



## ANALYSIS OF NURSING CARE FACTORS THAT INFLUENCE PATIENT SATISFACTION USING INSURANCE BPJS IN EMERGENCY DEPARTMENT

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### ABSTRACT

Patient satisfaction is an indicator of the good or bad quality of health services provided by health care providers. On average, obtained from several hospitals in Indonesia showed 67% of patients complaining of dissatisfaction in receiving nursing services, more than half of respondents were dissatisfied with insurance BPJS. Objective and accurate measurement of customer satisfaction can help hospitals form better services. The purpose of this study was to analyze the factors of nursing services that affect the satisfaction of insurance BPJS patients in Dr. R. Soedarsono Regency Hospital, Pasuruan City. This research method is quantitative with a cross sectional approach involving 135 respondents. The sampling technique uses consecutive sampling method. Data were analyzed using the Spearman test to determine the effect between variables and to determine the factors that most influence the satisfaction of insurance BPJS patients in the Emergency Department using Structural Equation Modeling analysis. The results showed that the value of p value on the factors of nursing services included the response time of nurses, alertness of nurses, attitudes of nurses, and the actions of nurses showed the same p value of 0.000 or <0.05 which means that each of these factors has an influence on patient satisfaction, and if seen from the score estimate the standardized regression weights the 4 factors of nursing services are very influential or contribute to the satisfaction of insurance BPJS patients in the emergency department of Dr. R. Soedarsono Regency Hospital, Pasuruan City, is a nurse's response time. Nurses need to increase understanding about how to provide quality services including speed, accuracy and reliability in providing care to patients in the ED.

**KEYWORDS:** Nursing Care Factors, insurance BPJS Patient Satisfaction, Emergency Department.

### INTRODUCTION

Patient satisfaction is a comparison between the quality of service provided by patients with the wishes, needs and expectations of patients (Tjiptono & Chandra, 2004). Research in the United States about the level of patient satisfaction in the ED shows that out of 10 patients who visited the ED, 6 patients (60%) complained that the care services provided were not in line with expectations and 4 other people (40%) said their dissatisfaction with the duration service time and complicated administrative processes (Suryani, 2011).

The dissatisfaction began with limited information provided by the relevant authorities. About 80% of respondents rated information about insurance BPJS as incomplete. The socialization that has been carried out over the past two months is also considered ineffective.

Many things are not yet known to the public. One proof, only 40% of respondents who know the insurance BPJS rules must be followed by all Indonesian people (Agustina, 2014).

Hospitals that are also part of the implementers of the Social Security Organizing Agency (insurance BPJS) program that aims to provide quality health services so as to create the highest level of health are required to measure customer satisfaction to find out whether the services provided are good or not. Number of patient visits in Dr. R. Soedarsono Regency Hospital, Pasuruan City, was as many as 67,483 people, with a number of insurance BPJS patients 53,487 people (79.26%).

Emergency Department (ER) as the main entrance of Hospital services has an important role in patient health

services. One of the functions and objectives of the ED in providing treatment to patients is to reduce the morbidity and mortality of patients who experience emergency conditions by screening or recognizing the patient's condition. Patients at the Emergency Department come with more urgent service needs with a large variety of complaints, so quality services are needed by providing prompt and appropriate treatment. This becomes very meaningful for patients because patients can get immediate decisions about themselves, whether to undergo hospitalization or just outpatient care (Kahn et al., 2016; Jadmiko, 2016).

Objective and accurate measurement of customer satisfaction can help hospitals form better services. Therefore, it can be concluded that this study is about patient satisfaction of insurance BPJS participants in the Emergency Department to improve the quality of nurse services so that patient satisfaction will continue to increase.

Based on the description above, the researchers are interested in conducting research on factor analysis of nursing services that influence the satisfaction of insurance BPJS patients in the emergency department of Dr. R.Soedarsono Regency Hospital, Pasuruan City.

## RESEARCH METHODS

The research design used by researchers was observational quantitative analytic with cross sectional approach. This study aims to determine the factors that influence the satisfaction of insurance BPJS patients at the Emergency Department of Dr. R.Soedarsono Regency Hospital, Pasuruan City. This research was carried out by measuring the independent variables such as patient predisposing factors (age, gender, education level, employment status, economic status), and nurse service satisfaction (nurse response time, nurse alertness, nurse attitude, nurse actions) which were influential to the satisfaction of insurance BPJS patients at the Emergency Department of Dr. R.Soedarsono Regency Hospital, Pasuruan City.

