

## THE QUALITY OF NURSING CARE SERVICES AND THE LEVEL OF PATIENT SATISFACTION IN THE HOSPITAL MEDAN

Siang Br Tarigan<sup>1\*</sup>, Masnila Siregar<sup>2</sup>, Nurlama Siregar<sup>3</sup>, Salwa Vellysha<sup>4</sup>.

Jurusan Keperawatan Politeknik Kesehatan Kemenkes Medan

E-mail: [tariganrenisra1972@gmail.com](mailto:tariganrenisra1972@gmail.com)

Received : 01 June 2026

Accepted : 10 June 2026

Revised : 05 June 2026

Published : 18 June 2026

### Abstract

Quality nursing care services is an important factor in improving patient satisfaction in hospitals. However, based on an initial survey at Sundari General Hospital, Medan, a relatively high level of patient dissatisfaction was found due to unfriendly service, poor therapeutic communication, and inadequate facilities. The WHO suggests that the patient satisfaction level should reach 85% or above to be considered adequate. This study aims to determine the relationship between the quality of nursing care services and the level of patient satisfaction in the inpatient ward of Sundari General Hospital, Medan in 2026. This study used a quantitative method with a cross-sectional approach. The sample consisted of 44 respondents selected using a purposive sampling technique with specific criteria. The research instrument was a questionnaire that measured the quality of nursing services based on five dimensions (reliability, responsiveness, assurance, empathy, and tangibles) and patient satisfaction based on five aspects (performance, service, facilities, communication, and atmosphere). Data analysis was performed using univariate and bivariate methods with the Spearman Rank test. The research results showed an increase in the quality of service and patient satisfaction after an educational intervention in the form of a pocketbook was given. Before the intervention, 70% of patients stated they were satisfied with the nursing services, which increased to 100% after the intervention. The statistical test results showed a significant relationship between the quality of nursing care services and the level of patient satisfaction ( $p < 0.05$ ). It can be concluded that the quality of nursing care services has a significant relationship with the level of patient satisfaction. It is hoped that the hospital can improve the quality of nursing services to increase patient satisfaction and loyalty

**Keywords:** *Quality Of Nursing Services; Patient Satisfaction; Hospital, Inpatient.*

### INTRODUCTION

The quality of nursing care is a complex concept, encompassing both satisfaction and dissatisfaction. Nursing care is considered high quality if the expected service falls short of the expected service standard (Triwibowo, 2021). Nursing care is said to meet expectations if the expected service is the same as the perceived service (satisfactory). Similarly, the perceived service is said to not meet expectations if the expected service is greater than the perceived service or is of poor quality. The World Health Organization states that the most important element that hospitals must consider as healthcare providers is the quality of nursing care. Nursing care quality is defined as the degree to which nursing care meets established standards and meets patient needs and expectations. The quality of nursing care is inextricably linked to patient satisfaction. The benchmark for service quality can be seen from the level of patient satisfaction; the more complete patient satisfaction with healthcare services, the higher the standard value of hospital service quality. Quality nursing care can increase patient satisfaction with the services provided. Furthermore, patient satisfaction can be used as a benchmark for the success of a healthcare facility's service quality.

Indonesia has internationally recognized hospital nursing services. The International Society for Quality in Health Care (ISQua) accreditation certificate for the National Hospital Accreditation Standards (SNARS) was awarded. SNARS is the latest accreditation standard independently created by the Hospital Accreditation Commission (KARS) (Ministry of Health of the Republic of Indonesia, 2020). Hospital nursing services are a system of managing nursing care provided to patients to be effective and efficient, and are the most important component in building patient trust in nursing services, thus creating patient loyalty and satisfaction. During the 21st century, nursing services in Indonesia began to experience changes, but in general, the quality of health services in Indonesia remains relatively unprofessional. This is evident in the limited professional skills of nurses, ineffective task

arrangements, and inadequate facilities and equipment. These conditions occur due to the still-lack of mastery of science and the moral crisis of health care practitioners. Patient satisfaction is one of the important indicators that must be considered in nursing services. Patient satisfaction is the patient's assessment of nursing care by comparing their expectations with the actual nursing care received in a hospital setting (Lestari, 2023). Therefore, patient satisfaction in a hospital depends on the quality of care provided by the hospital. Achieving patient satisfaction with nursing care naturally depends on various factors. According to Parrasuraman, there are five factors that influence patient satisfaction: reliability, responsiveness, assurance, empathy, and tangibles. These factors enable patients to assess the care provided by the nurse and to perceive whether it meets their expectations.

In Indonesia, the patient satisfaction index for nursing services is 91% satisfied and 9% dissatisfied (Ministry of Health, RI 2020). At Pertamina Bintang Amin Hospital in Bandar Lampung, the patient satisfaction index for nursing services is 86% satisfied and 14% dissatisfied. At Dr. Moewardi Regional General Hospital in Surakarta, Central Java, the patient satisfaction index for nursing services is 69.6% satisfied and 26% dissatisfied. At Magelang Regional General Hospital, the patient satisfaction index for nursing services is 41% satisfied and 10% dissatisfied. At Soemarto Sastroatmojo Regional General Hospital in Bulungan, East Kalimantan, the patient satisfaction index for nursing services is 46.7% satisfied and 53.3% dissatisfied. According to a survey, patient satisfaction with nursing services in East Java in 2023 reached 82.23% of the minimum service standard (SPM) target of 95% (East Java Health Office, 2023). In Jember Regency in 2024, a patient satisfaction survey showed 69.85%. Based on these data, it shows that the patient satisfaction rate is still relatively low, so that patient satisfaction is a problem for health care facilities. The results of Darmin's research in 2019 entitled the relationship between the quality of nursing care services and the level of patient satisfaction in the inpatient room of Kotamobagu City Hospital in February 2019 showed that there were 6 patients who expressed their satisfaction with the services provided by nurses, but there were 4 patients who expressed dissatisfaction with the services provided by nurses because nurses were less responsive to patient complaints, nurses did not always provide information to patients before taking action, lack of communication between nurses and patients, patients were dissatisfied with inadequate service facilities.

