



# Proceeding Book

**THE 1<sup>st</sup> INTERNATIONAL NURSING CONFERENCE**

**“Complementary Nursing Issues  
and Updates in 2015”**

**STIKES Hang Tuah Surabaya**

Surabaya-Indonesia, June 6, 2015



*Preceding book*  
*The 1<sup>st</sup> International nursing Conference*

# **Complementary Nursing Issue and Updates in 2015**

**STIKES Hang Tuah Surabaya**  
**June, 6<sup>th</sup> 2015**

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## THE RELATIONSHIPS OF CARING NURSE WITH PATIENT SATISFACTION IN PHC HOSPITAL IN SURABAYA

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### ABSTRACT

Patient satisfaction is the outcome in health care, and one of the goals of improving quality in health services. Caring is considered important in meeting the patient needs, which is impact on satisfaction. This research aimed to identify the nurse caring behavior with patient satisfaction at PHC Hospital Surabaya. This was an observational analytic study design with cross sectional approach. Population of this study was 79 inpatients at PHC Hospital Surabaya, and there were 66 patients were selected by purposive sampling in 7 hospital wards. The questionnaires were used as instrument. Data were analyzed by using Spearman's Rho correlation test. The result showed that 95.5% of patients was satisfied with nursing care in PHC Hospital Surabaya. Spearman's Rho correlation test showed an association between nurse caring behavior with patient satisfaction in hospital PHC Surabaya with  $p=0.009$  ( $p<0.05$ ) correlation with the strength of 0318. A good nurse caring behavior will lead to satisfaction of patients in health services. All nurses are expected to provide a good nursing caring service to patients.

**Keywords :** Behavior, Caring, Nurse, Patient Satisfaction

### Introduction

Hospital is one of the products having its function as a service to humanity, providing excellent service, and oriented to customer satisfaction. Nurse is one of the hospital assets that play a key role in hospital because nurses directly contact with customers continuously. So, the nature of caring nurse (care) to maintain health and patient's condition remains important. Caring means giving full attention to the client when providing nursing care (Potter and Perry, 2005). However, the implementation nursing care is still far from good that will be impact to patient's satisfaction. It is due to nurses do

not follow the procedure or (Standard Operating Procedure).

Nurse is also a provider of nursing care for patients that is expected to have good caring (Dwidiyanti 2007). It is because caring is a necessary relationship and interaction between the givers and receivers of care to improve and protect the patient as a human being thus affecting the ability of patients to recovered (Watson 1979). Some opinions about caring mention that caring is a manifestation of attention to others, centered on people, respect the dignity and humanity, a commitment to prevent something worse, give attention and concern, respect to other people and human life, love, authority and presence,



always together, empathy, knowledge, appreciation and fun (Dwiyanti 2007). The performance of nurses especially in caring behavior becomes very important in influencing the quality of care and patient satisfaction, especially in hospitals, where quality of service determines the image of the service institution will be able to improve patient satisfaction and quality of service (Potter and Perry, 2009).

Human care consists of efforts to protect, improve and maintain or perpetuate a sense of humanity to help others find meaning in pain, suffering and presence as well as help others find meaning in pain, suffering and existence as well as helping others to improve their knowledge and self-control (Pasquali and Arnold (1989) and Watson (1979) in Dwiyanti, 2007).

Caring at PHC Surabaya consisted of five stages (Training Caring RS. PHC 2008), including: a). Know Your Patient: Caring can only be addressed in interpersonal relationships, namely the relationship between nurses and patients, which nurses express a concern to the patient by recognizing the needs of the patient. So, nurses can intervene right in dealing with patients. The needs of patients is according to Maslow hierarchy. By knowing the patient's needs, we can identify what problems occurred in patients. So we can provide relief to patients as quickly as needed (Potter and Perry, 2009). b). willing to present: nurse is expected to assume that the patient is in the top priority of the provision of nursing care. Patients feel calm when accompanied by nurses and patients will heal faster from illness. c). act: nurse help patients understand their health problems and help deal with

the problem, so patient does not feel dependent degan nurse. d). advocacy: as an advocate, nurse protects the patient as a human rights and legal as well as helping patients to get their rights when needed. e). support: nursing care is addressed to the whole person physically, comfort and emotional support, which are provided for patients's recovery. In an effort to increase knowledge, PHC Surabaya Hospital provides training of caring periodically.

Behavior is the way to present to achieve a goal. Behavior is changeable, depending on the place, circumstances and objectives, persons, and the nature of the the goal (Maramis, 2006).

