

SURAT KETERANGAN

Nomor: 641/UNUSA/Adm-LPPM/XII/2018

Lembaga Penelitian dan Pengabdian Kepada Masyarakat (LPPM) Universitas Nahdlatul Ulama Surabaya menerangkan telah selesai melakukan pemeriksaan duplikasi dengan membandingkan artikel-artikel lain menggunakan perangkat lunak **Turnitin** pada tanggal 21 Desember 2018.

Judul : The Relationships Caring Nurse With Patient Satisfaction PHC
Hospital in Surabaya
Penulis : Dini Mei Widayanti
No. Pemeriksaan : 2018.12.21.198

Dengan Hasil sebagai Berikut:

Tingkat Kesamaan diseluruh artikel (*Similarity Index*) yaitu 5%

Demikian surat keterangan ini dibuat untuk digunakan sebagaimana mestinya

Surabaya, 21 Desember 2018

Ketua LPPM,



UNUSA
LPPM

Dr. Istas Pratomo, S.T., M.T.

NPP. 16081074

LPPM Universitas Nahdlatul Ulama Surabaya

Website : lppm.unusa.ac.id

Email : lppm@unusa.ac.id

Hotline : 0838.5706.3867

Paper

by Dini Mei 14

Submission date: 21-Dec-2018 09:25AM (UTC+0700)

Submission ID: 1059838102

File name: ationships_Caring_Nurse_With_Patient_Satisfaction_manuscript.pdf (125.25K)

Word count: 3524

Character count: 18850

The Relationships Caring Nurse With Patient Satisfaction PHC Hospital in Surabaya

Dini Mei Widayanti, M.Kep

Patient satisfaction with health care is the output thus patient satisfaction is one of the goals of improving quality of health services. Caring a caring attitude towards patients in meeting the needs patient. The research is aimed to identify the nurse caring behavior with patient satisfaction at PHC Hospital Surabaya.

Design used in this study was an observational analytic cross sectional approach. Population of the research is 579 inpatients at PHC Hospital Surabaya and the sample was taken 66 patients who were treated in seven hospitalized in the hospital room. PHC Surabaya, sampling technique used is purposive sampling. Instrument research using questionnaires. Data were analyzed using Spearman's Rho correlation test.

The result showed 95.5% and 95.5 nurses caring% of patients are satisfied with nursing care in PHC Hospital Surabaya. Through 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.

The implication of this research is a good nurse caring behavior will lead to satisfied patients for health services in and generally in particular. So that all nurse are expected to provide a good caring service to patients.

Keywords: Behavior, Caring, Nurse, Patient Satisfaction.

Background Of The Problem

The hospital is one of the products on a profit berorientasi services in addition to its function as a service to humanity, to improve the profitability required excellent service and oriented to customer satisfaction. The nurse as one of the hospital assets that can cause hospital can survive this because the nurses direct contact with service users continuously with the necessary conditions so that the nature of always caring nurse (care) in order to maintain health and facilitate the patient's condition does not become worse. Caring is giving full attention to the client when providing nursing care (Potter and Perry, 2005). On the implementation is still often found that nurses did caring properly

causing dissatisfaction in patients eg nurses disobedience against the SOP (Standard Operating Procedure), do not bathe the patient, the patient's family still call the nurse just to replace the infusion and much more.

The nurse as a provider of nursing care for patients expected to have properties such as patient caring 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 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 and Katan, authority and presence, always together, empathy, knowledge, appreciation and fun (Dwiyanti 2007), then 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 Dwidiyanti, 2007). The nurse as a provider of nursing care for patients expected to have properties such as patient caring 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 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 and Katan, authority and presence, always together, empathy, knowledge, appreciation and fun (Dwiyanti 2007), then 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) Sick at home caring PHC Surabaya apply using five stages in patient care patients. (Training Caring RS. PHC 2008): a). Know Your Patient: Caring can only be addressed

