The relationship between nurse competence and patient satisfaction

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Article Info	ABSTRACT
Keywords: Relationship, Nurse Competence, Patient Satisfaction	Competence is a level of skill or performance that includes being able to make nursing plans, as well as client care with priority diagnoses, evaluating the actions that have been taken so that by mastering these competencies, the nurse will be able to do things including doing a task. Patient satisfaction can be obtained through service quality, which is the ability to deliver services as promised and accurately (reliability), intention to help customers and provide rapid assistance (responsiveness), understanding ability and courtesy of officers to instill faith and trust in their customers (assurance), care, specific attention to customers (empathy), and the appearance of physical facilities, tools, officers, and interactions items (tangibles). The purpose of research is Determine the association between nursing competency and patient satisfaction. This form of research is quantitative. This is an explanatory survey study that uses a cross-sectional approach. The sample size was 96 patients. This study used non-proportional random sampling. The instrument utilized was a questionnaire. frequency distribution based on nurse competence was found to be mostly incompetent as many as 95 people (99%) and frequency distribution based on patient satisfaction was found that most patients had low satisfaction as many as 77 people (80.2%). The chi-square statistical test yielded a score of $\rho = 0\ 043$. There is a relationship between the application of the team method and the performance of executive nurses at Dr. Moewardi Regional General Hospital.
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INTRODUCTION

Hospital as a health service provider in which consists of nurses, doctors and other medical personnel who are required to be able to provide health services that satisfy patients. when patients feel satisfaction in the services provided it will have a positive impact on the patient's recovery process, trust in the provision of nursing actions, and patient assessment of nurse performance (Alfitra & Handayani, 2023). According to the World Health Organization (WHO), hospitals are institutions that are a vital component of health and social organizations that provide comprehensive health services, both curative and preventative, to outpatients and inpatients through medical service activities and care.

Competence is a level of skill or performance that includes being able to make nursing plans, as well as client care with priority diagnoses, evaluating the actions that

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have been taken so that by mastering these competencies, the nurse will be able to do things including doing a task or work (Task skills), organizing so that the work can be done (Task management skills), deciding what to do if something happens that is different from all plans (contigency management skills), so as to increase patient satisfaction. (Yusuf, Fitryasari, Nihayati, & Tristiana, 2016).

Customer happiness is driven by product quality, pricing, service quality, emotional aspects, and convenience. Service quality is determined by three factors: systems, technology, and people. Service quality dimensions are the ability to offer services as promised as well as precisely (reliability), the willingness to help customers and provide quick assistance (responsiveness), the ability of officers' knowledge and courtesy to instill trust and confidence in the clients they serve (assurance), care, specific attention to customers (empathy), and the appearance of physical facilities, tools, officers, and conversation items (tangibles) (Layli, 2022).

Mernawati & Zainafree (2016) found that patient satisfaction is heavily reliant on the quality of service offered by every medical professional in the health care facility. The term "service quality" refers to the ability to deliver service instantly, responsively, competently, respectfully, trustworthy, accurate, sympathetic, and fulfilling.

According to a 2018 study by Kartika nurses with higher levels of competence were more likely to have patients who were satisfied with the care they received. The research conducted by Layuk (2017) and Imelda Rahmayunia Kartika are compatible. According to this study, a nurse's knowledge, attitudes, and abilities when delivering nursing care to patients make up their competency. The findings of the study demonstrate a relationship between patient satisfaction and nurse competency, or knowledge, attitudes, and abilities.

Based on preliminary studies conducted on August 21, 2023, namely to 5 patients, it is known that patients still face moderate satisfaction problems. This is obtained by 2 (two) patients saying that sometimes nurses do not respond to patient complaints. And 3 (three) of them said they were satisfied with the care and services provided by the nurse.

