Original Research Article

THE RELATIONSHIP BETWEEN NURSE'S KNOWLEDGE ABOUT NURSING CARE AND PATIENT'S SATISFACTION

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Abstract

Background: Caring of nurses is an important component in evaluating patient satisfaction. Nurses have a big influence in determining the quality of hospital services (Rumagit, Mulyadi, & Malara, 2017).

Objectives: The purpose of this study was to analyze the relationship between nurse's knowledge of nursing care and patient's satisfaction.

Methods: The design of this study used descriptive correlation design with cross sectional approach. The population in this study were all nurses and patients in Asoka and Flamboyan rooms of the General Hospital of Jombang Regency. The sampling technique used Purposive Sampling with following criteria: cooperative patient, patient awareness composer, able to read and write. The sample in this study were all of Nurse Associated or who did the nursing care to patients totaling 26 people consisting of 15 nurses of Flamboyan room and 11 nurses of Asoka room. For assessing the satisfaction of the sample patients, the sample of this study were 11 patients of Asoka room and 15 patients of Flamboyan room who will return home after being hospitalized. Instrument of this study used modification of Nurse's Knowledge about Nursing Care Questionnaire developed by Surjiyem (2017) consist of 20 items with Cronbach Alpha .635 and Patient Satisfaction Questionnaire developed by General Hospital of Jombang Regency consist of 20 items with Cronbach Alpha .660. The data of this study were analyzed by Fisher's Exact Test with significance value less than .05.

Results: Based on the research results obtained Exact Sig. (2-sided) .010, which means there is a relationship between nurses' knowledge and patient satisfaction.

Conclusion: Nurse's knowledge about nursing care related to patient's satisfaction. Based on the results of this study, the nurses are expected to have good knowledge in nursing care, so they can provide optimal services and provide satisfaction to patients and families for these services.

Keywords: Nurse's Knowledge, Nursing Care, Patients Satisfaction

INTRODUCTION

In facing the industrial revolution 4.0, the challenge we must face is the increasingly critical society in accepting services and the high demands of society in service recipients. The hospital is one that provides services to the

community. There are several service providers in the hospital, including doctors and nurses. Nurses are one of the service providers who interact the most with patients (Supartiningsih, 2017). Patient satisfaction is at the core of the demands of society today. One important factor in providing services to patients is caring from nurses. Caring itself is a nurse's action that is shown through caring, respecting, full responsibility in providing nursing care. Nursing care will have an impact on patient satisfaction so that it will have an impact on the quality of hospital services. Apart from physical healing the patient is also very much determined by psychological conditions. Automatically caring for a good nurse will make patients feel comfortable and accelerate the patient's healing process. Nurse caring behavior will not be good if the nurses themselves do not have good knowledge about caring. Patient satisfaction depends on how the nurse provides nursing care. This is because the nurse is with the patient 1 x 24 hours. So that nurses have a big influence in determining the quality of hospital services (Mulyadi & Katuuk, 2017). In fact, in the field there are still some that have not shown caring for patients. There are several reasons nurses do not apply caring principles, one of which is the lack of nurses' knowledge of the importance of caring to patients in providing nursing care. Based on the results of several studies examining nurses caring for clients found many factors that influence nurses caring behavior towards clients. One factor is the emotional intelligence of the nurse. The results of the study at Bandung Regional Hospital showed that of 74 respondents obtained results that have high emotional intelligence tend to behave well and sufficient caring to clients (Darmini, Susanti, & Karmayati, 2017). Based on observations of interviews with patients to the General Hospital of Jombang Regency, there were a large number of patient families who expressed less patient satisfaction. This is what underlies researchers doing this research. The purpose of this study was to analyze the relationship

between nurse's knowledge of nursing care and patient's satisfaction.

METHODS

Study Design

The design of this study was descriptive correlation design with Cross-Sectional Approach.

Setting

The study was conducted in the General Hospital of Jombang Regency, which Asoka room and Flamboyan room on June until August 2019. The Asoka room is an inpatient room for the accident/ musculoskeletal disorders. The Flamboyan room is a patient room with neurological disorders.

Research Subject

The population in this study were all nurses and patients in Asoka and Flamboyan rooms of the General Hospital of Jombang Regency. The sampling technique used Purposive Sampling with following criteria: cooperative patient, patient awareness composer, able to read and write. The sample in this study were all of Nurse Associated or who did the nursing care to patients totaling 26 people consisting of 15 nurses of Flamboyan room and 11 nurses of Asoka room. For assessing the satisfaction of the sample patients, the sample of this study were 11 patients of Asoka room and 15 patients of Flamboyan room who will return home after being hospitalized.

Instruments

The instrument or measuring instrument for the dependent variable is the nurse's knowledge questionnaire about caring nurses modified by the researcher (Surjiyem, 2017). In Surjiyem, the questionnaire consists of 11 questions with gutman scale. The researchers adding questions to 20 questions in the Good, Sufficient, and Less categories. Cronbach's Alpha value of .635. The independent variable was the patient satisfaction questionnaire using the standard questionnaire of the General

Hospital of Jombang Regency which was distributed to patients who were returning from the Hospital in the Flamboyan Room and Asoka. The scale used in the patient satisfaction questionnaire uses the Guttman scale which consists of 20 questions which are categorized as Good, Sufficient, and Less. With a Cronbach's Alpha value of .660.

