**Original Article**

# NURSING SERVICE AND INPATIENT SATISFACTION LEVELS AT THE COMMUNITY HEALTH CENTER: A CROSS-SECTIONAL STUDY

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## ABSTRACT

**Background:** One factor that influences patient satisfaction is nursing services. Nursing services can be measured through five indicators are attention, acceptance, communication, cooperation, and responsibility.

**Objectives:** This study aims to determine the relationship between nursing services and inpatient satisfaction levels at the Pandaan Community Health Center in Pasuruan Regency.

**Methods:** The method of this study correlates with a cross-sectional approach. Data were collected from a sample of 40 respondents over one month. The Nursing Services Questionnaire and the Inpatient Satisfaction Levels Questionnaire were used to measure the study variable. Data was analyzed using Spearman's rank test and the order correlation test to determine the strength and direction of the association between the two variables.

**Results:** The results showed that nursing services are in the good category, with 26 respondents (65%), and inpatient satisfaction levels are in the high category, with 27 respondents (67.5%). There was a relationship between nursing services and inpatient satisfaction levels in Pandaan Community Health Center in Pasuruan Regency ($\rho = 0.000$ and $r = 0.643$), indicating a positive correlation, a moderate level of relationship strength, and a correlation between the two variables.

**Conclusion:** This study indicates that the quality of nursing services directly affects patient satisfaction. Therefore, nursing staff should focus on improving service quality through effective therapeutic communication, prompt responses to patient needs, and demonstrating empathy and professionalism in every nursing action. Future research could employ a quasi-experimental design to assess the impact of nursing service training on improving patient satisfaction.

**Keywords:** Inpatient, Nursing Services, Satisfaction Level.

## INTRODUCTION

Community health centers are at the forefront of healthcare delivery. Public health nursing efforts are initiatives undertaken by community health centers, carried out by nurses whose primary responsibility is to provide nursing services at the individual, family, group, and community levels (Sucipto et al, 2021). Nursing services consistently aim to meet patient expectations, ensuring patients feel satisfied, grateful, and valued because their needs are fully

addressed. However, patient satisfaction cannot be achieved if the services provided fail to meet their expectations, leading to dissatisfaction (Vanchapo & Magfiroh, 2022).

The World Health Organization (WHO) reports that in 2021, data on patient satisfaction levels were collected from over 6 million healthcare inputs across 25 countries. The highest patient satisfaction levels were recorded in Sweden, with a satisfaction index of 92.37%, followed by Finland (91.92%), Norway (90.75%), the USA (89.33%), and Denmark (89.29%). On the other hand, the lowest patient satisfaction levels were observed in Kenya (40.4%) and India (34.4%) (Shilvira, Ayu, Fitriani, A. D., Satria, B., 2023). The Minimum Service Standards for patient satisfaction, as set by the Ministry of Health of the Republic of Indonesia, target a satisfaction indicator of 92%. In 2022, patient satisfaction in healthcare services reached 98%, showing an increase compared to 2021, when satisfaction levels were recorded at 96% (Kementerian Kesehatan, 2022). Based on data from the East Java Provincial Health Office in 2023, the patient satisfaction survey results were conducted at hospitals owned by the East Java Provincial Government (Dinas Kesehatan Jawa Timur, 2024). Meanwhile, the Community Satisfaction Index in Pasuruan Regency in 2023 indicates a satisfaction level of 86.97% for services at the Health Office, Regional General Hospital, and Community Health Centers, showing an increase from 85.88% in 2022 (Dinas Kesehatan Kabupaten Pasuruan, 2024).

