

The Relationship Between Nurse Performance and Inpatient Satisfaction in Regional Hospitals, Madani Pekanbaru City

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ABSTRACT

This study aims to test the relationship between nurse performance and inpatient satisfaction at Madani Regional Hospital in Pekanbaru City. The population of this study was inpatients at the Madani Regional Hospital of Pekanbaru City. This study consisted of two variables, including Nurse Performance (X), and Patient Satisfaction (Y). The samples in this study amounted to 120 samples using the Purposive Sampling method. The analysis method in this study uses Kendall's test or data processing using SPSS (Statistical Package of Social Science) version 25.0. Based on the results of the analysis shows that the Nurse's Performance in the range is quite good and Patient Satisfaction is in the range is quite good in general. The results of the hypothesis test stated that Nurse Performance has a strong relationship with Inpatient Satisfaction at Madani Regional Hospital in Pekanbaru City. This means that the higher the Nurse's Performance, the more Inpatient Satisfaction at the Madani Regional Hospital in Pekanbaru City.

Keywords: Nurse Performance, Patient Satisfaction, Hospitalization, Hospital

1. INTRODUCTION

A hospital is one of the health institutions that has a vital role in providing medical services and care for the community. As part of the healthcare system, hospitals function as service centres providing various health services, from emergency care to long-term care. Hospitals are usually equipped with sophisticated medical facilities and equipment and have trained and skilled medical personnel such as doctors, nurses, and other medical personnel. The primary function of hospitals is to provide care and treatment for patients experiencing various health conditions, ranging from minor illnesses to severe and life-threatening medical conditions.

Good health services in the nursing clinic are at the forefront of providing nursing care. Nurses provide excellent, efficient, effective, and productive care to the community, where the most significant number of hospital nurses is 40% - 60%. Nurses have a fundamentally broad role 24 hours a day in hospitals and broadly impact the quality, efficiency and effectiveness of health services [1].

The Mayor of Pekanbaru inaugurated Madani Regional Hospital (RSD) in Pekanbaru City on January 26, 2018. This is a class C hospital with an operational permit issued on December 28, 2017, with license number 4/05.12/DPMPTSP/XII/2017. Thus, Madani Hospital Pekanbaru City is one of the hospitals that actively provides intensive services to the community, especially in Pekanbaru City.

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In its development, RSD Madani Kota Pekanbaru has always tried to improve its health services in various ways to provide quality health services. Improving a hospital's service quality must undoubtedly be supported by the availability of adequate medical and paramedical personnel. This will certainly be related to patient satisfaction at the hospital.

Patient satisfaction measurement should always be an integral part of evaluating healthcare quality. In the context of competition and public expectations for quality and superior services, hospitals face the challenge of improving the quality of human resources, including nurses. Patient satisfaction surveys are essential and must be integrated with other dimensions of health service quality. This survey allows us to know the wishes and preferences of patients. Therefore, patient satisfaction measurements must be done routinely and accurately. In order to increase patient satisfaction through the implementation of optimal nursing care measures, the role of human resources (HR), especially nurse performance, is crucial [2][1]. According to Haryana 2014 (Putri *et al.*, 2022), Patient satisfaction is the level to which a patient feels after comparing service performance or perceived results with the expectations desired by the patient after undergoing hospitalization

Research shows that patient dissatisfaction often arises when there is a gap between patients' expectations of health services and the performance of services they experience while using those services [1]. The ability to provide services professionally is a non-negotiable demand, especially since consumers are always in a position to be protected. This is also reinforced by the enactment of Law No. 8 of 1999 on consumer protection, which requires that consumers must be adequately treated and honestly, without discrimination, and have the right to express their opinions and complaints regarding the goods or services they use [1].

From the results of the pre-research, it was concluded that the patients of RSD Madani Kota Pekanbaru were dissatisfied with the performance of RSD Madani Kota Pekanbaru nurses. In detail, 23 people, or 76.6% of RSD Madani patients, did not agree that RSD Madani nurses had provided inpatient services according to patient expectations. Then, 17 people, or 56.6%, disagreed with recommending Madani Hospital for hospitalization to family and friends. From the pre-research results, 21 people, or 70%, did not agree that patients were satisfied with the quality of inpatient services provided by Madani Hospital nurses. Furthermore, 18 people, or 60% of patients, did not agree that if they needed hospital treatment, they would re-choose Madani Hospital because their nurses provided services beyond expectations.

