

## The Relationship Between Nursing Service Quality And Patient Satisfaction At Mulyorejo Community Health Center, Malang City, Indonesia

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### ABSTRACT

The quality of nursing services is crucial for a positive image of health service institutions. Patient satisfaction is a key indicator of the quality of nursing services. This study aims to analyze the relationship between nursing services and patient satisfaction at the Mulyorejo Community Health Center, Malang City. To analyze the relationship between nursing service quality and patient satisfaction is a key indicator of the quality of nursing services. This study aims to analyze the relationship between nursing services and patient satisfaction at the Mulyorejo Community Health Center, Malang City. A correlational research design with a quantitative approach and a cross-sectional approach was used. Accidental sampling was employed to select a sample of 183 respondents from a population of 1,017 outpatients at the Mulyorejo Community Health Center between February and April 2023. Data were analyzed using the Spearman rank correlation test. The study found a strong positive correlation between nursing service quality and patient satisfaction. The quality of nursing services was rated as "good" by 168 respondents (92.34%), and patient satisfaction was rated as "satisfied" by 168 respondents (91.25%). A strong relationship exists between the quality of nursing services and patient satisfaction at the Mulyorejo Community Health Center. To enhance patient satisfaction, consistent service improvements are necessary, particularly focusing on adhering to established nursing service standards. The quality of nursing services is crucial for a positive image of health service institutions. Patient satisfaction is a key indicator of the quality of nursing services. This study aims to analyze the relationship between nursing services and patient satisfaction at the Mulyorejo Community Health Center, Malang City.

### Introduction :

Community health centers (Puskesmas) serve as the primary healthcare units and play a crucial role in public health development. They act as the first point of contact for medical services and contribute significantly to improving community health (Taekab et al., 2019). The Ministry of Health (2019) mandates that Puskesmas ensure high-quality healthcare services, including nursing care, which is vital in enhancing public health outcomes. Nursing service quality is a key determinant of healthcare institutions' reputation and influences patient trust and engagement (Kawoco et al., 2018). Nursing care quality encompasses professional competence, responsiveness, and patient-centered approaches, which directly impact patient satisfaction (Triwibowo, 2013).

Despite ongoing efforts to enhance healthcare services, many patients at Mulyorejo Community Health Center report dissatisfaction with nursing services. Studies indicate that factors contributing to dissatisfaction include long waiting times, inadequate nurse-patient



communication, and a lack of attentiveness from healthcare providers (Bitner et al., 1990). Similar challenges have been documented in Indonesia, where limited human resources and service inefficiencies negatively affect patient satisfaction (Kurniawan & Setiawan, 2020). Previous research highlights the significant influence of nursing service quality on patient satisfaction. For example, Purwanti et al. (2017) found that at Puskesmas Wisata Dau, 75.3% of patients trusted nurses due to their ability to provide a sense of security, thereby enhancing overall satisfaction.

A survey conducted by the Indonesian Ministry of Health (2021) reported that over 40% of patients at community health centers expressed concerns regarding service efficiency and responsiveness. Specifically, at Mulyorejo Community Health Center, patient complaints related to slow service and inadequate communication have increased. A study by Pohan et al. (2019) confirmed that communication barriers and service delays significantly reduce patient satisfaction, impacting their willingness to seek medical care.

Over time, dissatisfaction with nursing services at Mulyorejo Community Health Center has increased. Initially, only a small number of patients raised concerns about waiting times and unclear communication. However, as patient volume grew and staffing shortages persisted, complaints became more frequent. Research by Zeithaml et al. (2006) suggests that when patient expectations are not met, dissatisfaction tends to rise, particularly in resource-limited healthcare settings. A preliminary study conducted at Mulyorejo Community Health Center found that while two out of three patients reported satisfaction with nursing care, one patient expressed only moderate satisfaction, highlighting the need for further investigation.

