

PRESENTATION

Relationship between Nurses' Caring Behavior and JKN-KIS Patient Satisfaction in Inpatient Room of Umbu Rara Meha Hospital Waingapu

Veronika Toru

Nursing Study Program Lecturer Waingapu, Health Polytechnic of Kupang

Email: veronew15@yahoo.com

Abstract

Background: Increased JKN-KIS participant visits at facilities health especially in Umbu Rara Meha Hospital Waingapu from 2016 as many as 893 patients, in 2017 there were 2,164 patients and in 2018 in January-February there were 503 patients. The results of previous studies found that the poor caring behavior of nurses in hospitals and evidenced by the patient's dissatisfaction with the dimensions of *reliability, responsiveness, assurance, and empathy* for services in the ward. **Aim:** Knowing the Relationship between Nurses' Caring Behavior and JKN-KIS Patient Satisfaction in the Inpatient Room of Umbu Rara Meha Hospital Waingapu. **Research Design:** This study uses a quantitative type with analytical research design through a approach *cross sectional*, using chi-square data analysis. The sample size was 86 respondents. **Results:** Univariate tests found good nurse caring behavior as much as 86.0%, while patient satisfaction was found to be good at 84.9%. Bivariate test obtained *p-value* of 0.000 this result shows that the *p-value* is less than 0.05 so H_a is accepted which means there is a relationship between caring behavior of nurses and patient satisfaction in the inpatient room of Umbu Rara Meha Hospital Waingapu. **Conclusion:** There is a relationship between nurse caring behavior and patient satisfaction in the inpatient room of Umbu Rara Meha Hospital Waingapu. **Suggestion:** Maintain a good caring behavior for nurses, if necessary, increase again so that nurses' caring behaviors get 100% good. **Keywords:** caring behavior, patient satisfaction.

* Correspondence: veronew15@yahoo.com

Present Address: Adam Malik St. Waingapu, East Sumba, East Nusa Tenggara, Indonesia



©The Author(s) 2018. This article is distributed under the terms of the Creative Commons Attribution 4.0 International License (<http://creativecommons.org/licenses/by/4.0/>), which permits unrestricted use, distribution, and reproduction in any medium, provided you give appropriate credit to the original author(s) and the source, provide a link to the Creative Commons license, and indicate if changes were made. The Creative Commons Public Domain Dedication waiver (<http://creativecommons.org/publicdomain/zero/1.0/>) applies to the data made available in this article, unless otherwise stated.

Introduction

Based on data *un-audited* 2016 BPJS Health, there were 134.9 visits by JKN-KIS participants at the First Level Health Facility. While at the Advanced Level Referral Health Facility level, there were 50.4 million cases of outpatient polyclinic utilization and 7.6 million cases of utilization of inpatient services in hospitals. In total, there are 192.9 million utilization of JKN-KIS. While the data obtained from *Medical Record* (MR) Umbu Rara Meha Hospital Waingapu JKN-KIS patients who were hospitalized in 2016 were 893 patients, in 2017 there were 2,164 patients and in 2018 in January-February there were 503 patients. JKN-KIS patients who are hospitalized in hospitals each year experience an increase.

In accordance with Law No. 24 of 2011 concerning the Social Security Organizing Agency (BPJS), starting on January 1, 2014 each Government Hospital and Private Hospital in collaboration with BPJS, is obliged to serve patients participating in the National Health Insurance (JKN), whose funding is borne BPJS. As stated in the

Presidential Regulation No. 12 of 2013 concerning JKN, which is meant by BPJS patients namely Health Insurance Participants who receive assistance from government contributions (PBI) and not Contribution Aid Recipients (Non PBI) or independent participants consisting of PNS, TNI, POLRI. This BPJS dependent patient has the same rights as other general patients to receive satisfactory services from the Hospital. Considering that the government program in the Health sector is a new program and aims to control the quality and cost of health, so that it can be accessed by all levels of society, and has good prospects for the Hospital, considering this program is mandatory for all Indonesian citizens, the Hospital is responsible to be able to provide satisfying and quality services to be chosen by BPJS participating communities. Service quality can be seen based on five service dimensions, namely: direct evidence, reliability, confidence, responsiveness and empathy (Supranto, 2011).

If it is related to the results of research conducted by Rini Tri (2010) which says that poor patients in

government hospitals and private hospitals, generally have an inadequate level of satisfaction, including administration services which are considered complicated, complicated, uninformed, officers less friendly, not given prescriptions for generic drugs, and services that take a long time. In addition, the obligation to pay a down payment is also a barrier for the poor to get health services in hospitals (Rini & Lestari, 2010). The results of the study of the analysis of the satisfaction of inpatients of users of the National Health Insurance (JKN) conducted by Ulfa and Zulkarnai (2016) said that patients were dissatisfied with the dimensions of *reliability, responsiveness, assurance, and empathy* for services in the ward (Ulfa & Zulkarnain, 2016). Poor (poor) patients and JKN participants felt less satisfied with the services obtained during hospitalization. Caring behavior of nurses is very important in meeting patient satisfaction, this is one indicator of service quality in a hospital. Caring for nurses is a caring attitude that makes it easier for patients to achieve health and recovery improvements. Caring behavior

as a form of caring, giving attention to others, centering on people, respecting self-esteem, and humanity, commitment to prevent the occurrence of deteriorating health status, giving attention and respect for others (Nursalam, 2014).