The results of Nur Hidayatuningsih's research in (2022) showed that at Pertamina Bintang Amin Hospital there were 23 with good information, 15 patients with sufficient information, clients explained that the nurses were good but the nurses were not friendly in providing services, and 27 patients with less good information, clients said that if the nurses were less friendly in providing services when giving medicine the nurses did not explain what actions would be taken. The results of research conducted by Andriani, Susi and Sunarto in (2019) regarding the relationship between the quality of nursing care and the level of patient satisfaction in the inpatient ward of Magelang Regency Hospital, as many as 79 people (41%) stated that they were very satisfied, 94 people (49%) stated that they were satisfied and 19 people (10%) stated that they were quite satisfied with hospital services. This shows that there is a relationship between the quality of nursing care services and patient satisfaction. According to research conducted (Alamri, Azlika et al., 2019) at Sitti Maryam Islamic Hospital Manado regarding the relationship between the quality of nursing care services and patient satisfaction levels, out of 89 respondents, 51 people (57.3%) felt that the quality of nursing services was good.  $p=0.000 < \alpha=0.05$ . This proves that the relationship between the quality of nursing care services and patient satisfaction.

Based on the results of an initial survey conducted at Sundari Hospital, Medan, the number of patients in the inpatient room in 2025 from January to December reached 9,928 people. Based on the results of an initial survey through a review of the Sundari Hospital website, Medan, regarding patient satisfaction with nursing care services at Sundari Hospital, there were 10 patients who expressed satisfaction with nursing care services and 30 patients who expressed dissatisfaction with nursing care services because the service was less than satisfactory, nurses were not friendly, lack of therapeutic communication in providing information to patients before taking action, patients were dissatisfied with inadequate facilities, nurses were less responsive to patient complaints. Based on the results of interviews with patients at Sundari Hospital, Medan, regarding patient satisfaction with nursing care services at Sundari Hospital, there were 10 patients who expressed satisfaction with nursing care services. Based on the description above, the researcher is interested in conducting research on "The Relationship Between the Quality of Nursing Care Services and the Level of Patient Satisfaction in the Inpatient Room of Sundari Hospital, Medan in 2026".

**METHOD**

This study employed a quantitative method with a cross-sectional approach. A sample of 44 respondents was selected using purposive sampling techniques with specific criteria. The research instrument was a questionnaire measuring the quality of nursing care based on five dimensions (reliability, responsiveness, assurance, empathy, and tangibles) and patient satisfaction based on five aspects (performance, service, facilities, communication, and atmosphere). Data were analyzed univariately and bivariately using the Spearman Rank test.

**RESULTS AND DISCUSSION**

**Research result**

The results of this study were conducted to determine the relationship between the quality of nursing care services and the level of patient satisfaction in the inpatient ward of Sundari Hospital, Medan. Data collection for this study was conducted in January 2026. This study was conducted on patients in the inpatient ward of Sundari Hospital, Medan. Sampling in this study used a purposive sampling technique with a sampling technique based on respondent criteria.

This research was conducted on January 2, 2026, in the inpatient ward of Sundari General Hospital, Medan. Data collection was conducted using a questionnaire and then a pocket booklet on the quality of nursing care was provided. After the research results were obtained, the data were input into a master table. The research results are as follows:

**1. Respondent Characteristics**

Respondent characteristics in this study will present the distribution of respondents of inpatients at Sundari General Hospital, Medan based on age, gender, education, and occupation. The total number of respondents was 44 people who were inpatients at Sundari General Hospital, Medan.

**a. Age**

**Table 2 Frequency Distribution of Respondents Based on Age Inpatients at Sundari Hospital, Medan 2026**

Age	Frequency	Percentage
26-35	11	25.0
36-45	8	18.2
46-55	13	29.5
56-66	12	27.3
Total	44	100.0

Based on table 2, it can be seen that of the 44 respondents, the majority of respondents were aged 46-55 years, namely 13 respondents (29.5%), while the minority of respondents were aged 36-45 years, namely 8 respondents (18.2%).

**b. Gender**

**Table 3 Frequency Distribution of Respondents Based on Patient Gender Inpatient Treatment at Sundari Hospital Medan 2026**

Gender	Frequency	Percentage
Man	22	50.0
Woman	22	50.0
Total	44	100.0

Based on table 3, it can be seen that the male and female genders are the same, namely 22 respondents (50.0%).