### Setting

This research was conducted within 4 months, starting from Februari to June 2018 at the ED of Dr. R.Soedarsono Regency Hospital, Pasuruan, East Java, Indonesia.

### Population and Samples

The population in this study were all insurance BPJS patients at the Emergency Department of Dr. R.Soedarsono Regency Hospital in Pasuruan City in the period of February 2018 - March 2018.

The research sample for quantitative research design was determined by consecutive sampling technique determined based on measurements for bivariate and multivariate analysis. The large sample formula in this study used is the Slovin Formula, taking into account the

known population number (N) and assuming a precision value or 95% reliability level (Sevilla et al. 2007). The sample size of this researcher was 135 patients.

### Sampling Technique

The sampling technique used in this study is non probability sampling. The approach used is consecutive sampling that is the determination of the sample by selecting each patient who meets the research criteria and can be included in a certain period of time in the study period so that the number of samples can be met.

### Sample Criteria

The inclusion criteria set by the researcher are

1. Patients who are willing to become respondents.
2. Patients with P2 and P3 criteria
3. Patients who have obtained nurse services at the Emergency Department and before being stated for hospitalization or outpatient care.

Exclusion criteria set by researchers are

1. Patients who cannot read and write.
2. Patients whose condition changes to P1 or life threatening.

### Data Collection Instrument

The instruments in this research research consisted of two types, questionnaire sheets and observation sheets. Questionnaire sheet is used to collect research data which includes predisposing factors of patients (age, sex, education level, employment status, economic status) and patient satisfaction with the services of nurses (tangibles), reliability, responsibility (responsiveness), assurance (assurance), empathy (empathy), while the observation sheet in this study was used to measure the nurse's response time (the interval of time the patient arrived in the Emergency Department until the initial treatment), alertness of nurses (nurse response and nurse reliability), attitude of nurses (attention nurses and friendliness of nurses), and nurses' actions (conformity with SOP).

### Procedure

Data collection techniques are very necessary to know the distribution of data and how to obtain data from the Emergency Department of Dr. R.Soedarsono Regency Hospital, Pasuruan City. Data collection flow:

1. The researcher submits a request for a preliminary study permit to the Dean of the Medical Faculty of Brawijaya University and the Head of the Masters of Nursing Department.
2. The researcher submits the preliminary study permit to the secretariat of Dr. R.Soedarsono Regency Hospital, Pasuruan City.
3. The researcher submits a letter of application for research permission to the Medical Faculty of Brawijaya University and the Head of the Master of Nursing Department.
4. The researcher submits an ethics feasibility letter from the ethics commission.

5. The researcher submits a research permit to the secretariat of Dr. R.Soedarsono Regency Hospital, Pasuruan City.
6. After obtaining permission from the Director of Dr. R.Soedarsono Regency Hospital, Pasuruan City, then the researchers conducted research at the Emergency Department.
7. Confirm to the Head of Nursing after obtaining permission from the Director of Dr. R.Soedarsono Regency Hospital, Pasuruan City. The researcher explains the purpose of the study, the benefits, the research procedure on
8. Furthermore, the Head of Nursing informed the Head of the Emergency Department that the research was carried out and needed permission recommendations and authority in distributing questionnaires to insurance BPJS patients. First the researcher also explained the purpose of the study, the benefits of the research conducted on the respondents.
9. Ask the respondent to fill the patient satisfaction questionnaire on the care of nurses in the ED and make observations to the nurses who have provided services to each of these patients.
10. Furthermore, the questionnaire and the completed observation sheets are immediately recapitulated (data is immediately entered into the computer).

#### Data Analysis

Research data that has been obtained is analyzed based on univariate, bivariate and multivariate analysis using SPSS and AMOS software. Presentation of research results is shown in the table of respondents'

characteristics, correlation tables and analysis of Structural Equation Modeling (SEM).

#### Ethics

This research received permission or approval from Research Ethics Committee of Medical Faculty of Universitas Brawijaya, Malang City with Number: 75/EC/ KEPK-S2/ 03/ 2018.

