



RELATIONSHIP BETWEEN NURSING SERVICE QUALITY AND PATIENT SATISFACTION IN EMERGENCY INSTALLATION dr. HASRI AINUN HABIBIE HOSPITAL GORONTALO PROVINCE

HUBUNGAN MUTU PELAYANAN KEPERAWATAN DENGAN KEPUASAN PASIEN DI INSTALASI GAWAT DARURAT dr. HASRI AINUN HABIBIE PROVINSI GORONTALO

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Abstract

Nursing Service Quality and Patient Satisfaction have a close relationship in determining patient response to service . Patient satisfaction and dissatisfaction responses depend on the service provided by the nurse. This research uses a descriptive design with a quantitative approach . cross-sectional. in the emergency installation of dr. Hasri Ainun Habibie Hospital, the number of respondents was 60 with the sampling technique in this study using Accidental sampling. . Quality of Nursing Services in the Emergency Installation of Dr. Hasri Ainun Habibie Hospital, Gorontalo Province Most of them provide maximum services with the Good category as many as 29 respondents (48.3%). and Patient Satisfaction in the Emergency Installation of Dr. Hasri Ainun Habibie Hospital, Gorontalo Province Most of them were also satisfied with 36 respondents (60.0%), but most of them were still dissatisfied with 24 respondents (40.0%). The results of the Chi-square statistical test obtained a significant value or p-value (0.000) lower than the significant standard of 0.05 or ($p < \alpha$), then H_0 was rejected and H_1 was accepted, which means there is a relationship between the quality of nursing services and patient satisfaction in the emergency installation of Dr. Hasri Ainun Habibie Hospital, Gorontalo Province.

Keywords: Emergency Installation, Patient Satisfaction, Quality of Nursing Services, Hospital.



Abstrak

Mutu Pelayanan Keperawatan dan Kepuasan Pasien memiliki hubungan yang erat dalam menentukan respon pasien terhadap pelayanan. Respon puas dan tidak puas pasien tergantung pada pelayanan yang di berikan oleh perawat. Penelitian ini menggunakan desain deskriptif dengan pendekatan kuantitatif dengan cross-sectional. di Instalasi gawat darurat RSUD dr. Hasri Ainun Habibie mendapatkan jumlah responden 60 dengan tehnik pengambilan sampel dalam penelitian ini menggunakan Accidental sampling . Mutu Pelayanan Keperawatan Di Intalasi Gawat Darurat RSUD dr. Hasri Ainun Habibie Provinsi Gorontalo Sebagian besar memberikan pelayanan yang bermaksimal dengan kategori Baik sebanyak 29 responden (48.3%). dan Kepuasan Pasien Di Intalasi Gawat Darurat RSUD dr. Hasri Ainun Habibie Provinsi Gorontalo Sebagian besar juga sudah merasa puas sebanyak 36 responden (60.0%), tetapi juga masih Sebagian besar merasa tidak puas dengan 24 responden (40.0%). Hasil uji statistik Chi-square diperoleh nilai signifikan atau angka p-value (0,000) lebih rendah dari standart signifikan dari 0,05 atau ($p < \alpha$), Maka H_0 ditolak dan H_1 diterima yang berarti ada hubungan antara mutu pelayanan keperawatan dengan kepuasan pasien di instalasi gawat darurat RSUD dr. Hasri Ainun Habibie Provinsi Gorontalo.

Kata Kunci : Instalasi Gawat Darurat, Kepuasan Pasien, Mutu Pelayanan Keperawtan, Rumah Sakit.

1. INTRODUCTION

Hospital is an individual health service institution that provides disease healing and disease prevention services to the community Ministry of Health (2017). The hospital has the main task of providing quality health services and realizing the highest level of health, the hospital also has a general task, namely to carry out health service efforts effectively by prioritizing healing and recovery without looking at social status (Yurnalis & Mendrofa, 2021) .

One of the services provided by the hospital is emergency services or emergency installations, Emergency installations are one of the service units in the hospital that provide first aid and as the main way for patients to enter with emergency conditions. An emergency is a clinical condition where the patient needs fast medical help to save lives and disabilities, so that the quality of service can be measured (Gusman Virgo, 2018).