To enhance nursing service quality and improve patient satisfaction, several strategies should be implemented. Press Ganey (2020) suggests that healthcare institutions investing in nurse training, effective communication, and service efficiency experience higher patient satisfaction. Recommended interventions include increasing the number of healthcare workers to reduce waiting times (Aiken et al., 2018), improving nurse-patient communication through structured training (Henderson et al., 2017), and adopting a patient-centered approach to ensure that nurses actively listen and respond to patient needs (McCabe, 2014).

This study examines the relationship between the quality of nursing services and patient satisfaction at Mulyorejo Community Health Center. The quality of care provided by healthcare workers significantly impacts patient satisfaction in receiving treatment. Many patients at Mulyorejo Community Health Center feel dissatisfied with the nursing services they receive. Several factors contribute to this issue, including a shortage of healthcare workers, suboptimal service duration, and ineffective communication between nurses and patients. Over time, patient complaints about nursing services have increased. Some patients have reported delays in receiving care, a lack of attention from healthcare workers, and discrepancies between their expectations and the actual services provided. This issue affects overall patient satisfaction and may reduce public trust in the health center's services. To improve the quality of nursing services and patient satisfaction, several measures need to be taken, such as increasing the number of healthcare workers, training nurses to enhance their communication skills and provide more compassionate care, and improving efficiency within the healthcare service system. This study aims to analyze the relationship between the quality of nursing services and patient satisfaction at Mulyorejo Community Health Center. The findings are expected to help identify appropriate solutions to enhance nursing services and overall patient satisfaction.



## Methods

This research uses a correlational research design with a quantitative approach, with a cross-sectional approach. The sampling technique uses purposive sampling technique. The population in this research was 1,017 outpatients at the Mulyorejo Community Health Center, Malang City between February – April 2023. The sample in this study was 183 respondents obtained using the Solvin calculation formula. The inclusion criteria for this study consist of patients who have received nursing services at Mulyorejo Community Health Center within the past three months, are at least 18 years old, are willing to participate in the study, and can communicate effectively to provide feedback on the services received. Additionally, healthcare professionals (nurses) who have been working at the health center for a minimum of six months are also included. The exclusion criteria apply to patients whose health conditions prevent them from responding or completing the questionnaire, such as those in critical condition or with severe mental disorders, as well as patients who decline participation. Furthermore, healthcare professionals who have been employed at Mulyorejo Community Health Center for less than six months are also excluded.

The data collection instrument was a questionnaire that was administered to the respondents. The questionnaire consisted of two sections: one section on nursing service quality and one section on patient satisfaction. The nursing service quality section included questions on the following dimensions: tangibles, reliability, responsiveness, assurance, and empathy. The patient satisfaction section included questions on the following dimensions: quality of product, price, emotional, performance, aesthetics, characteristics of the product, service, location, facilities, and communication. Data were analyzed using the Spearman rank correlation test. The Spearman rank correlation test is a non-parametric test that is used to measure the strength and direction of the association between two ranked variables.

## Results

Table 5.1: Age Distribution of Respondents

No	Year	Frequency	Presentasion
1	17-25	51	27,9%
2	26-35	76	41,5%
3	36-45	34	18,6%
4	46-55	17	9,3%
5	56-65	5	2,7%
	Total	183	100%

Table 5.1 reveals that nearly half of the study participants (76 respondents, representing 41.5%) fall within the age range of 26-35 years.

Table 5.2: Demographic Characteristics of Respondents Based on Gender

No	Gender	Frekuensi	Prosentasion
1	Men	82	44,8%
2	Woman	101	55,2%



Total	183	100 %
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According to Table 5.2, a majority of the respondents (101 individuals, representing 55.2% of the total) are female. This indicates that more than half of the participants in this research are women.

Table 5.3 Frequency Distribution of Respondents by Education Level among Outpatients at Mulyorejo Public Health Center, Malang City.

No	Education Backgroud	Frekuensi	Prosentasion
1	Elementary School	10	5,5%
2	Junior High School	22	12%
3	Junior High School	92	50,3%
4	University	59	32,2%
Total		183	100%

Table 5.3 indicates that the majority of respondents (92 individuals, representing 50.3% of the total) hold a high school diploma (SMA/SMK) as their highest level of education. This represents approximately half of the total respondents.

