

## THE RELATIONSHIP BETWEEN NURSE RESPONSIVENESS AND PATIENT SATISFACTION IN HOSPITALS

Liza Fauzia<sup>1</sup>, Fitri A Sabil<sup>2</sup>

<sup>1,2</sup> Departement of Nursing Management, Nani Hasanuddin Health Science Institute, South Sulawesi

\*Correspondence Author: [lizafauzia@stikesnh.ac.id](mailto:lizafauzia@stikesnh.ac.id)

---

### Abstract

**Backgrounds:** One indicator of the quality of service in a hospital can be seen in the level of patient satisfaction during treatment. Many factors affect patient satisfaction, including the responsiveness of nurses in meeting all patient needs related to their health status. **Objectives:** This study aims to identify relationship between nurse responsiveness and patient satisfaction in hospitals. **Methods:** This research is a type of quantitative research using a cross-sectional study approach. The study was conducted in one of the educational hospitals in the city of Makassar, with a sample size of 89 respondents. The respondents involved were patients undergoing treatment in the inpatient room. The sampling technique was purposive sampling. Univariate analysis to identify the characteristics of respondents and the variables of nurse responsiveness and patient satisfaction level, while bivariate analysis to see the relationship between nurse responsiveness and patient satisfaction level, the test used was chis-square with a significance value of  $p < 0.05$  **Results:**  $\rho = 0.003 < \alpha = 0.05$  indicating that there is a relationship between nurse responsiveness and patient satisfaction. **Conclusion:** In providing nursing care, the ability of nurses to be responsive in handling patient complaints is very much needed. Responsive nurses will affect patient satisfaction. Patients will feel protected and can reduce anxiety during treatment in the hospital. It is also important for hospitals to assess the level of patient satisfaction because patient satisfaction is a benchmark in assessing the quality of service in hospitals and improving the image of hospitals in health service users.

**Keywords:** *responsiveness, patient satisfaction*

## **BACKGROUND**

One indicator of the quality of service in a hospital can be seen in the level of patient satisfaction during treatment (Nursalam, 2014). Many factors affect patient satisfaction, including the facilities available in the hospital, the empathy of health workers, the reliability and accuracy of nurses in providing care, and the responsiveness of nurses in meeting all patient needs related to their health status. One of the crucial things that nurses must do when providing services is responsiveness (Nursalam, 2014; Simbolon et al., 2021). The responsiveness of nurses in providing services to patients is considered a form of full attention from health workers, especially nurses, to patients who need immediate treatment (Wallace, 2020).

Hospitals must continue to ensure that they can provide complete services to patients and of course, hospitals are required to provide training for health workers to be able to provide quality services to patients. Nurses are health workers with the longest interaction with patients for 24 hours, meeting all patient needs related to their health status, for that one of the health workers who is required to provide complete services is the nursing profession. The nursing profession is always required to provide responsive services to handle all patient needs (Murharyati & Oktariani, 2014; Nursalam, 2014; Simbolon et al., 2021).

However, in its implementation, the responsive attitude of nurses certainly has many challenges, this is influenced by the many tasks and responsibilities of nurses that must be completed so that often not all nurses have time to immediately meet all patient needs. For that, good governance is needed in the nursing service system to be able to interact more intensely with patients. Seeing the phenomenon in the field, patients are often found complaining about the services provided by health workers, especially nurses, so they think that the service received is bad. Even in several cases, several patients or patient families complained and even fought back against health workers because they were considered unresponsive in handling patient complaints (Mitchell et al., 2014; Tzeng & Yin, 2010).

Currently, the community is very critical of health services along with the development of existing technology, the community can easily access health information so that they have a reference for how the standard of health services should be provided, for that the hospital must prepare and meet the service standards desired by patients to meet patient needs to provide patient satisfaction which of course can affect the image of the hospital (Simbolon et al., 2021; Wallace, 2020).