Nurses play a vital role in Community Health Centers as they serve as patients' first and most enduring point of contact. They provide comprehensive bio-psycho-social-spiritual services to individuals, families, and communities, both sick and healthy, through the nursing process to achieve predetermined objectives (Asmaningrum, N., Wijaya, D., Ardiana, A., & Purwandari, R., 2023). Understanding patients' needs and desires is crucial in influencing patient satisfaction. Satisfied patients are an asset, as they are more likely to continue using their preferred services. On the other hand, dissatisfied patients tend to share their negative experiences twice as often with others. To achieve patient satisfaction, hospitals must develop and manage systems that not only attract new patients but also retain existing ones (Maila, I. E., 2021). Patient satisfaction impacts repeat utilization of services or becoming the patient's first choice when seeking medical assistance. Nurses need to build a relationship of trust with clients through effective therapeutic communication, which serves as a crucial support in the implementation of nursing care. This satisfaction ultimately influences the quality of nursing services and enhances recognition of nurses' professionalism in addressing patient issues (Sroka et al., 2023).

Nursing services have improved in response to growing public demands for higher-quality nursing care. At present, the quality of healthcare services has become a primary concern for the public, as awareness and attention to quality continue to rise (Handayany, G. N., 2020). To achieve patient satisfaction, it is essential to develop and manage systems that not only acquire more patients but also retain them. Hospitals have made various efforts to enhance nurses' communication skills, such as organizing training sessions, seminars, and in-house programs on therapeutic communication. One key initiative to deliver efficient, effective, and high-quality patient-centered care is by improving service quality through advancements in facilities, infrastructure, and human resources (Maila, I. E., 2021). Based on the background above, the purpose of this study is to determine the relationship between

nursing services and inpatient satisfaction levels at the Pandaan Community Health Center in Pasuruan Regency.

## METHODS

### Study Design

The study uses a quantitative design with a cross-sectional approach.

### Settings

The research was conducted in February-March 2025 at the Pandaan Community Health Center in Pasuruan Regency.

### Research Subject

The study was conducted with 40 respondents who were selected using purposive sampling for one month. Researchers set several criteria in determining research respondents, including 1) Respondents aged 17 to 65 years were hospitalized at the Pandaan Community Health Center in Pasuruan Regency, 2) Respondents who underwent inpatient treatment using BPJS insurance, 3) Research respondents can read and write Indonesian proficiently and accurately, and 4) Willing to be a respondent and sign informed consent. The exclusion criteria in this study are: 1) Pediatric, 2) Patients with hearing and vision impairments, as well as those with illiteracy, and 3) Outpatient.

### Instruments

In this study, data were collected through a questionnaire that included nursing services and inpatient satisfaction levels. The nursing services questionnaire was adopted from Tuasikal et al (2020) and consisted of 28 statement items covering 7 indicators. Indicators of caring: 4 items, collaboration: 4 items, speed: 4 items, empathy: 3 items, courtesy: 5 items, sincerity: 4 items, and therapeutic communication: 4 items. The questionnaire was filled out using a Likert scale. On a favorable item, with a score of 1 for never, a score of 2 for sometimes, a score of 3 for partly, a score of 4 for often, and a score of 5 for always. Whereas unfavorable items, with a score of 5 for never, a score of 4 for sometimes, a score of 3 for partly, a score of 2 for often, and a score of 1 for always.

Inpatient satisfaction levels were adopted from Idris et al (2021) and consisted of 30 statement items covering 5 indicators. Indicators of responsiveness: 6 items, reliability 6 items, assurance: 7 items, empathy: 6 items, and tangible: 5 items. The questionnaire was filled out using a Likert scale. On a favorable item, with a score of 1 for not satisfied, a score of 2 for not very satisfied, a score of 3 for fairly satisfied, a score of 4 for satisfied, and a score of 5 for very satisfied. Whereas unfavorable items, with a score of 5 for not satisfied, a score of 4 for not very satisfied, a score of 3 for fairly satisfied, a score of 2 for satisfied, and a score of 1 for very satisfied.

### Data Collection

The research procedure begins with taking care of the research permits in Pandaan Community Health Center. Carry out an ethical test at the Health Research Ethics Committee of the College of Health Sciences of Husada Jombang. Collect respondents according to the inclusion criteria. Explain the purpose and intent of the research to respondents and patients who agreed to participate in this research. They are welcome to sign the informed consent form and fill out the questionnaire properly. Data collection was carried out in February 2025 for

one month. After the research activities are completed, all data can be collected. The next stage is data processing by editing, coding, scoring, and tabulating the data obtained.