Indicators of patient satisfaction with care services in the ER are located in five dimensions of service quality. These dimensions are tangible, reliability, responsiveness, assurance, and empathy (M. Rosyidi, et al. 2020). The level of patient satisfaction in the ER is very important, by knowing the level of patient satisfaction, nurses in the ER can improve the services provided. With optimal service, the level of patient satisfaction increases, and provides a good image for the hospital ER (Siti Nurhidayah, 2019).

Patient dissatisfaction with nursing services in Indonesia is still a problem, it is explained that there is an influence between the quality of service and the level of patient satisfaction with the nursing care received so that hospitals need to focus their attention on a continuous evaluation system with the aim of improving the quality of nursing services by meeting patient



expectations and satisfaction. Therefore, patient dissatisfaction is seen from 5 dimensions of satisfaction, patients say the service is slow including reliability, and patients say the nurse's concern is lacking including Empathy, there are also patients who say the service is complicated including responsive, and the room is inadequate so that patients are uncomfortable including tangible, and this assurance does not affect consumer satisfaction, but this dimension is important because the price of the service fee is appropriate.

Patient satisfaction standards in health services are set nationally by the Ministry of Health of the Republic of Indonesia with minimum service standards.

for patient satisfaction, which is above 95%. If health services are found with a patient satisfaction level below 95%, then it is considered that the health services provided have not met the minimum standards or are not of good quality (Ministry of Health, 2019).

It can be said that patient satisfaction is a patient's assessment after experiencing the nursing services provided by health workers compared to patient expectations. Good service quality is an important factor in efforts to create consumer satisfaction. The services provided by the Hospital must be of quality and meet the five dimensions of nursing service quality, namely tangibles, reliability, responsiveness, assurance, and empathy. (Fadila et al., 2023).

Therefore, patient satisfaction is something that is highly expected by nurses. Patients will feel satisfied if what they expect is in accordance with their wishes Arya (2023). Patient satisfaction is one of the targets for achieving improved quality of hospital services which is determined by the entire administrative service, starting from patient registration, doctor services, nurses, food, medicines, facilities and infrastructure as well as equipment, facilities and the physical environment of the hospital (Amir et al., 2019). Patient satisfaction depends on the quality of health services that have been provided according to patient expectations. (Sinurat et al., 2019).

implemented by the nursing manager which includes planning, organizing, directing and supervising existing resources, both resources and funding sources so that they can provide effective and efficient nursing services to patients and families. The available resources include human resources (nurses) and room facilities, one of which is the Emergency Installation room, (Fadila, and Sulastris 2023).

Based on research conducted at the St. Louis Metropolitan Hospital in Mid Missouri, United States, to measure the quality of nursing services and patient satisfaction levels. The results of the study showed that 50% of patients were not satisfied with the services provided. One of the problems expressed was the lack of speed in responding to patients, especially from nurses. In the study, 60% of 10 patients who visited the Emergency Unit (IGD) complained that the care services were not in accordance with expectations, the waiting time was relatively long, some facilities or equipment were inadequate, and employees were still lacking in terms of service, meanwhile, 40% of patients expressed their dissatisfaction related to the relatively long time in administering drugs and complicated processes (Hariyanto et al., 2024).

Therefore, the resources working in the emergency room are the largest number of units in the Hospital and one of those who has an important role in providing health services is nurses. By providing professional nursing care, quality service quality will be realized (Nasrun Pakaya, et al., 2022).

Dr. Hasri Ainun Habibie Regional General Hospital is one of the general hospitals in Gorontalo province located in Limboto sub-district, managed by the provincial government with type C accreditation which is in the process of being upgraded to type B which is fully accredited by the Indonesian Hospital Accreditation Institute (LARSI). Based on the results of



a survey conducted by the hospital in 2024, public satisfaction regarding services with the results of the SKM (community satisfaction survey) being 87.71% in the good category .

Based on initial observations carried out in the Emergency Room of Hasri Ainun Habibie Hospital on August 2023. Using the method of providing sheets questionnaire Which done by researcher in 8 people, Then researcher found 5 of them were dissatisfied with the services in the ER ward and 3 people said they were satisfied. Complaint Which got from the results of initial observations including (reliability) patient admission procedures are served appropriately and without delay. entangled (responsiveness) in the responsiveness of officers in handling problems Health officers have a communicative attitude with patients. (empathy) officers take special time to communicate with patients. (tangible) in their duties always maintain neatness and his appearance.

Then, on the questionnaire sheet about patient satisfaction in the ER there is improvement among them each individual evaluate that nurse or other medical personnel, there are several officers who behave friendly and there are also those who are not friendly in giving action to patient. Therefore, researchers are interested to know more in..