Data Analysis

Data analysis on this study used Fisher's Exact Test with significance value less than .05.

Ethical Consideration

The research ethics test was conducted at the General Hospital of Jombang Regency with No.41/KEPK/V/2019. Before carrying out data retrieval from respondents, researchers have sought approval from prospective respondents for their willingness to be the subject of this study. Researchers also guarantee the confidentiality of personal data from respondents. The data displayed in this article has been approved by all parties concerned.

RESULTS

Characteristics of Nurses by Age, Gender, and Educational Level

Table 1. Distribution of Frequency of Nurses by Age, Gender, and Educational Level in Asoka Room and Flamboyan Room, General Hospital of Jombang Regency on June until August 2019.

Characteristics	Number (*n*)	Percentage (%)
Age		
< 31 years old	11	42.3
31-45 years old	15	57.7
Gender		
Male	8	30.8
Female	18	69.2
Educational Level		
Diploma Program	18	69.2
Bachelor and Profession Program	8	30.8

Sources: Primary Data of Questionnaire, 2019.

Based on the data in table 1, it found that the majority of nurses aged 31-45 years old were 15 respondents (57.7%), female were 18 respondents (69.2%), and educated at the diploma level were 18 respondents (69.2%).

Characteristics of Patients by Age, Gender, and Educational Level

Table 2. Distribution of Frequency of Patients by Age, Gender, and Educational Level in Asoka Room and Flamboyan Room, General Hospital of Jombang Regency on June until August 2019.

Characteristics	Number (*n*)	Percentage (%)
Age		
< 26 years old	6	23.0
26-45 years old	8	30.8
> 45 years old	12	46.2
Gender		
Male	15	57.7
Female	11	42.3

Characteristics	Number (*n*)	Percentage (%)
Educational Level		
Elementary	15	57.7
Intermediate	8	30.8
College	3	11.5

Sources: Primary Data of Questionnaire, 2019.

Based on the results of the study in the table 2, it found that the majority of patients who were respondents in this study were aged over 45 years as many as 12 respondents (46.2%) and male sex as many as 15 respondents (57.7%). In addition, most of them had an elementary school education of 15 respondents (57.7%).

Characteristics of Respondents by Nurse's Knowledge about Nursing Care

Table 3. Distribution of Frequency of Respondents by Nurse's Knowledge about Nursing Care in Asoka Room and Flamboyan Room, General Hospital of Jombang Regency on June until August 2019.

Nurse's Knowledge about Nursing Care	Frequency (n)	Percentage (%)
Good	19	73.1
Sufficient	3	11.5
Less	4	15.4
Total	26	100.0

Sources: Primary Data of Questionnaire, 2019.

Based on the data above, it found that the majority of respondents have good knowledge about nursing care as many as 19 respondents (73.1%).

Characteristics of Respondents by Patient's Satisfaction

Table 4. Distribution of Frequency of Respondents by Patient's Satisfaction in Asoka Room and Flamboyan Room, General Hospital of Jombang Regency on June until August 2019.

Patient's Satisfaction	Frequency (n)	Percentage (%)
Good	9	34.6
Sufficient	17	65.4
Less	0	0
Total	26	100.0

Sources: Primary Data of Questionnaire, 2019.

Based on the results of the study above, it was found that the majority of respondents had a sufficient level of satisfaction with the services provided by 17 respondents (65.4%).

Analysis of Relationships between Nurse's Knowledge about Nursing Care and Patient's Satisfaction

Based on the data in the table 5, it was found that there is a relationship between nurse's knowledge about nursing care and patient's satisfaction (*p*-value .01, $\alpha < .05$).

Table 5. Analysis of Relationships between Nurse's Knowledge about Nursing Care and Patient's Satisfaction in Asoka Room and Flamboyan Room, General Hospital of Jombang Regency on June until August 2019.

Exact Sig. (2-sided)	Standart Significant	Explanation
0.0100	0.05	H1 accepted

Sources: Primary Data of Questionnaire, 2019.

DISCUSSION

Nurse's Knowledge about Nursing Care

Based on the results of the study found that the majority of respondents have good knowledge about nursing care (73.1%). The definition of knowledge itself is derived from the word "know" which can be interpreted as the result of the five individual senses, which include feeling, sight, hearing. There are several factors that can influence individual knowledge including characteristics including age, intelligence, and outside factors including social culture, experience, the environment, and the existence of motivation (Notoatmodjo, 2010). According to the statement of YB Mantra, quoted by Notoatmodjo (2010), Education can influence a person including one's behavior about lifestyle, especially in motivating for an attitude of participation in development. Age is the age of an individual that is calculated from birth to birthday. Meanwhile according to Hurlock in Wawan and Dewi (2010), In general, the higher the education, the easier it is for someone to receive information. The more age, the level of maturity and strength of a person will be more mature in thinking and working. In terms of public trust, a person who is more mature is trusted from someone who is not yet of high maturity. This will be as from the experience and maturity of the soul.