in interpersonal relationships, namely the relationship between nurses and patients where nurses express concern to the patient by recognizing the needs of the patient so that nurses can intervene right in dealing with patients. The needs of patients according to Maslow hierarchy. By knowing the patient's needs required we can identify what problems occurred in patients so that we can provide relief to patients as quickly as needed. (Potter and Perry, 2009). b). willing to present: willing is present in this case the nurse is expected to assume that the patient is a top priority in the provision of nursing care, so that patients feel calm when accompanied by nurses and patients feel will heal faster from illness. c). act: nurse weeks to help patients understand their health problems and help deal with the problem and facilitate so that the patient does not feel dependent degan nurse. d). advocacy: in running fugsinnya as an advocate, nurse protects the patient as a human rights and legal as well as helping patients get their rights when needed. e). support: nursing care is addressed to the whole person physically, comfort and emotional support that often provide support for patients to achieve recovery. In an effort to increase knowledge of PHC Surabaya Hospital nurse caring periodic training. Behaviors are the ways we present ourselves to achieve a goal. Our behavior changes -ubah, depending on the place, circumstances and objectives, and who dhadapi and the nature of the tujua. (Maramis, 2006) Behaviour according Notoatmojo (2007) called the behavior manuasias is manuasias 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, namely the characteristics of the person concerned, who are given or innate, for example tingat intelligence, emotional level, gender and sebagainya. b). external factors, namely the environment, both the physical environment, social, cultural, economic, political, and so forth. Environmental factors are 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 of improving the quality of health services. It can be proved that patients satisfied with health services tend to adhere nesehat organized, loyal or obedient to treatment that has been agreed (Pohan, 2006).

Every health service user expectations to be obtained is healing satisfaction in the use of such services, and the patient will be satisfied if they expect to get what could even lebih. Jadi patient satisfaction is a patient's level of feeling that arise as a result of the performance of services obtained after patients comparing kesehatanyan with what was expected. (Pohan, 2006)

Patient dissatisfaction will arise because of the gap between the expectations of patients with perasaan health service performance while using health services. Indicator of patient satisfaction according Pohan (2006): 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 ³ study

The study design was observational analytic with cross sectional approach. The population in this study is 7 rooms 8 rooms hospitalization of inpatients RS PHC Surabaya, in January. The sample used in this study is consistent with the criteria: patient cash / expense alone, patients aged between 17- 65 years, patients who had been hospitalized at least 3 (three) days, patients with partial treatment care and as many as 66 respondents. This study was conducted in April 2015 in Room inpatient PHC Surabaya Hospital. The independent variable in this study is the

behavior of the dependent variable is caring and patient satisfaction.

Operational

Definition

The instrumens types used in this study is the questionnaire about behavior Caring nurse consisting of 22 questions about getting to know the patient, willing to attend, act, advocacy, member support and a questionnaire regarding patient satisfaction which consists of 10 questions about the speed of nurses, skilled nurses, nurse's attention and trust. Data collection steps are as follows: study requested permission to Hospital to conduct the study, researchers asked for permission to head Installation Hospitalization for taking data, coordinating with the head room to retrieve data on the patient, the patient approach, giving explanations procedures fill out questionnaires to patients, dividing the questionnaire, pulling back questionnaires filled out by the patient, collecting questionnaires. After the data collected then performed editing to see the quality of the data, followed by coding that is on caring variable given code C which contains 22 questions divided into five stages of caring, to answer caring behavior was coded to answer "yes" score of 1 and for an answer " not "given a score of 0. In this case the researchers receipts scale Gutman. Then the researchers classifying for the number of answers is not done caring categorized 0-10 and 11-22 if the number of answers means caring has been carried out. In the variable patient satisfaction consisted of 10 questions divided into four groups in this patient satisfaction variables Linkert researchers used a scale score of 4 for an answer that is very satisfied, satisfied score of 3 to answer, a score of 2 to answer is not satisfied and a score of 1 to answer very dissatisfied , so if the value of the total score of 10-20 patients judged to be satisfied, and if the score 21-40 assessed patient satisfaction. The statistical test used correlation test using Spearman's Rho.

Research

Result

1. Age of Respondents
Respondents came from a variety of age appropriate inclusion criteria, namely between 17 years to 65 years. Most respondents in the age of 21-30 years is 26 people or 39.4%, 31-40 years 6 people, or 24.2%, and the respondent is at least 17-20 years of age is 3 respondents or 4.5%

2. Old Log Hospital
MRS old (Sign Hospital / hospitalization) patients that most respondents between 3-5 days of hospitalization is 48 respondents, or 72.7% of respondents and 18 patients, or 27.3% of respondents treated for 6-10 days.

3. Education
Highest respondents had high school (high school) there were 27 respondents, or 40.9% of respondents, and the least is the respondents there is no school 2 respondents or 3% of the total respondents

4. Work
Works of patients most patients work and the data obtained 37 patients, or 56.1% of private patients and 29 respondents worked or 43.9% of respondents were not working.