**c. Education**

**Table 4 Frequency Distribution of Respondents Based on Patient Education Inpatient Treatment at Sundari Hospital Medan 2026**

Education	Frequency	Percentage
-----------	-----------	------------

High School/Vocational School	28	63.6
S1	13	29.5
S2	3	6.8
Total	44	100.0

Based on table 4, it can be seen that the majority had a high school/vocational high school education, namely 28 respondents (63.6%), while the minority of respondents had a master's degree, namely 3 respondents (6.8%).

**d. Work**

**Table 5 Frequency Distribution of Respondents Based on Patient Occupation Inpatient Treatment at Sundari Hospital Medan 2026**

Work	Frequency	Percentage
housewife	13	29.5
Employee Private	4	9.1
Self-employed	16	36.4
civil servant	11	25.0
Total	44	100.0

Based on table 5, it can be seen that the majority work as self-employed, namely 16 respondents (36.4%), while a minority of respondents work as housewives, namely 4 respondents (9.1%).

**2. Univariate Analysis**

Univariate analysis was conducted to determine the distribution of the quality of nursing care services with the level of patient satisfaction in the inpatient ward of Sundari Hospital, Medan.

**1. Distribution of the dependent variable of the frequency of quality of nursing care services based on reliability.**

**Table 6 Frequency distribution of quality of nursing care services based on reliability inpatients at Sundari Hospital Medan 2026**

Reliability	Frequency	Percentage (%)
Strongly Disagree	1	2.3
Disagree	21	35.5
Disagree	22	62.2
Agree	0	0
Strongly Agree	44	100.0
Total		

Based on table 6, it can be seen that the majority stated that they agreed with the quality of nursing care services based on reliability, namely 22 respondents (62.2%), while a minority of respondents stated that they strongly disagreed, namely 1 respondent (2.3%).

**2. Distribution of the dependent variable of the frequency of quality of nursing care services based on responsiveness**

**Table 7 Frequency distribution of quality of nursing care services based on responsiveness to inpatients at Sundari Hospital Medan 2026**

Responsiveness	Frequency	Percentage (%)
Strongly Disagree	0	0
Disagree	11	25.0
Disagree	32	72.7
Agree	1	2.3
Strongly Agree	44	100.0
Total		

Based on table 7, it can be seen that the majority stated that they agreed with the quality of nursing care services based on responsiveness, namely 32 respondents (72.7%), while a minority of respondents stated that they strongly agreed, namely 1 respondent (2.3%).

**3. Distribution of the dependent variable of the frequency of quality of nursing care services based on guarantees**

**Table 8 Frequency distribution of quality of nursing care services based on patient guarantees inpatient care at Sundari Hospital Medan 2026**

Guarantee	Frequency	Percentage (%)
Strongly	0	0
Disagree	0	0
Disagree	43	97.7
Agree	1	2.3
Strongly	44	100.0
Agree		
<u>T o t a l</u>		

Based on table 8, it can be seen that the majority stated that they agreed with the quality of nursing care services based on guarantees, namely 43 respondents (97.7%), while a minority of respondents stated that they strongly agreed, namely 1 (2.3%).

**4. Distribution of the dependent variable of the frequency of quality of nursing care services based on empathy**

**Table 9 Frequency distribution of quality of nursing care services based on empathy for patients inpatient care at Sundari Hospital Medan 2026**

Empathy	Frequency	Percentage (%)
Strongly	0	0
Disagree	15	34.1
Disagree	25	56.8
Agree	4	9.1
Strongly	44	100.0
Agree		
<u>T o t a l</u>		

Based on table 9, it can be seen that the majority stated that they agreed with the quality of nursing care services based on empathy, namely 25 respondents (56.8%), while a minority of respondents stated that they did not agree, namely 4 respondents (9.1%).

**5. Distribution of the dependent variable of the frequency of quality of nursing care services based on physical evidence**

**Table 10 Frequency distribution of quality of care services Nursing based on physical evidence in inpatients at Sundari Hospital, Medan 2026**

Physical Evidence	Frequency	Percentage (%)
Strongly	1	2.3
Disagree	4	9.1
Disagree	33	75.0
Agree	6	13.6
Strongly	44	100.0
Agree		
<u>T o t a l</u>		

Based on table 10, it can be seen that the majority stated that they agreed with the quality of nursing care services based on physical evidence, namely 33 respondents (75.0%), while a minority of respondents stated that they strongly agreed, namely 1 respondent (2.3%).

**6. Distribution of the independent variable of patient satisfaction frequency**

**Table 11 Frequency distribution based on the level of satisfaction of inpatients at Sundari Hospital Medan 2026**

Satisfaction Patient	Frequency	Percentage (%)
Very Dissatisfied	5	11.4
Dissatisfied	19	43.2
Not Satisfied	20	45.4
Satisfied	1	2.3
Very Satisfied	44	100.0
<b>Total</b>		

Based on table 4.10, it can be seen that the majority stated that they were satisfied with the level of patient satisfaction in the inpatient ward at Sundari Medan Hospital, namely 20 respondents (45.4%), while a minority of respondents stated that they were dissatisfied, namely 1 respondent (2.3%).

**3. Bivariate Analysis**

**a. Spearman Rank Test**

The Spearman Rank test is used to determine the relationship between two ordinal variables, namely the quality of nursing care services and the level of patient satisfaction.

