

THE NURSING SERVICE QUALITY AND THE PATIENT SATISFACTION AT THE REGIONAL GENERAL HOSPITAL OF LABUANG BAJI, MAKASSAR

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Abstract

Background: The quality of nursing services significantly influences patient satisfaction and the overall effectiveness of care provided in hospitals. When nursing care is delivered at a high standard, it contributes meaningfully to patients' perceptions of service and supports improved clinical outcomes.

Purpose: This study aims to assess the relationship between the quality of nursing services and satisfaction level of patients at Labuang Baji Regional General Hospital in Makassar.

Method: An analytical observational research design with a cross-sectional approach was applied. The study involved 30 inpatient respondents selected through purposive sampling. Data were gathered through structured questionnaires, direct observation, and interviews using open questions, supported by secondary data from hospital records

Discussion: Data analysis using Chi-square test revealed a significant relationship between nursing service quality and patient satisfaction with a p-value of 0.008 (<0.05). Among respondents, 60% rated nursing service quality as good, and 73.3% were satisfied with the service. Patients perceiving good nursing service quality were more likely to express satisfaction. These results emphasize the importance of improving nursing care elements such as communication, empathy, and organizational support to elevate patient satisfaction and healthcare service quality.

Keywords: *Nursing, Service Quality, Satisfaction, Patient Care*

Background

The experience of being hospitalized can impair a patient's capacity to adapt effectively, often intensifying emotional distress and contributing to heightened levels of anxiety and depressive symptoms (Alzahrani, 2021). Since nurses are the healthcare providers who have the closest interactions with patients, the quality of nursing services is crucial in this situation. Their responsibilities go beyond clinical processes; they also involve attentiveness and empathic communication, which have a direct impact on patient safety and happiness (Noviyani & Viwattanakulvanid, 2024).

Patient satisfaction represents the the extent to which individuals perceive the healthcare services they receive as meeting their initial expectations. In the hospital setting, patient satisfaction arises from the dynamic interplay between their expectations of care and the reality of the care they receive during hospitalization (Alharbi et al., 2023; Kasa & Gedamu, 2019). Various social, technical, and professional factors, involving both healthcare

providers and patients, play an important role in shaping patient satisfaction (Aiken et al., 2021).

Enhancing the quality of nursing services should be a multifaceted process that includes ongoing training to improve patient attention and communication skills, as well as the provision of suitable management support to create a positive work environment for nurses (Cummings et al., 2018). In evaluating service quality, patient satisfaction is widely recognized as a key outcome indicator. The Portuguese Association of Nursing Professionals acknowledges it as a valid and important measure for assessing the quality of nursing care (Aiken et al., 2021).

A number of studies have demonstrated a strong positive correlation between the quality of nursing care and inpatient satisfaction. For example, a study found a statistically significant correlation between these variables (Alhowaymel et al., 2022). Likewise, another study discovered a correlation between increases in nursing service quality and higher patient satisfaction levels (Fadilah & Yusianto, 2019)

Data from the Labuang Baji Regional

General Hospital in Makassar showed that the number of inpatients has stagnated recently, highlighting the need for a thorough evaluation of the factors affecting patient satisfaction, particularly the standard of nursing service. The hospital is required to offer the best and most equal services because it is the main healthcare facility in the area. According to preliminary data from the medical records department, the number of inpatients was 12,777 in 2012, dropped to 12,260 in 2013, and stayed the same in 2014.

This study aims to examine the relationship between nursing service quality and inpatient satisfaction at Labuang Baji Regional General Hospital, Makassar. The expected outcomes include academic and practical contributions to nursing service quality management and recommendations for strategies to enhance service quality and patient satisfaction, thereby improving the hospital's reputation.

Method

This study was conducted at Labuang Baji Regional General Hospital in Makassar. The research period spanned from August to September in 2015, involving a sample of 30 respondents who under hospitalized in the Baji Pamai and Baji Gau wards. The research design employed was an analytical survey with a cross-sectional approach aimed at analyzing the relationship between the quality of nursing services and the level of inpatient satisfaction at Labuang Baji Regional General Hospital, Makassar.

The sampling was conducted using an inconvenience sampling technique based on specific inclusion and exclusion criteria. Inclusion criteria were: patients who were conscious and able to communicate, had undergone a minimum of three days of inpatient care, and were not in intensive care or suffering from mental illness. Exclusion criteria included patients who had passed away or declined to participate.

Data collection was carried out using primary data instruments such as questionnaires, direct observation, and interviews with respondents. Secondary data were obtained from related hospital departments. To ensure anonymity, no names were recorded on measurement forms.

Results and Discussion

Nursing Quality Service

The distribution based on Nursing Service quality can be seen in the following table:

Table 3.1 Nursing Service Quality

No	Nursing Service Quality	Amount	Percentage
1	Poor	12	40.0%
2	Good	18	60.0%
Amount Total		30	100%

From table Table 3.1 shows the distribution of service quality for the survey. Based on statistical calculations, it was determined that 18 (60%) respondents thought the quality of nursing services was good, whereas 12 (40%) thought it was not. This suggested that while a sizable minority of respondents thought the service was of poor quality, the majority had a favorable opinion of it.