#### RESULTS

The study was conducted using a questionnaire sheet to 135 respondents and observations on nurses who carried out nursing services to 135 respondents. The recruitment of research respondents was chosen based on the inclusion criteria that the researcher had determined. After the research respondents were determined, the researcher asked for approval of willingness as a respondent. Then if the respondent has been pleased and understands all the consequences, then the researcher gives time and asks the respondent to read the instructions for filling out the questionnaire, and if there are things that are not understood, the researcher helps to explain to the respondent until they really understand how to fill out the questionnaire. Regarding the technical data retrieval through observation sheet nursing services, researchers conducted observations to each nurse who provided nursing services to 135 respondents measured since the patient arrived or arrived at the Dr. R.Soedarsono Regency Hospital, Pasuruan City until the patient will be determined to be hospitalized or outpatient after obtaining a series of nursing services in the ED.

**Table 1: Respondent General Data.**

Characteristics	Category	Frequency	Percentage (%)
Age Level	26-35 years	23	17,04
	36-45 years	37	27,41
	46-55 years	66	48,89
	56-65 years	9	6,67
	<b>Total</b>	135	100
Gender	Man	52	38,52
	Woman	83	61,48
	<b>Total</b>	135	100
Level of education	Elementary School	7	5,19
	Middle School	12	8,89
	High School	92	68,15
	College	24	17,78
	<b>Total</b>	135	100
Type of work	Government Employees	18	13,33
	Private employees	78	57,78
	Entrepreneur	22	16,30
	Does not work	17	12,59
	<b>Total</b>	135	100
Economic Status	Monthly income is more than IDR 2,200,000	65	48,15
	Monthly income between IDR 1.800.000 – IDR 2.200.000	43	31,85
	Monthly income is less than IDR 1.800.000	27	20
	<b>Total</b>	135	100

Based on table 5.1 it can be seen that most respondents, who have the highest frequency of age, are at the age of 46-55 years which is 49%, the sex of most patients is female dominated as much as 61%, the highest level of education of high school graduates is 68 %, for the most

types of patient work as private employees as much as 58%, while for the patient's economic status, the highest monthly income is monthly income of more than Rp 2,200,000 as much as 48%.

**Table 2: Nursing Care Factors Data.**

Nursing Care Factors	Frequency	Percentage (%)
<b>Nurse Response Time</b>		
≤ 5 minute	90	66,7
> 5 minute	45	33,3
<b>Total</b>	<b>135</b>	<b>100</b>
<b>Nurses Alertness</b>		
Good	84	62,2
Fair	42	31,1
Poor	9	6,7
<b>Total</b>	<b>135</b>	<b>100</b>
<b>Nurses Attitude</b>		
Good	105	77,8
Fair	27	20
Poor	3	2,2
<b>Total</b>	<b>135</b>	<b>100</b>
<b>Nurses Actions</b>		
Good	79	58,5
Fair	47	34,8
Poor	9	6,7
<b>Total</b>	<b>135</b>	<b>100</b>

Based on Table 5.3 it can be seen that most nurses have a response time of ≤ 5 as much as 66.7%, nurses have good alertness as much as 62.2%, nurses have good

attitude as much as 77.8% and nurses take good care actions as much as 58 , 5%.

**Table 3: Results of Spearman Rank Bivariate Correlation Analysis Relation of Predisposing Factors (Age, Gender, Education Level, Education Status, and Economic Status) to Patient Satisfaction at the Dr. R.Soedarsono Regency Hospital, Pasuruan City.**

		Patient satisfaction										p	CC
		Very Unsatisfied		Unsatisfied		satisfied		Very satisfied		Total			
		F	%	F	%	F	%	F	%	F	%		
Age Level	26-35 years	1	0,74	1	0,74	17	12,59	4	2,96	23	17,04	0,000	0,042
Gender	36-45 years	0	0	6	4,44	28	20,74	3	2,22	37	27,41	0,030	0,076
	46-55 years	3	2,22	6	4,44	49	36,30	8	5,93	66	48,89		
	56-65 years	0	0	1	0,74	7	5,19	1	0,74	9	6,67		
	Total	4	2,96	14	10,37	101	74,81	16	11,85	135	100		
	Man	3	2,22	7	5,19	36	26,67	6	4,44	52	38,52		
	Woman	1	0,74	7	5,19	65	48,15	10	7,41	83	61,48		
	Total	4	2,96	14	10,37	101	74,81	16	11,85	135	100		
Level of education	Elementary School	0	0	1	0,74	6	4,44	1	0,74	7	5,19	0,009	0,042
	Middle School	1	0,74	1	0,74	8	5,93	2	1,48	12	8,89		
	High School	2	1,48	10	7,41	68	50,37	11	8,15	92	68,15		
	College	1	0,74	2	1,48	18	13,33	2	1,48	24	17,78		
	Total	4	2,96	14	10,37	101	74,81	16	11,85	135	100		
Type of work	Government Employees	1	0,74	1	0,74	14	10,37	2	1,48	18	13,33		
	Private employees	2	1,48	10	7,41	58	42,96	8	5,93	78	57,78		