Through this urgency, it becomes important to identify the relationship between nurse responsiveness and patient satisfaction levels, and how nurse responsiveness affects patient satisfaction because patient satisfaction is one of the determining factors for the quality of service and the image of the hospital. A hospital with good service by the service standards required by patients will create a good impression in the eyes of health service users.

## **METHODS**

This research is a type of quantitative research using a cross-sectional study approach. The study was conducted in one of the educational hospitals in the city of Makassar, with a sample size of 89 respondents. The respondents involved were patients undergoing treatment in the inpatient room. The sampling technique was purposive sampling by determining the inclusion and exclusion criteria. Data analysis was carried out using univariate and bivariate analysis. Univariate analysis to identify the characteristics of respondents and the variables of nurse responsiveness and patient satisfaction level, while bivariate analysis to see the relationship between nurse responsiveness and patient satisfaction level, the test used was chi-square with a significance value of  $p < 0.05$ .

## RESULTS AND DISCUSSION

### 1. Analysis Univariate

**Table 1.** Distribution of General Characteristics of Respondents (n=89)

Variable	Frequency	Percentage (%)
<b>Gender</b>		
Man	40	44,9
Women	49	55,1
<b>Umur</b>		
17-24 years old	11	12,4
25-34 Years old		10,1
35-49 Years old	9	49,4
50-64 Years old	44	21,3
> 65 Years old	19	6,7
<b>Occupation</b>		
Student	9	10,1
Civil Servant		16,9
Laborer	15	12,4
Private Employee	11	12,4
Trader	11	13,5
Not Working	12	34,8
<b>Room</b>		
Class 1	20	22,5
Class II	18	20,2
Class III	51	57,3

Source : Primary Data, 2022

Based on table 1, it is known that the respondents with the most gender category are female, namely 49 (55.1%), respondents with the most age category are 35-49 years old as many as 44 (49.4%). respondents with the most job category are unemployed 31 (34.8%), and respondents with the most classroom category are class III totaling 51 (57.3%).

**Table 2.** Responsiveness Nurse

Responsiveness	Frequency	Percentage (%)
Quite	42	47,2
Satisfied	47	52,8
<b>Total</b>	<b>89</b>	<b>100,0</b>

Source : Primary Data, 2022

Based on table 2, it shows that respondents with the Responsiveness of nurses in the sufficient category were 42 (47.2%) and respondents with the Responsiveness of nurses in the good category were 47 (52.8%).

**Table 3.** Patient Satisfaction

Patient Satisfaction	Frequency	Percentage (%)
Quite	51	57,3
Satisfied	38	42,7
<b>Total</b>	<b>89</b>	<b>100,0</b>

Source : Primary Data, 2022

ased on table 3, shows that respondents with the sufficient patient satisfaction category were 51 (57.3%) and respondents with the quite good patient satisfaction category were 38 (42.7%).

## 2. Analysis Bivariate

**Table 4.** Relationship of Responsiveness to Patient Satisfaction

Responsiveness	Patient Satisfaction				Total		a	P
	Satisfied		Quite					
	N	%	n	%	n	%		
Quite	31	34,3	11	12,9	42	47,2		
Satisfied	20	24,6	27	28,2	47	52,8	0,05	0,003
<b>Total</b>	51	58,9	38	41,1	89	100,0		

Based on table 4 shows the results of the analysis above, it was obtained that respondents who had a responsiveness category satisfied as many as 47 (52.8%). This study was conducted in class 1, 2, and 3 treatment rooms, and the majority of respondents who said responsiveness were satisfied Because most of the patients in class 1, class 2, and class 3 rooms, patients felt that the nurses took the right and fast action. After conducting a statistical test using the chi-square test, it was obtained  $p = 0.003 < \alpha = 0.05$  indicating that there is a relationship between nurse responsiveness and patient satisfaction.