**Table 12 Relationship between the Quality of Nursing Care Services and the Level of Patient Satisfaction in the Inpatient Ward of Sundari Hospital, Medan in 2026**

Variables	n	Rho Spearman (r)	p-value	Information
Quality of Nursing Care Services with Satisfaction Level Patient	44	0.403	0.007	Significant (p<0.05)

Based on the results of the bivariate analysis using the Spearman Rank test, a correlation coefficient (r) of 0.403 was obtained, with a p-value of 0.007. The r value of 0.403 indicates a moderate positive relationship between the quality of nursing care and patient satisfaction. This means that the better the quality of care provided by nurses, the higher the patient satisfaction level.

The p-value of 0.007 is smaller than the established significance level ( $\alpha = 0.05$ ), so it can be concluded that the relationship between the two variables is statistically significant. Thus, the alternative hypothesis ( $H_a$ ) stating "there is a relationship between the quality of nursing care services and the level of patient satisfaction" is accepted, and the null hypothesis ( $H_0$ ) is rejected.

**DISCUSSION**

**a. Age**

Research conducted by (Adhikari et al., 2021) shows that patients aged 40 to 60 are more likely to report satisfaction than dissatisfaction. This suggests that late adulthood and the elderly are experiencing a rapid decline, and the opposite is true for adolescence and early adulthood, when these are relatively productive and sensitive periods, making it difficult to achieve satisfaction.

Based on the research results, the majority of respondents in this study were aged 46-55 years, namely 13 respondents (29.5%), while those aged 56-66 years were 12 respondents (27.2%), those aged 26-35 years were 11 respondents (25.0%), and those aged 36-45 years were 8 respondents (18.2%).

According to the researcher's assumption, the characteristics of respondents based on age, the majority of whom were aged 46-55 years, as many as 13 respondents (29.5%), stated that age is one of the factors that can influence the level of patient satisfaction with nursing care services provided in the inpatient ward. Patients in older age groups, such as the elderly, tend to have higher expectations and service needs and require more attention and empathy from nurses. Meanwhile, patients aged young adults to middle adults may have a more rational and realistic assessment of the services received.

Researchers assume that age differences will impact how patients perceive the quality of nursing care, where certain age groups may be more easily satisfied because they are accustomed to the service system, while other age groups may be more critical and demand more professional and responsive service. Thus, age as a characteristic demographic assumed to influence patient perception and satisfaction, which in turn can impact their assessment of the quality of nursing services.

#### **b. Gender**

Gender is a biological characteristic that distinguishes women from men. Green's theory states that gender is a predisposing factor that contributes to a person's health behavior (Wardani, 2021). Based on the research results, the majority of respondents in this study were male, and 22 respondents (50.0%) were female.

Research results (Adhikari et al., 2021) indicate that female patients are more likely to be satisfied than male patients. This gender is consistent with the patients' occupation, with the majority being housewives. This suggests that female gender, specifically housewives within a certain age range, plays a role in increasing patient satisfaction.

According to the researcher's assumption, the characteristics of respondents based on gender were predominantly male, namely 22 respondents (50.0%), while the minority were female, namely 22 respondents (50.0%), that gender can influence patient perceptions of the quality of nursing care services provided. Female respondents tend to be more expressive in expressing their opinions and are more sensitive to the attitude, empathy, and attention of nurses during treatment. Meanwhile, male patients tend to place more emphasis on the speed of action and effectiveness of service. Therefore, gender differences can contribute to the subjective level of patient satisfaction, depending on the expectations and needs of each gender regarding the nursing services received.

#### **c. Education**

Education is an activity or learning process undertaken by an individual, lasting at least nine years for basic education. Education is a determining factor in finding a job. Through education, a person can develop and prepare their personality as a person capable of performing and completing work responsibly (Fauzia, 2021).

Based on the research results, the majority of respondents in this study had a high school/vocational high school education (28 respondents (63.6%)), while 13 respondents (29.5%) had a bachelor's degree and 3 respondents (6.8%) had a master's degree. A person's education level tends to influence their work. This results in more time being spent working than visiting health services for routine check-ups at least once every six months.

According to the researcher's assumption, the characteristics of respondents based on education, the majority of whom had a high school/vocational high school education, namely 28 respondents (63.6%), while a minority of respondents had a bachelor's degree, namely 13 respondents (29.5%), that the level of respondent education influences the patient's perspective and assessment of the quality of nursing care services provided. Patients with higher levels of education tend to have a better understanding of patient rights, health care standards, and can provide a more critical assessment of the services received. Meanwhile, patients with lower education tend to accept services as they are and pay less attention to technical details of the service, so they are more likely to feel satisfied. Therefore, variations in education levels can influence patient perceptions and levels of satisfaction with nursing services in hospitals.

#### **d. Work**

Hamzah's (2021) research also found that 74% of inpatients were in the casual employment group, consisting of housewives, students, laborers, and the unemployed. Housewives are also not tied to regular working hours. Due to their busy schedules, working people often ignore symptoms of illness.

Based on the research results, the majority of respondents in this study were self-employed, namely 16 respondents (36.4%), while housewives were 13 respondents (29.5%), civil servants were 11 respondents (25.0%), and private employees were 4 respondents (9.1%).

According to the researcher's assumption, the characteristics of respondents based on their occupations were mostly self-employed, namely 16 respondents (36.4%), while a minority of respondents worked as housewives, namely 13 respondents (29.5%), that the type of respondents' jobs can influence how they assess the quality of nursing care services. Respondents who work in the formal sector, such as civil servants or private sector employees, usually have broader knowledge about health service standards and tend to provide more objective and critical assessments. Conversely, respondents who work in the informal sector or are not working (such as housewives or retirees) tend to assess services more based on personal and emotional experiences. Therefore, differences in job types can contribute to variations in patient perceptions and levels of satisfaction with nursing services provided during hospitalization.

