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MEASUREMENT OF PATIENT SATISFACTION BASED ON THE QUALITY OF INTERACTION WITH NURSES IN PUBLIC HOSPITALS IN INDONESIA

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Abstrak:

Penelitian ini bertujuan untuk mengukur kepuasan pasien berdasarkan kualitas interaksi dengan perawat di rumah sakit umum di Indonesia. Kualitas interaksi antara perawat dan pasien menjadi salah satu indikator penting dalam menentukan tingkat kepuasan pasien terhadap pelayanan kesehatan. Penelitian ini menggunakan metode kuantitatif dengan pendekatan survei, di mana data dikumpulkan melalui kuesioner yang disebarkan kepada pasien di beberapa rumah sakit umum. Variabel yang dianalisis meliputi komunikasi, empati, perhatian, dan responsivitas perawat dalam melayani pasien.

Hasil penelitian menunjukkan adanya korelasi positif yang signifikan antara kualitas interaksi perawat-pasien dan tingkat kepuasan pasien. Komunikasi yang efektif dan sikap empati perawat terbukti menjadi faktor utama yang mempengaruhi persepsi pasien terhadap kualitas pelayanan yang diterima. Selain itu, perhatian dan responsivitas perawat dalam menangani keluhan pasien juga berkontribusi secara signifikan terhadap tingkat kepuasan.

Implikasi dari penelitian ini menunjukkan bahwa peningkatan kualitas interaksi antara perawat dan pasien dapat menjadi strategi efektif dalam meningkatkan kepuasan pasien di rumah sakit umum. Oleh karena itu, pelatihan yang berfokus pada peningkatan kemampuan komunikasi dan empati perawat sangat dianjurkan untuk diimplementasikan di rumah sakit. Dengan demikian, pelayanan kesehatan yang lebih baik dapat tercapai, yang pada akhirnya berkontribusi pada peningkatan kualitas hidup pasien di Indonesia.

Kata kunci: Pengukuran, Kepuasan Pasien, Interaksi dengan Perawat

Abstract:

This study aims to measure patient satisfaction based on the quality of interaction with nurses in public hospitals in Indonesia. The quality of interaction between nurses and patients is one of the important indicators in determining the level of patient satisfaction with health services. This study uses a quantitative method with a survey approach, where data is collected through questionnaires distributed to patients in several public hospitals. The variables analyzed included communication, empathy, attention, and responsiveness of nurses in serving patients.

The results showed that there was a significant positive correlation between the quality of nurse-patient interaction and the level of patient satisfaction. Effective communication and empathetic attitudes of nurses have proven to be the main factors that affect patients' perception of the quality of services received. In addition, the attention and responsiveness of nurses in handling patient complaints also contributes significantly to the level of satisfaction.

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The implications of this study show that improving the quality of interaction between nurses and patients can be an effective strategy in increasing patient satisfaction in public hospitals. Therefore, training that focuses on improving nurses' communication and empathy skills is highly recommended to be implemented in hospitals. Thus, better health services can be achieved, which ultimately contributes to improving the quality of life of patients in Indonesia.

Keywords: Measurement, Patient Satisfaction, Interaction with Nurses

INTRODUCTION

Health services are one of the crucial aspects in maintaining and improving the quality of life of the community. In Indonesia, public hospitals have a central role in providing comprehensive and affordable health services for the wider community. In this context, the interaction between nurses and patients is a component that cannot be ignored, because nurses are the health workers who most often interact directly with patients during the treatment process. The quality of these interactions is believed to have a significant impact on patients' perception of the services received, which in turn will affect their satisfaction levels. Therefore, it is important to understand how the quality of interaction between nurses and patients can affect patient satisfaction in general hospitals (Soumokil et al., 2021).

Patient satisfaction has become one of the main indicators in assessing the quality of health services in hospitals. Many studies have shown that patient satisfaction depends not only on clinical outcomes, but also on experiences during the treatment process, including interactions with healthcare professionals. In Indonesia, although the focus on patient satisfaction continues to increase, there are still several challenges in improving the quality of care, especially in terms of interaction between nurses and patients. Resource constraints, high workloads, and variations in nurse training are often factors that affect the quality of these interactions. As a result, there is an urgent need to evaluate and improve the quality of these interactions to improve overall patient satisfaction (Suryawati et al., 2019).