	Entrepreneur	0	0	2	1,48	16	11,85	4	2,96	22	16,30		
	Does not work	1	0,74	1	0,74	13	9,63	2	1,48	17	12,59		
	<b>Total</b>	4	2,96	14	10,37	101	74,81	16	11,85	135	100		
<b>Economic Status</b>	Monthly income is more than IDR 2,200,000	3	2,22	8	5,93	48	35,56	6	4,44	65	48,15		
	Monthly income between IDR 1.800.000 – IDR 2.200.000	0	0	5	3,70	32	23,70	6	4,44	43	31,85		
	Monthly income is less than IDR 1.800.000	1	0,74	1	0,74	21	15,56	4	2,96	27	20		
	<b>Total</b>	4	2,96	14	10,37	101	74,81	16	11,85	135	100	0,000	0,098

Based on Table 3. age characteristics showed that most patients who felt satisfactory towards nursing services were 36.30%. Spearman rank test results show  $p = 0.00$  and  $<0.05$  so that the age factor influences patient satisfaction with a correlation coefficient of 0.042, which means that the correlation is very weak.

The characteristics of the patient's gender showed that most of the patients who felt satisfactory towards nursing services were 48.15%. Spearman rank test results showed  $p = 0.030$  and  $<0.05$ , thus indicating that gender factors did not affect patient satisfaction with a correlation coefficient of 0.076, which means that the correlation is very weak.

The characteristics of the level of education of patients showed that most of the patients who felt satisfied with nursing services were 36.30%. Spearman rank test results showed  $p = 0.009$  and  $<0.05$ , thus indicating that the

level of education of patients affected the satisfaction of patients with a correlation coefficient of 0.042, which means that the correlation is very weak.

In the characteristics of age shows that most patients who feel satisfying towards nursing services are as much as 36.30%. The results of the Spearman rank test showed  $p = 0.007$  and  $<0.05$ , thus indicating that the age factor influences the satisfaction of patients with a correlation coefficient of 0.036 which means that the correlation is very weak.

In the characteristics of age shows that most patients who feel satisfying towards nursing services are as much as 36.30%. Spearman rank test results show  $p$  value = 0,000 and  $<0,05$  so it shows that age factor influences patient satisfaction with correlation coefficient of 0,098 which means correlation is very weak.

**Table 4: Results of Spearman Rank Bivariate Correlation Analysis Relationship between Nursing Service Factors (nurse response time, nurses alertness, nurses attitudes, nurses actions) Against Patient Satisfaction in the Hospital Emergency Department Dr. R.Soedarsono Regency Hospital, Pasuruan City.**

		Patient Satisfaction										p	CC
		Very Unsatisfied		Very Unsatisfied		Very Unsatisfied		Very Unsatisfied		Very Unsatisfied			
		F	%	F	%	F	%	F	%	F	%		
Nurse Response Time	≤ 5 minute	0	0	3	17,6	66	73,3	21	23,3	90	100	0,000	0,389
	> 5 minute	4	8,9	14	31,1	22	48,9	5	11,1	45	100		
	Total	4	3	17	12,6	88	65,2	26	19,3	135	100		
Nurses Alertness	Good	0	0	2	2,4	61	72,6	21	25	84	100	0,000	0,456
	Fair	2	4,8	9	21,4	26	61,9	5	11,9	42	100		
	Poor	2	22,2	6	66,7	1	11,1	0	0	9	100		
	Total	4	3	17	12,6	88	65,2	26	19,3	135	100		
Nurses Attitude	Good	1	33,3	2	66,7	0	0	0	0	3	100	0,000	0,520
	Fair	2	7,4	11	40,7	14	51,9	0	0	27	100		
	Poor	1	1	4	3,8	74	70,5	26	24,8	105	100		
	Total	4	3	17	12,6	88	65,2	26	19,3	135	100		
Nurses Actions	Good	3	33,3	6	66,7	0	0	0	0	9	100	0,000	0,450
	Fair	1	2,1	8	17	33	70,2	5	10,6	47	100		
	Poor	0	0	3	3,8	55	69,6	21	26,6	79	100		
	Total	4	3	17	12,6	88	65,2	26	19,3	135	100		