*Data Analysis*

The study used univariate analysis for demographic characteristics data and bivariate analysis between nursing services and inpatient satisfaction levels. The correlation test, Spearman Rank correlation test, with $\rho = 0.000$ and $r = 0.643$, indicates a positive correlation, a moderate level of relationship strength, and a correlation between the two variables.

*Ethical Considerations*

This research has received permission for its implementation from the College of Health Science of Husada Jombang the description of ethical approval No: 0992-KEPKSHJ.

## RESULTS

*Characteristics of Respondents based on Age, Gender, Marital Status, Education, and Religion*

**Table 1.** Frequency Distribution of Respondent Characteristics based on Age in Pandaan Community Health Center, Pasuruan Regency in 2025 (n = 40).

| Characteristics of Respondents | Frequency (f) | Percentage (%) |
|---|---|---|
| **Age** | | |
| ≤25years | 9 | 22.5 |
| 26-30 years | 10 | 25 |
| 31-35 years | 6 | 15 |
| 36-40 years | 7 | 17.5 |
| ≥41 years | 8 | 20 |
| **Total** | **40** | **100.0** |
| **Gender** | | |
| Male | 19 | 47.5 |
| Female | 21 | 52.5 |
| **Total** | **40** | **100.0** |
| **Marital Status** | | |
| Widower/widow | 8 | 20.0 |
| Unmarried | 22 | 55.0 |
| Married | 10 | 25.0 |
| **Total** | **40** | **100.0** |
| **Education** | | |
| Elementary School | 5 | 12.5 |
| Junior High School | 7 | 17.5 |
| Senior High School | 28 | 70.0 |
| **Total** | **40** | **100.0** |

**Sources:** Primary Data, February-March 2025.

Based on the characteristics of the respondents in Table 1, it showed that a small proportion of the respondents aged 26-30 years were 10 respondents (25%). It also showed that most of the respondents were female, as many as 21 respondents (52.5%), the most of the

respondents unmarried were 22 respondents (55%). Most of the respondents at the senior high school were as many as 28 (70%).

## *Distribution of Nursing Service and Inpatient Satisfaction Levels*

**Table 2.** Frequency Distribution of Respondent Characteristics based on Nursing Service and Inpatient Satisfaction Levels in Pandaan Community Health Center, Pasuruan Regency in 2025 (n = 40).

| Characteristics of Respondents | Frequency (f) | Percentage (%) |
|---|---|---|
| **Nursing Service** | | |
| Good | 26 | 65.0 |
| Enough | 13 | 32.5 |
| Less | 1 | 2.5 |
| **Total** | **40** | **100.0** |
| **Inpatient Satisfaction Levels** | | |
| High | 27 | 67.5 |
| Moderate | 10 | 25.0 |
| Low | 3 | 7.5 |
| **Total** | **40** | **100.0** |

**Sources:** Primary Data, February-March 2025.

Based on the research results in Table 2, it showed that most of the respondents' nursing service was good, as many as 26 respondents (65%), and also in the table above showed that respondents had high inpatient satisfaction levels, as many as 27 respondents (67.5%).

## *Distribution of The Relationship Between Nursing Services and Inpatient Satisfaction Levels at The Pandaan Community Health Center, Pasuruan Regency in 2025*

**Table 3.** The Relationship Between Nursing Services and Inpatient Satisfaction Levels at The Pandaan Community Health Center, Pasuruan Regency in 2025.