The results of research conducted by Mailani and Fitri (2017) found that most 39 (46.4%) nurses caring behavior was poor, more than half of 50 (59.5%) respondents were dissatisfied with nurses caring behavior, there was a significant relationship between caring behavior nurses with satisfaction levels in BPJS patients (p value = 0.002) (Mailani & Fitri, 2017). The results of the study by Ilkafah and Harniah (2017) say that nurses caring behavior is not good (17.5%), more than half of patients are dissatisfied with nursing services (75.0%) (Ilkafah & Harniah, 2017). Nurse caring behavior in applying nursing services is still poor or not good at serving patients in hospital inpatient rooms. In line with the results of the preliminary study that the researchers conducted in 2 (two) inpatient rooms at Umbu Rara Meha Hospital Waingapu, it was found that

around 40% of the 8 (eight) patients were not satisfied with hospital services related to aspects of responsiveness, aspects of physical evidence (tangible), reliability (*Reliability*), responsiveness (*responsiveness*), Security (*Assurance*) and Empathy (*Empathy*). While the results of the initial study conducted on 8 (eight) JKN-KIS patients related to nurses' caring behavior found that 2 patients said the nurses did not introduce themselves, 4 patients said that the room nurse did not involve his family in the process of healing / patient care, 3 patients said the room nurse did not respond to any patient's feelings and complaints, 4 patients said the room nurse did not give the patient the opportunity to ask what action to take, 3 patients said the room nurse did not explain the completeness, readiness, and cleanliness of the equipment to be used for the patient. These data indicate that the satisfaction of JKN-KIS patients hospitalized has not been entirely satisfied with the caring behavior of nurses in the inpatient room of Umbu Rara Meha Hospital Waingapu. Based on the description of the problem,

the authors are interested in conducting a study on the Relationship between Nurses' Caring Behavior and JKN-KIS Patient Satisfaction in the Inpatient Room of Umbu Rara Meha Hospital Waingapu.

Research Methods

This study uses research design *analytical* through a *cross sectional study approach*. The study was conducted in August 2018. The population in this study was 503 people. Determination of the sample using purposive *sampling* is non-random sampling technique, where the researcher determines the size of the sample that meets the inclusion criteria (JKN-KIS patients who were hospitalized > 2 days, patients in class III rooms) were 86 respondents. Data collection was carried out through filling out questionnaires by JKN-KIS patients who were treated in the inpatient ward of Umbu Rara Meha Waingapu Hospital and questionnaires were distributed to patients who were willing to become respondents. Data were analyzed by frequency distribution and using the test *chi-square* with a confidence level of 95%.

Research Results The

results showed that most of the patients were female as many as 48 people (55.9%) and men were 38 people (44.1%). Characteristics of respondents based on age were divided based on MOH guidelines in 2009 and divided into two, namely the age of adolescents (≤ 25 years) and adults (> 25 years). From the table above it can be seen that in terms of age, the results of the study showed that the majority of respondents were adults (> 25 years) as many as 67 people (77.9%)

compared to adolescents (≤ 25 years) as many as 21 people (22.1%). The level of education of the sufferer is divided into two parts, namely SD-SMP and SMA. Distribution of patient education based on the table above shows that the majority of sufferers do not go to school to finish high school as many as 19 people (22.1%), while those from SD-SMP are 38 people (44.1%), graduating from high school 29 people (33.8%). The results of the study can be seen in the table below:

Tabel 1. Characteristics of Respondents by Hospital, Gender, Age, and Education

Characteristic Respondent	N (86 people)	%
Gender		
Male	38	44.1
Female	48	55.9
Age (Year)		
> 25	67	77.9
≤ 25	21	22.1
Education		
Not Elementary and Middle School	19	22.1
Graduate High School	38	44.1
	29	33.8

The results of the study showed that from 86 respondents, nurses caring behavior was classified as good at 86.0%, while nurses' caring behavior was less than 14.0%. The results of the study can be seen in the table below:

Tabel 2. Frequency distribution of respondents based on Nurse Caring Behavior Nurse Caring

Behavior	N	%
Less	12	14.0
Good	74	86.0
Total	86	100

The results of the study showed that from 86 respondents, patient satisfaction was classified as good at 84.9%, while patient satisfaction was less than 15.1%. The results of the study can be seen in the table below:

Tabel 3. Frequency distribution of respondents based on Patient Satisfaction Patient

Satisfaction	N	%
Less	13	15.1
Good	73	84.9
Total	86	100

The results of the study showed that the caring behavior of nurses was less than 12 people (10.4%). And less patient satisfaction was 8 people (66.7%) and good patient satisfaction as many as 4 (33.3%).