METHOD

This form of research is empirical. This is an explanatory survey study with a cross-sectional design, which investigates, analyses, and explains the association between nurse competencies and inpatient satisfaction at Dr. Moewardi Kartasura Regional General Hospital. The sample size for this study included all patients at Dr. Regional General Hospital. Moewardi consists of three wards: Flamboyan 8, Flamboyan 9, and Flamboyan 10. The sample procedure was determined utilizing the Slovin formula. The sample size was 96 patients.

A factor that is independent is one that affects or decides other variables. The factor that is independent in this study is Nurse Competence. The dependent variable's value is established by other factors. Independent variables are factors that are seen and measured to see if there is an association or impact of the independent variable. The factor that is dependent in this study is patient satisfaction.

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This study's instrument was a questionnaire. In assessing the validity and reliability, questionnaire instruments were pronounced valid and reliable. The study employed both univariate and bivariate analyses. Univariate analysis yields a percentage of each variable, including nurse competency, affecting patient satisfaction. Bivariate analysis was performed to investigate the link between nurse competency and patient satisfaction. This study used SPSS computerization (Statistic Product And Service Solution).

RESULT AND DISCUSSIONS

Table 1. Characteristics Participant Data

Characteristics	Total (n)	Percentage (%)
Age		
18-40 years	46	47,9
40-60 years	42	43,8
>60 years	8	8,3
Gender		
Male	54	56,3
Female	42	43,8
Pendidikan		
Elementary School	5	5,2
Junior High School	10	10,4
Senior High School	42	43,8
Bachelor Degree	39	40,6

Table 1 shows that the majority of responders were 18-40 years old (47.9%), 40-60 years old (43.8%), and >60 years old (8.3%). In terms of gender, the majority of respondents (56.3%) were male, with 42 females (43.8%). In terms of education, the majority of respondents were in high school (43.8%), bachelor's (40.6%), junior high (10.4%), and elementary (5.2%).

Table 2. Frequency Distribution Based on Nurse Competence

Nurse Competence	Total (n)	Percentage (%)
Competent	1	1
Incompetent	95	99

Table 2 shows the frequency distribution depending on nurse competency, with one competent nurse (1%), and 95 incompetent nurses (99%). So the majority of responses were inept nurses, whereas the minority were competent nurses. Nurse competencies is an important factor to consider when giving nursing assistance to patients in order to ensure patient satisfaction. Various barriers to patient competency include nurses' knowledge, a lack of socializing, nurses' busyness, fatigue, a lack of excitement for nurses, leaders who just provide instructions, and the absence of reward and punishment (Komsiyah, Suhartono, & Rofi'i, 2018).

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Table 3. Frequency Distribution Based on Patient Satisfaction

Patient Satisfaction	Total (n)	Percentage (%)
High	0	0
Medium	19	19,8
Low	77	80,2

In table 3, the frequency distribution based on patient satisfaction can be seen as having a high level of patient satisfaction of 0 people (0%), a moderate level of patient satisfaction of 19 people (19.8%) and a low level of patient satisfaction of 77 people (80.2%). So the largest number of respondents had a low level of patient satisfaction and the smallest respondent had a high level of patient satisfaction, namely 0. Various factors influence patient satisfaction, namely staff in providing services tend to be a little slow and sometimes less reliable, less responsive, less convincing, less attentive in carrying out duties, even though patients usually want fast and precise service

Table 4. Cross tabulation of the relationship between team method implementation and nurse performance

		Patient Satisfaction				Total	
		Medium		Low			
		n	%	n	%	n	%
Nurse Competency	Incompetent	18	18,8	77	80,2	95	99
	Competent	1	1	0	0	1	1
	Total	19	19,8	77	80,2	96	100
Signifikansi (p) : 0, 043							

The chi square test analysis revealed a pvalue of 0.043 (<0.05), indicating a relationship between nurse competence and patient satisfaction at Dr. Moewardi Regional General Hospital. The majority of patients were between the ages of 18 and 40, with 46 (47.9%). Ageing can have an impact on a person's health, including degradation in the structure and function of organs, therefore older individuals use health services more than younger people. As in the case of senior patients, those who suffer from musculoskeletal illnesses will face a decline in function in bone healing, which can result in extended limits and increased dependence on others. Furthermore, due to emotional factors, some older persons with chronic illnesses accept their physical limitations sooner than younger people. This is because elderly people are more open, therefore their demands and expectations are lower than those of younger patients. This causes elderly patients to be pleased faster than youthful patients. (Arifin, Rahman, Muhyi, Putri, & Hadianor, 2019).

