

## **The Relationship between Nursing Service Quality and Patient Satisfaction: A Literature Review**



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**ABSTRACT:** Nursing services, as one of the primary services in hospitals, are inseparable. Patient satisfaction is one indicator of measuring the success of a hospital's services. This study aimed to determine the relationship between nursing services and patient satisfaction. This article uses a literature review study through a quantitative approach with content analysis to identify the article's main theme. The data of this research are from national and international based reputable journals. Data collection through Google Scholar for the period of 2018-2021, with the theme of nursing services and patient satisfaction. A review of 20 articles shows that nursing services are essential to hospital service and must continue to be improved. The effect of nursing services is fair to all hospital patients, not distinguishing between insurance and non-insured patients. One of the factors that support the sustainability of the hospital is nursing services. The level of patient satisfaction affects the hospital's image in the community.

**KEYWORDS:** Nursing Service, Quality of Service, Patient Satisfaction, Hospital, Sustainability

### **INTRODUCTION**

In Indonesia, hospitals, as an advanced service after the community health center (*Puskesmas*), must have better benefits such as health support in small areas such as sub-districts and on a broader scope such as districts or cities (Listiyono, 2015). A person who comes for treatment at the hospital has high expectations of the health services provided (Suki et al., 2011). Hospital is a health service institution that offers complete individual health services and inpatient, outpatient, and emergency care services (Melyanti et al., 2020). The fundamental essence of the hospital is fulfilling the needs and demands of patients who expect the resolution of their health problems (Darnus, 2021). Patients expect services that are ready, fast, responsive, and comfortable for patient complaints (Pandini et al., 2021). The hospital is a health institution that provides medical services carried out by doctors and nursing services by nurses (Anggarawati & Sari, 2016). The quality of hospital services depends on the professionalism of employees, service effectiveness, and patient satisfaction (Zineldin, 2006).

Nursing services, as one of the primary services in hospitals, are inseparable. Nursing services are a form of professional service which is an integral part of health services based on nursing knowledge and tips (Lionardo, 2020). Nursing services are in the form of comprehensive bio-psycho-socio-spiritual services for individuals, families, and communities (Nusawakan, 2019). The quality of nursing services as an indicator of the quality of health services is one of the determining factors for the image of health service institutions in the community (Baringbing, 2020).

The involvement of nurses in nursing services is a unified hospital organization (Winasih et al., 2015). Nurses, as one of the human resources in hospitals, play an essential role because nurses are the health workers in direct contact with patients in outpatient services, inpatient services, or emergency department services (IGD), one of the important gates (Rivaldi, 2019). Nursing services are a benchmark for the image of a hospital as a quality nursing service (Fagerström & Rauhala, 2007).

Patient satisfaction is one of the main things in carrying out nursing services. In the service, patient dissatisfaction is often due to a lack of attention from the hospital or nursing staff for inpatients. It can be seen from the attitude of nurses in providing services to patients who are not by the needs of these patients (Nindi & Manengkey, 2018). Satisfaction starts from receiving the patient when he first arrives until the patient leaves the hospital. In this case, the patient acceptance procedure is the first service provided by the hospital. It is an experience always remembered by the patient (experience), one of the determinants of patient perception of health services at the hospital. Thus, it is clear that the first contact between hospital staff and patients is a vital record for assessing patient satisfaction with their services.

Based on the above background that the study of nursing services and patient satisfaction was carried out, this study aimed to determine the relationship between nursing services and patient satisfaction.

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### METHOD

This article uses a literature review study through a quantitative approach with content analysis to identify the article's main theme (Hidayat et al., 2022). The data of this research are from national and international based reputable journals. Data collection through Google Scholar for the period of 2018-2021, with the theme of nursing services and patient satisfaction. The authors reviewed 20 articles at random.

### RESULTS AND DISCUSSION

The search results for articles using Google Scholar for international journals with the keywords "hospital nursing service quality" in 2018-2021 contained 26,200 articles. The "patient satisfaction hospitals" keyword for 2018-2021 included 36,000 articles. Meanwhile, national journals used the keywords "*kualitas pelayanan keperawatan rumah sakit*" for 2018-2021, including 15,600 articles. The keywords "*kepuasan pasien rumah sakit*" for 2018-2021 included 16,700 articles. The researchers randomly selected the articles most relevant to the theme based on this search. Table 1 below shows 20 articles from the selection process of the researchers.