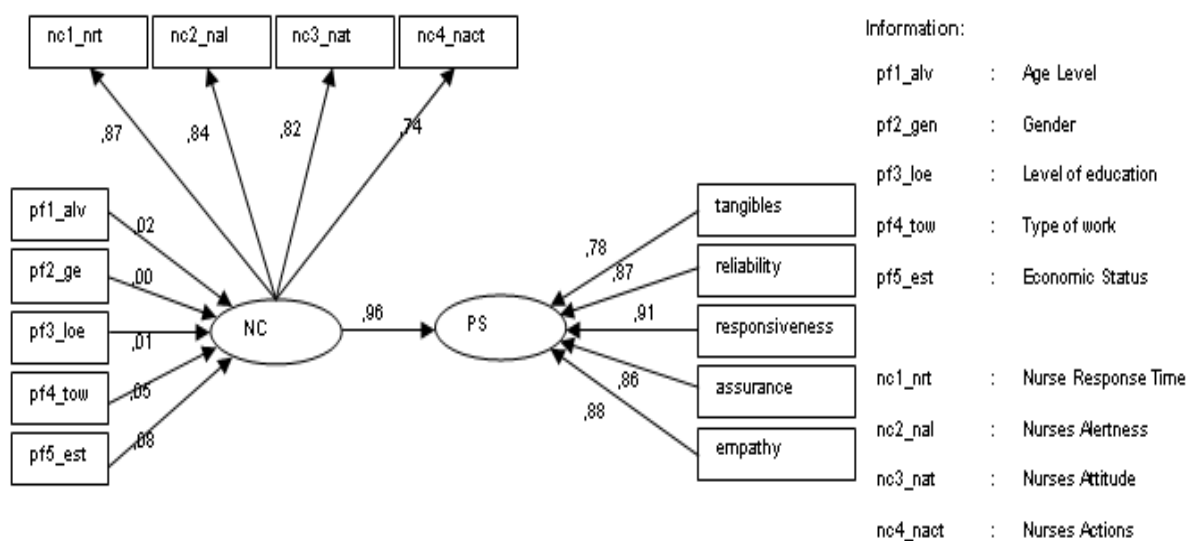


Based on table 4. shows that the majority of patients who felt satisfactory to nurses with a response time of <5 minutes were 73.3%. Spearman rank test results show  $p = 0,000$  and  $<0,05$  so that shows the emergency response time affects the satisfaction of patients with a correlation coefficient of 0.520 which means strong correlation.

In the alertness of nurses showed that most patients expressed satisfaction with nurses who had good nurse alertness as much as 72.6%. Spearman rank test results show  $p = 0.000$  and  $<0.05$  so that shows the emergency response time affects the satisfaction of patients with a correlation coefficient of 0.456 which means that the correlation is quite strong.

In the attitude of nurses showed that the majority of patients who feel satisfactory to nurses who have a good nurse attitude as much as 70.5%. Spearman rank test results show  $p$  value = 0,000 and  $<0.05$  so that shows the emergency response time affects the satisfaction of patients with a correlation coefficient of 0.389 which means that the correlation is quite strong.

The nurses' actions showed that most of the patients who felt satisfying with the nurses who took good care measures were 69.6%. Spearman rank test results show  $p$  value = 0,000 and  $<0,05$  so that shows the emergency response time affects the satisfaction of patients with a correlation coefficient of 0.450, which means that the correlation is quite strong.



**Picture 1: Multivariate Analysis with SEM Methods.**

**Table 5. Results of Estimation of Multivariate Analysis with SEM Method.**

Influence between variables			Estimate	P
Age Level	→	Nursing Care	,028	***
Gender	→	Nursing Care	,005	***
Level of education	→	Nursing Care	,016	***
Type of work	→	Nursing Care	,057	***
Economic Status	→	Nursing Care	,087	
Nursing Care	→	Patient Satisfaction	,959	***
Nursing Care	→	Nurse Response Time	,875	
Nursing Care	→	Nurses Alertness	,847	***
Nursing Care	→	Nurses Attitude	,829	***
Nursing Care	→	Nurses Actions	,744	***
Patient Satisfaction	→	Tangibles	,776	
Patient Satisfaction	→	Reliability	,872	***
Patient Satisfaction	→	Responsiveness	,918	***
Patient Satisfaction	→	Assurance	,868	***
Patient Satisfaction	→	Empathy	,883	***

Based on the results of standardized estimations, the equation for this study is obtained, namely;

Patient Satisfaction insurance BPJS =  $0.96 * \text{Nursing Services} + 0.78 * \text{Tangibles} + 0.87 * \text{Reliability} + 0.91 * \text{Responsiveness} + 0.86 * \text{Assurance} + 0.88 * \text{Empathy}$ .