Behaviour, according to Notoatmojo (2007), is called as human behavior, which is human activity or activity, either directly observable or not observable by outsiders. In general, determinants of behavior can be divided into two, namely: a). Internal factors, such as the characteristics of the person, for instance the intelligence, emotional level, gender and etc, b). external factors, namely the environment, both the physical environment, social, cultural, economic, and political environment. Environmental factor is usually the dominant factor in influencing the behavior of a person. Patient satisfaction is the output of health services, thus patient satisfaction is one of the goals in improving the quality of health services. It can be proved through the obedience of patients with the treatment that has been agreed (Pohan, 2006).

Every expectation of customer in health service is satisfaction. Patients can get what their needs. Patient's satisfaction is a

patient's level of feeling that arise as a result of the performance of services by comparing what is accepted and what is expected (Pohan, 2006).

Patient dissatisfaction will be increase because of the gap between the expectations of patients and health service performance while using health services. Indicator of patient satisfaction, according to Pohan (2006), such as: 1). satisfaction with access to health care, 2). satisfaction with the quality of health services, 3). satisfaction with the health care process, including human relations, 4). satisfaction with the service system. The purpose of this study was to determine the relationship caring nurse with patient satisfaction in RS PHC Surabaya.

### **Materials and Methods Study**

The study design was observational analytic with cross sectional approach. The population in this study was the patients in 8 inpatient wards of RS PHC Surabaya. There were 66 respondents selected with inclusion criteria: aged between 17- 65 years, had been hospitalized at least 3 (three) days, and patients with partial treatment care. This study was conducted in April 2015. The independent variable in this study was the behavior, and the dependent variables weres caring and patient satisfaction.

### **Operational Definition**

The instrumens in this study was the questionnaire about caring behavior of nurse consisting of 22 questions about getting to know the patient, willing to present, act, advocacy, member support; and a

questionnaire regarding patient satisfaction which consists of 10 questions about the speed of nurses, nurse skills, nurse's attention and trust.

Data collection steps consisted of: asking for permission to Hospital, head of Installation Hospitalization for collecting data, coordinating with the head ward to retrieve data on the patient, the patient approach, giving explanations of procedures to fill out questionnaires to patients, dividing the questionnaire, pulling back questionnaires filled out by the patient, and collecting questionnaires.

After data collection, then the researchers did coding. Caring variable was coded in code C containing 22 questions divided into five stages of caring. These questions consisted of two choices, yes (score 1) and no (score 0). In this case, the researchers used Gutman scale, which classified as "caring has not been performed" with number of answers ranged from 0-10, and "caring has been performed" with number of answers ranged from 11-22.

Patient satisfaction consisted of 10 questions using Likert scale consisting of: Very satisfied (4), satisfied (3), not satisfied (2), and very dissatisfied (1). The statistical test used correlation test by using Spearman's Rho.

### **Result**

#### **1. Age of Respondents**

Respondents came from a variety of age, which was between 17 years to 65 years. Most respondents were in the age of 21-30 years consisting of 26 respondents or 39.4%; 6 respondents in 31-40 years

(24.2%); and 3 respondents in the age of 17-20 years (4.5%)

## 2. Length of Stay

There were 48 respondents (72.7%) had length of stay between 3-5 days, and 18 respondents (27.3%) had length of stay for 6-10 days.

## 3. Education

Twenty seven respondents (40.9) had high school as their education background, and there were 2 respondents (3%) had no education at all.

## 4. Work

It was 37 respondents (56.1%) working in private, 29 respondents (43.9%) were not working.

## 5. Sex

There were 24 male (62.1%) and 41 female (37.9%) in this study.

## 6. Marital Status

The majority of the respondents were married for about 46 respondents (69.7%); and 19 (28.8%) were unmarried and 1 (1.5%).

## 7. Nurses Caring Behaviors

It was found that 63 respondents (95.5%) had performed caring, and 3 respondents (4.5%) did not perform caring properly.

## 8. Patient Satisfaction

Data showed that 3 respondents (4.5%) were dissatisfied with the services of nurses in hospitals, and 63 respondents (95.5%) were satisfied with the services of nurses.

## 9. The relationship of Caring with Patient Satisfaction in RS PHC Surabaya.

The result of Spearman rho test showed P- value 0.009 ( $p = <0.05$ ), which means statistically there was a relationship between nurse caring behaviors and patient satisfaction in hospitals PHC Surabaya, while the degree of strength of relation is 0.318, which meant the relationship between the two variables were in the positive direction.

## Discussion

### 1. Nurses Caring Behaviors

The nurse as a provider of nursing care for patients is expected to have properties such as honest and humble (Dwidiyanti 2007) because caring is a necessary relationship and interaction between the givers and receivers of care to improve and protect the patient as a human being thus affecting the ability of patients to recover (Watson 1979 in Dwidiyanti 2007).