The results of statistical tests with test *chi-square* obtained a value *p* of 0.000. These results indicate that the *p-value* is less than 0.05 so *Ha* is accepted, which means that there is a relationship between nurses' caring behavior and the satisfaction of inpatient patients at Umbu Rara Meha Hospital Waingapu. The results of the research can be seen in the table below:

Tabel 4. Relationship Behavior Caring Nurse with Patient Satisfaction inwards patient of hospitals Umbu Rara Meha Waingapu

Behavior Caring Nurse	Patient Satisfaction				Total	
	Less		Good		n	%
	n	%	n	%		
Less	8	66.7%	4	33.3	12	10.4
Good	5	6.8 %	69	93.2	74	89.6
Total	13	15.1	73	84.9	86	100

Discussion

of Nurse Caring Behavior: The results of the study showed that from 86 respondents, the description of nurses' caring behavior was classified as good at 86.0%, while nurses' caring behavior was less than 14.0%. The results of this research are in line with the research conducted by Yuliawati (2012) that 98.1% of respondents rated nurses' caring behavior as being good in the General Hospitalization Room of Dr.H Hospital. Marzoeki Mahdi Bogor. (Yuliawati, Ade, 2012) The results of the Rozalina (2017) study also said that the majority of respondents were 34 respondents (77.3%) perceiving the caring behavior of the implementing nurses was good in the operating room at Panembahan Senopati Hospital Bantul (Rozalina, 2017). The results of the study by Umayah (2017) showed that in Wardah hospitalization ward of PKU Muhammadiyah Gamping Hospital, the majority of nurses caring behavior in the classification was as high as 44 people (77.2%) (Umayah, E, 2017). In contrast to the results of research conducted by Mailani Fitri (2017), it was found that most 39 (46.4%) nurses caring

behavior was poor, more than half of 50 (59.5%) respondents were dissatisfied with nurse caring behavior, and there was a significant relationship between nurse caring behavior with the level of satisfaction in BPJS patients (p value = 0.002). The results of the research of the researchers about the dominant caring behavior of nurses were good, the results of previous studies found that nurses' caring behavior in some researchers said good and some researchers said it was less and worse.

Overview of Patient Satisfaction: The results of the study showed that from 86 respondents, patient satisfaction was classified as good at 84.9%, while patient satisfaction was less than 15.1%. The results of this study are in line with the research conducted by Wiyono, et al. (2016) The results of the study (1) the reality level of patients is mostly satisfied, (2) the level of expectations of most patients is very satisfied, (3) service dimensions that must be improved services at IGD Sukoharjo Hospital are nurses providing information before service, patients greeting kindly, nurses hear patient complaints, nurses are

patient in providing counseling, nurses are patient in providing services, nurses are neat and attractive in providing counseling (Wiyono, 2016). Whereas according to the results of research conducted by Ridwan, et al (2014) about the description of the level of satisfaction of inpatients found that almost half of the respondents were very satisfied with nursing care as many as 19 respondents (63.3%) (Ridwan, 2014). The results of the study by Umayah (2017) say that the majority of patient satisfaction levels in the classification are high, namely as many as 50 people (87.7%) (Umayah, E, 2017). The results of the research of researchers and previous studies obtained patient satisfaction most of the respondents said good.

The Relationship between Nurses' Caring Behavior and Patient Satisfaction in the Inpatient Room of Umbu Rara Meha Hospital Waingapu: The results of the statistical test with test *chi-square* obtained a value *p* of 0.000. These results indicate that the *p-value* is less than 0.05 so *H_a* is accepted, which means that there is a relationship between nurses' caring behavior and the satisfaction of inpatient

patients at Umbu Rara Meha Hospital Waingapu. The results of this study are in line with the research conducted by Ilkafah & Harniah (2017) that there is a relationship between nurses' caring behavior and patient satisfaction in Inpatient Room Care Center Dr. Wahidin Sudirohusodo's Public (p= 0.006) (Ilkafah & Harniah, 2017).

