (nurses did not smile enough, were not responsive, were not attentive and communication when explaining was not

heard because they spoke quickly) and the remaining 3 people said they were very dissatisfied (nurses were not friendly and did not pay attention to patient needs as a whole) with the performance of nurses in the inpatient room.

Based on this background, the researcher is interested in conducting research on "The Relationship Between Nurse Performance and Patient Satisfaction in the Inpatient Room of Hj Bunda Halimah Hospital, Batam in 2024",

## RESEARCH METHODS

This research was conducted at HJ Bunda Halimah Hospital, Batam City, from April to June 2024. This research used a cross-sectional research design. that is analytical descriptive observation with a cross-sectional approach, namely in carrying out measurements between independent and dependent variables at the same time. PThe population in this study amounted to 379 respondents. Samples were taken using purposive sampling. The number of samples in this study was 180 respondents.

The independent variable in this study is nurse performance, while The dependent variable in this study is patient satisfaction. The instrument in this study used a questionnaire for respondents.

Data analysis using univariate analysis to determine the frequency distribution of independent or dependent variables and bivariate analysis to see the relationship between independent and dependent variables. Data analysis was processed using SPSS version 26 with the test *Chi Square*. This study used data collection techniques that included 3 stages, including preparation for implementation and the final stage.

## RESULTS AND DISCUSSION

### 1. Research result

Based on the results of the study entitled "The Relationship Between Nurse Performance and Patient Satisfaction in the Inpatient Room of Hj Bunda Halimah Hospital, Batam in 2024". Respondent frequency distribution data was obtained based on the results of the study, as follows:

#### A. Univariate Analysis

In this study, there are two characteristics of respondents, namely age, gender, occupation, education and length of hospitalization, as shown in the following table:

**Table 4.1**  
**Respondent Characteristics Based on Age**

Age	Frequency	Percent
Less than 20 years	51	28.3
21-30 years	65	36.1
31-40 years	43	23.9
More than 40 years	21	11.7
Total	180	100.0

In the table above, it can be seen that the age of the respondents is mostly between 21-30 years old, which is 65 people (36.11%). Respondents aged less than 20 years old are 51 people (28.33%), aged 31-40 years are 43 people (23.89%), and the fewest respondents are respondents aged over 40 years old, which is 21 people (11.67%).

**Table 4.2**  
**Respondent Characteristics Based on Gender**

<b>Gender</b>		
	Frequency	Percent
Man	103	57.2
Woman	77	42.8
Total	180	100.0

In the table above, it can be seen that the gender of the respondents is mostly male, as many as 103 people (46.8%). While the remaining 77 people (28.33%) are female.

**Table 4.3**  
**Respondent Characteristics Based on Occupation**

<b>Work</b>		
	Frequency	Percent
civil servant	12	6.7
Employee	49	27.2
Self-employed	71	39.4
Housewife	30	16.7
Student	18	10.0
Total	180	100.0

In the table above, it can be seen that the most respondents' jobs are those whose last education is High School as many as 79 people (43.89%). Respondents from Junior High School as many as 42 people (23.33%), College as many as 34 people (18.9%), and the least are respondents whose last education is Elementary School as many as 25 people (13.89%).

**Table 4.4**  
**Respondent Characteristics Based on Last Education**

<b>Education</b>		
	Frequency	Percent
Elementary school	25	13.9
Junior high school	42	23.3
Senior High School	79	43.9

College	34	18.9
Total	180	100.0

In the table below it can be seen that the most respondents' jobs are those whose last education was High School as many as 79 people (43.89%). Respondents from Junior High School as many as 42 people (23.33%), College as many as 34 people (18.9%), and the least are respondents whose last education was Elementary School as many as 25 people (13.89%).

**Table 4.5**  
**Respondent Characteristics Based on Length of Hospitalization**

<b>Length of Hospitalization</b>		
	Frequency	Percent
1–2 days	83	46.1
3–4 days	62	34.4
More than 4 days	35	19.4
Total	180	100.0

In the table above, it can be seen that the largest number of respondents were those who were treated for 1 to 2 days, amounting to 83 people (46.11%) and the smallest number of respondents were those who were treated for more than 4 days, amounting to 35 people (19.44%).