2. RESEARCH METHOD

This research is descriptive using quantitative approach method. For data processing using cross-sectional design.

The population in this study were patients who came to the Emergency Installation of Dr. Hasri Ainun Habibie Hospital, Gorontalo Province, which was taken based on the number of patients who came to the IGD,

The determination of the number of samples was calculated using the Slovin formula (2021) totaling 60 respondents. The sampling technique in this study used Accidental sampling. The instruments in this study used questionnaires and tests. chi square

3. RESULTS AND DISCUSSION

Overview of Respondent Characteristics

Table 1 Distribution of Respondent Characteristics Based on Age

age	Frequency (n)	Percentage (%)
< 30 years	35	58.3
> 30 years	25	41.7
Total	60	100

Source: Primary Data, 202 4

Based on Table 4.1. found that as much as 58.3% respondents aged <30 years , while 41.7% were >30 years old.

Table 2 Distribution of Respondent Characteristics Based on Gender

age	Frequency (n)	Percentage (%)
Man	24	40
Woman	36	60
Total	60	100

Source: Primary Data, 202 4

Based on Table 4.2. found that as much as 60 % Respondent iswomen, while the remaining 40% are men. This shows that there isdomination woman in participating in this research.



Table 3 Distribution of Respondent Characteristics Based on Education

Education	Frequency (n)	Percentage (%)
SENIOR HIGH SCHOOL	21	35
sd	3	5
Bachelor	36	60
Total	60	100

Source: Primary Data, 202 4

Based on Table 4.3. In this case, the level of education of the respondents, the majority respondents have a college education level with a percentage of 60%. Meanwhile, other

levels of education, such as high school, have a percentage of 35 %. And SD 5 %

Table 4 Distribution of Respondent Characteristics Based on work

work	Frequency (n)	Percentage (%)
private	18	30
Farmer	6	10
self-employed	21	35
housewife	12	20
student	3	5
laborer	-	-
Total	60	100

Source: Primary Data, 202 4

Based on Table 4.4. can identified three type the job that dominate. Private jobs become Which most dominant with 30 % of the total respondents, followed by self-employed and housewives 20% of the stairs, and 5% of students . Data This give description about variation work Respondent instudy This.

Table 5 Distribution of Respondent Characteristics Based on Health Insurance

guarantee	Frequency (n)	Percentage (%)
general	6	10
BPJS	54	90
Total	60	100

Source: Primary Data, 2024

Based on table 4.5 above, it shows that respondents who have health insurance mostly use BPJS insurance with 90% compared to general insurance at 10%.

Table 6 Distribution of Respondent Characteristics Based on Health Visits

visit	Frequency (n)	Percentage (%)
1-3 times	30	50
> 3 times	30	50
Total	60	100

Source: Primary Data, 2024

Based on table 4.6 above, it shows that respondents who have 1-3 visits as many as 30 patients with 50% equal to more than 3 times

Univariate Analysis



Table 1 Distribution of Respondents Based on the Quality of Nursing Services in the Emergency Installation of Dr. Hasri Ainun Habibie Hospital, Gorontalo Province .

Quality of service	Frequency (n)	Percentage (%)
Good	29	48.3
Enough	19	31.7
not enough	12	20
Total	60	100

Source: Primary Data 2024

Based on Table 4.3 above, it shows that the quality of nursing services is in the good category for 29 respondents (48.3%), and the quality of nursing services is in the sufficient category for 19 respondents (31.7%), while the quality of nursing services is in the poor category for 12 respondents (20%).

Table 4. 2 Frequency Distribution of Respondents Based on Patient Satisfaction in the Emergency Installation of Dr. Hasri Ainun Habibie Regional Hospital, Gorontalo Province.

Patient satisfaction	Frequency (n)	Percentage (%)
Satisfied	36	60
Not fasting	24	40
Total	60	100

Primary data sources 2024

Based on Table 4.4 above, it shows that 36 respondents (60.0%) were satisfied with the patient satisfaction, while 24 respondents (40.0%) were dissatisfied with the patient satisfaction

Bivariate analysis

Testing Hypothesis

Table 3 Relationship between Quality of Nursing Services and Patient Satisfaction in the Emergency Installation of Dr. Hasri Ainun Habibie Regional Hospital, Gorontalo Province.