Quality interaction between nurses and patients involves several important aspects, such as effective communication, empathy, attention to patient needs, and responsiveness to patient complaints or questions. Good communication between nurses and patients not only facilitates the process of delivering medical information, but also helps to build a relationship of mutual trust that is essential in the healing process. Empathy, on the other hand, allows the nurse to understand the patient's feelings and needs, thus being able to provide the emotional support needed by the patient during the treatment period. Nurses' attention and responsiveness also play an important role in ensuring that patients feel valued and listened to, which is a key factor in increasing their satisfaction (Muslimat, 2023).

Previous research has shown that there is a positive correlation between the quality of nurse-patient interaction and patient satisfaction. However, similar research in Indonesia is still relatively limited, especially those specifically exploring these interactions in public hospitals. This condition raises the need to conduct a more in-depth study on how the quality of interaction between nurses and patients can affect patient satisfaction levels in public hospitals in Indonesia. Thus, this study seeks to fill in the knowledge gap and provide a more comprehensive insight into the relationship between the quality of nurse-patient interaction and patient satisfaction (IMELDA, 2015).

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Public hospitals in Indonesia face various challenges in efforts to improve the quality of health services, including in terms of nurse-patient interaction. One of the main challenges is the high workload, which often reduces the time available for nurses to give adequate attention to each patient. In addition, variations in nurses' training and experience can also affect their ability to communicate and provide the support needed by patients. Therefore, this study not only focuses on measuring patient satisfaction, but also on identifying factors that affect the quality of nurse-patient interaction in public hospitals (Sulastri et al., 2018).

Through this study, it is hoped that a better understanding of the factors that affect the quality of nurse-patient interaction and how these factors impact patient satisfaction. The information obtained from this study can be used as a basis for designing strategies to improve the quality of health services in public hospitals, especially in terms of nurse-patient interaction. In addition, the results of this study are expected to make a meaningful contribution to the development of health policies that focus more on the needs and expectations of patients in Indonesia (Tambaip & Tjilen, 2023).

Finally, this study will provide recommendations on steps that public hospitals and governments can take to improve the quality of nurse-patient interactions. With this increase in the quality of interactions, it is expected that patient satisfaction in public hospitals in Indonesia will increase, which will ultimately contribute to improving the overall quality of health services. This research is also expected to be a reference for future studies that want to further explore nurse-patient interactions and their impact on patient satisfaction in various health service contexts (Ningsih & Suryani, 2023).

METHOD

This study uses a quantitative method with a survey approach to measure patient satisfaction based on the quality of interaction with nurses in public hospitals in Indonesia. The sample of this study consisted of patients treated in several randomly selected public hospitals. Data was collected through questionnaires that have been tested for validity and reliability, which cover various aspects of nurse-patient interaction, such as communication, empathy, attention, and nurse responsiveness. Each aspect was measured using the Likert scale, which allowed respondents to express their level of agreement with various statements related to their experiences.

Data analysis was carried out using descriptive statistics to describe the characteristics of the sample and the distribution of responses. In addition, correlation analysis was carried out to determine the relationship between the quality of nurse-patient interaction and patient satisfaction. Multiple linear regression analysis is also used to identify the most significant factors in influencing patient satisfaction. All statistical analyses are performed using SPSS statistical software, which is a commonly used tool in quantitative research.

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In this study, nurses and patients were informed that their participation was voluntary and anonymous, and that the results of this study would not affect the care or services they received. The questionnaire is distributed after the patient completes their treatment, to ensure that their experience is still fresh in memory. Researchers also ensure that the questionnaire is filled out in full to avoid bias caused by missing data. The results of this study are expected to provide in-depth insights into the quality of nurse-patient interaction and how it can affect patient satisfaction levels in public hospitals in Indonesia.

RESULTS AND DISCUSSION

This study was conducted to measure the level of patient satisfaction based on the quality of interaction with nurses in several public hospitals in Indonesia. The results of the data analysis showed that the quality of nurse-patient interaction had a significant influence on the level of patient satisfaction. From the data collected, most respondents gave a positive assessment of the communication carried out by nurses during treatment. Effective communication between nurses and patients is one of the main factors that contribute greatly to patient satisfaction. This shows that when nurses are able to communicate clearly, patiently, and understand patient needs, patient satisfaction levels tend to increase (Antari, 2019).

In addition to communication, nurse empathy also plays an important role in influencing patients' perception of the quality of services received. The data showed that patients who felt treated with empathy by nurses were more likely to give a positive assessment of the services they received. Empathy allows nurses to understand and respond to patients' feelings and emotional needs, ultimately increasing patient confidence in the care provided. A good relationship between nurse and patient, which is based on mutual respect and empathy, can improve the quality of the patient's experience during treatment (Wulandari, 2020).