| Inpatient Satisfaction Levels | Nursing Services High ∑ | High % | Moderate ∑ | Moderate % | Low ∑ | Low % | Total ∑ | Total % |
|---|---|---|---|---|---|---|---|---|
| Good | 23 | 57.5 | 3 | 7.5 | 0 | 0.0 | 26 | 65.0 |
| Enough | 4 | 10.0 | 7 | 17.5 | 2 | 5.0 | 13 | 32.5 |
| Less | 0 | 0.0 | 0 | 0.0 | 1 | 2.5 | 1 | 2.5 |
| Total | 27 | 67.5 | 10 | 25.0 | 3 | 7.5 | 40 | 100.0 |
| The p-value obtained from the Spearman's rho test was 0.000 | | | | | | | | |
| The correlation coefficient is 0.643. | | | | | | | | |

**Sources:** Primary Data, February-March 2025.

Based on the research results in Table 3 showed that there was a relationship between nursing services and inpatient satisfaction levels. Data analysis in the study used a Spearman's rank test with SPSS computer software where the ρ value < α 0.05, H1 was accepted, which

means that there was a relationship between nursing services and inpatient satisfaction levels in Pandaan Community Health Center in Pasuruan Regency ($\rho = 0.000$ and $r = 0.643$), indicating a positive correlation, a moderate level of relationship strength, correlation between the two variables.

## DISCUSSION

### Nursing Services for Inpatients

Based on the study's results, it was shown that among 40 inpatients at the Pandaan Community Health Center in Pasuruan Regency, as many as 26 respondents (65%) rated the nursing service for inpatients as good, 13 respondents (32.5%) rated it as enough, and 1 respondent (2.5%) rated it as less. The assessment of nursing services was based on the perceptions of patients who received nursing care while undergoing treatment in the inpatient ward of the Pandaan Community Health Center in Pasuruan Regency.

Nursing services are a series of activities performed by the nursing profession to meet patients' needs in maintaining their biological, psychological, social, and spiritual well-being (Tuasikal et al, 2020). One of the efforts to achieve efficient, effective, and high-quality services that are comprehensive and oriented towards patient satisfaction is to provide quality services by improving infrastructure, facilities, and human resources (Maila, 2021). Several factors influence the implementation of nursing service quality indicators in inpatient wards, including caring, speed, collaboration, empathy, courtesy, and sincerity. In delivering nursing services, nurses must also adhere to high competency standards based on nursing ethics and legal regulations (Tuasikal et al, 2020).

Nursing services for inpatients at the Pandaan Community Health Center in Pasuruan were mostly rated as good (65%). This is attributed to the fact that nurses provided care that met respondents' expectations during their treatment. Another contributing factor was that respondents felt cared for by the nurses attending to them. Additionally, respondents gave positive evaluations by comparing the nursing care they received at the Pandaan Health Center with other healthcare facilities, which tend to have lower service quality. However, it is also possible that respondents were reluctant to give negative feedback. Work and economic factors also influenced respondents' perceptions of nursing services. The researcher argues that respondents tend to accept the services provided as appropriate for the costs incurred—even when the services are free—resulting in lower expectations for service quality.

Patients' needs and desires during treatment were found to be inconsistent with the care they received, leading to negative evaluations. A small number of respondents rated nursing services in the low category (2.5%). According to the research assumption, poor evaluations of nursing services were attributed to the tendency of nursing care to focus primarily on addressing patients' biological issues, while neglecting psychological, social, and spiritual aspects. For instance, nurses may not provide psychological support, such as helping patients and their families cope with anxiety about health concerns, as they prioritize attending to other patients. Another factor influencing the low ratings was respondents' overly high expectations of nursing services. When the care provided did not meet their expectations, this led to negative perceptions of the nursing services received. Poor nursing services within healthcare institutions can significantly harm the institution's reputation.

### Inpatient Patient Satisfaction Level

Based on the study's results, it was shown that among 40 inpatients at the Pandaan Community Health Center in Pasuruan Regency, most respondents reported a high level of satisfaction, 27 respondents (67.5%), a moderate level of satisfaction, as many as 10 respondents (25%), and low satisfaction levels, among 3 respondents (7.5%). The assessment was carried out using a questionnaire that included various aspects of healthcare services as perceived by patients. Respondents were then asked to evaluate each aspect based on their individual expectations. The research findings indicate that patient satisfaction in the inpatient ward of the Pandaan Community Health Center in Pasuruan Regency was generally classified as satisfied.