Explanation of the estimation results above shows that the most influential indicators in increasing the insurance BPJS patient satisfaction score in the Dr. R. Soedarsono Regency Hospital, Pasuruan City, is the dimension of Nurse Nurse Speed / Response Capacity of 0.91. Whereas in the nursing service factor the most influential indicator is the response time of nurses 0.87. However, when viewed from the score, estimate the standardized regression weights of the 4 factors of nursing services (nurse response time, alertness of nurses, nurses' attitudes, and nurses' actions) have an influence or contribution to insurance BPJS patient satisfaction in Dr. R. Soedarsono Regency Hospital, Pasuruan City.

## DISCUSSION

Predisposing characters or factors of patients (Age, Gender, Education Level, Job Type, and Economic Status) in this study have an influence on patient satisfaction. The relationship between age and patient satisfaction is that there are differences in satisfaction between the range of early elderly age and the initial adult age range, late adult and late elderly. Patients with an early age category were more likely to be dissatisfied when compared to those with an early adult age range, late adulthood as well as the elderly elderly age range. According to Lumenta (2007), it is argued that the range of the early elderly age has greater demands and expectations in receiving health services compared to the elderly. In late adulthood, respondents have good mental maturity that affects emotional development, and a thought process that is good enough to be able to know what and how services should be given to patients when they are in the hospital so that they consider that nursing services are acceptable. satisfying.

In a family a man becomes the head of the family and tends to protect or intervene and provide a sense of security for his family. Men tend to influence women in giving opinions or considerations to do something (Notoatmodjo, 2005). Lumenta (2007) also argues that male gender with greater demands and expectations tends to be more dissatisfied with health services than women.

According to Lumenta (2007) there is a relationship between the level of education and patient satisfaction, patients who have a low level of education tend to feel satisfied compared to patients with high education. The results of this study indicate that most respondents have a high school secondary education background. In this educational background, it can be categorized as secondary education where respondents have been able to understand how the forms of service they can receive so that they still consider the nursing services provided to patients to be satisfactory because the patients' complaints are well and friendly by nurses.

The work status of the patient according to Lumenta (2007), the working community group tends to be influenced by the work environment and family

environment. This explains that someone who works tends to be more demanding and criticizing the service he receives if it is not satisfying for him compared to someone who does not work. According to researchers, the patient's work status also had an influence on patients in determining their satisfaction with the nursing services received.

According to Nursalam (2011) with the improved economic status of patients the demand for the quality of nursing services is an important element that cannot be separated. Every human being has diverse needs and they try to fulfill them, one of these needs is the need for health or recovery from illness. For people who have high economic status tend to select the quality of service quality in health care providers, in this case the Hospital or other health services. Respondents in this study felt that the service received at this hospital was good enough and satisfying because they could judge from the response time given by the nurse, the attitude of the nurse and the actions taken at the hospital were quite good and fast.

According to Notoatmodjo (2005) states the response time of nurses in obtaining health services is one of the important things and greatly determines the quality of health services provided by a health service unit, while reflecting how the Hospital manages service components that are tailored to the patient's situation and expectations. In Indonesia is the waiting time is a problem that always raises complaints of patients in several hospitals, often the problem of waiting time for this service is not getting the attention of the hospital management. A hospital ignores the length of waiting time in its health services so that the total quality of hospital services is considered unprofessional and can reduce patient satisfaction as well as the patient's family.

The results of this study indicate that most respondents feel satisfied and very satisfied with the response time given by nurses in responding to patient complaints and in providing services. Where most respondents consider that nurses respond quickly enough, so patients feel satisfied with the services provided by nurses in the hospital emergency room Dr. R. Soedarsono Regency Hospital, Pasuruan City, while for respondents, a small percentage felt dissatisfied and very dissatisfied due to the limited number of nurses with the number of patients who entered, shifts in guard shifts and infrastructure were inadequate with the number of patients who entered, as well as some patients who arrived in the same time in the emergency room so that nurses make the most emergency patient problems.