## **1. Univariate Analysis**

### **A. Quality of Nursing Care Services**

#### **1. Quality of nursing care services based on reliability**

According to Kotler and Keller (2019), service reliability is the ability to provide services as promised, reliably, accurately, and consistently, and is related to customer satisfaction. Nursing reliability is the nurse's ability to serve patients in a hospital, including the speed and accuracy of nursing care. This is crucial because if complaints are not promptly addressed, dissatisfaction with nursing services can arise. Lack of nurse reliability will disrupt patient care.

Based on the results of research in the inpatient ward of Sundari Medan Hospital, it was found that of the 44 respondents studied, the majority, 22 respondents (62.2%) stated that they agreed in terms of reliability, namely that nurses handle patients quickly and accurately, while a minority, 1 respondent (2.3%) stated that they strongly disagreed.

Research conducted by Alamri, Azlika et al., (2019) at Sitti Maryam Islamic Hospital in Manado found that reliability in nursing services was assessed by nurses' ability to provide services that adhered to procedures, were timely, and consistently. Patients reported feeling calmer and more confident when nurses demonstrated consistency in nursing actions, such as timely administration of medication and the absence of errors during treatment. This suggests that reliable nursing services can increase patient trust in the hospital and lead to satisfaction with the services received.

According to the researcher's assumption, based on the results of research conducted in the inpatient ward of Sundari Hospital Medan, the majority of patients agreed, as many as 22 respondents (62.2%) that the nursing services they received were in accordance with aspects of reliability, such as timely administration of medication, consistency in carrying out actions, and responsiveness in meeting the patient's basic needs. This shows that patients assess the reliability of nurses as quite good, although there are still some patients who feel that the service has not fully met their expectations.

#### **2. Quality of nursing care services based on responsiveness**

According to Kotler (2019), responsiveness of the officer is the willingness of the nurse and to help the patient and provide services quickly as well as listen and resolve complaints from the patient and this is related to the level of patient satisfaction. According to the researcher's assumption, basically a nurse is required to have responsiveness in order to produce performance results in accordance with patient expectations which means responsiveness, the same service for all patients without errors, a sympathetic attitude, and with high accuracy so that it will later give rise to a sense of satisfaction in the patient itself.

Based on the results of research in the inpatient ward of Sundari Medan Hospital, it was found that of the 44 respondents studied, the majority, 32 respondents (72.7%) stated that they agreed in terms of responsiveness, namely that nurses were quick in handling patient complaints, while a minority, 1 respondent (2.3%) stated that they strongly agreed.

Research conducted by Wulandari and Yani (2020) emphasizes the importance of nurse responsiveness in providing care. When nurses respond quickly to patients' complaints or needs, they feel cared for and appreciated. This responsiveness is evident in how nurses arrive promptly when called, quickly provide assistance when patients experience discomfort, and are always present when needed without making patients wait too long. Patients who feel helped quickly tend to rate nursing care positively and express satisfaction with their inpatient experience.

According to the researchers' assumptions, based on the results of a study conducted in the inpatient ward of Sundari Hospital, Medan, the majority of patients (32 respondents, 72.7%) agreed that nurse responsiveness is a key indicator of patient satisfaction. The results support this assumption, as almost all patients gave a positive

assessment of the responsiveness aspect. Patients who feel responded to quickly tend to feel cared for and appreciated, thus increasing their sense of comfort and satisfaction during treatment.

High levels of responsiveness are demonstrated by nurses arriving promptly when called, immediately assisting patients in distress, and providing information without making them wait long. However, 11.4% of patients still felt nurses were unresponsive. This could be due to high nurse workloads, staff shortages, or a lack of effective communication between nurses and patients.

### **3. Quality of nursing care services based on guarantees**

Research conducted by (Nur Hidayat Tulaisyah, 2022) shows that patients are satisfied when nurses are polite, confident in carrying out their duties, and able to explain each medical procedure well. Conversely, patients who receive procedures without explanation feel confused and anxious, and therefore tend to be dissatisfied. Therefore, service assurance is crucial in fostering patient trust in nursing staff.

Based on the results of research in the inpatient ward of Sundari Medan Hospital, it was found that of the 44 respondents studied, the majority, 43 respondents (97.7%) stated that they agreed with the guarantee that nurses do not discriminate between patients, while a minority, 1 respondent (2.3%) stated that they strongly disagreed.

According to the researcher's assumption, based on the results of research conducted in the inpatient ward of Sundari Hospital, Medan, the majority of patients (29 respondents) agreed that the guarantee of good service through professional attitudes, knowledge, and convincing communication from nurses would increase patient trust and satisfaction. The results of the frequency distribution support this assumption, because most patients gave a positive response to the assurance aspect. This reflects that most nurses in the inpatient ward of Sundari Hospital, Medan have been able to provide services with a confident attitude, explain the actions well, and maintain politeness and communication ethics, so that patients feel safer and calmer.

However, 25% of respondents still disagreed, indicating that there are still shortcomings in the implementation of nursing service guarantees. For example, some nurses may be less than effective in explaining the procedures to be performed or may appear hesitant while working, which can erode patient trust. Lack of communication or explanation can create fear, worry, and uncertainty in patients, leading to dissatisfaction with the care they receive.