Based on the results of the study, a relationship was obtained between nurse responsiveness and patient satisfaction levels with a value of  $p = 0.003 < \alpha = 0.05$ . Nurse responsiveness greatly influences patient satisfaction, patients who receive immediate and appropriate treatment from health workers will assess it as a form of attention to the complaints they feel. The same research results were also found in the study Simbolon et al., (2021) that nurse responsiveness greatly influences patient satisfaction. Patients will be satisfied if their needs are met immediately. However, in the implementation of nurse responsiveness, many challenges must be faced. Good time management is needed for nurses to balance between work that does not interact with interacting with patients .

The results of the study also found that nurse responsiveness is sufficient with patient satisfaction, this can happen because patient satisfaction is not only influenced by nurse responsiveness but can also be influenced by the nurse's empathy, facilities or facilities and infrastructure in the hospital or even the reliability and accuracy of nurses in carrying out care actions on patients. while the results of the study also found that responsiveness was satisfactory but patient satisfaction was sufficient, this happened because patient satisfaction had many factors that influenced it (Nursalam, 2014; Tzeng & Yin, 2010). research results Simbolon et al., (2021) that look at the relationship between reliability, responsiveness, and empathy with patient satisfaction, it was found that empathy is the factor most related to patient satisfaction

Nurse responsiveness is an important thing that nurses must do when providing services to patients because it is closely related to patient satisfaction. often found patients feel dissatisfied when undergoing treatment in the hospital because of the delay in handling from health workers who ultimately consider health services to be of poor quality. satisfied patients will assess quality health services and visiting health services is not a traumatic event for patients. patients who feel comfortable and protected during treatment will reduce their psychological burden and become a factor that can accelerate their recovery (Murharyati & Oktariani, 2014; Wallace, 2020).

one indicator for assessing the quality of nursing care can be assessed by patient satisfaction and the responsiveness of nurses in providing services. for that, fast and accurate nurse responsiveness is needed to meet patient needs and maintain and improve the quality of nursing care in the hospital so that the image of the hospital can be a good impression for users of health services (Rodrigues et al., 2012).

## CONCLUSION

In providing nursing care, the ability of nurses to be responsive in handling patient complaints is very much needed. Responsive nurses will affect patient satisfaction. Patients will feel protected and can reduce anxiety during treatment in the hospital. It is also important for hospitals to assess the level of patient satisfaction because patient satisfaction is a benchmark in assessing the quality of service in hospitals and improving the image of hospitals in health service users.

## REFERENCES

- Mitchell, M. D., Lavenberg, J. G., Trotta, R. L., & Umscheid, C. A. (2014). Hourly rounding to improve nursing responsiveness: A systematic review. *Journal of Nursing Administration*, 44(9), 462–472. <https://doi.org/10.1097/NNA.000000000000101>
- Murharyati, A., & Oktariani, M. (2014). Hubungan Antara Responsiveness Perawat dengan Loyalitas Pasien. *Jurnal Kesehatan Kusuma Husada*, 5(2), 117–123.
- Nursalam. (2014). *Manajemen keperawatan*. Sa.
- Rodrigues, A. V. D., Vituri, D. W., Haddad, M. do C. L., Vannuchi, M. T. O., & de Oliveira, W. T. (2012). Nursing care responsiveness from the client's view. *Revista Da Escola de Enfermagem*, 46(6), 1446–1452. <https://doi.org/10.1590/S0080-62342012000600023>
- Simbolon, R., Girsang, E., & Nasution, A. N. (2021). *Relationship of Reliability, Responsiveness, and Nurse Empathy to Inpatient Satisfaction*. *Himbep 2020*, 51–57. <https://doi.org/10.5220/0010286700510057>
- Tzeng, H. M., & Yin, C. Y. (2010). Predicting patient satisfaction with nurses' call light responsiveness in 4 US hospitals. *Journal of Nursing Administration*, 40(10), 440–447. <https://doi.org/10.1097/NNA.0b013e3181f2eb29>
- Wallace, L. (2020). The Impact of Nursing Staff Responsiveness on Patient Satisfaction : A Pilot Project. *Doctor of Nursing Practice Capstone Projects*, 52(2), 14–26. <https://encompass.eku.edu/dnpcapstones/52>