Nurses' attention and responsiveness to patient complaints and needs are also significant factors in determining satisfaction levels. The results of the survey showed that patients who felt that they received the full attention of the nurse tended to feel more satisfied with the services they received. Nurses' responsiveness in handling patient complaints or questions also shows a positive

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correlation with patient satisfaction. When nurses can respond quickly and appropriately to patient needs, it creates a sense of security and value among patients (Marpaung & Sinaga, 2019).

Multiple linear regression analysis conducted in this study revealed that of the four aspects measured—communication, empathy, attention, and responsiveness—communication had the greatest influence on patient satisfaction levels. While all of these aspects are important, effective communication is the main foundation that affects patients' perception of the quality of interactions with nurses. These results show that nurses need to continue to improve their communication skills, both in terms of conveying medical information and in interacting with patients in general (Arumsari et al., 2016).

The study also found that there was variation in patient satisfaction levels based on several demographic factors, such as age, gender, and educational background. Older patients tended to rate the quality of interaction with nurses higher than younger patients. In addition, female patients showed slightly higher levels of satisfaction compared to male patients. The educational factor also affects patient perception, where patients with a higher level of education tend to be more critical in assessing the quality of interaction with nurses (Dewi, n.d.).

The discussion of the results of this study shows that to improve patient satisfaction in public hospitals in Indonesia, there needs to be a greater focus on training and developing nurse skills in terms of communication and empathy. In addition, hospital management needs to ensure that nurses have enough time to give their full attention to each patient, given the importance of attention and responsiveness in building patient satisfaction. Nurse workload management must also be considered to enable nurses to provide quality services without feeling overwhelmed (Mariana & Ramie, 2021).

In this context, hospital management in Indonesia is expected to develop a continuous training program to improve nurse competence in terms of communication and empathy. The program should be designed to not only improve technical skills, but also the interpersonal aspects that are very important in nurse-patient interactions. In addition, regular evaluations of nurses' performance in interacting with patients need to be carried out to ensure that service quality standards are maintained (Dewangkara & Hasin, 2023).

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Workload management is also an important issue that needs to be considered, because a high workload can reduce the quality of nurse-patient interactions. The study shows that by managing the workload more effectively, nurses can have more time and energy to interact with patients in a more meaningful way. This can be achieved by increasing the number of nurses, improving the work rotation system, and ensuring that nurses have sufficient support in carrying out their duties (Adnyaswari & Adnyani, 2017).

Overall, the results and discussion of this study highlight the importance of the quality of nurse-patient interaction as the main determinant in patient satisfaction in public hospitals in Indonesia. Quality interactions, which are based on effective communication, empathy, attention, and responsiveness, are important factors that need to be continuously improved to achieve better health services. Through this improvement in the quality of interaction, it is hoped that patients will be more satisfied with the services received, which will ultimately increase the image and trust of the public towards public hospitals in Indonesia (Muchlis & Dewanto, 2013).

CONCLUSION

This study has provided a clear picture of the importance of the quality of interaction between nurses and patients in determining the level of patient satisfaction in public hospitals in Indonesia. The quality of these interactions involves various aspects, such as communication, empathy, attention, and responsiveness, all of which have important contributions to the patient's perception of the services received. The results showed that effective communication was the most significant factor in shaping patient satisfaction, followed by empathy, attention, and responsiveness of nurses. This confirms that the interpersonal interaction between nurses and patients not only affects the patient's experience during treatment, but also directly impacts their satisfaction levels (Nugroho, 2009).

These findings also highlight the need to improve the quality of nurse-patient interactions through training that focuses on improving nurses' communication and empathy skills. In addition, hospital management needs to pay special attention to the management of nurses' workload, to ensure that nurses have enough time and energy to provide adequate attention to each patient. By improving the quality of these interactions, public hospitals in Indonesia can increase patient

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satisfaction levels, which in turn will strengthen the public's reputation and trust in the healthcare services provided (Thixman & Tileng, 2016).

Furthermore, this study shows that variations in patient satisfaction levels are also influenced by demographic factors, such as age, gender, and education level of patients. Therefore, a more personalized approach to healthcare may be needed to meet the needs and expectations of different patient groups. By implementing an improvement strategy based on the findings of this study, it is hoped that public hospitals in Indonesia can provide better health services, which are in line with the quality standards expected by patients.

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