### **4. Quality of nursing care services based on empathy**

According to Kotler (2019), empathy refers to a nurse's willingness to be more caring and attentive to patients. This attention can be demonstrated by demonstrating a caring attitude toward patients. In providing nursing care to patients, nurses use gentle words, touch, provide hope, and are always there for the patient when needed, so that the patient feels satisfied with the attention provided by the nurse.

Based on the results of research in the inpatient ward of Sundari Medan Hospital, it was found that of the 44 respondents studied, the majority, 25 respondents (56.8%) stated that they agreed in terms of empathy, namely that nurses are always patient, friendly and do not always smile, while the minority, 4 respondents (9.1%) stated that they strongly agreed.

The results of a study conducted by (Darmin, 2019) at Kotamobagu City Hospital, patients felt dissatisfied due to the lack of empathy from nurses, they felt that nurses did not understand their personal feelings and needs. This study shows that the relationship between empathy and patient satisfaction has a moderate to strong correlation value, and is statistically significant, although the specific  $p$  value is not listed, but the author uses the Spearman Rank test.

According to the researchers' assumptions, based on the results of a study conducted in the inpatient ward of Sundari Hospital, Medan, the majority of patients (26 respondents, 59.1%) agreed that patients' perceptions of nurse empathy significantly impacted their satisfaction levels. The frequency distribution supported this assumption, as patients who rated nurses as empathetic generally felt satisfied with the care they received. They felt cared for, felt more comfortable communicating, and had a positive emotional connection with the nurses.

Conversely, patients who disagree with nurses' empathy are more likely to feel emotionally neglected, not given a thorough explanation, or treated with impatience and hostility. This can be due to nurses' high workloads, fatigue, or lack of training in a humanistic approach to care. A lack of empathy can directly impact patient trust, complaints, and overall satisfaction. Therefore, strengthening empathy is crucial for creating high-quality, patient-centered nursing services.

### **5. Quality of nursing care services based on physical evidence**

According to Kotler (2019), direct evidence of service is the appearance of physical facilities, equipment, and various communication materials that are good, attractive, and well-maintained, which are related to customer satisfaction levels. A nurse's appearance is both physical and non-physical, which can reflect the confidence and credibility of others. A person's appearance is one of the first things noticed during interpersonal communication. Based on the results of the study in the inpatient ward of Sundari Hospital, Medan, it was found that of the 44 respondents studied, the majority, namely 33 respondents (75.0%) stated that they agreed in terms of physical evidence, namely that nurses have a clean and neat appearance, while the minority, namely 4 respondents (9.1%) stated that they did not agree.

Research conducted by (Handayani and Susanti, 2021) found that patients considered room cleanliness, the neat appearance of nurses, and the availability of facilities such as beds, bathrooms, and adequate medical equipment to be important factors contributing to their comfort during treatment. A supportive physical environment provides a calm and conducive atmosphere for the patient's healing process. Therefore, care provided in a clean environment with complete facilities will improve patient assessment of service quality and lead to higher levels of satisfaction.

According to the researcher's assumption, based on the results of research conducted in the inpatient ward of Sundari Hospital Medan, the majority of patients (30 respondents) agreed that good physical evidence would provide a sense of comfort and foster trust in the quality of nursing services, thereby increasing patient satisfaction. The results of the frequency distribution support this assumption, because most patients gave a positive assessment of the physical evidence of service. The clean and neat appearance of nurses, a comfortable room, and the availability of adequate medical equipment make patients feel cared for in a decent and professional environment.

### **B. Patient Satisfaction**

Research conducted by Darmin (2019) examined the relationship between nursing service quality and patient satisfaction in inpatient wards. Researchers found that some patients expressed satisfaction, but many expressed dissatisfaction due to perceived inadequacy of service and inadequate information provided prior to treatment.

Dissatisfied patients reported feeling inadequately cared for by nurses, leading to feelings of insecurity and discomfort during care. This study identified the importance of interpersonal communication, nurse presence, and empathy, which significantly impact patient perceptions and satisfaction.

Based on the results of the study in the inpatient room of Sundari Medan General Hospital, it was found that of the 44 respondents studied, the majority of 20 respondents (45.4%) stated that they were satisfied with the friendliness of the nurses in providing services in the inpatient room, a minority of 19 respondents (43.2%) stated that they were dissatisfied with the nurses' explanation regarding the intent and purpose of the treatment carried out, 5 respondents (11.4%) stated that they were very dissatisfied with the nurses' attention in the inpatient room when patients expressed complaints about their illness, and 1 respondent (2.3%) stated that they were very satisfied with the prescription of medication given by the nurses.

According to the researcher's assumption, based on the results of the study conducted in the inpatient ward of Sundari Hospital, Medan, the majority of patients felt satisfied (61.4%) and very satisfied (22.7%), so that as many as 84.1% of patients expressed satisfaction with the nursing care services they received during their treatment in the inpatient ward of Sundari Hospital, Medan. This is a positive indicator that nursing services in general have been running well and meet most patient expectations.

However, 7 respondents (15.9%) still expressed dissatisfaction, indicating that some patients did not experience the service they expected. This dissatisfaction likely stemmed from patients' experiences with one or more dimensions of nursing service quality, such as nurses being unresponsive, failing to explain procedures, or an uncomfortable ward environment.