**Table 1. Results of article reviews**

Author (s) and Year	Title	Journal	Vol. (issue)	Contents
Karaca, A., and Durna, Z. (2019)	Patient satisfaction with the quality of nursing care.	<i>Nursing open</i>	6(2)	Nurses in hospitals must provide nursing services to patients by emphasizing the importance of communication.
Fatima, T., Malik, S. A., and Shabbir, A. (2018)	Hospital healthcare service quality, patient satisfaction and loyalty: An investigation in context of private healthcare systems	<i>International Journal of Quality &amp; Reliability Management</i>	4 June 2018	Private hospitals should further improve nursing services.
Aiken, L. H., Sloane, D. M., Ball, J., Bruyneel, L., Rafferty, A. M., and Griffiths, P. (2021)	Patient satisfaction with hospital care and nurses in England: an observational study	<i>BMJ open</i>	8(1)	Nurses should not neglect nursing care.
Silalahi, J. Y., Fitriani, A. D., & Megawati, M. (2019)	Analysis of Nurse Service Quality on Satisfaction of Class III Inpatients at Medan Adventist Hospital	<i>Perintis's Health Journal</i>	6(1)	Efforts are needed to emphasize the implementation of patient safety,
Fajrah, S. (2021)	The Relationship between Nursing Services and Satisfaction of Inpatients of National Health Insurance Participants at Anuntaloko Hospital	<i>Pustaka Katulistiwa: Karya Tulis Ilmiah Keperawatan,</i>	2(2)	There is a significant relationship between nursing services and patient satisfaction.
Frida, E. M., & Putri, H. (2019)	The Relationship between Nursing Services and BPJS Patient Satisfaction at Herna Hospital Medan.	<i>Jurnal Darma Agung Husada</i>	6(2)	Good nursing services provide satisfaction to patients.
Harahap, E. M. (2019)	The Relationship of Nursing Services with BPJS Patient Satisfaction at Sundari Hospital Medan	<i>Journal of Nursing Update</i>	1(1)	There is a relationship between nursing services and inpatient BPJS patient satisfaction.
Putri, I. R. R. (2019)	The Relationship of Nursing Service Quality with Patient Satisfaction BPJS Users at Panembahan Senopati	<i>Indonesian Journal of Hospital Administration</i>	1(2)	There is a significant influence of organizational climate, leadership on nurses' work

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	Hospital, Bantul.			motivation.
Perceka, A. L. (2020).	The Relationship between Nursing Service Quality and Patient Satisfaction in the Emergency Room at RSUD Dr. Slamet Garut.	<i>Jurnal Ilmiah Administrasi Publik</i>	6(2)	There is a relationship between nursing services and patient satisfaction.
Kawoco, S. B., Kusuma, F. H. D., & Widiani, E. (2018)	The Relationship between Nursing Services and Patient Satisfaction at the Bantul Health Center Inpatient.	<i>Nursing News: Jurnal Ilmiah Keperawatan</i>	3(1)	There is a very close relationship between the quality of nursing services and the level of patient satisfaction.
Fadilah, A., & Priyanto, D. L. Y. (2021)	The Relationship between Nursing Services and Patient Satisfaction in the Inpatient Room KH. Abdurrahman Wahid RSI NU Demak.	<i>Jurnal Profesi Keperawatan (JPK)</i>	8(1)	There is a relationship between the quality of nursing services with patient satisfaction in the inpatient room.
Basri, B., & Abdillah, H. (2021)	The Relationship between Nurse Services and Patient Satisfaction with BPSJ KIS Card Users in the Inpatient Room at RSUD Sekarwangi Sukabumi	<i>Jurnal Ilmu Kesehatan Bhakti Husada: Health Sciences Journal</i>	12(1)	There is a relationship between nurse services and patient satisfaction with BPJS KIS card users
Librianty, N. (2019)	The Relationship between Nursing Services and Satisfaction of Inpatients at the Bangkinang City Hospital in 2019.	<i>Jurnal Ners</i>	3(2)	There is a significant relationship between nursing services and patient satisfaction.
Al-Neyadi, H. S., Abdallah, S., & Malik, M. (2018)	Measuring patient's satisfaction of healthcare services in the UAE hospitals: Using SERVQUAL	<i>International Journal of Healthcare Management</i>	11(2)	Evaluating the quality of health services by investigating factors affecting patient satisfaction.
Widiastuti, L., & Wibowo, P. A. (2021)	The Relationship between Nursing Service Quality and Patient Satisfaction Level.	<i>Jurnal Keperawatan</i>	1(1)	There is a significant relationship between patient satisfaction and patient care.
Mahendrayana, I. M. A., Yasa, P. N. S., & Indiani, L. P. (2018)	The effect of service quality on patient loyalty mediated by patient satisfaction in Bali Siloam hospital	<i>Jurnal Ekonomi &amp; Bisnis JAGADITHA</i>	5(1)	Service quality has a positive and significant effect on patient satisfaction.
Nurjanah, S., Retnaningsih, D., & Winarti, R. (2021)	The Relationship between Nursing Service Quality and Patient Satisfaction in the IBS Room of the Salatiga City Hospital	<i>Jurnal Ners Widya Husada</i>	8(1)	There is a relationship between the quality of nursing services with the level of patient satisfaction.
Patattan, A. A. (2021)	The Relationship of Health Service Quality with Patient Satisfaction at Fatima Makale Hospital in The New Normal Era.	<i>Jurnal Keperawatan Florence Nightingale</i>	4(1)	There is a relationship between the quality of health services and patient satisfaction.
Mariana, D. (2019)	The relationship between the quality of inpatient nursing services and the	<i>Jurnal Ilmiah Multi Scinece Kesehatan</i>	10(2)	There is a significant relationship between the quality of nursing services

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	patient's decision-making process to choose a hospital.			with hospital selection.
Ryandini, T. P., & Hakim, L. (2019)	The Relationship of Nursing Service Quality with Patient Satisfaction Level in Asoka Room RSUD Dr. R. Koesma Tuban.	<i>ARTERI: Jurnal Ilmu Kesehatan</i>	1(1)	There is a relationship between the quality of the nursing service relationship with the level of patient satisfaction.