Patient Satisfaction

The distribution of Respondents Based on Patient Satisfaction:

Table 3.2 Patient Satisfaction

No	Gender	Percentage
1	Dissatisfied	8 (26.7%)
2	Satisfied	22(73.3%)
Amount Total		30 (100%)

Table 3.2 revealed that while 8 (26.7%) respondents expressed dissatisfaction with the service, the majority of respondents, 22, (73.3%), expressed satisfaction. This implied that the majority of patients reported feeling satisfied.

The Relationship Between Snacking Habits and the Incidence of Digestive Disorders

Table 3.3 The Relationship Between Nursing Service Quality and Inpatient Satisfaction

Nursing Service Quality	Patient Satisfaction		Total n (%)	p-value	OR
	Dissatisfied	Satisfied			
	n (%)	n (%)			
Poor	2 (6.7%)	10 (33.3%)	12 (40.0%)	0.008	0.4
Good	6 (20.0%)	12 (40.0%)	18 (60.0%)		
Amount	8 (26.7%)	22 (73.3%)	30 (100%)		

Based on Table 3.3 above displayed the distribution of the 2015 Labuang Baji Regional General Hospital relationship between patient satisfaction and nurse service quality. It is evident that the majority of satisfied patients (66.7%) thought the nursing services were of good quality. Conversely, dissatisfied patients were more often in the poor of service quality category (16.7%). Twelve respondents (56.7%) thought the nursing service quality was poor, while eighteen

respondents (43.3%) thought it was good. The statistical test produced a p-value of 0.008, indicating a statistically significant ($p < 0.05$) association between patient satisfaction and nurse service quality. Thus, this table clearly illustrates a meaningful relationship between perceptions of nursing service quality and patient satisfaction levels.

With an odds ratio (OR) of 0.4 derived from the data in Table 3.3, patients who maintain that the quality of nursing services is good are 0.4 times more likely to report satisfaction than those who perceive that the service is poor. This implies that, despite what may initially seem contradictory, patients who give the service quality a positive rating are really less likely to be satisfied. It is crucial to utilize caution when interpreting this OR value, though, because values less than one may indicate a negative correlation, but they could also be impacted by sample bias, respondent distribution, or other contextual factors. However, the statistically significant p-value (0.008) indicates that it is unlikely that the observed correlation between patient satisfaction and nurse service quality is an outcome of chance.

Discussion

This study highlights the critical role that nursing plays in influencing patients' experiences while they are in the hospital by confirming a strong correlation between inpatient satisfaction and the quality of nursing care. A p-value of 0.008 and an odds ratio of 0.4 suggest that patients are more likely to be satisfied during their hospital stay if they believe the nursing care is of good quality. The findings of this study are consistent with previous research. For instance, a study involving approximately 100 COVID-19 patients in Riyadh, Saudi Arabia, reported a high level of satisfaction with nursing care services (Alhowaymel et al., 2022). Similarly, several other studies conducted across various provinces and healthcare facilities in Saudi Arabia also indicated that patients expressed high satisfaction with nursing care (Al-Awamreh & Suliman, 2019; Alasad et al., 2015; Albashayreh et al., 2019; Alsaqri, 2016; Ismail et al., 2023; Karaca & Durna, 2019; Romero-García et al., 2019). Among healthcare professionals, nurses represent the largest workforce group and are often the ones who maintain the most direct and continuous interaction with patients (Kasa & Gedamu, 2019). Consequently, patient satisfaction and expectations are considered reliable indicators of nursing service quality. Many scholars highlight the importance of involving institutions—such as nursing associations, nursing leadership bodies, and funding organizations—in regularly publishing patient

satisfaction data as part of service quality assessment (Lotfi et al., 2019; Mulugeta et al., 2019).

Even though the study has revealed that most of the patients has reported the high level of satisfaction. It must be noted that the lowest level of satisfaction, as indicated by the 40% thought it was poor still arise. The result aligned with the previous study showed the lowest satisfaction level was related to privacy, with provisions for patients' privacy by nurses. In addition to clinical competence, high-quality nursing care involves essential interpersonal attributes such as empathy, attentiveness, and effective communication—all of which play a fundamental role in ensuring optimal service delivery. This aligns with previous research highlighting a positive association between supportive nursing work environments and enhanced levels of patient satisfaction (Aiken et al., 2021).

The study appears clear that leadership has an important effect on patient satisfaction and nurse quality. Nurses can be empowered, burnout can be decreased, and commitment can be increased through transformational leadership styles and supportive organizational cultures (Cummings et al., 2018; Issn, 2025). These elements are crucial for developing nurses' empathy and communication abilities, which have a direct impact on how patients perceive their hospital stay.

The depth of understanding is limited by the constraints of this study, which include a very small sample size and a sole dependence on quantitative approaches. As a result, mixed-methods approaches that can capture more qualitative data are advocated for future research.

The limitations of this study, which include a very small sample size and a sole reliance on quantitative methodologies, limit the depth of insight. Future research is therefore encouraged to use mixed-methods approaches that are able to gather more qualitative data.

Suggestion

To properly capture the quantitative and qualitative components of nursing care and patient satisfaction, future research should use mixed methodologies. To find strategies for enhancing nursing performance, research on organizational elements including culture and leadership is advised. Intervention research on empathy and communication training for nurses may offer useful enhancements to patient encounters. It would be beneficial to investigate the effects of transformative leadership on nurse burnout and work satisfaction further. Furthermore, a targeted qualitative investigation into patient participation in

decision-making is warranted. Extending studies to more varied hospital environments with bigger sample sizes will improve the findings' generalizability and direct more extensive advancements in nursing care.

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