The author also found some complaint-related data in the RSD Madani Kota Pekanbaru suggestion box. The complaint in the content of the suggestion box is related to the performance given by nurses at Madani Hospital Pekanbaru City, such as slow handling from the Madani Hospital Pekanbaru City, nurse competence in installing infusions, unclear nurse shift exchanges so that the next nurse experiences confusion, the nurse's face is less friendly, and waking up the nurse is difficult in the middle of the night when the patient needs it because the infusion is jammed. This shows that the nurses' performance at the Madani Regional Hospital in Pekanbaru City still needs to improve because many patients still complain about the nurses' performance. This suggestion box can strengthen the research phenomenon regarding patient satisfaction at RSD Madani Kota Pekanbaru.

One of the things related to patient satisfaction is nurse performance. According to [3] The performance of nurses are professionals who have intellectual, technical, interpersonal, and moral abilities and are responsible and authorized to carry out health service nursing care in implementing

as well as possible authority in the context of achieving professional duties and realizing the goals of the targets of the health organization unit regardless of circumstances and time situations. Based on the results of the study [4], [5], [1], nurse performance has a significant relationship with patient satisfaction. This means that with good nurse performance, patient satisfaction will increase.

To maintain a reputation in the community, the performance of nurses as one of the foundations driving hospitals needs to be considered in order to be able to maintain the performance of agencies in competing with other hospitals. Employee performance appraisal of RSD Madani Kota Pekanbaru uses two methods, namely employee work behaviour assessment and work target assessment. The decrease in work quality is indicated by the lazy nature of employees in completing work. Many factors can contribute to the lazy nature of these employees. This is supported by interviews conducted by researchers with employees and HRD of RSD Madani Kota Pekanbaru; it is known that some employees delay work, making the work done produce bad and maximum results. The assessment data for the Performance of Nurses at Madani Hospital in Pekanbaru City can be seen in Table 1.3 below:

Table 1. Performance Assessment Data of Nurses at Madani Hospital in Pekanbaru City in 2020-2022

| Evaluated Elements | Assessment Standards | Performance Value | | |
|--------------------|----------------------|-------------------|-------|-------|
| | | 2020 | 2021 | 2022 |
| Number of Nurses | | 47 | 54 | 63 |
| Accuracy | 90 | 83,42 | 81,42 | 84,23 |
| Cooperation | 90 | 81,54 | 86,56 | 85,54 |
| Bekerja Sesuai SOP | 90 | 82,27 | 82,05 | 86,75 |
| Responsibility | 90 | 78,50 | 81,43 | 82,21 |
| Information | | | | |
| Good enough | : 60-70 | | | |
| Good | : 71 -85 | | | |
| Excellent | : 86 -90 | | | |

Source: Processed Data, 2023.

Based on the above, it can be seen that the performance of nurses at the Madani Regional Hospital in Pekanbaru City has not been achieved by the assessment standards for the performance of nurses at Madani Hospital from 2020 to 2022; it can be explained that there are four elements assessed by the hospital regarding nurse behaviour. Although each is in the excellent category, nurse performance is considered less than optimal in each element, especially the element with the lowest average value, namely in 2020, with several 78 from the standard assessment of nurse performance that the hospital has determined with several 90.

From the results of the pre-research, it was concluded that the performance of the Nurses of RSD Madani Kota Pekanbaru still needed improvement because the respondents' answers led to disagree that the Nurses of RSD Madani Kota Pekanbaru gave good performance. With this detail, 17 people or 56.6%, did not agree that Madani Hospital nurses were responsive when patients needed nursing care. Then, 16 people, or 53.3%, disagreed that Madani Hospital nurses could work with patients and families to solve health problems experienced by inpatients. Furthermore, 19 people or 63.3%, disagreed that Madani Hospital nurses were attentive according to the needs and expectations of inpatients. Moreover, based on the results of pre-research, 22 people, or 73.3%,

disagreed that Madani Hospital nurses provide services to inpatients quickly and precisely to realize the goals of the health organizational unit targets. Then, 16 people or 53.3%, disagreed that Madani Hospital nurses were polite to inpatients and patients' families to realize the goals of the health organizational unit. Furthermore, 18 or 60%, disagreed that Madani Hospital nurses were honest about their thoughts and actions to achieve professional duties.