5. Sex
Data obtained 24 patients, or 62.1% of male patients and 41 female respondents, or 37.9%. So responde majority are female respondents.

6. Marital Status
Data marital status of the majority of the respondents were married at 46 respondents, or 69.7% of the respondents were married, 19 (28.8%) unmarried and 1 (1.5%).

7. Nurses Caring Behaviors
Data obtained most of the nurses has made caring, namely 95.5% (63 persons) and 4.5% (3) does not perform properly caring.

8. Patient Satisfaction
Data found to contain 3 respondents or 4.5% of people are dissatisfied with the services of nurses in hospitals. PHC Surabaya and most of the respondent satisfied with the services of nurses is 63 people or 95.5% of respondents

9. Conduct Relations Caring Nurse with Patient Satisfaction in RS PHC Surabaya
Data obtained that result from'S Spearman rho test P- value obtained 0.009 ($p = <0.05$), which means it is statistically there is a relationship between nurse caring behaviors and patient satisfaction in hospitals PHC Surabaya, while the degree of strength of relation is 0318 this means that the relationship between the two variables in the positive direction.

Discussion

1. Nurses Caring Behaviors
The nurse as a provider of nursing care for patients expected to have properties such as patient caring 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 recovered (Watson 1979 in Dwidiyanti 2007).

In general, the actions carried out in the hospital caring nurse PHC Surabaya it is seen from the data obtained contained 95.5% or 64 nurses have done caring and 3 nurses, or 4.5% of nurses do not do the caring. Based on data obtained obtained, patients who were treated over 5 days experienced nurses caring behavior less, while for patients who are hospitalized less than 5 days felt that the nurses caring melakkan well, it is influenced due to factors from the patient's own example saturation because it did not find the disease, to get home and because of the lack of trust between nurses and patients, of respondent

data also showed that the majority of respondents, are married and female, this resulted in stress for the patient because they are psychologically a mother must be thinking about the child and families were left hospitalized. From the data obtained though most nurses already do caring, but there were 30 (45%) of respondents said 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, According to Potter and Perry 2009 says that one of the factors in caring caratif is to create trust and hope for patients it means to get closer to the patient will 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 yourself will create a sense of trust between the patient and the nurse. Nurses are not mengenalkan themselves to the patient because of factors nurse unusual behavior introduce themselves to the patient, a little time to interact with patients, nurses prioritize collaboration functions rather than independent functions of nurses.

2. Patient Satisfaction
Based on the statistical results of satisfaction are 63 (95.5%) of respondents satisfied with the services of nurses on caring behavior in Surabaya PHC Hospital and 3 (4.5%) patients were dissatisfied. It is menunjukkan that achievement tingkat patient satisfaction nearly 100%, which means tend to feel satisfied with the nurses caring behavior.
In accordance with the opinion of Anjaswari, Keliat, Sabri (2002) which states that the implementation of effective caring factors can increase patient satisfaction with health care in general and nursing services in particular.
Customers who have a higher education tend to have high expectations and not easily satisfied than those who have a more narrow range of acceptance, it is clearly seen in the characteristics of patients based

on the level of education is high school education as much as 20 respondents, or 40.9% and universities 24 respondents or 36.4%, and supported by patient age above 20 years are 95.5%. Waluyo (2009) in his research states that the attitude of adults have certain attitudes as a result of the experience that many have had high expectations for perceived service available According to the theory Wiyono (1999), 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, mutual need on each other, therefore man is called a social creature. Communication is a tool in human relations, communication with our present views, feelings and expectations on others. Communication is a way to build relationships terapeutik, in the case berkomunikasi 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. Hasi questionnaire was obtained from the nurse did not explain the objectives and measures will be undertaken of the patients and nurses are still a long time more than 10 minutes to come up to the patient if the patient rang the bell to call for help. This is because the amount of power and the number of patients that are sometimes not balanced so that nurses still take time to come to the patient who calls, and lack of communication between nurses and patients can lead to discontent patients

3. Relationship with the nurse caring behaviors patient satisfaction in hospitals PHC Surabaya
Satisfaction with the quality of health care can be given by, kompetensi engineering or other professional doctors and dealing with patients, the output of the disease or how to change 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 states 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 will be able to identify the exact needs of the patient so that the patient will feel more appreciated and well served and with good caring behavior will allow nurses more quickly recognize the needs of the patient so that the nurse can provide security and comfort as well as precise and rapid action on patient and it will make the patient feel satisfied.