Table 5.4: Respondent Characteristics Based on Occupation of Outpatients at the Mulyorejo Public Health Center, Malang City

No	Pekerjaan	Frekuensi	Prosentase
1	Housewife	27	14,8%
2	Driver	13	7,1%
3	Teacher	6	3,37%
4	Factory Worker	20	10,9%
5	Student	26	14,28%
6	Unemployed	17	9,3%
7	Other	74	40,4%
Total		183	100

According to Table 5.4, almost half of the respondents (74 individuals, representing 40.43%) reported working in occupations classified as "other" or outside the specific categories defined in this research.

Table 5.5: Categorical Results of Nursing Service Quality at the Mulyorejo Public Health Center in Malang City Based on Respondent Assessments

No	Classification	Frequency	presentasion
1	Good	169	92,3%
2	Sufficient	14	7,7%
Total		183	100%



Based on Table 5.5, the majority of respondents (169 respondents, representing 92.3%) rated the nursing services at the Mulyorejo Public Health Center in Malang City as "good."

Table 5.7: Cross-Tabulation of Nursing Service Quality and Patient Satisfaction at the Mulyorejo Public Health Center in Malang City

Quality of nursing care	Patient satisfaction		
	satisfied	Partially satisfied	Total
Good	167 (98,8%)	2 (1,2%)	169 (100%)
Sufficient	1 (7,1%)	13 (92,9%)	14 (100%)
Total	168 (91.8%)	15 (8,2%)	183 (100%)

Table 5.7 reveals a relationship between the quality of nursing services and outpatient patient satisfaction at the Mulyorejo Public Health Center in Malang City. A total of 167 respondents received nursing services categorized as "good" and reported "satisfied" with their overall experience. However, two respondents who received "good" quality nursing services expressed "fairly satisfied" with their experience. Conversely, one respondent who received "fair" quality nursing services reported being "satisfied." Additionally, thirteen respondents received "fair" quality nursing services and reported being "fairly satisfied." This data suggests a positive correlation, indicating that higher quality nursing services are associated with greater patient satisfaction.

Table 5.8: Results of Hypothesis Testing

	Patient satisfaction	P value
Quality of nursing care	<u>r: 0,671</u>	<u>P &lt; 0,05</u>
	<u>Sig : 0,001</u>	
	<u>n : 183</u>	

Based on Table 5.8, the statistical test results indicate a p-value of  $(0.001) < \alpha(0.05)$ , leading to the rejection of the null hypothesis (H0) and acceptance of the alternative hypothesis (H1). This signifies a statistically significant relationship between the quality of nursing services and patient satisfaction. The strength of this relationship is considered strong, with a correlation coefficient of 67% (0.671). This relationship is positive, meaning that as the quality of nursing services increases, patient satisfaction also increases.

## Discussion

### 1. Overview of Nursing Service Quality

The study revealed that the majority of respondents (92.3%) rated the nursing service quality at Puskesmas Mulyorejo as good. This suggests that nurses are generally perceived as competent and capable in providing care. However, the study also identified challenges, including concerns about the speed of service delivery, long wait times, and a lack of complete equipment. This finding highlights the need for further investigation into these specific areas.

The study's findings are analyzed through the lens of established nursing service quality dimensions, namely tangible, reliability, responsiveness, assurance, and empathy (Asmuji, 2014). **Tangible:** The research shows a high level of satisfaction with the physical environment and facilities, such as cleanliness, waiting areas, and the nurses' use of Personal Protective Equipment (PPE). However, a lack of complete equipment is also noted. This aligns with Asmuji's theory (2014) that tangible aspects are a key factor in the perception of service quality. **Reliability:** Respondents generally express satisfaction with the procedures followed by nurses and their ability to perform tasks, such as blood pressure measurement. This indicates that Puskesmas Mulyorejo seems to have succeeded in establishing reliable nursing services. In line with Asmuji's theory (2014), service reliability is a key factor in building trust in service quality. **Responsiveness:** A significant portion of respondents (26.2%) expressed dissatisfaction with the nurses' response time to patients arriving at the general outpatient clinic. This suggests potential problems with the speed and efficiency of the service, which directly affects the quality of nursing care. This finding aligns with Asmuji's theory (2014) which emphasizes the importance of responsiveness in meeting patients' needs in a timely manner. **Assurance:** Respondents generally feel confident in the professionalism of nurses and their ability to handle cases effectively. This indicates that nurses at Puskesmas Mulyorejo have succeeded in building patient confidence. It is important to note that Asmuji's theory (2014) also emphasizes that assurance is a key dimension in building patient trust and confidence. **Empathy:** Although respondents generally agree that nurses are compassionate and provide good care, there are concerns about the friendliness and responsiveness of nurses. This highlights the need to improve the empathy and friendliness aspects of providing nursing services. Research by Darus et al. (2018) shows that empathy is an important factor in building a strong therapeutic relationship between nurses and patients, and contributes to patient satisfaction.