2. LITERATURE REVIEW

2.1 Nurse Performance

According to [6], performance results from work achieved by a person in carrying out the tasks assigned to him based on an individual's ability, experience, sincerity, and performance time. According to [3], a Nurse performance is a professional who has intellectual, technical, interpersonal and moral abilities, is responsible and authorized to carry out health service nursing care in implementing as well as possible authority in order to achieve professional duties and realize the goals of the health organizational unit targets regardless of circumstances and time situations.

According to [7], Performance is a description of the achievement of the implementation of a program of strategic planning and operational activities of the organization by a person or group of people. According to [3], good Performance is an optimal performance that meets organizational standards and supports achieving organizational goals. According to [8], nurse performance can be assessed by caring, collaboration, empathy, speed of response, courtesy (*Courtesy*), honesty (*sincerity*).

2.2 Patient Satisfaction

According to [4], Patient satisfaction is a subjective value to service quality. Assessment of patient satisfaction is seen from the service quality section because service quality efforts must be able to provide satisfaction, not just healing. According to [9], consumer satisfaction or dissatisfaction is the difference between *expectations* and perceived work performance. Patient satisfaction can be described as a level of patient feelings arising from the performance of health services obtained after patients compare it with what they expect [2], [10]. According to [9], patient satisfaction indicators are service by expectations, willingness of patients to recommend to others, satisfaction with the quality of services provided, and desire to return to use these services.

2.3 The Relationship between Nurse Performance and Inpatient Satisfaction of Madani Regional Hospital in Pekanbaru City

According to [3], a Nurse performance is a professional who has intellectual, technical, interpersonal and moral abilities, is responsible and authorized to carry out health service nursing care in implementing as well as possible authority in order to achieve professional duties and realize the goals of the health organizational unit targets regardless of circumstances and time situations. The performance of nurses as service providers exceeds patient expectations as recipients of nursing services, meaning that the services provided by nurses are very much in line with what patients expect. Patients, as recipients of nursing services, feel very satisfied with the nursing services provided. The better the nurse's performance, the more satisfied the patient is with the services provided [8]. Based on the results of the study [4], [5], [1] show that

nurse performance has a significant relationship with patient satisfaction. This means that with good nurse performance, patient satisfaction will increase.

H1: There is a relationship between Nurse Performance and Inpatient Satisfaction at Madani Regional Hospital in Pekanbaru City

2.4 Frame of Thought

Based on the explanation of the theory above, this frame of mind can be explained as follows:

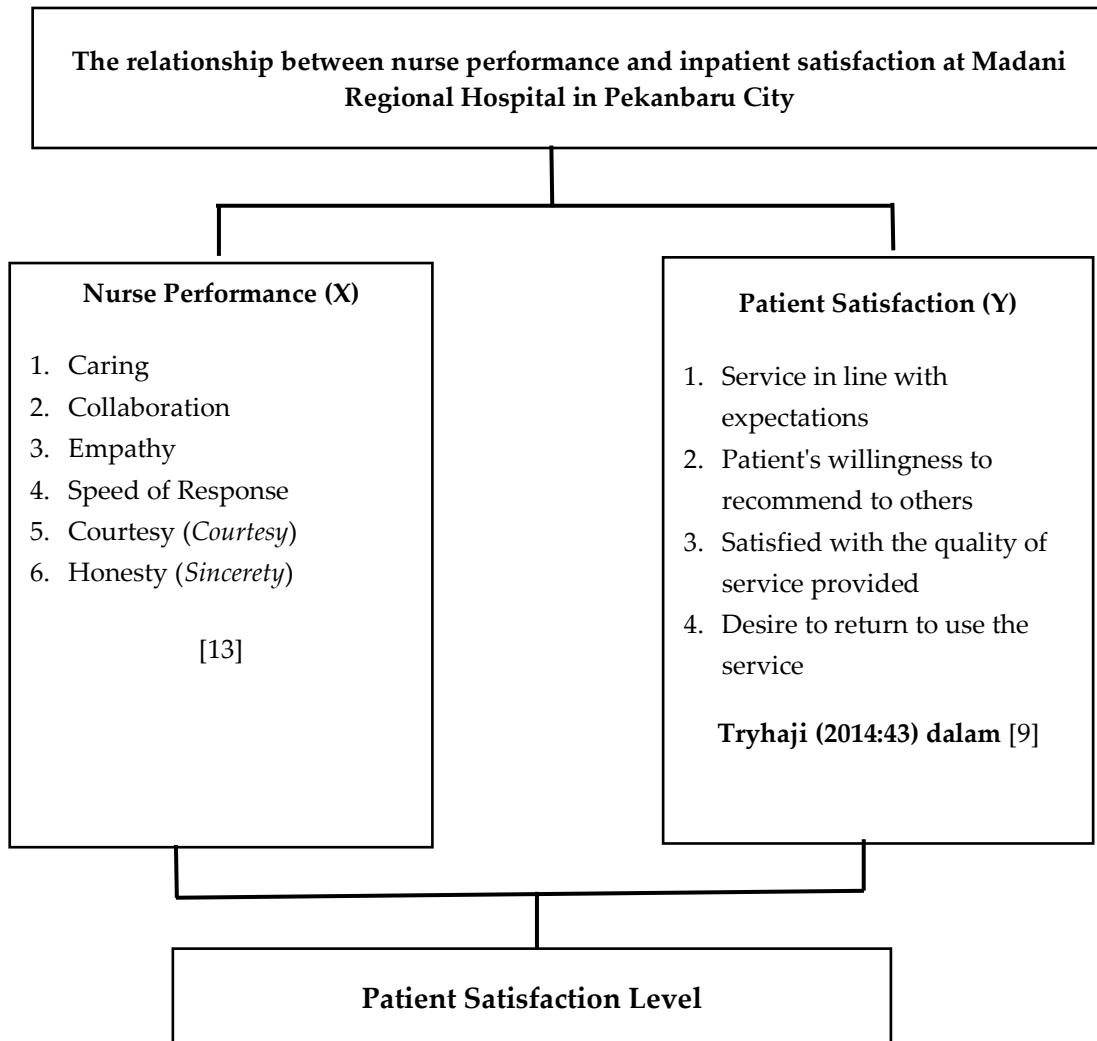


Figure 1: Framework of Thought

Source: Processed Data, 2023.

2.5 Research Hypothesis

Based on the research framework above, the hypothesis in this study is as follows:

Hypothesis: There is a strong relationship between Nurse Performance and Inpatient Satisfaction at Madani Regional Hospital in Pekanbaru City.

3. METHODS

This research was conducted at the Madani Regional Hospital, Pekanbaru City, Riau Province, and was carried out and completed in January 2023. The population of this study was inpatients of Madani Regional Hospital Pekanbaru City in July, August and September. It is known that the number of patients at Madani Hospital in Pekanbaru City in August, September, and October amounted to 170. In writing this study, researchers used a 95% confidence level and a maximum error of 5%. Then, the sampling calculation uses the Slovin formula. Referring to the calculation of the Slovin formula, 119.2 respondents were obtained to be used as a minimum research sample. However, with the researcher's consideration, the number of samples to be used in the study was 120 respondents. The method used in sampling is *probability sampling with purposive sampling*, which is a sampling technique with specific considerations or unique selection. The type of research used in this study is *explanatory research* with a quantitative approach. This study aims to determine the relationship between the independent variable, Nurse Performance (X), and the dependent variable, Patient Satisfaction (Y). The data sources of this study are primary and secondary data. The data collection techniques used are literature studies, questionnaires, interviews and observations. In this study, the data analysis method used SPSS 25 software for Windows.

4. RESULTS AND DISCUSSION

4.1 Instrument Test

Before hypothesis testing, instrument data testing is carried out. In general, the stages of testing instrument data can be seen in the following sub-chapters:

1. Validity Test

Table 2. Validity Test Results

| Variable | Statement | R Count | R Table | Results |
|----------------------|-----------|---------|---------|---------|
| Nurse Performance | X.1 | 0,613 | 0,1793 | Valid |
| | X.2 | 0,525 | 0,1793 | Valid |
| | X.3 | 0,677 | 0,1793 | Valid |
| | X.4 | 0,485 | 0,1793 | Valid |
| | X.5 | 0,593 | 0,1793 | Valid |
| | X.6 | 0,576 | 0,1793 | Valid |
| | X.7 | 0,659 | 0,1793 | Valid |
| | X.8 | 0,631 | 0,1793 | Valid |
| | X.9 | 0,67 | 0,1793 | Valid |
| | X.10 | 0,683 | 0,1793 | Valid |
| | X.11 | 0,632 | 0,1793 | Valid |
| | X.12 | 0,704 | 0,1793 | Valid |
| Patient Satisfaction | Y.1 | 0,781 | 0,1793 | Valid |
| | Y.2 | 0,611 | 0,1793 | Valid |
| | Y.3 | 0,706 | 0,1793 | Valid |
| | Y.4 | 0,722 | 0,1793 | Valid |
| | Y.5 | 0,724 | 0,1793 | Valid |
| | Y.6 | 0,717 | 0,1793 | Valid |
| | Y.7 | 0,65 | 0,1793 | Valid |
| | Y.8 | 0,611 | 0,1793 | Valid |

Source: Research Results, 2023.

Based on Table 2 above, it is known that the validity test results are above the r-value of the table (0.1793), which has been adjusted to the provisions of $r_{\text{calculate}} > r_{\text{table}}$. So, all variable

indicators in this study have been valid so that they can be used to measure the variables you want to test in this study. Therefore, all statements used in this study are valid as a data collection tool.

2. Reliability Test

Table 3. Reliability Test Results

| Variable | Cronbach's Alpha | Critical Value | Information |
|----------------------|------------------|----------------|-------------|
| Employee Performance | 0,852 | 0,60 | Reliable |
| Patient Satisfaction | 0,840 | 0,60 | Reliable |

Source: Research Results, 2023.

Table 3 shows the value of Cronbach's Alpha for each variable > 0.60 . This means that the measuring instruments used in this study are *reliable*. Thus, it can be concluded that the items for the five variables are excellent and worthy of further research.

4.2 Uji Hypoplant

1. Pearson Test (Bivariate Analysis)

Table 4. Pearson Test Results

| Correlations | | | |
|----------------------|---------------------|-------------------|----------------------|
| | | Nurse Performance | Patient Satisfaction |
| Nurse Performance | Pearson Correlation | 1 | .678** |
| | Sig. (2-tailed) | | .000 |
| | N | 120 | 120 |
| Patient Satisfaction | Pearson Correlation | .678** | 1 |
| | Sig. (2-tailed) | .000 | |
| | N | 120 | 120 |

** . Correlation is significant at the 0.01 level (2-tailed).

Source: Research Results, 2023.

Thus, it can be known that the value of the correlation coefficient of 0.678 is in the category of solid relationships with the value of Sig. (0.000) < 0.05 . This means that Nurse Performance has a strong and significant relationship with Inpatient Satisfaction at Madani Regional Hospital, Pekanbaru City.

4.3 Performance of Nurses at RSD Madani Kota Pekanbaru

Based on the results of research on Nurse Performance at RSD Madani Kota Pekanbaru, it is known that the responses of respondents to the statements summarized in the indicators of the Nurse Performance variable of 120 people as selected respondents have an average score of 3.29. Based on the answer to the statement from the Nurse Performance indicator, respondents responded quite well, so it can be concluded that respondents in this study already feel good about the Performance of Nurses at RSD Madani Kota Pekanbaru.

This study's results align with those conducted by (Luan et al., 2018), which stated that the level of nurse performance in the Inpatient room of Dr. Soetarto Hospital Tk. III 04.06.03 Yogyakarta was in the excellent category. Good nurse performance guarantees the quality of health services provided to sick and healthy patients (Mulyono et al. 2013). The ability of nurses as service implementers using nursing practice standards so that the results can be assessed as performance to evaluate nursing services.

Nurse Performance Conditions are in the category of quite good at RSD Madani Kota Pekanbaru because patients reveal that nurses have not provided optimal performance in serving inpatients responsively if patients need (Caring), working together in teams both with colleagues

and other medical teams (Collaboration), providing attention according to patient needs (Empathy), providing patient services quickly and precisely (Speed of Response), provide services to patients by being polite (politeness) and providing honest service between thoughts and actions (honesty). The nurse's performance that is still not optimal certainly makes patients feel dissatisfied, which makes patients rate the nurse's performance in the excellent category even though it is stated in Law Number 36 of 2014 Article 66 that nursing performance or nursing practice describes the activities provided to clients through the implementation of nursing care to achieve health service objectives by the duties and authorities of nurses by fulfilling the provisions of the code of ethics, professional standards, service user rights, service standards, and operational procedure standards.