Most patients were male as many as 54 patients (56.3%). gender is a predisposing factor that influences behavior. Someone with male gender has greater demands for satisfaction than someone with female gender (Muzer, 2020). psychological differences, causing women to tend to feel satisfied faster than men, besides that men have a greater

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burden of responsibility than women, so they will demand better working conditions so that they feel satisfied (Rasmun, Ngula, & Setiadi, 2019).

Most patients have a high school education, namely 42 people (43.8%). One of the things that influences a person's expectations and views of health care is his or her educational level. A person's understanding of health will improve as their education level increases. People with less education tend to perceive better service than those with more education. A person's level of education can influence their reasonable and irrational attitude when making decisions, using, or receiving health services. A person with low education has a tendency for high inconsistency of perception (not fixed in stance), easily influenced compared to someone with a higher educational background. A person's knowledge and expectations of services will increase when their level of education is higher, so that the level of satisfaction of a person with higher education will decrease when expectations are not met (Listiani, 2017).

Based on univariate analysis, it shows that patients feel incompetent, namely 95 patients (95%). Incompetent nurse performance can result in unexpected events that will have an impact on the quality of nursing services. Research conducted (Triwijayanti, Romiko, & Dewi, 2020) It was found that the performance of nurses who were classified as not good was more than half of the total nurses, namely 32 nurses (56.1%) so that the resulting performance was not optimal. The most drug administration errors were in patients by 59.4% due to suboptimal nurse performance (Fatimah & Rosa, 2014). So it can be concluded that the performance of nurses who are not good is more than half and if not given a solution it can cause a decrease in service quality.

In this study, it was found that patient satisfaction was low, namely 77 patients (80.2%). Satisfaction among patients is a response or level of feeling obtained after receiving nursing care in a hospital and comparing performance or perceived results to patient goals. If the apparent results fall short of expectations, the patient will be disappointed. Patient discontent has an effect in the form of loss of patient faith in nurses and complaints or patient demands on a hospital. The level of patient dissatisfaction emerges because the desired needs, wants, and expectations are not realized. (Lestari, Rizany, & Setiawan, 2021).

This study's findings are consistent with other research (Yustriani & Muflihatin, 2022) about The link between nurse ability and patient satisfaction, with the results of the relationship between nurse competence and patient satisfaction. The level of patient satisfaction with nursing services, obtained several aspects that determine satisfaction, one of which is the efficiency of nursing services provided (efficiency) and nurse competence (competency). More than 60% of research respondents revealed that nurses' knowledge in answering patient questions, assessments that are carried out effectively and do not waste time, and the professionalism of nurses are aspects that significantly affect patient satisfaction (Kartika, Hariyati, & Nelwati, 2018).

According to the researcher, the good competence possessed by a nurse, the higher the patient's satisfaction with the nursing services provided. It is hoped that nurses can improve their competence in providing nursing services, so that in general the quality of

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nursing services can improve. The level of competence demonstrated by nurses is incompetent, resulting in patient dissatisfaction. According to study, the less qualified the nurse's job is, the lower will be the patient satisfaction.

CONCLUSION

Based on the findings of researchers at Dr. Moewardi Regional General Hospital, it is possible to conclude that Nurse Competence is inept and Patient Satisfaction is low. The chi square test analysis revealed a pvalue of 0.043 (<0.05), indicating a relationship between nurse competence and patient satisfaction at Dr. Moewardi Regional General Hospital.

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