The researcher argues that while the quality of nursing services at Puskesmas Mulyorejo is generally perceived as good, the research findings highlight the need for a multi-faceted approach to continuous improvement. The limited number of nurses in the general outpatient clinic, which could potentially lead to longer waiting times, is a crucial aspect to consider. The researcher needs to further investigate staffing ratios, explore potential solutions to address staff shortages, and examine the impact of staffing levels on the timely and efficient delivery of services. The researcher notes that a lack of complete equipment can hinder the delivery of comprehensive care. A comprehensive discussion should involve the reasons behind incomplete equipment, the potential impact on nursing practice, and explore



strategies to obtain the necessary equipment for optimal care delivery. The researcher emphasizes the need to enhance communication skills among nurses to improve their perceived friendliness and responsiveness. This discussion should explore the role of communication training programs, the potential benefits of active listening and patient-centered communication, and the impact of better communication on the quality of nursing services.

## 2. overview of patient satisfaction

The study found a high level of patient satisfaction at Puskesmas Mulyorejo. Of the 169 respondents, 167 patients (98.8%) expressed satisfaction with the service received, while 2 patients (1.2%) expressed moderate satisfaction. This data suggests that the majority of patients had a positive experience with the service provided.

The respondents expressed high satisfaction with the physical environment and facilities at Puskesmas Mulyorejo, such as cleanliness, waiting room, and the use of Personal Protective Equipment (PPE) by nurses. The respondents also generally expressed satisfaction with the procedures followed by nurses and their ability to perform their duties. This indicates confidence in the expertise and professionalism of nurses. Respondents also felt confident and satisfied with the professionalism of nurses and their ability to handle cases effectively. While most respondents expressed satisfaction, a small number of respondents expressed concerns about the friendliness and responsiveness of nurses. A significant number of respondents (26.2%) expressed dissatisfaction with the response time of nurses to patients coming to the general outpatient clinic. Several respondents also mentioned issues with the lack of complete equipment, which could hinder the provision of comprehensive care and affect patient satisfaction.

According to Rembu et al. (2021), patient satisfaction is a comparison between the quality of service and the desires, needs, and expectations of patients. This aligns with the study's findings, which also highlighted several areas for improvement, such as service speed and equipment availability. This indicates that while most patients are satisfied, some needs and expectations may not be met optimally. Nursalam (2014) states that patient satisfaction is a means of attracting more patients and gaining loyal patients. Loyal patients will use the same healthcare service again if they need it again. It is known that loyal patients will encourage others to use the same healthcare facilities. Similarly, the study's findings suggest that the high level of patient satisfaction at Puskesmas Mulyorejo could be interpreted as a potential to attract more patients and build loyalty. Satisfied patients are more likely to recommend the clinic to others, which will ultimately increase the number of patients.

From a personal opinion of the researcher, although the level of patient satisfaction at Puskesmas Mulyorejo is very high, the researcher emphasizes that this does not mean there is no room for improvement. This strong positive perception is an important asset to continuously improve services and maintain a high level of satisfaction. The researcher recommends that improvement efforts focus on understanding and meeting patient needs better. This can be achieved through a more structured data collection program, a more in-depth analysis of the factors that influence patient satisfaction, and initiatives to improve communication and empathy in interactions with patients.