Quality of service	satisfied		Not satisfied		Total	
	N	%	N	%	n	%
Good	24	40	5	8.3		
Enough	3	5	16	26.7	29	48.3
Not enough	9	15	5	12	19	31.7
Total	36	60	40	100	60	100

Source: Primary Data

Based on Table 4.5 above, the cross tabulation shows that the relationship between the quality of nursing services and patient satisfaction from 60 respondents, the results obtained were 29 patients (48.3%) stated that the quality of service was good with patient satisfaction feeling satisfied as many as 24 patients (40%) and feeling dissatisfied as many as 5 patients (8.3%). While 19 (31.7%) respondents stated that the quality of service was sufficient with patients who felt satisfied as many as 3 patients (5%) and felt dissatisfied as many as 16



patients (26.7%). And as many as 12 respondents (20%) stated that the quality of service was lacking with patient satisfaction feeling satisfied as many as 9 patients (15%) and feeling dissatisfied as many as 3 patients (5%).

Discussion

Discussion

Quality of Nursing Services in the Emergency Installation of Dr. Hasri Ainun Habibie Regional Hospital, Gorontalo Province.

The results of this study indicate the quality of nursing services in the emergency installation of Dr. Hasri Ainun Habibie Regional Hospital, Gorontalo Province. Most of them are in the good category, namely 29 respondents (48.3%).

Nursing service quality is a process of activities carried out by the nursing profession in meeting patient needs in maintaining the biological, psychological, social, and spiritual conditions of patients. Patients will tend to expect good and efficient nursing services so that patients will feel comfortable and satisfied, and collaboration between nurses and other medical teams, patients, and family members of patients must be improved, especially in terms of (Perceka, 2020). This is in line with research conducted by Leba et al., (2022) the results of the study stated that based on the quality of nursing services with 68 respondents, the results showed that respondents felt good with a frequency of 56 respondents or (82.2%), and sufficient with 12 respondents or (17.6%).

Different from the research conducted by Kustriyani et al., (2017), namely, as many as 55 respondents chose sufficient service quality with a total of 24 respondents, and the lowest chose good with 6 respondents. The results of the study conducted by Ryandini & Hakim, (2019) with 112 respondents, 69 respondents said sufficient and the lowest said less, namely 16 respondents. So in the effort to improve the quality of nursing services, it is important to pay attention to and manage the factors of reliability, responsiveness, assurance, empathy, and physical evidence or direct evidence. By providing these factors, patient satisfaction can be increased.

building trust, and providing an optimal health service experience for patients (Budi Stiawan, 2023). Based on survey Which done researcher known that quality of service at RSUD dr. Hasri Ainun Habibie Hospital there are various assessment results among them, the less good results consist of the dimensions of Responsive and Reliability . This is due to the lack of Speed, willingness, and awareness of officers in responding to patient concerns, as well as the delivery of information clearly and concisely, are components that are accurate and timely. So it can be defined that responsive and reliability are dimensions that are mutually innate to be used as the mentality of nurses' actions to provide immediate care whenever needed and have a sense of sensitivity and concern for the problems experienced by customers or patients. Judging from the results conducted by the researcher, the dimensions of Empathy and assurance for the quality of service at RSUD dr. Hasri Ainun Habibie Hospital are quite good. Meanwhile, the Tangible dimension has the best assessment because it has direct evidence or physical appearance including the availability of physical facilities and facilities that can be felt by patients and the success in providing care while patients are being treated or handled directly. Based on several opinions above, the researcher assumes that patients in the



emergency installation of Dr. Hasri Ainun Habibie Hospital, the quality of nursing services is categorized as good, so that patients will tend to expect good and efficient nursing services so that patients will feel comfortable and satisfied.

Patient Satisfaction in the Emergency Room of Dr. Hasri Ainun Habibie Regional Hospital, Gorontalo Province .

The results of this study indicate patient satisfaction in the emergency installation of Dr. Hasri Ainun Habibie Regional Hospital, Gorontalo Province. Most of them are in the satisfied category, namely 36 respondents (60.0%).

Satisfaction is a person's feeling of pleasure that comes from comparing the pleasure of an activity and a product with their expectations. Satisfaction is a person's feeling of pleasure or disappointment that arises after comparing their perception or impression of the performance or results of a product and their expectations. (Nursalam, 2014).

