

## THE RELATIONSHIP BETWEEN NURSE CARING AND PATIENT FAMILY SATISFACTION IN THE IGD ROOM RSJD DR ARIF ZAINUDIN SURAKARTA

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### ABSTRACT

Caring is central to nursing practice because caring is a dynamic approach, where nurses work to further improve their care for patients. Patient satisfaction is an evaluation or assessment after using a service, that the chosen service at least meets or exceeds expectations. If the patient's family asks about the patient's illness then the nurse does not give an answer in accordance with the intention of the patient's family, it will cause anxiety and fear of the action procedures given to the patient. The purpose of this study is to determine whether there is a relationship between nurse caring and patient family satisfaction in the emergency room of Surakarta Mental Hospital. The criteria for respondents are the families of patients with patients who will be hospitalized at Dr. Arif Zainuddin Surakarta Hospital with a sample of 15 people. How to collect data is by giving a caring questionnaire and satisfaction questionnaire to the patient's family. The results obtained from the analysis with the Chi Square statistical test explained the results of asym sig. 0.001 (<0.05) and it can be concluded that there is a relationship between caring nurses and patient family satisfaction in the emergency room of Dr. Arif Zainudin Surakarta Hospital.

**Keywords:** Emergency Room, Nurse Caring, Patient Family Satisfaction



## **1. INTRODUCTION**

According to Nurlina (2019), the emergency department (IGD) is one of the hospital service units that functions as a first aid center and is the first place patients come to the hospital with emergency conditions. One way to measure the quality of service in emergency facilities is to provide services that are fast, responsive, and able to save patients. Nurse triage is the first stage that must be done when entering the hospital emergency room. Mental patients are different from patients with physical problems, and the classification of mental patients must be done in a different way because their mental condition will determine their category (Kade, 2022). In Central Java, there are many people with mental disorders, reaching 107 thousand people, or 2.3 percent of the total population (DHO, 2020). The number of people suffering from mental disorders in Solo City reached thousands from 2016 to 2021. The number of patients visiting the Surakarta Regional Mental Hospital (RSJD) increased to 3,312 in 2021 (RSJD, 2022).

Caring is a process of providing care to others and interacting with them in interpersonal relationships. Caring behavior can include helping, assisting, caring for patients, calming, providing protection against harm, maintaining patient dignity, and serving patients who need services, especially providing basic needs (Kusmiran, 2015). In Indonesia, health service users rate care. The results of a patient satisfaction survey at several hospitals in Jakarta showed that poor Caring behavior caused 14% of patients to be dissatisfied with the health services they received (Ministry of Health, 2015).

Patient family satisfaction is a response after receiving a service and the patient's family will say that the service meets or exceeds expectations (Vanchapo, 2022). Satisfaction, according to Nursalam (2016), is measured as the difference between the customer's actual performance and expectations, or the standard of performance that should be expected. The results of Mbaloto's research (2020) show that the satisfaction of families who receive emergency services can be measured from the nurse's ability to be responsive (quick response), consistency (timely service), confidence (attitude in providing services), attention (care and attention in providing services), and tangible (quality of service).

When the patient's family asked about the patient's illness, the nurse did not provide answers in accordance with the patient's family's intentions. Families also said that they were anxious and afraid of the procedures that would be performed on the patient and were uncomfortable with the nurses' lack of smiles. Nurses also often serve patients without communicating with the patient's family and rarely ask what the patient's family needs. This study aims to determine the relationship between Caring nurses and patient family satisfaction in the emergency room of Surakarta Mental Hospital.

## **2. METHOD**

Quantitative research with descriptive correlation and cross sectional design. The population in this study were families of patients in the emergency room of Surakarta Mental Hospital with a sample of 15 respondents. The implementation began in July-August 2024 in the Emergency Room of Surakarta Mental Hospital with a week of data collection. The tools used in this study are the nurse's caring questionnaire and the patient's family satisfaction

questionnaire, how to collect the data is after the patient's family is given services in the emergency room then the researcher gives permission to the patient's family and then gives the nurse's caring questionnaire and the patient's family satisfaction questionnaire, after all the data has been collected then the researcher conducts an analysis test using Chi Square to analyze the relationship between caring and patient family satisfaction.

The criteria for inclusion in this study are families of patients with mental disorders who will be hospitalized in Surakarta Mental Hospital and for criteria that come out of this study are families of patients with patients who are only outpatients and do not experience mental disorders.

### 3. RESULTS

#### 3.1 Characteristics based on gender, education, nurse caring and patient family satisfaction

Table 1 Criteria Based on Gender

<b>Gender</b>	<b>Frequency</b>	<b>Percentage</b>
Male	9	60%
Female	6	40%
<b>Total</b>	<b>15</b>	<b>100%</b>

Table 1 presents the results, namely out of 15 respondents (patient's family), 9 people (60%) have male gender and 6 people (40%) are female.