The study developed by Kahn, et al (2015) in examining factors in acute care that are related to patient satisfaction with 182 patient studies in patients with acute care to investigate predictors of patient satisfaction as measured by the HCAHPS survey. The results showed that factors related to satisfaction included nurse response time,

hospital environment, and pain control. The same results were also conveyed by Lannuzzi, et al (2015) that the results of the study of 978 patients hospitalized were associated with patient satisfaction scores, the response time of nurses was the strongest predictor of patient satisfaction.

According to the results of the study (Pess, 2012) an evaluation of 1.4 million patients for emergencies was carried out. Based on the patient's experience that patient dissatisfaction is associated with a delay in action so that time is felt longer because the patient feels (1) lack of information about the action to be taken, (2) perceived lack of attention by the nurse personally to the patient, (3) patient's perception of the nurse's lack of attention in provide comfort to patients. Therefore waiting time causes other problems with patients who are uncomfortable, afraid, bored, or not informed.

A response or alertness of employees in helping customers and providing fast and responsive services. Responsiveness is a willingness to help consumers, respond and provide fast service in handling consumer complaints and alertness of nurses in providing services to consumers. In addition responsiveness is the ability to help and respond to consumer requests quickly and full of friendliness and politeness. According to the point of view of service users, the quality of health services is a service that can fulfill all the desires or needs of patients responsively, which is full of politeness and friendliness (Notoatmodjo, 2005).

The results of this study indicate that the majority of respondents stated that nurses are alert and appropriate in helping complaints and providing services to patients, although there are still patients who state that nurses are less alert because there are some nurses who pay less attention to complaints of patients so that several times the same about patient complaints, nurses responded slowly when patients needed help and nurses repeated repeated infusions in some patients. however, most of them stated that nursing services at this hospital were good enough because nurses tried to respond to patient complaints and provide nursing services to patients without distinguishing the types of patients coming. Whereas the nurses who are alert enough to provide nursing services occur because the work is not only with patients but also with colleagues such as radiology or laboratories, where sometimes nurses have to wait for results of radiology or laboratory tests long enough, and this makes the nurse unable to provide good service to patients.

Riskind, et al (2011) stated that patient satisfaction can have a positive effect on the success of medical practice. The form of alertness or reliability of nurses can be seen from the perception of patient satisfaction related to the ability of nurses to provide nursing services and no lawsuits due to malpractice. The results of other studies that challenge the delivery of nursing care based on competence, efficiency, and ethical values such as

respecting patients. The nurse should not make a burden that the patient must be satisfied with the services provided. The thing that should be done by nurses with the awareness of fulfilling each patient's needs, helps the patient get the desired information because each patient is different so that the patient is expected to be satisfied with the nursing service provided with the alertness of the nurse's attitude (Rocha, et al, 2015)

The reliability or alertness of nurses in providing fast and responsive services is a willingness to help patients, respond and provide fast services. The right handling, reliable or swift in handling complaints will have a positive impact on nursing services and an increase in patient satisfaction. In providing a high quality health service, the attitude factors of health nurses are very supportive in terms of satisfying patients. The first good attitude and behavior in providing services according to De Vriye, et al. are: Self Esteem (self-esteem), Exceed Expectations (beyond expectations), Recovery (improvement), Vision (vision), Improve (improvement or improvement), Care (attention), and Empower (empowerment). The aspects of health service quality in terms of health nurse attitudes are acceptance, attention, communication, cooperation, and responsibility (Notoatmodjo, 2005).

According to respondents, some nurses were friendly and polite in providing services, and they did not differentiate patients who came for treatment to the hospital. In addition nurses are always smiling in carrying out their duties so that patients feel comfortable in receiving services. While the respondents who feel dissatisfied and very dissatisfied with the attitude of nurses because of the communication services performed by nurses when interacting are not communicative when taking nursing actions, are less friendly and less attentive between nurses and patients. the patient states the look on the face of the nurse who looks less smiling when interacting. The patient stated that some nurses did not introduce themselves to patients before taking action.

Patients are said to be satisfied if the service received by the patient is in accordance with the patient's expectations or beyond the expectations that the patient wants and if the service received by the patient is not in line with expectations then the patient is not satisfied (Raheem, et al, 2014). Based on the results of the study Rocha, et al (2015) The task of nurses as the first person to provide health services to patients and continuously interact with patients. Nurses also provide support to patients, increase patient and family participation in decisions about health services.