The results of Umayah's study, et al. Also said that there was a relationship between nurses' caring behavior and the level of patient satisfaction in Wardah inpatient ward at PKU Muhammadiyah Gamping Hospital (Umayah, E, 2017). While the results of research conducted by Mailani (2007) say that there is a significant relationship between nurses' caring behavior with the level of satisfaction in BPJS patients (p value = 0.002) in Intansi Hospital Dr. Rasidin Padang. *Caring* is defined as a way of maintenance that relates to respecting other people, accompanied by feelings of having responsibility for their treatment or actions for patients (Potter & Perry, 2009).

behavior *Caring* is an action based on caring, affection, skill, empathy,

responsibility, sensitivity, and support. This behavior serves to improve or improve human conditions and ways of life that emphasize healthy activities and enable individuals and groups based on culture. The behavior *caring* expected in nursing is behavior based on 10 karative factors. Karatif is the nature and character that should be owned and displayed by nurses in serving customers/patients (Watson, 2008).

Satisfaction is a feeling of pleasure or disappointment that arises after comparing the perceptions of the performance or results of a product or service and expectations (Kotler, 2008). This is influenced by the services provided, also determined by the experiences and thoughts of individuals, and this cannot be easily attempted to be changed, and led to a satisfying state (Sabarguna, 2007). This feeling is someone's happy feeling that comes from a comparison between the pleasure of activities and a product with its expectations (Nursalam, 2014). A nurse is expected to have behavior *caring* in his service to patients, because the relationship between health care

providers and patients is a factor that influences the patient's satisfaction and healing process. Based on the analysis of the researchers it was found that most respondents said nurses had behavior *caring* good and it was also proven by the results of the study that the picture of patient satisfaction was mostly good. Researchers can conclude that when nurses caring behavior is good then patients will feel satisfied with the servants given by nurses, so the results of the analysis prove that there is a significant relationship (*p-value 0,000*) between nurse caring behavior and patient satisfaction in the inpatient room of Umbu Rara Meha Hospital Waingapu.

Conclusion

The results of previous studies, sources obtained and research conducted by researchers can be concluded that if nurses caring behavior is good then the level of patient satisfaction with hospital services will be good. If the caring behavior of nurses is bad then the level of patient satisfaction will also be bad. The relationship between nurse caring behavior with patient satisfaction in the inpatient room of Umbu Rara Meha

Hospital Waingapu, especially in patients with JKN-KIS patients.

References:

- Prof. J. Supranto, MA, APU. 2011. Measurement of Customer Satisfaction for Increasing Market Share (Fourth Prints). Jakarta: PT. Rineka Cipta.
- Ilkafah & Harniah. (2017). Caring Behavior of Nurses with Patient Satisfaction in Rsup Private Care Center Inpatient Room Dr. Wahidin Sudirohusodo Makassar Nurses 'Caring Behavior and Patients' Satisfaction at the Private Care Center Ward in Dr. Wahidin Sudirohusodo Hospital Makassar R, 8, 138–146.
- Kotler, P. (2008). *Marketing Management* (12 Volumes 2). Jakarta: Index.
- Mailani, F., & Fitri, N. (2017). Relationship between Nurse Caring Behavior and Level of Satisfaction of BPJS Patients in RSUD DR. Rasidin Padang. *Endurance Journal* 2 (2), 2(June), 203–208. <https://doi.org/http://dx.org/10.22216/jen.v2i2.1882>
- Nursalam. (2014). *Application Nursing Management in Professional Nursing Practices*. Jakarta: Salemba Medika.
- Potter & Perry. (2009). *Fundamental of Nursing Fundamental Nursing*. (ED Sjabana, Ed.) (Book 1 ed). Jakarta. Salemba Medika.
- Ridwan, A. dk. (2014). An Overview of the Level of Satisfaction of Patients Hospitalized towards Nursing Services in Pare Hospital.
- Rini, T., & Lestari, P. (2010). Hospital Services Research Articles for the Poor (Case Study in Six Indonesian Regions).
- Rozalina, A. (2017). Overview of Caring Nurses' Executing Behavior in the Surgical Room of Panembahan Senopati General Hospital Bantul.
- Sabarguna, BS (2007). *Hospital Management Information System*. Yogyakarta: Consortium of Central Java-DIY Islamic Hospitals.
- Ulfa, SF, & Zulkarnain, K. (2016). Satisfaction Analysis of Patients Inpatient Users of National Health Insurance Against Service Quality in the Midwifery and Gynecology Ward of Sleman Yogyakarta Hospital. *Farmaseutic Magazine*, 12(2), 412–430.
- Umayah, E, P. dk. (2017). Relationship between Nurses' Caring Behavior and Patient Satisfaction Level in Wardah Inpatient Ward of PKU Muhammadiyah Hospital Gamping.
- Watson, J. (2008). *Nursing: Human science and human care*. New York: National League for Nursing.
- Wiyono, H. dk. (2016). Description of Patient Satisfaction Level About Services in Emergency Installation Sukoharjo Hospital.
- Yuliawati, Ade, L. (2012). The results of the study showed that from 86 respondents, nurses 'caring behavior was relatively good at 86.0%, while nurses' caring behavior was less than 14.0%.