Satisfaction refers to the level of feeling a person experiences after comparing the perceived results or performance with their expectations. Patients are considered satisfied if the services they receive meet or exceed their expectations. Conversely, if the services provided fall short of their expectations, patients are considered dissatisfied (Vanchapo & Magfiroh, 2022). The determining factors of patient satisfaction levels were identified as aspects of nursing services, namely reliability, responsiveness, tangibles, assurance, and empathy (Yunita et al, 2023).

The researchers assume that patient satisfaction, based on the relationship between patients and staff, is influenced by polite and friendly service, clear, complete, and easy-to-understand information, good service quality, and consistent communication between staff and patients. The distribution of inpatient satisfaction levels at the Pandaan Community Health Center in Pasuruan Regency is predominantly high (67.5%), as most respondents perceive that nurses perform nursing procedures correctly, understand patients' conditions and needs, respond promptly to patient complaints, and maintain a clean and professional appearance. This high level of satisfaction is attributed to various factors, including support from the management of the Pandaan Health Center in providing opportunities for nurses to pursue higher education, continuous training programs, and a strong emphasis on achieving quality care that ensures patient satisfaction. The level of respondent satisfaction was categorized as moderate (25%), possibly due to their experiences in using the Pandaan Community Health Center to address their health issues. These experiences may have influenced respondents to provide average assessments, reflecting both positive and negative aspects of the service. From the perspective of service characteristics, it is possible that nurses delivered services that were adequate, neither exceptional nor substandard. Another factor contributing to the moderate satisfaction level may have been the respondents' condition at the time of completing the questionnaire.

The level of satisfaction with nursing services at the Pandaan Community Health Center, Pasuruan, was 7.5%. Low satisfaction levels arose because patients' expectations were greater than their perceptions of nursing services. In addition, patient dissatisfaction occurred due to a lack of attention from the institution or nursing staff towards inpatients. This can be seen from the attitude of nurses in providing services to patients who did not meet the needs of those patients. Patients feel dissatisfied with nursing services because the services provided are not timely and do not align with the scheduled schedule. Nurses pay insufficient attention to patient complaints, and sometimes nurses appear unprepared in providing services. Improving patient satisfaction with nursing services can be achieved by addressing factors influencing

satisfaction, one of which is enhancing care for patients. Nurses' care is one of the factors that influence satisfaction. Every patient complaint must be quickly addressed by nurses so that patients feel cared for.

### The Relationship Between Nursing Services and Inpatient Satisfaction Levels at The Pandaan Community Health Center

The results showed that most respondents categorized the nursing services provided as good, resulting in a high level of inpatient satisfaction, with 27 respondents (57.5%). The Spearman rho statistical test was used to evaluate the research hypothesis, yielding a significant p-value (0.000), which is less than the standard significance level (p<0.05). Therefore, it can be concluded that Ha is accepted, indicating a relationship between nursing services and inpatient satisfaction levels at the Pandaan Community Health Center in Pasuruan Regency. The strength of the correlation was determined by the correlation coefficient value of 0.643, which signifies a moderate level of relationship strength.

Service refers to all efforts made by employees to fulfill customer needs through the services provided. Patient satisfaction is a subjective measure of service quality. While it is subjective, it still relies on an objective foundation (Librianty, 2019). Satisfaction is crucial for nurses to understand how to enhance service quality and foster a positive attitude toward their work. Job satisfaction among nurses can be assessed by measuring the gap between expectations and reality (Dwijayanto et al, 2025). Therefore, it is recommended that hospitals maintain patient satisfaction by enhancing service quality and addressing any deficiencies in infrastructure to ensure patient satisfaction and foster patient loyalty (Manurung et al, 2020).