## 3. the relationship between the two



This research demonstrates a significant positive relationship between nursing service quality and patient satisfaction at Puskesmas Mulyorejo, Kota Malang. Out of 183 respondents, 91.8% expressed high satisfaction with the nursing service, while 8.2% expressed moderate satisfaction. This indicates that the majority of patients had a positive experience with the service provided. Regarding nursing service quality at Puskesmas Mulyorejo, Kota Malang, almost all respondents (92.3%) rated the quality of nursing services as "good." This positive perception is linked to factors such as Tangible, Reliability, Assurance, and Empathy. The study further suggests that certain dimensions of nursing service quality have a stronger influence on patient satisfaction than others. The research highlights aspects such as the significant dissatisfaction expressed by 26.2% of respondents concerning the response time of nurses, which negatively impacts patient satisfaction. This emphasizes the importance of prompt and efficient service in achieving high patient satisfaction. Concerns regarding the lack of complete equipment were also raised by some respondents, which can lead to a perception of inadequate care and consequently affect satisfaction.

According to Fadilah & Yusianto (2019) in their research on "The Relationship Between Nursing Service Quality and Inpatient Surgical Patient Satisfaction at RSUD dr. Loekmono Hadi Kudus," conducted at RSUD dr. Loekmono Hadi Kudus, Kudus, they also found a strong relationship between nursing service quality and patient satisfaction. Similar to the findings of this study, their research also highlighted the importance of responsiveness (reactiveness) in achieving high satisfaction. This research aligns with the findings at Puskesmas Mulyorejo, suggesting that nurse responsiveness is a crucial factor in determining patient satisfaction. Both studies demonstrate that patients are more satisfied when nurses are responsive to their needs, provide clear explanations, and act quickly to address issues. From a personal opinion of the researcher, this research demonstrates a strong relationship between nursing service quality and patient satisfaction. The study reveals a high level of patient satisfaction at Puskesmas Mulyorejo, which is influenced by quality nursing services.

the researcher emphasizes that these findings do not mean that there is no room for improvement. The researcher believes that the high level of patient satisfaction is a valuable asset to continuously improve service quality. The researcher notes that although the majority of patients expressed high satisfaction, a small number of respondents expressed concerns about responsiveness and the availability of equipment. Therefore, Puskesmas Mulyorejo should focus more on improving responsiveness. The researcher emphasizes the importance of making responsiveness a top priority in efforts to improve service quality. This can be achieved through training on communication skills for nurses, improving the queuing system, and adding more staff if necessary

## Conclusion

There is a strong relationship between the quality of nursing services and the level of patient satisfaction at the Mulyorejo Community Health Center, Malang City. Therefore, it is necessary to consistently improve services so that patient satisfaction can be achieved. One of them is by paying special attention to the nursing service standards that have been set by the Mulyorejo Community Health Center, Malang City

Based on the research findings and discussion regarding the relationship between nursing services and patient satisfaction in outpatient care at the Mulyorejo Public Health Center in Malang City, the following conclusions can be drawn:

1. The quality of nursing services at the Mulyorejo Public Health Center in Malang City demonstrates a high level of quality. This is evidenced by the majority of respondents rating the quality of service as "good" and "fairly good."





2. Patient satisfaction with outpatient care at the Mulyorejo Public Health Center in Malang City indicates a high level of satisfaction.\*\* Almost all patients expressed satisfaction with the care they received.
3. There is a significant relationship between the quality of nursing services and patient satisfaction. A higher quality of nursing services is associated with greater patient satisfaction. This relationship suggests that high-quality nursing services, particularly in terms of reliability, empathy, and tangible evidence, contribute positively to the patient experience and their overall satisfaction. These conclusions paint a positive picture of the Mulyorejo Public Health Center's performance in providing high-quality and patient-satisfying nursing services. However, the research also identified areas for improvement, such as responsiveness, communication, and facilities. By focusing on enhancing these areas, the Mulyorejo Public Health Center can further increase patient satisfaction and solidify its reputation as a provider of quality healthcare services.

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