This is in line with research conducted by Salfia et al., (2021) based on their research, the results obtained from 87 respondents, 70 patients said they were satisfied with a percentage (80.5%), while those who said they were dissatisfied were 17 respondents or (19.5%). Similarly, research conducted by Patattan, (2021) in his research out of 81 respondents, 46 respondents said they were satisfied, and 35 patients said they were less than satisfied. Research conducted by Dewi, (2020) said that out of 109 respondents, 86 respondents said they were very satisfied, 23 respondents said they were satisfied.

Empathy and personal attention shown by medical staff can have a positive effect on patient satisfaction. Patients will feel comfortable and directly connected when medical staff show empathy for their situation, provide support, and pay attention to their individual needs. The care and personal attention shown by medical staff can provide a sense of security and build a good relationship between the patient and the care team (Budi Stiawan, 2023).

Different from the research (Kustriyani et al., 2017), the results of the study showed that 31 respondents or (56.4%) said they were satisfied with the nursing services provided by the nurses in the room. Minimum waiting time to receive services is also an important factor that affects patient satisfaction. If patients do not have to wait too long before receiving an examination, treatment, or consultation, they tend to be satisfied with the services provided. Patients said that nurses were able to handle patients appropriately and quickly, and nurses had carried out nursing actions in accordance with standard procedures.

Survey results Which done researcher known that Patient Satisfaction in the Emergency Room of Dr. Hasri Ainun Habibie Hospital, patients feel satisfied but only in the dimensions of Reliability, Responsiveness, Physical Evidence , and Assurance . While in the Empathy dimension , patients feel dissatisfied, this is because they do not show attitudes and behaviors of compassion towards patients as expectations that are assessed based on the ability of officers to understand and put themselves in the patient's position in the scenario they are experiencing.

Based on the results of the study above, respondents who felt dissatisfied were in the tangible dimension , namely with statements about an uncomfortable hospital environment. While respondents who felt satisfied were in the responsive dimension or the nurse's fast response so that patients felt satisfied with the services provided.

From the explanation above, it can be concluded that patient satisfaction in the emergency installation of RSUD. dr. Hasri Ainun Habibie is in the high category with the assessment of most respondents choosing to be satisfied with the services provided because satisfaction is a feeling of pleasure towards a service provided, if the service provided is high, the higher the level of patient satisfaction.



Bivariate Analysis

Relationship Between Nursing Service Quality and Patient Satisfaction in the Emergency Room of Dr. Hasri Ainun Habibie Regional Hospital, Gorontalo Province

The results of the Chi-square statistical test obtained a significant value or p-value (0.000) lower than the significant standard of 0.05 or ($p < \alpha$), so H_0 is rejected and H_1 is accepted, which means there is a relationship between the quality of nursing services and patient satisfaction in the emergency installation of Dr. Hasri Ainun Habibie Hospital, Gorontalo Province 2024.

Satisfaction starts from the acceptance of patients from the first time they come to the hospital until they leave the hospital. Patients are said to be satisfied if the service received by the patient is in accordance with the patient's expectations or exceeds the patient's desired expectations and if the service received is not appropriate, the patient will feel dissatisfied. Therefore, hospital services often experience problems that include patient dissatisfaction with services in the ER (Ryandini & Hakim, 2019).

Other factors that can explain the relationship between service quality nursing And satisfaction patient covering reliability, Power responsiveness, assurance, empathy, and physical evidence or direct evidence. Reliability in providing consistent and accurate care, as well as treatment and actions medical Which appropriate time, can give belief to the patient that they accept service Which quality. Power responsive Which fast and effective response to patient needs and requests also contributes to patient satisfaction (Budi Stiawan, 2023).

Assurance of quality of service through the presence of competent medical staff, fulfillment of safety and cleanliness standards, and the availability of state-of-the-art medical facilities and technology also affect patient satisfaction. The ability of medical staff to show empathy, understanding, and attention to the emotional, psychological, and social needs of patients is also an important factor in creating patient satisfaction. In addition, evidence physique or proof direct Which related with environment physique, such as cleanliness, comfort, and availability of necessary medical equipment, can also have a significant impact on patient satisfaction. A comfortable and clean physical environment creates an atmosphere that supports patient recovery and increases their satisfaction (Budi Stiawan, 2023).