Based on the results of research partly that most of the nurses are diploma program of nursing and most are well-informed. this is contrary to the theory which states that the higher education eats knowledge, the better. There are several factors that influence it, namely the factors that cause a person's knowledge to be good, namely age. The more mature age nurses make good emotional self so that caring to patients is also good. The age of the nurse who is said to be mature is between 30-45 making nurses more selective in choosing and filtering the material or information received because increasing one's age will affect intellectual ability to receive information. This is in accordance with Desima research (2013), that the more mature the age of someone their knowledge will be better.

Patient's Satisfaction

In this study it was found that respondents had a sufficient level of satisfaction with the services provided (65.4%). Satisfaction is defined as a condition where individuals feel happy about the service received according to criteria or expectations. On the other hand, if the results are not as expected, what will happen is the disappointment of violations in this case the patient in the hospital as a recipient of services (Suweko, 2019). Patient satisfaction is a patient's feelings arising from performance. Understanding patient needs and desires is an important thing that affects patient satisfaction. Satisfied patients are a very valuable value because if patients are satisfied, they will continue to use the services of their choice, but if patients feel dissatisfied, they will tell others twice as great about their bad experiences. In creating optimal patient satisfaction, the hospital must manage a system to obtain more patients and the ability to retain patients

There are several factors that affect patient satisfaction, including the quality of health services, membership status, social demographics, cost factors. Based on the results of research on socio-demographic factors we can see that the education of patients is mostly middle that it is said that patients with higher education tend to be more guided. As for

membership, researchers chose all patients to use Health Assurance. Based on the results of research patients as recipients of services are satisfied with the nurse services provided in accordance with the caring knowledge possessed by each nurse (Suweko 2019). Based on the results of the level of dependence of patients obtained partial dependence in which patients need help nurses in mobilizing. Results Good patient satisfaction is influenced by a good caring knowledge base by nurses so that the way nurses provide nursing care to patients and families about home care is easily accepted and understood. Given the patients with post-traumatic accident and post-stroke still need help while at home after returning from the hospital. A change in role in the patient makes the emotional and self-esteem of stroke patients unstable. This requires more attention where apart from physiological aspects nurses must also pay attention from a psychological perspective. Part of the patient experiences feelings of being useless and feeling worthless because they cannot carry out their normal roles.

In these conditions the importance of nurses' knowledge about caring as a basis for providing comprehensive nursing care in terms of biopsychosocial and spiritual.

The Relationship between Nurse's Knowledge about Nursing Care and Patient's Satisfaction

Based on the results of the study showed that there is a relationship between nurse's knowledge about nursing care and patient's satisfaction (p-value .01, $\alpha < .05$). There are several factors that influence a nurse's caring knowledge including individual characteristics. organization is influenced by personal characteristics (individual) which includes age, length of work, education and gender, status (Prayitno, 2011). Knowledge or cognitive is a very important domain for the formation of one's actions (overt behavior). Because from experience and research it turns out that behavior based on knowledge will be more lasting than behavior that is not based on knowledge (Notoatmodjo, 2010)

Based on the education of patients between d3 nursing and nurses do not have differences in nurses' knowledge about caring. This is because there are other factors, namely the age of the nurse. In theory, Siagian (2010) asserts that the higher the age, the more it can show the maturity of the soul and the more able to think rationally, wisely, be able to control emotions and be open to the views of others. This opinion is supported by Desslerr (2000) stated that productive age is 25-45 years old. For those who are educated nurses, the average age is <25 years.

Patient's assessment of nurse services is based on patient experience. The aspect of patient experience can be interpreted as a treatment or action of a nurse who is or has been experienced, felt and borne by someone who uses nurse services. Then according to Hinshaw and Atwood share aspects of patient satisfaction, namely: Professional service techniques, Trust, and education Patient education (Tiara & Lestari, 2013). In this study the researchers focused on the satisfaction of the services provided by nurses. Given the Asoka and Flamboyan room the role of nurses is very dominant considering the level of patient dependence is average, so patients can directly feel the services provided by nurses.

CONCLUSION

Based on the results of the study found that nurse's knowledge about nursing care is related to the level of patient satisfaction with the services provided.

SUGGESTIONS

The results of this study are useful for hospitals in maintaining service quality and going forward as a guideline for improving hospital service quality. For further researchers, it can be used as a basis for developing further research in the inpatient room with different cases and a larger number of samples.

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DECLARATION OF CONFLICTING INTEREST

There is no conflict of interest in this study.

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AUTHOR CONTRIBUTION

Sylvie Puspita: Prepare research proposal, conducting research permit, compile research report, writing manuscript, and presentation of result report.

Enny Puspita: Assisting the head of research in managing the research, so that it stays on the original idea and completes the research.

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