Table 2 Criteria Based on Education

<b>Education</b>	<b>Frequency</b>	<b>Percentage</b>
Elementary school	3	20%
Junior high school	1	6,7%
Senior high school	7	46,7%
College	4	26,7%
<b>Total</b>	<b>15</b>	<b>100%</b>

Table 2 shows that 3 people (20%) have elementary school education, 1 person (6.7%) has junior high school education, 7 people (46.7%) have high school or vocational high school education, 4 people (26.7%) have college education.

Table 3 Criteria Based on Nurse Caring

<b>Caring</b>	<b>Frequency</b>	<b>Percentage</b>
Good caring	3	20%
Very good caring	12	80%
<b>Total</b>	<b>15</b>	<b>100%</b>

Table 3 describes the criteria for caring nurses, a total of 3 people (20%) rated caring as good, a total of 12 people (80%) rated caring as very good.

Table 4 Criteria Based on Satisfaction

Satisfaction	Frequency	Percentage
Satisfied	4	26,7%
Very satisfied	11	73,3%
<b>Total</b>	<b>15</b>	<b>100%</b>

Table 4 describes the criteria for satisfaction, 4 people (26.7%) rated it as satisfied, 11 people (73.3%) rated it as very satisfied.

### 3.2 Analysis of nurse caring with patient family satisfaction

Table 5 Results of Analysis with Chi Square

	N	Percentage	Asym Sig (2-sided)
<i>Pearson Chi-Square</i>	15	100%	0,001

Table 5 shows the results obtained from the analysis with the Chi Square statistical test with the result of asym sig. 0,001 (<0,05).

## 4. DISCUSSION

This study was conducted on Friday, July 26, 2024 to Friday, August 02, 2024 in the Emergency Room of Dr. Arif Zainuddin Surakarta Mental Hospital. The criteria used in this study are the families of patients who will be hospitalized at RSJD dr. Arif Zainuddin Surakarta.

Based on table 1, it shows that of the 15 respondents (patient's family), there are 9 male (60%) and 6 female (40%), from table 2 the education criteria are 3 people (20%) with elementary school education, 1 person (6.7%) with junior high school education, 7 people (46.7%) with high school or vocational school education, 4 people (26.7%) with college education.

Based on table 3, the criteria for caring nurses are 3 people (20%) rated caring as good, 12 people (80%) rated caring as very good. Table 4 describes the criteria for satisfaction of 4 people (26.7%) rated as satisfied, 11 people (73.3%) rated as very satisfied. These results indicate that the caring provided by nurses to the patient's family as a whole in the Emergency Room of Dr. Arif Zainudin Surakarta Hospital is good and very good and the response or response of the patient's family satisfaction as a whole is satisfied and very satisfied. This is due to the Caring behavior of nurses who meet the needs and expectations of the patient's family by actively asking questions, speaking softly, providing support, being responsive, skilled, and respectful, as well as providing a detailed explanation of the conditions and actions that will be taken against the patient (Sera, et al, 2014).

Based on table 5, the Chi Square statistical test results obtained asym sig. 0.001 (<0.05) and it can be concluded that there is a relationship between nurse caring and patient family satisfaction in the Emergency Room of Dr. Arif Zainudin Surakarta Hospital. This is the same as the findings of Sera, et al (2014) who found a significant relationship between nurses' caring behavior and the satisfaction of the patient's mental family in the IRJD of Lampung Province Hospital in 2014. The p-value is 0.005 from the chi square test, which means the increase is lower than the alpha value (0.005). Therefore, it can be

concluded statistically with a 95% confidence degree that there is a significant relationship. This is in line with research conducted by Abdul (2013) who found that there is a relationship between nurses' Caring behavior and the level of patient satisfaction. Researchers assume that there is a relationship between caring nurses given to families of mental patients with responses about the satisfaction of families of mental patients.

## **5. CONCLUSION**

The results obtained are that of the 15 respondents (patient's family) have male gender criteria of 9 people (60%) and 6 women (40%), education criteria, namely a total of 3 people (20%) have elementary school education, a total of 1 person (6.7%) has a junior high school education, a total of 7 people (46.7%) have a high school or vocational high school education, a total of 4 people (26.7%) have a college education. The criteria for nurse caring were 3 people (20%) rated caring as good, 12 people (80%) rated caring as excellent. The criteria for satisfaction were 4 people (26.7%) rated as satisfied, 11 people (73.3%) rated as very satisfied.

The results obtained from the analysis with the Chi Square statistical test explained the results of asym sig. 0.001 (<0.05) and it can be concluded that there is a relationship between nurse caring and patient family satisfaction in the emergency room of Dr. Arif Zainudin Surakarta Hospital.

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