The researchers analyzed the overall responses from patients regarding the nursing service dimension, with most respondents stating that the services were good. When evaluating all dimensions of satisfaction, the average respondent indicated a high level of satisfaction. The researchers assumed that patient satisfaction with nursing services was influenced by nurses' ability to perform nursing procedures accurately, establish effective communication with patients, respond promptly to patient needs, and address patient complaints. As a result, patients developed trust in the services provided. Despite shortcomings in nurses' empathy and insufficient facilities, patients remained satisfied with the nursing care. Nurses play a vital role in patient satisfaction, as they are responsible for delivering quality care and interacting directly with patients 24 hours a day. Given their dominant presence, nurses must be equipped to provide high-quality nursing services. Therefore, education and training in nursing management are essential to enable nurses to deliver nursing care with dedication and professionalism. The researchers conclude that the quality of nursing care has a significant impact on patients. Nurses who deliver high-quality care contribute to patient satisfaction and can accelerate the healing process. Conversely, suboptimal nursing care may lead to lower patient satisfaction and potentially delay recovery. The close reciprocal relationship between the quality of nursing care and patient outcomes further underscores the importance of this connection. When nurses establish mutual trust, provide emotional support, and deliver accurate information, patients and their families feel valued and supported throughout the treatment process. This fosters a positive care experience and strengthens patient and family trust in the medical team.

Effective therapeutic communication by nurses not only enhances the quality of care but also has the potential to improve health outcomes and the overall well-being of inpatients. Empathy is a key area for improvement in nursing care, as the psychological support provided by nurses can alleviate the stress experienced by patients and their families. Psychological distress often influences perceptions of care quality, and emotional support from nurses, such as patience, attention, and active listening, can help reduce anxiety, especially for the patient's family. Additionally, nursing services quality can be enhanced by improving nurses' responsiveness to patient needs, providing clear information about when services will be delivered, and ensuring timely service delivery. These measures not only improve the quality of nursing care but also increase patient satisfaction.

## CONCLUSION

The study found that nursing services and inpatient satisfaction levels were both at a high level. The analysis indicated that the quality of nursing services has a direct impact on patient satisfaction. Therefore, nursing staff should focus on improving service quality through effective therapeutic communication, prompt responses to patient needs, and demonstrating empathy and professionalism in every nursing action. This quality improvement will enhance public confidence in the services provided by community health centers. Community health centers can use the results of this study to develop more effective and measurable nursing service quality policies, including a routine patient satisfaction assessment system, awards for outstanding nursing staff, and incorporating satisfaction survey results into service quality evaluation meetings. Future researchers could employ a quasi-experimental design to assess the impact of nursing service training on improving patient satisfaction.

## SUGGESTION

It is hoped that the findings of this study can serve as a source of information and learning, contributing to the literature and enriching the knowledge of nursing students about nursing services and inpatient satisfaction levels. These findings can also be utilized to enhance the role of nurses in delivering services to patients, ultimately increasing inpatient satisfaction through improved knowledge, particularly in nursing services. Furthermore, the results of this study can provide valuable input for future research on similar topics and scopes. Future studies are encouraged to explore nursing services and patient satisfaction levels in greater detail and specificity. This study can also serve as a reference for further research focusing on nursing services and inpatient satisfaction levels.

## LIMITATIONS

This study has several limitations that should be considered. First, during data collection, some respondents exhibited suboptimal physical and psychological conditions, such as concerns about their own health or that of family members receiving treatment at the Pandaan Community Health Center, Pasuruan. These factors may have affected their focus and responsiveness, potentially influencing the accuracy of the data collected. Second, the diverse backgrounds of the respondents such as differences in education, age, and experience with health services could have led to variations in their understanding of the questionnaire items. These differences may have impacted on the quality and consistency of the responses, thereby

affecting the validity and accuracy of the data obtained. Third, constraints related to funding, time, and manpower limited the scope of the study, with data collected only from a sample of patients treated at the Pandaan Community Health Center, Pasuruan over one month. These limitations affect the generalizability of the findings, as the sample represents only a specific group of patients within a restricted timeframe and location.

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