



**ANALYSIS FACTOR PERFORMANCE NURSE WITH SATISFACTION
PATIENT IN PUBLIC HEALTH CENTER MEJOBOKUDUS**

Anggun Bahwono*, Wahyu Yusianto, Eko Prasetyo

Institut Teknologi Kesehatan Cendekia Utama Kudus, JL. Lingkar Raya Kudus – Pati Km. 5 Jepang Mejobo
Kudus, Central Java 59381, Indonesia

*anggunbahwono@yahoo.com

ABSTRACT

Quality service health Good If performance nurse give guarantee quality service given health _ to patient good sick _ nor healthy . Performance nurse Good Good to patient , then patient so feel like And want to return Again as well as can recommend to family or his friend . This type of correlational research by using a cross sectional approach with a total sample of 45 people using a purposive sampling technique . The results of the study showed that most of the nurse's performance was good, as many as 29 respondents (64.4%) and the lowest nurse performance was less, as many as 5 respondents (11.1%) , patient satisfaction was partly 36 respondents (80.0%) were satisfied and 9 respondents (20.0%) were dissatisfied. There is a relationship between Nurse Performance and Patient Satisfaction at the Mejobo Kudus Health Center with a p value of 0.000. There is a relationship between Nurse Performance and Patient Satisfaction at the Mejobo Kudus Health Center with a p value of 0.000. expected nurse more increase performance so that treated patients _ feel more satisfied with services provided.

Keywords: nurse performance; patient satisfaction; public health center

INTRODUCTION

The community health center (Puskesmas) is the spearhead of the government's role in providing basic health services for the wider community. In other words, the Puskesmas has the authority and responsibility for maintaining public health in its working area. The Puskesmas is a level II regional government apparatus, so the division of the working area of the Puskesmas is determined by the Regent/Mayor, with technical advice from the head of the District/City Health Office. The working area of the Puskesmas covers one sub-district or part of the sub-district. The factors of population density, area size, geographical conditions, and other infrastructure conditions are taken into consideration in determining the working area of the Puskesmas. The target population served by a Puskesmas is an average of 30,000 residents per Puskesmas (Adisasmito, 2007). A nurse's performance efforts are measured by the services provided to patients so that patients feel satisfied or dissatisfied (Kurniadi, 2013). The nurse's performance is good for the patient, so the patient will feel happy and want to come back again and can recommend it to family or friends (Nasution, 2010). Patient satisfaction can be influenced by the reality factors received when receiving nursing services and patient expectations for the services to be provided (Nursalam, 2013).

Satisfaction is a person's feeling of pleasure that comes from a comparison between the pleasure of an activity and a product with their expectations (Nursalam, 2013). Patients will feel satisfied with nursing services if health workers (nurses) have an interest in other people, accept patients without discriminating between the individuals served. Nurses must also be patient, generous, willing to provide assistance to patients voluntarily and able to communicate, cooperate and be responsible in their duties and act appropriately (Nursalam, 2013). The level of satisfaction is the difference between perceived performance and expectations. Thus, when it is related to the customer, the customer can feel the following

things: (a) If the performance is below expectations, the customer will feel disappointed; (b) If the performance is as expected, the customer will be satisfied; (c) If the performance exceeds expectations, the customer will be highly satisfied. Service recipient satisfaction is achieved when service recipients receive services in accordance with what is needed and expected (Prime Service Module, 2009).

According to research conducted by Tarsisia (2015) regarding inpatient service satisfaction at the Brayat Minulya Surakarta Hospital, the results obtained were that patient service satisfaction was from 59 respondents, with the results of 40.67% or as many as 24 patients who were very satisfied, while as many as 59.32% or 35 patients were satisfied and moderately satisfied with 0 or 0% results. Based on research conducted by Hafid (2014) The Relationship between Nurse Performance and Patient Satisfaction Levels Using Yankestis in Nursing Services at Yusuf KAB.GOWA Hospital, shows that the performance characteristics of nurses and patient satisfaction are as many as 6 respondents (20.0%), while patients who are 18 respondents (60.0%) of 21 respondents (70.0%) were not satisfied. There is a relationship between the performance of nurses and the level of patient satisfaction using Yankestis in nursing services at Syech Yusuf Hospital, Gowa Regency.