## B. Bivariate Analysis

Bivariate analysis is used to identify the relationship between two variables, namely the independent variable and the dependent variable. In this analysis, two measurements are taken for each observation. In bivariate analysis, the samples used can be paired or independent with their treatments. Bivariate analysis is a type of analysis used according to the conditions of the number of variables. This seemingly simple analysis can produce a very useful test. The bivariate analysis in this study aims to determine the Relationship

Between Attitudes and the Relationship between Nurse Performance and Patient Satisfaction in the Inpatient Room of Hj Bunda Halimah Hospital, Batam. The statistical test used is the chi-square test.

**Table 4.6**  
**The Relationship between Nurse Performance and Patient Satisfaction**

Nurse Performance	Patient Satisfaction		Total	P-Value
	Less satisfied	Satisfied		
Not good	3	0	3	.000
	.1	2.9	3.0	
Good	5	172	177	
	7.9	169.1	177.0	
Total	8	172	180	
	8.0	172.0	180.0	

Based on the table above, the Sig. (P-Value) value is  $0.000 < 0.05$ . So it can be concluded that there is a significant relationship between Nurse Performance and Patient Satisfaction at Hj. Bunda Halimah Hospital, Batam.

## DISCUSSION

### A. Nurse Performance

Based on the univariate analysis of nurse performance in this study, it was found that 3 respondents (1.7%) assessed nurse performance as poor and 177 respondents (98.3%) assessed nurse performance as good. This means that it can be concluded that most of the nurse performance at Hj. Bunda Halimah Hospital, Batam is in the good category. The level of ability and skills that are lacking from health workers will certainly provide services that do not

meet patient satisfaction as a standard for assessing service quality.

### B. Patient Satisfaction

Based on the univariate analysis of patient satisfaction in this study, it is known that there are 3 respondents with poor nurse performance and resulting in patient dissatisfaction, there are no respondents with poor performance and resulting in patient satisfaction, there are 5 respondents with good nurse performance and resulting in patient dissatisfaction, and finally there are 172 respondents with good nurse performance and resulting in patient satisfaction at Hj. Bunda Halimah Hospital, Batam.

Quality nursing services are needed by improving nursing care to consumers/patients systematically, accurately, and continuously so that patients will feel satisfied with the services they have received. The services received by patients according to what is needed can make patients satisfied. Providing maximum nursing care to patients will have a positive impact on patients, namely patients can be served well and the problems faced by patients will be resolved properly.

### C. Relationship between Nurse Performance and Patient Satisfaction

Based on the bivariate analysis in this study, it was concluded that there was a significant relationship between Nurse Performance and Patient Satisfaction at Hj. Bunda Halimah Hospital, Batam because the Sig (P-Value) value was  $0.000 < \alpha 0.05$ , thus  $H_0$  is rejected and  $H_a$  is accepted.

In addition, it is also known that there are 3 respondents with poor nurse performance and resulting in patient dissatisfaction, there are no respondents

with poor performance and resulting in patient satisfaction, there are 5 respondents with good nurse performance and resulting in patient dissatisfaction, and finally there are 172 respondents with good nurse performance and resulting in patient satisfaction at Hj. Bunda Halimah Hospital, Batam.

The results of this study are in line with the results of previous studies according to Rama, et al. (2019) which found that the value ( $P = 0.000$ ) which means  $H_0$  is accepted or there is a significant relationship between nurse performance and patient satisfaction in the Emergency Room of GMIM Pancaran Kasih Manado Hospital. The results of the study by Yushmanendra and Yusnilawati (2020) also support the results of this study where there is a significant relationship between nurse performance and patient satisfaction with a P-Value of 0.002. With a high value of good nurse performance, it will create high patient satisfaction.

The results of this study are also in accordance with the theory that explains performance assessment as a reliable tool for controlling human resources and their productivity, but in fact, nurse performance is a problem in all nursing services. Nurse performance is measured from the services provided to patients so that patients feel satisfied or dissatisfied (Adi Santosa et al., 2023).