In fact, based on nurses' experience in providing professional nursing services, most nursing services are organized in practice, complicated administrative problems make the relationship between nurses and patients disrupted. This causes barriers to health services for patients, families and self-care teams. Nurse behavior



must protect the rights of patients. But in practice, this situation is not in accordance with the function of nurses as advocates, nurses must comply with the rules of the hospital, sometimes nurses do not convey information properly or provide inefficient information for patients and families. This has an impact on patient and family decision making and is associated with the satisfaction of nursing care received.

Care Actions are various real activities that must be carried out in providing care services to patients. Care measures are based on science, principles of nursing theory and appearance and attitude and in accordance with the competencies and authorities assigned to the nurse. If the nurse is skilled in providing nursing actions, then the patient will feel satisfaction from the action given by the nurse. This is because nurses who are skilled can cause a sense of security and comfort for patients when performing an action. Nurse actions that are in accordance with nursing standards can guarantee that nursing care provided is also of good quality (Notoatmodjo, 2005).

The results of this study indicate that most of the respondents were satisfied with the nursing services received at the hospital's emergency room. R. Soedarsono Pasuruan, especially in terms of nursing actions performed by nurses. According to nurse respondents in the hospital emergency room, they tried to show that they were able or reliable in carrying out their duties and responsibilities, so that they carried out nursing actions that were given to patients with skill and dexterity. These skills make patients feel comfortable in receiving nursing services and they are satisfied with the services received. While some respondents who expressed dissatisfaction and were very dissatisfied with the actions of nurses because there were several nurses who did not wash their hands either before or after the action was taken, the nurse also did not explain clearly about the purpose and procedure of action taken to the patient and there are some tools that not immediately cleaned after patient use.

This is consistent with the results of Gadalean, et al (2011) study that the factors that have the potential to influence patient satisfaction scores with the results of the study examined 39 factors related to satisfaction or dissatisfaction. The sample in this study totaled 106 patients in the intensive care unit at the National Cancer Center in Romania. Factors that have a positive impact on satisfaction scores include: appropriate nurse actions; nurse care for patients; provide clear information. However, the only significant factor associated with satisfaction scores is the nurse's actions.

Based on the results of standardized estimation using Structured Equation Modeling (SEM) analysis, the most influential nursing service factor on patient satisfaction is nurse response time. The response time or response time given by the nurse can influence the patient's perception

of the nursing service received, where the long response time will make the patient feel dissatisfied with the nursing service received because the patient does not get the maximum and fast treatment, while the response time is also affected with the skills and facilities in the hospital. The responsiveness given by nurses in this study is mostly quite good so patients feel satisfied and comfortable with the services received.

Patient satisfaction has also been described as one of the key concepts for evaluating and improving nursing services (Kutney-Lee et al., 2009). Quality of the work environment of nurses on HCAHPS measurements, found to be related to ten items measuring patient satisfaction and will influence patient decisions whether the patient will recommend a hospital (Kutney-lee et al., 2010).

The results of the research above show that most of the respondents stated that the response time of nurses in the emergency department in providing services was fast, but there were still some respondents who stated that the nurses' response time was slow. Nurse response time in providing nursing services is a very influential factor on patient satisfaction. The quality of health services is improved in accordance with the expectations of patients through remedial efforts related to facilities, procedures, services, and other technical aspects. Therefore the role of nurses in providing professional nursing services is very important because it has a significant contribution in determining the level of patient satisfaction.

## CONCLUSION

1. There is a relationship between age, gender, level of education, employment status and economic status of respondents to insurance BPJS patient satisfaction in Dr. R. Soedarsono Regency Hospital, Pasuruan City.
2. There is a relationship between nurses' response time to insurance BPJS patient satisfaction in Dr. R. Soedarsono Regency Hospital, Pasuruan City.
3. There is a relationship between alertness of nurses to insurance BPJS patient satisfaction in Dr. R. Soedarsono Regency Hospital, Pasuruan City.
4. There is a relationship between nurses' attitudes to insurance BPJS patient satisfaction in Dr. R. Soedarsono Regency Hospital, Pasuruan City.
5. There is a relationship between nurses' actions on insurance BPJS patient satisfaction in Dr. R. Soedarsono Regency Hospital, Pasuruan City.
6. Factors that have the most dominant influence on patient satisfaction in the emergency department of Dr. R. Soedarsono Regency Hospital, Pasuruan City is a nurse's response time.

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## COMPETING INTERESTS

The authors declare that they have no conflict of interests in this research and this article writing.

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