Based on the results of statistical analysis using the test Spearman's rho obtained p value 0.009 mean $P < 0.05$ this means that H_0 is rejected means there is a relationship between the behavior of caring nurse with patient satisfaction in hospitals PHC Surabaya, where the level of correlation is 0.318, which means having a strong relationship between kepuasan behavior of nurses with patients. This means that the main thing being kepuasan level of patient hospital care is not based on any but the satisfaction of patients based on several things such as how the quality of medical services and non-medical health dipelayanan, how the administration system, tools and infrastructure facilities the hospital and still many more things.

Conclusion

From the research that has been done can be deduced as follows:

1. The behavior of the nurses caring hospital Surabaya PHC has been good and devoted of quiesner most respondents said that caring nurses already doing well
2. Patient satisfaction over nurse caring behaviors that get in Rs PHC Surabaya patients said they were satisfied nurses caring behavior although there are some actions that nurses who did not explain the purpose and objective tentang pembeian acti³ or therapy to patients.
3. There is a significant relationship

between nurse caring behaviors with patient satisfaction at RS PHC Surabaya.

Suggestion

Suggestions that can give researchers based on the results of this study are as follows:

1. Hospital Always evaluate the performance of staff and employees, particularly in terms of caring nurse nurses to patients on a periodic basis, either using the instrument in the form of questionnaire and interview directly to the patient, so as to provide satisfactory services inpatients and outpatients.
2. Health Workers Expected to all health workers, especially nurses to menunjukkan caring behavior (empathy, friendly, smiling, always greet patients, using communication teraupetik) and conduct phases caring properly so that it can improve patient satisfaction. As well as regular training for all health professionals caring.
3. For further research It is suggested for further research to take the title "Influence Communication Prognosis Of Patients.

References

- Arikunto,S (2002). *Prosedur Penelitian*.Jakarta : Rineka Cipta
- Dampesi, P. (2002).*Riset Keperawatan Buku Ajar dan Latihan*.Jakarta :EGC
- Dwidiyanti M.(2007). *Caring Kunci Sukses Perawat/Ners Mengamalkan Ilmu*.Semarang :Hasani
- Iswantho,C (2011). *Pengaruh Kualitas Pelayanan Terhadap Behavior Intention melalui Kepuasan Pasien Diabetes Millitus Klinik Spesialis Penyakit Dalam Di Rumah Sakit PHC*

Surabaya, Tesis, Tidak Diterbitkan:
Universitas katolik Widya Mandala

Maramis, S. (2006) **Ilmu perilaku
Dalam pelayanan
Kesehatan**. Surabaya : Airlangga
University Press

Nursalam. (2003). **Konsep Dan Penerapan
Metodologi Penelitian Ilmu
Keperawatan**. Jakarta : Medika
Salemba

Nasir, A, et al. (2009). **Komunikasi Dalam
Keperawatan Teori dan Aplikasi**.
Jakarta Medika Salemba

Notoadmodjo, S. (2010). **Metodologi
Penilaian Kesehatan**. Jakarta
: Rineka Cipta

Notoadmodjo, S. (2010). **Metodologi Ilmu
Perilaku Kesehatan**. Jakarta : Rineka
Cipta

Perry and Potter. (2005). **Fundamental
Keperawatan Konsep Proses dan
Praktek**. Jakarta : EGC

Perry and Potter. (2009). **Fudamentals
Keperawatan**, edisi 7. Jakarta : Salemba
Medika

Pesik. (2002). **Strategi Meningkatkan
Surabaya, (2012) Panduan Penulisan
Usulan Penelitian Dan
Sripsi**. Surabaya: Stikes Hang Tuah

Tim Diklat RS PHC Surabaya, (2008)
Caring in Nursing : Surabaya

Paper

ORIGINALITY REPORT

5%

SIMILARITY INDEX

4%

INTERNET SOURCES

0%

PUBLICATIONS

1%

STUDENT PAPERS

PRIMARY SOURCES

1

eprints.undip.ac.id

Internet Source

2%

2

Submitted to School of Business and
Management ITB

Student Paper

1%

3

repository.phb.ac.id

Internet Source

1%

4

www.neliti.com

Internet Source

1%

Exclude quotes On

Exclude bibliography On

Exclude matches < 1%