The relationship between nurse performance and patient satisfaction can be seen from the data obtained, where the higher the nurse performance value will be followed by a high patient satisfaction value, thus this shows that there is a correlation between patient performance and patient satisfaction. Health services, especially nursing

services, must be competent and pay attention to patient needs and respect patients, services that give a good impression will increase patient satisfaction.

Based on Nursalam (2013) Patient satisfaction can be influenced by the reality factor received when the patient receives service at the hospital. So if the nurse's performance is good for the patient, the patient will feel happy and want to come back again and can recommend it to their family or friends.

The results of this study are in line with the results of previous studies according to Rama, et al. (2019) which found that out of 94 respondents, 56 respondents (59.6%) had good nurse performance and 38 respondents (40.4%) had poor performance, 94 respondents (100%) had patient satisfaction. Satisfied with nursing services, 69 respondents (73.4%), and 25 patients (26.6%) were less satisfied with nursing services. The results of Yushmanendra and Yusnilawati's (2020) study also support the results of this study where 51 respondents (60.7%) had good nurse performance, 33 respondents (39.3%) had poor performance, 55 respondents (65.5%) were satisfied, 29 respondents (34.5%) were less satisfied.

Researchers in this case analyze that satisfaction is the level of satisfaction of a person after receiving good service. The performance of nursing staff is influenced by several internal factors possessed by each nurse. Factors related to intelligence, skills, emotional stability, a person's characteristics include attitude, personality, physical characteristics, desires and motivation. This factor helps the smoothness of the treatment process so that the patient's health also improves quickly and

recovers. The attitude of nurses is very friendly, friendly and patient. Every time they will check, they always ask about the patient's health development. Based on the explanation above, it can be concluded that health services at Hj. Bunda Halimah Hospital, Batam are good, Nurse Performance is well received by patients and their families. And patients are satisfied with the performance of nurses. Thus, it can be concluded that there is a significant relationship between nurse performance and patient satisfaction. This relationship is positive in other words if the nurse's performance is good, the respondents will feel satisfied. Nurse performance can describe the implementation of all areas of work related to the duties of nurses in providing medical services in hospitals.

## CONCLUSION AND SUGGESTIONS

### A. Conclusion

Based on the results of research on "Relationship Between Nurse Performance and Patient Satisfaction in the Inpatient Room of Hj Bunda Halimah Hospital, Batam in 2024."

1. From the univariate results, it is known that there are 3 respondents (1.7%) who assess the performance of nurses as less than good and 177 respondents (98.3%) who assess the performance of nurses as good. This means that it can be concluded that most of the performance of nurses at Hj. Bunda Halimah Hospital, Batam is in the good category.
2. From the univariate results, it is known that there are 8 respondents (4.4%) who assess that patients are less satisfied with the performance of nurses and 172 respondents (95.6%) who assess that patients are satisfied with the performance of nurses. It can be concluded that

most patients are satisfied with the performance of nurses.

3. nurse at Hj. Bunda Halimah Hospital, Batam.
4. From the Bivariate results, it is known that there is a significant relationship between Nurse Performance and Patient Satisfaction at Hj. Bunda Halimah Hospital, Batam because the Sig (P-Value) value is  $0.000 < \alpha 0.05$ , thus  $H_0$  is rejected and  $H_a$  is accepted.

### B. Suggestion

#### 1. For Hospitals

The results of this study are expected to help related agencies, in this case hospitals, to further improve their performance by holding excellent service training so that improving services is expected to meet patient satisfaction.

#### 2. For Nursing Staff

It is hoped that the results of this research can improve abilities, skills and attitudes so that they can become professional nurses.

#### 3. For Further Researchers

It is hoped that the results of this study will be input and that further researchers can use qualitative techniques (interviews) directly to respondents in order to explore the openness of respondents' answers with certainty regarding nurse performance that affects patient satisfaction.

#### 4. For the Community

The results of this study are expected to provide information for the public as material for knowledge studies, especially regarding patient satisfaction related to nursing services.



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