The performance of this nurse is very suitable to be applied in providing nursing care to patients, one of which can be used in patient psychological care. For that, a nurse must pay attention to others and intellectual, technical, and interpersonal skills reflected in the nurse's performance or compassion. They start from small things like being friendly to patients and always smiling, from administering drugs to nursing actions. Nurses must also be patient, generous, willing to assist patients voluntarily, able to communicate, cooperate, and be responsible in their duties and appropriate in acting (Nursalam, 2012).

Thus, the performance of nurses becomes significant in improving the quality of patient service in hospitals, where the quality of service determines the image of service institutions, which will later be able to increase patient satisfaction and service quality, especially for patients at Madani Hospital Pekanbaru City. This needs to be improved by providing optimal Nurse Performance to the needs and desires of patients so that Inpatient Satisfaction at Madani Hospital Pekanbaru City will increase.

4.4 Inpatient Satisfaction of Madani Hospital Pekanbaru City

Based on the results of research on Patient Satisfaction at RSD Madani Kota Pekanbaru, it is known that respondents' responses to statements summarized in indicators of the Patient Satisfaction variable of 120 people as selected respondents have an average score of 3.24. Respondents were given a good response based on the answer to the statement on the patient satisfaction indicator. Hence, respondents in this study were quite satisfied with the Performance of Nurses at Madani Hospital Pekanbaru City.

Retaining Inpatient Satisfaction Level is well positioned at Madani Hospital Pekanbaru City. It is caused by the nurse's performance that has not been based on the wishes and expectations of patients. So in this case to increase Patient Satisfaction, nurses must provide nursing care services that are desired and expected by patients at RSD Madani Kota Pekanbaru with responsiveness if patients need (Caring), work together with the medical team (Collaboration), provide attention according to patient needs (Empathy), provide patient services quickly and precisely (Speed of Response), provide services to patients by being polite (Politeness) and providing honest service between thought and action (Honesty). The optimization of these performance indicators will undoubtedly increase patient satisfaction at Madani Hospital Pekanbaru City.

This is in line with research conducted by (Luan et al., 2018), which states that Patient Satisfaction in the Inpatient Room of RS Tk. III 04.06.03 Dr. Soetarto Yogyakarta is in the excellent category. Mukti et al. (2013) stated that hospital patient satisfaction is influenced by several important factors, namely technical competence. This technical dimension relates to how the right service provider uses the right equipment and drugs and is cost-efficient. Service punctuality is the ability of the hospital to provide services as promised, which includes the speed and accuracy of officers in providing services, including accuracy in patient admission procedures, registration, waiting time, time to be examined and diagnosis of diseases and cure diseases. Satisfaction measurement results are significant feedback for hospital management in striving for nurse performance (Zaniarti, 2011).

An organization or hospital agency will always try to improve its services in the hope that the organization's goal will be achieved. The trick is to improve the ability or skill of nurses in handling every problem that arises because skilled nurses can improve the quality of service, and patient satisfaction can be achieved well.

Satisfaction with nursing services in hospitals is also a multidimensional concept, so talking about this is not accessible if not in the context of improving the quality of patient-oriented hospital services. In other words, if the patient's expectations are exceeded, then the service is felt so that the quality is extraordinary and very satisfying; if the expectations are not met, then the quality of service is considered less or unsatisfactory; and if the expectations are met by reality or the service received, then the quality of service satisfies the patient in the inpatient room. This needs to be improved by the nurses of RSD Madani Kota Pekanbaru by providing maximum service to the needs and desires of patients so that it will produce inpatient satisfaction at RSD Madani Kota Pekanbaru.

4.5 City The Relationship of Nurse Performance with Patient Satisfaction

The results of this study show that Nurse Performance has a strong relationship with Inpatient Satisfaction at Madani Regional Hospital in Pekanbaru City. This study's results align with previous research conducted by [1], which states that Nurse Performance has a significant relationship with patient satisfaction in the Inpatient Room of RS Tk. III 04.06.03 Dr. Soetarto Yogyakarta. The results of other studies also show the same thing, namely, [4], [5], [10]–[12] mentioned that Nurse Performance has a significant relationship with patient satisfaction.