Karaca and Durna (2019) conducted a cross-sectional descriptive survey on a sample of 635 private hospital patients. Patients were more satisfied with the care of nurses and less confident with the information or communication provided by nurses. Fatima et al. (2018) explained that the assessment of patient satisfaction with private hospital services with a sample of 611 patients analyzed using descriptive statistics shows that patient satisfaction dramatically affects the quality of hospital services. According to Aiken et al. (2018), patients' perceptions of nursing services in hospitals using a cross-sectional survey design with a sample of 66,348 hospital patients and 2,963 inpatient nurses. In general, nurses should not neglect nursing care.

Silalahi et al. (2019) conducted an analytical survey with a cross-sectional approach with 118 respondents. That effort is needed to improve patient safety by monitoring and evaluating its implementation and requiring efforts to strengthen nurses' abilities. According to Fajrah (2021), with univariate and bivariate analysis research on 43 respondents. It is expected that nursing services can maintain and even improve their quality to maintain patient satisfaction levels so that patients continue to use nursing services themselves.

The research of Frida and Putri (2019), through a descriptive correlation analysis with a sample of 150 respondents, shows a relationship between nursing services and BPJS patient satisfaction. Good nursing services will provide patient satisfaction. Besides that, it will have a positive impact on patient recovery. Based on the Harahap (2019) survey with an analytical cross-sectional approach, a sample of 80 respondents. Nurses are expected to improve their services without discriminating against the insurance used by patients. According to Putri (2019), with a sample of 90 respondents. It concludes that hospitals must always maintain the quality of service so that patients are satisfied with the services provided.

Perceka's (2020) research uses a correlational description with a sample of 67 respondents. Nursing services can be improved if they are supported by competent nursing resources, facilities, and infrastructure that support and must be faster in performing nursing services. Kawoco et al. (2018) conducted a cross-sectional analytic survey with a sample of 40 respondents. Health Center continues improving existing services' quality to achieve maximum patient satisfaction.

Fadilah and Priyanto's (2021) research used descriptive analytics with 59 respondents. These results state that service reliability, respect, and responsiveness must follow patient needs and be provided friendly when performing nursing services. According to Basri and Abdillah (2021), based on descriptive quantitative research with a cross-sectional approach with a sample of 95 respondents, the results that there is a relationship between nurse services and patient satisfaction with BPJS KIS card users in inpatient rooms

Librianty (2019) conducted an analytical survey with a sample of 95 people. The results of the study found that there was a significant relationship between nursing services and patient satisfaction. Nursing management is expected to improve the quality of service. According to Al-Neyadi et al. (2018), through exploratory research with a total sample of 127 respondents. Found that perceived health services in private and public hospitals were not significantly different. According to Widiastuti and Wibowo (2021), the cross-sectional approach with 55 respondents shows a significant relationship between patient care service satisfaction.

Mahendrayana et al.'s (2018) research use the Partial Least Squares (PLS) method, and the number of respondents is 100. In detail, each service quality indicator has a positive and significant effect on patient satisfaction. According to Nurjanah et al., (2021), using descriptive analytics with a cross-sectional research design with 40 respondents. There is a relationship between the quality of nursing services and the level of patient satisfaction

Based on the observational analytic cross-sectional study by Patattan (2021). The population in this study was 509 patients. It found a relationship between the quality of health services and patient satisfaction. Supported by research by Mariana (2019) with a sample of 185 respondents, there is a significant relationship between the quality of nursing services. Supported by research by Ryandini and Hakim (2019), as many as 155 respondents, there is a relationship between the quality of the nursing service relationship with the level of patient satisfaction.

In general, nursing services are an inseparable part of the hospital. The higher the grade in the hospital, the better the service and the higher the level of patient satisfaction. Based on these journals, most of them used the cross-sectional method, and only one PLS journal. It signals that subsequent studies are better off using a different approach or strengthening it with PLS for a more detailed and in-depth discussion of service and satisfaction factors. In addition, special attention from the above journals is about the difference in services between patients who use insurance and non-insurance.

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### CONCLUSIONS

Nursing services are essential to hospital service and must continue to be improved. The effect of nursing services is fair to all hospital patients, not distinguishing between insurance and non-insured patients. The level of nursing services affects patient satisfaction. The more satisfied patients feel, the better the hospital's image in the community. The lower the hospital service, the worse the hospital's appearance in the community. One of the factors that support the sustainability of the hospital is nursing services. The hospital's bad image will affect the hospital's financial strength, even in all aspects.

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