Based on the data obtained from the Mejobo Kudus Health Center, there were 22 nurses, while the number of outpatients in 2016 was 31,609, and 1,195 inpatients. In 2017, during the period from January to March, 7,207 were obtained. Based on the results of independent interviews with 10 patients who visited the health center, it was found that 6 patients had the perception that nurse performance and satisfaction were not good, this was evidenced by the services provided to patients who were less responsive, and 4 patients had a good perception of nurse performance and satisfaction, this was evidenced by nurses who Always respond to patient complaints.

METHOD

In this study, the researcher wanted to link between nurse performance and patient satisfaction by using a cross-sectional study design . A cross-sectional study is a study to study the dynamics of the correlation between risk factors and effects, by means of an approach or collecting data at once (point time) . approaches). This type of research uses correlational research. The research was conducted at the Mejobo Kudus Health Center, The sampling technique that will be used in this study is purposive sampling. The test performed in this study was the chi-square test.

RESULTS

Table 1.
Frequency distribution of respondents based on age at the Mejobo Kudus Health Center (n=45)

Age	f	%
20-30 years	27	80.0
31-40 years	14	31.0
> 40 years	4	8.9

Table 1 based on the table above, it is known that most of the respondents aged 20-30 years were 27 people (80.0%) and the lowest number of respondents aged > 40 years was 4 people (8.9%).

Table 2.
Frequency distribution of respondents based on gender at the Mejobo Kudus Health Center (n=45)

Type Sex	f	%
Woman	28	62.2
Man	17	37.8

Table 2 based on the table above it is known that the majority of respondents were female as many as 28 people (62.2%) and male sex as many as 17 people (37.8%).

Table 3.
Frequency distribution of respondents based on education at the Mejobo Kudus Health Center (n=45)

Education	f	%
SD	17	37.8
Junior High School	19	42.2
Senior High School	9	20.0

Table 3 based on the table above, it is known that most of the respondents had junior high school education as many as 19 people (42.2%) and the lowest high school educated respondents were 9 people (37.8%).

Table 4.
Frequency distribution of respondents based on work at the Mejobo Kudus Health Center (n=45)

Work	f	%
Teacher	1	2.2
IRT	5	11.1
Self-employed	17	37.8
Employee	1	2.2
Laborer	17	37.8
Farmer	3	6.7
Trader	1	2.2

Table 4 based on the table above, it is known that most of the respondents worked as entrepreneurs and laborers as many as 17 people (37.8%) and the lowest number of respondents worked as teachers, employees, traders as many as 1 person (2.2%).

Table 5.
Frequency distribution of respondents based on the performance of nurses at the Mejobo Kudus Health Center (n=45)

Nurse performance	f	%
Good	29	64.4
Currently	11	24.4
Not enough	5	11.1

Table 5 above it is known that most of the nurses' performance is good as many as 29 respondents (64.4%) and the lowest nurse performance is less as many as 5 respondents (11.1%).

Table 6.
Frequency distribution of respondents based on patient satisfaction at the Mejobo Kudus Health Center (n=45)

Satisfaction	F	%
Satisfied	36	80.0
Not satisfied	9	20.0

Table 6 above it is known that some of the patient satisfaction is satisfied as many as 36 respondents (80.0%) and patients are not satisfied as many as 9 respondents (20.0%)

Table 7.
Cross-tabulation between the Relationship between Nurse Performance and Patient Satisfaction at the Mejobo Kudus Health Center (n=45)

Nurse performance	Patient satisfaction				Total		p-value
	Satisfied		Not satisfied		f	%	
	F	%	f	%			
Good	29	100	0	0	29	100	0.000
Currently	7	63,6	4	36,4	11	100	
Not enough	0	0	5	100	5	100	

Table 7 above it is known that of the 29 respondents who had good performance the majority of patients were satisfied as many as 29 people (100%), and of the 11 respondents who had moderate performance (100%) most of the patients were satisfied 7 people (63.6), patients felt dissatisfied fasting 4 people (36.4) and of the 5 respondents who had poor performance the majority of patients were dissatisfied as many as 5 people (100%) Based on *the chi square test*, a p value of 0.000 was obtained with a significant level of α 0.05. it is known that the p value $<\alpha$ 0.05, which means that H_a is accepted and H_o is rejected, it can be concluded that there is a relationship between Nurse Performance and Patient Satisfaction at the Mejobo Kudus Health Center