The results of this study mean that Nurse Performance has a strong relationship with Inpatient Satisfaction at Madani Regional Hospital in Pekanbaru City. This means that the better the Performance of Nurses at the Madani Regional Hospital in Pekanbaru City, the increase in patient satisfaction at the Madani Regional Hospital in Pekanbaru City. The analysis also showed that Nurse Performance was in the Good Enough range, and Patient Satisfaction was in the Good Enough range. A hospital's good and bad services can be seen from the level of patient satisfaction as a party who receives health services. If the patient expresses satisfaction with the services provided by the hospital, then the hospital service can be said to be good, and vice versa; if the patient says he is not satisfied or has a low level of satisfaction with hospital services, then the health services at the hospital can be said to be not good [12].

With good service, or in the context of this study, good nurse performance and patient satisfaction will be achieved optimally. The patient will feel satisfied or dissatisfied depending on the good or bad judgment for him, according to or not by his expectations. Nurses must further improve nursing services than they are doing now because patient satisfaction must be prioritised to improve their exceptional services and general health services.

Based on the analysis results in the hospital inpatient room, the nurse's performance is supported by adequate human resources in quality and quantity. The performance of nurses is influenced by several factors, one of which is the internal factors owned by each nurse. Factors related to intelligence, skills, emotional stability, and personal traits include personal traits, attitudes, physical traits, desires, or motivations. This factor helps smooth the nursing care process so that the patient's health quickly improves and heals. The nurse's attitude is amiable, friendly and patient. Every time you check, always ask about the progress of the patient's health. Thus, health services in the inpatient room are pretty good; patients and patient's families also receive the nurses' performance, so patients feel satisfied with the performance that has been given.

Patients who feel satisfied or happy with nursing services in a hospital will predominantly tell their experiences to their community; the results of the story will affect the perception of people who listen to symbolize the hospital that is intended with a positive image. In this case, it is the Madani Regional Hospital of Pekanbaru City.

CONCLUSION

Based on analysis and discussion of the effect of the relationship between nurse performance and patient satisfaction at Madani Regional Hospital in Pekanbaru City. The author concludes that the performance of nurses at the Madani Regional Hospital in Pekanbaru City in the category is quite good because nurses provide services quickly and precisely. However, there is still a drawback, namely teamwork between nurses in providing services to patients. Inpatient satisfaction at Madani Regional Hospital in Pekanbaru City is quite good because nurses provide services in accordance with patient expectations and patients will choose Madani Hospital if sick. Nurse performance has a strong and significant relationship because the results of the relationship between the two variables show a high and significant coefficient.

SUGGESTION

For the institution (Madani Regional Hospital Pekanbaru City), It is expected to be used as further study material for hospitals in improving Nurse Performance. Improved Nurse Performance is expected to meet Patient Satisfaction. Based on the indicators of teamwork of nurses at Madani Hospital, Pekanbaru City, it can be seen that the average respondent's answers could be more satisfactory. So, it is expected that the cooperation of the Madani Hospital nurse team needs to be improved again in order to maximize the satisfaction of inpatients of Madani Hospital Pekanbaru City. Nurses on duty at the Madani Regional Hospital in Pekanbaru City are expected to continue improving the quality of nursing services by implementing nurse professionalism, especially for assessing the lowest indicator of Nurse Performance, namely collaboration or cooperation in teams with peers and other medical teams in solving patient health problems. Nurses are also expected to be able to provide services by patient expectations by being responsive if patients needs (Caring), working in teams both with colleagues and other medical teams (Collaboration), providing attention according to patient needs (Empathy), providing patient services quickly and precisely (Speed of Response), providing services to patients by being polite (Politeness) and providing honest service between thoughts and actions (Honesty) in order to create patient satisfaction at the Madani Regional Hospital in Pekanbaru City. For patient satisfaction, the performance of nurses is enough to make patients feel comfortable, safe, and satisfied regarding the services provided by the nurses of Madani Regional Hospital in Pekanbaru City. Further researchers are expected to expand the research scope by adding variables in one study that strongly relate to Inpatient Satisfaction, such as Quality of Service and others.

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