Generally, the data showed that 95.5% or 64 nurses had performed caring, and 3 nurses or 4.5% of nurses did not perform caring. On the other hand, it was found that patients who got lack of nurse caring were treated over 5 days. Otherwise, patients who got nurse caring properly were hospitalized less than 5 days. However, it is influenced by the factors such as the relationship between nurses and patients. On the other hand, gender and marriage were also the factors that could make stress due to the needs of taking care of their children and family. However, the data showed that most of nurses already performed caring, but there were 30 respondents (45%)

mentioned that the nurse did not mention the name when it is interacting with patients, and there were 21 (32%) of respondents said that the nurse did not mention the name of the patient when interacting with patients. Potter and Perry (2009) mentioned that one of the caratif factors of caring is to create trust and hope for patients. Nurses need to get closer to the patient to make the patient more able to express any complaints and can work together in an effort to achieve the patient's recovery. By knowing the name of the patient and introduce nurses themselves will create a sense of trust between the patient and the nurse. Nurses were not introducing themselves to the patient because it was unusual behavior for them, a little time to interact with patients, nurses prioritize collaboration functions rather than independent functions of nurses.

## 2. Patient Satisfaction.

The data showed that 63 (95.5%) of respondents were satisfied with the services of nurses on caring behavior in Surabaya PHC Hospital, and 3 (4.5%) of respondents were dissatisfied. It is indicated that the patients satisfaction was almost 100%.

Anjaswari, Keliat, Sabri (2002) stated that the implementation of effective caring factors can increase patient satisfaction with health care in general and nursing services in particular. Patients who have a higher education tend to have high expectations and are not easily satisfied than those who have low education. It could be seen that the characteristics of patients were based on the level of education. In this study, 20 respondents (40.9%) had

high school education background, and 24 respondents or 36.4% were in universities, and supported by patient age above 20 years, about 95.5%. Waluyo (2009) in his research stated that adults have certain attitudes as a result of the experience of having high expectations for perceived service.

While, Wiyono (1999) mentioned that one of the factors that affect the quality of nursing care is the relationship between humans, humans continually associating with each other in a relationship between fellow, interdependent, and mutual need on each other. Therefore, man is called a social creature. Communication is a tool in human relations with present views, feelings and expectations on others. Communication is a way to build therapeutic relationships, in terms of delivery of information, exchange of feelings and thoughts. Elements that must exist in the communication process is sending the message, recipients, message, media, and feedback. This relates to the interaction between health workers and patients.

Questionnaire was obtained from the nurse did not explain the objectives. Nurses took more than 10 minutes to come up to the patient when the patient rang the bell to call for help. It was due to the amount of power and the number of patients that are sometimes not balanced. So, nurses still take time to come to the patient, and lack of communication between nurses and patients can lead to patients unsatisfied.

## 3. Relationship of nurse caring behaviors and patient satisfaction in hospitals PHC Surabaya.

Satisfaction with the quality of health care can be addressed by nurse competency or other health professional to deal with patients. The output of the disease or how to change is suggested by the patient as a result of health services, as well as satisfaction with the health care process, including human relations (Pohan 2007 ).

In accordance with the opinion of Anjaswari, Keliat, Sabri (2002) which stated that the implementation of effective caring factors can increase patient satisfaction with health care in general and nursing services in particular. With a caring nurse, it will be able to identify the exact needs of the patient. So, the patient will feel more appreciated and well served. Good caring behavior will allow nurses more quickly recognize the needs of the patient to provide security and comfort as well as precise and rapid action on patient and make the patient feel satisfied.

The results of statistical analysis by using the test of Spearman's rho with p value 0.009 ( $P < 0.05$ ) meant that  $H_0$  was rejected. It was indicated that there was a relationship between the behavior of caring nurse with patient satisfaction in hospitals PHC Surabaya. While, the level of correlation was 0.318, indicated a strong relationship between behavior of caring nurse with patient satisfaction. However, the level of satisfaction of patients in hospital was not only based on the nurse behavior, but also based on the quality of medical services and non-medical health services, the administration system, tools and infrastructure facilities the hospital and etc.

## Conclusion

From the research, it can be concluded that:

1. The behavior of the nurses caring in hospital Surabaya PHC was good. Nurses perform caring properly.
2. Patients felt satisfied with nurse caring behavior although there were some actions that nurses did not explain the purpose and objective about care and the treatment.
3. There was a significant relationship between nurse caring behaviors with patient satisfaction at RS PHC Surabaya.

## Suggestion

There are some suggestion related to the results of this study as following:

1. Hospital

The hospital need to evaluate the performance of staff and employees continuously, particularly in terms of nurse caring, either using the instrument in the form of questionnaire and interview directly to the patient to provide an excellent service.

2. Health Workers

It is expected to all health workers, especially nurses to show caring behavior (empathy, friendly, smile, and using therapeutic) and conduct phases of caring properly in order to improve patient satisfaction. It is also suggested to have regular training for nurses.

3. For further research.

It is suggested for further research to concern about "the Influence of Communication Prognosis of Patients".



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