### **2. Bivariate Analysis**

The results of a study conducted by (Alamri, Azlika et al., 2019) at Sitti Maryam Islamic Hospital Manado used the Spearman Rank test to determine the relationship between the quality of nursing services and patient satisfaction levels. The results showed a significant relationship, with a correlation coefficient value of  $\rho = 0.622$  and  $p = 0.000$ . This correlation shows a strong positive relationship, meaning that the better the quality of nursing services perceived by patients, the higher their level of satisfaction.

The results of a study conducted by (Handayani & Susanti, 2021) at Raden Mattaher Regional General Hospital in Jambi also used the Spearman Rank test to analyze the relationship between nursing services and patient satisfaction. The test results showed  $\rho = 0.393$  with  $p = 0.004$ , indicating a significant relationship.

Based on the results of the bivariate analysis using the Spearman Rank test, a correlation coefficient ( $r$ ) of 0.403 was obtained, with a  $p$ -value of 0.007. The  $r$  value of 0.403 indicates a relationship between the quality of nursing care and patient satisfaction. This means that the better the quality of care provided by nurses, the higher the patient satisfaction level tends to be.

The  $p$ -value of 0.007 is smaller than the established significance level ( $\alpha = 0.05$ ), so it can be concluded that the relationship between the two variables is statistically significant. Thus, the alternative hypothesis ( $H_a$ ) stating "there is a relationship between the quality of nursing care services and the level of patient satisfaction" is accepted, and the null hypothesis ( $H_0$ ) is rejected.

According to the researcher's assumption, based on the results of the Spearman Rank test, the Spearman Rank test was used because it was considered most appropriate for analyzing the relationship between two ordinal-scale variables, namely the quality of nursing care services and the level of patient satisfaction. The researcher assumed that the data obtained through the questionnaire with a Likert scale was not normally distributed and in the form of ranks, so the non-parametric Spearman correlation test was more appropriate than a parametric correlation test such as Pearson.

Researchers also assumed that the better the quality of nursing care perceived by patients, the higher their level of satisfaction, and vice versa. Therefore, the relationship between the two variables was assumed to be positive, where an increase in one variable would be followed by a corresponding increase in the other.

Thus, according to the researchers' assumptions, the Spearman Rank test will be able to demonstrate whether there is a significant relationship between the quality of nursing care and patient satisfaction levels, as well as the strength of that relationship. These test results are expected to support the research hypothesis that good nursing care is directly proportional to patient satisfaction.

## CONCLUSION

Based on the research results, it can be concluded:

1. The quality of nursing care at Sundari General Hospital, Medan, is consistent with the quality of nursing care. This indicates that patients do not yet fully understand the importance of nursing care quality and patient satisfaction.
2. Patient satisfaction at Sundari General Hospital in Medan is high, demonstrating that patients understand the importance of patient satisfaction to the quality of nursing care.
3. Based on the results of the Spearman Rank Test, a  $p$  value of 0.007 ( $p < 0.05$ ) was obtained, indicating a significant relationship between the quality of nursing care services and patient satisfaction levels. Thus, the quality of nursing care services is an important strategy for patient satisfaction levels.

## SUGGESTION

Based on the conclusions above, there are several suggestions from researchers that can be considered for improvement, as follows:

1. For Sundari Hospital Medan  
Hospital leaders are expected to improve the quality of nursing care, particularly in terms of patient satisfaction, by focusing on communication, empathy, timeliness of care, and professionalism. This is crucial for increasing patient satisfaction and trust in hospital services.
2. For Institutions  
The results of this study are expected to be one of the useful information and references for education and students, and are expected to improve the quality of nursing care services so that they can provide patient satisfaction in hospitals.
3. For Patients  
Patients are expected to actively provide feedback on the services they receive, either directly to staff or through the hospital's suggestion box. This participation can inform future service evaluation and improvement.
4. For Further Researchers  
This study still has limitations in the number of respondents and its scope, which is limited to one hospital. Therefore, it is recommended that future researchers expand the scope, increase the number of respondents,

and consider other factors that may influence patient satisfaction, such as cultural, social, and economic factors.