The results of this study are in line with research conducted by Rusnoto et al., (2019) which stated that there is a relationship between the quality of nursing services and the level of patient satisfaction. Where patient satisfaction is highly dependent on patient perceptions of the quality of nursing services themselves. In the study by Pakpahan et al., (2022) it was also found that there was a relationship between the quality of nursing services and the level of patient satisfaction where the majority of respondents said the quality of service was good with a percentage of (82%), sufficient as much as (14%), as much as (20%), and the results of the study from patient satisfaction, the majority of respondents said they were satisfied with a percentage of (80%), less satisfied as much as (20%).

According to research from Syafitri, (2022) said that based on the analysis of the research that assurance / friendliness in the dimension of service quality is included in personal interaction where the relationship between nurses and patients will determine how patients perceive the assessment that the services offered provide security guarantees, the results of the study said that on average respondents said it was not of good quality. This is because there are still many nurses who do not introduce themselves when they first meet the patient, so that the emotional relationship between nurses and patients is not created, there are still nurses who are rude to patients, the large number of patients and the number of nurses that are not comparable



result in increased work stress. Based on the results of the study that has been conducted on 79 respondents, 51 respondents said they were dissatisfied and not of good quality.

Research conducted by Setiawan, (2023) said that this study is a study that aims to explore the relationship between the quality of nursing services and the level of patient satisfaction in hospitals. The results of the study showed that there was a significant relationship between the two variables, with a correlation of 98.1% with a significance of 0.007, the high correlation of 98.1% between the quality of nursing services and the level of patient satisfaction indicates that there is a close relationship between the two. This shows that changes in the quality of nursing services have a direct impact on the level of patient satisfaction.

The results of the analysis of this study can be seen from the tabulation of data obtained from 60 respondents or patients, good service quality with satisfied patient satisfaction, as many as 24 respondents (40.0%), good service quality with dissatisfied patient satisfaction as many as 5 respondents (8.3%). Sufficient service quality with satisfied patient satisfaction as many as 3 respondents (5.0%), Sufficient service quality with dissatisfied patient satisfaction as many as 16 respondents (26.6%), while poor service quality with satisfied patient satisfaction as many as 9 respondents (15.0%) and poor service quality with dissatisfied patient satisfaction as many as 3 respondents (5.0%).

A comfortable and clean physical environment can also affect the level of patient satisfaction. Factors such as room cleanliness, bed comfort, adequate lighting, and a calm atmosphere can create environment Which support recovery patient and improve satisfaction they. With notice factors This, RSUD dr. Hasri Ainun Habibie Gorontalo Province can increase the level of patient satisfaction that falls into the "satisfied" category. In order to improve the quality of service, the Hospital needs to ensure that medical staff and nurses have good competence and skills, focus on effective communication, show empathy and personal attention to patients, manage waiting time efficiently, and create a comfortable physical environment. With continuous efforts, the Hospital can improve the patient experience. patient, build trust, And give service

Researchers Conclude that the Quality of nursing services must prioritize reliability, responsiveness, certainty, direct evidence and empathy in serving patients so that they can meet patient needs holistically . (Bauk et al , 2018).

4. CONCLUSION

1. Quality of Nursing Services in the Emergency Unit of Dr. Hasri Ainun Habibie Regional Hospital, Gorontalo Province Most of them provide maximum services with the Good category as many as 29 respondents (48.3%).
2. Patient Satisfaction in the Emergency Room of Dr. Hasri Ainun Habibie Hospital, Gorontalo Province Most of them also felt satisfied in the Satisfied category as many as 36 respondents (60.0%), but also most of them still felt dissatisfied with a percentage of 24 respondents (40.0%).
3. The results of the Chi-square statistical test obtained a significant value or p-value (0.000) lower than the significant standard of 0.05 or ($p < \alpha$), so H_0 is rejected and H_1 is accepted, which means there is a relationship between the quality of nursing services and patient satisfaction in the emergency installation of Dr. Hasri Ainun Habibie Regional Hospital, Gorontalo Province.



Suggestion

1. For Nurses
Judging from the data results, the quality of nursing services is still in the sufficient and inadequate categories, so this can be used as input for nurses to continue to improve the quality of services.
2. For Hospital Institutions
The results of the study can be a reference for RSUD dr. Hasri Ainun Habibie, especially the head of the Emergency Room to continue to maintain and improve the quality of nursing services so that there is also an increase in patient satisfaction, especially in the IGD room.
3. For Further Researchers It is hoped that further researchers can examine other variables such as factors that can influence the quality of nursing services on patient satisfaction.

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