DISCUSSION

Nurse Performance

was good as many as 29 respondents (64.4%) and the lowest nurse's performance was less by 5 respondents (11.1%) . can be practiced in performing nursing actions. This is in line with the theory put forward by Notoatmodjo (2007) which states that the better or higher a person's education level, the better his actions or performance will be. Apart from education, good nurse performance is also influenced by the age of the respondents, this is indicated by the average age of 20-30 years as many as 27 respondents (80.0%) and the lowest respondent aged > 40 years is 4 respondents (8.9%) . The results of this study are in accordance with research conducted by Enggia and Murni (2014) which found that aged 25-38 years are included in the early adult category. Research conducted by Stefan (2014) examined the problem of patient characteristics with patient satisfaction in obtaining health services. These results obtained that the age range between 25 years and 45 years was the most satisfied patient with health services, namely 51.3% of the total respondents 115 respondent.

The performance of nurses who were less (11.1%) was due to the fact that nursing work is a daily routine, causing feelings of boredom and boredom in nurses. In addition, nurses do not have motivation. According to Hasibuan's research (2008) states that what is meant by work motivation is something that generates enthusiasm or encouragement to work, where work motivation is influenced by factors of the physical condition of the work environment where it is possible for people to fulfill the higher level needs, namely appreciation and self-actualization of the workforce. This need is called a motivational factor, so that work motivation is a behavior

that is driven by psychological conditions because of the fulfillment of needs.

Satisfaction

The results of the study showed that 36 respondents (80.0%) were satisfied and 9 respondents (20.0%) were dissatisfied. Of the 9 respondents who said they were dissatisfied, they were influenced by *responsiveness*, *assurance*, *empathy*, supardi (2008). he hoped. Nurses must further improve services in particular and health services in general, so client satisfaction must be prioritized. The results of this study are in accordance with those conducted by Netti (2014) regarding the level of satisfaction of inpatients at the Kartasura Health Center showing that the majority of respondents were satisfied as many as 35 people (77.8%).

Patient satisfaction, most of which were satisfied, was influenced by education, with an average junior high school education of 19 respondents (42.2%) and the lowest high school education of 9 respondents (37.8%). The results of this study were in accordance with research conducted by Tarsisia (2015) regarding the relationship between nurse therapeutic communication and inpatient satisfaction at Brayat Minulya Hospital, Surakarta, which shows that based on the education of the respondents, the majority of respondents had high school education, as many as 34 people (57.6%). From the results of the study, it was found that respondents with a lower level of education will feel more satisfied. A person's level of education will tend to make him or her make a knowledge of his attitude and behavior towards something. With good knowledge a person will carry out an evaluation related to the ability to justify or evaluate a specified material or object. So that someone who is highly educated should be more critical in determining whether the service that has been provided can give satisfaction or not.

The Relationship between Nurse Performance and Patient Satisfaction

Based on *the chi square test*, a p value of 0.000 was obtained with a significant level of α 0.05. it is known that the p value $< \alpha$ 0.05, which means that H_a is accepted and H_o is rejected, it can be concluded that there is a relationship between Nurse Performance and Patient Satisfaction at the Mejobo Kudus Health Center. The results of this study are in accordance with Mulyono's research (2013) which states that satisfaction has a strong relationship with nurse performance as indicated by a p value of 0.000. This study is the same as that conducted by Mulyanto (2012) which showed that the results of his research had a positive relationship between nurse performance and patient satisfaction. This illustrates that if the performance of nursing staff is good, which is implemented in carrying out service duties with high discipline and dedication, for example coming and going home on time, fast and fair in acting, polite and friendly, and proficient in using medical and nursing devices, will make the patient feel better. feel safe and comfortable so that of course it will speed up the recovery of the disease, thereby increasing the credibility of the hospital. Patient satisfaction depends on the quality of health service performance. Service is all the efforts made by employees to find out what the patient wants with the services to be provided. A service that is said to be good by the patient is determined by the fact whether the patient's needs can be met using the perception of the service received as satisfactory or disappointing, including the duration of the performance of the health service.

CONCLUSION

The results of the research showed that most of the nurse's performance was good, 29 respondents (64.4%) and the lowest nurse's performance was less, 5 respondents (11.1%). The results of the study showed that 36 respondents (80.0%) were satisfied and 9 respondents (20.0%) were dissatisfied. There is a relationship between Nurse Performance and Patient Satisfaction at the Mejobo Kudus Health Center (p value = 0.000)

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