#### REFERENCES

- Adiputra, IM (2021). *Health Research Methodology*. Denpasar: Kita Menulis Foundation.
- Alamri, Azlika. (2019). "The Relationship Between the Quality of Nursing Care Services and Patient Satisfaction Levels at Sitti Maryam Islamic Hospital, Manado." *Spearman Rank Test*
- Astuti, Indri. 2022. "The Relationship Between the Quality of Nursing Care Services and the Level of Patient Satisfaction in the Inpatient Ward of Hospital X, West Jakarta in 2020." V.
- Darmin, Darmin. 2021. "The Relationship Between the Quality of Nursing Care Services and Patient Satisfaction Levels in the Internal Medicine Ward of Kotamobagu City Hospital." *miracle Journal* 1(2). doi:10.51771/mj.v1i2.88.
- Frisilia, Melisa. 2020. "The Relationship Between the Quality of Nursing Care Services and Patient Satisfaction Level of Class 3 in the Dahlia Ward of Dr. Doris Sylvanus Regional Hospital, Palangka Raya." *Health Dynamics: Journal of Midwifery and Nursing* 11(1): 203–11. doi:10.33859/dksm.v11i1.613.
- Handayani, Susanti (2021). "The Relationship Between the Quality of Nursing Care Services and Patient Satisfaction Levels at Raden Mattaher Regional General Hospital, Jambi." *Spearman Rank Test*
- Hidaya, N. (2020). *Management and Leadership in Nursing*. West Java: Adab
- Hikmawanti, F. (2020). *Research Methodology*. Depok: PT Raja Grafindo Persada, Depok. Hartini, H, F Listianty, and J Rottie. 2019. "Relationship Quality Nursing Care with Patient Satisfaction BPJS at GMIM Pancaran Kasih Hospital, Manado." *Journal of Community & Emergency* 6(1): 18–23.
- Imanuddin, Bayu, Dwi Indah Normaningrum, and Takismen Takismen. 2021. "The Relationship between Nursing Care Service Quality and Patient Satisfaction." *Indonesian Journal of Retail Management* 2(1): 20–32. doi:10.33050/jmari.v2i1.1429.
- Jasmine, Khanza. 2019. "The Relationship Between the Quality of Nursing Care Services and the Satisfaction Level of Surgical Inpatients at Dr. Loekmono Hadi Kudus Regional Hospital." *Journal of Nursing and Public Health*.
- Ministry of Health of the Republic of Indonesia. 2020. "The Relationship Between the Quality of Nursing Care Services and Patient Satisfaction in the Sakura Inpatient Ward, Imelda Indonesian Workers General Hospital, Medan." 6(2): 128–35. [https://jurnal.uimedan.ac.id/index.php/jurn\\_alkekerass/article/view/439/42](https://jurnal.uimedan.ac.id/index.php/jurn_alkekerass/article/view/439/42).
- Kurniawan, W. (2021). *Health and Nursing Research Methodology*. West Java: Rumah Pustaka.
- Lestari Puspaningrum Kadir, Sabirin B. Syukur, and Fadli Syamsuddin. 2023. "The Relationship Between Nursing Service Quality and Patient Satisfaction at Tombulilato Regional General Hospital." *Research Journal clump health science* 2(1).doi:10.55606/jurrikes.v2i1.972. Librianty, Nany. 2019. "The Relationship between Quality Nursing Care Services with Inpatient Patient Satisfaction at Bangkinang City Regional Hospital in 2019." *Jurnal Ners* 3(2):103–10. doi:10.31004/jn.v3i2.499.
- Musdalifah, Anwar Daud, and Agus Bintara Birawida. 2022. "The Relationship Between the Quality of Nursing Care Services and the Level of Patient Satisfaction in Inpatient Care at Hassanuddin General Hospital in 2022." *Hasanuddin Journal of Public Health* 3(1): 99–114.
- Nababan, D. (2021). *Satisfaction and Loyalty of Inpatients in General Hospitals*. Yogyakarta: Zahir.
- Puspanegara, Aditiya, Nur Wulan, and Clarita Rena Putri. 2023. "The Relationship Between the Quality of Nursing Care Services and Patient Satisfaction Levels in the Inpatient Ward of Kuningan Medical Center Hospital." 03(2): 115–21. doi:10.34305/jphi.v3i02.688.
- Ratnaningtyas, Tri Okta, Ida Listiana, and Ulan Dari. 2022. "The Relationship Between the Quality of Nursing Care Services and Patient Satisfaction in Inpatient Care at Maja General Hospital, Lebak Regency. *Frame of Health Journal*." 1(2): 64–77.
- Rechika Amelia Eka Putri1, Dian Ratna Elmaghfuroh2. 2024. "The Relationship Between the Quality of Nursing Care Services and the Level of Patient Satisfaction in the Inpatient Ward of Umbulsari General Hospital, Jember Regency *Medic Nutricia* 2024." 4(1): 1–6. doi:10.5455/mnj.v1i2.644xa.

## THE QUALITY OF NURSING CARE SERVICES AND THE LEVEL OF PATIENT SATISFACTION IN THE HOSPITAL MEDAN

Siang Br Tarigan et al

---

- Rika Widianita, et al. 2023. "The Relationship Between the Quality of Nursing Care Services and Patient Satisfaction at IRNA Ambun Pagi, Dr. M. Djamil Padang General Hospital." *at-tawassuth: Indonesian Dharmas Health Science Journal VIII(I)*: 1–19.
- RSUD, IBS, and Salatiga City. 2019. "The Relationship Between the Quality of Nursing Care Services and Patient Satisfaction Levels in the IBS Ward of Salatiga City Hospital": 1–6. Sahir, SH (2021). *Research Methodology*. Yogyakarta: Kbm Indonesia.
- Tanjung, Sosroatmodjo, and Selor Tahun. 2023. "The Relationship Between the Quality of Nursing Care Services and the Level of Patient Satisfaction in the Inpatient Room of Dr. H. Soemarno Regional General Hospital Article Information Article History : Keywords : Keywords : Introduction The Quality of Nursing Services in Hospitals is a Concern." 2: 249–56.
- Tulaisyah, Nur Hidayah, Usastiawaty Cik Ayu Saadiah Isnainy, and Aryanti Wardiyah. 2022. "The Relationship Between the Quality of Nursing Services and Patient Satisfaction Levels at Pertamina Bintang Amin Husada Hospital, Bandar Lampung City." *Malahayati Nursing Journal 4(10)*: 2773–91.  
doi:10.33024/mnj.v4i10.7719.