

Original Research

The Relationship of the Role of Nurses in Health Services with Patient Satisfaction

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m**Abstract****Background:** The role of a nurse represents a dynamic function within the healthcare system, encompassing responsibilities, obligations, and expected behaviors aligned with professional status. In public health settings, the role of nurses significantly contributes to the perceived quality of service and patient satisfaction. **Objective:** This study aims to examine the relationship between the perceived role of nurses and the level of patient satisfaction at the Health Quarantine Post in the Tanjungpandan Work Area.**Methods:** This research employed a quantitative, observational analytic design with a cross-sectional approach. A total of 30 respondents were selected using non-probability sampling, specifically accidental sampling. Data were collected through a structured patient satisfaction questionnaire and analyzed using descriptive statistics and chi-square tests to determine the association between the variables.**Results:** Of the 30 respondents, 66.7% were female and 33.3% were male. All participants (100%) rated the role of nurses as "good." In terms of satisfaction, 97% of respondents reported being "very satisfied," while 3% were "satisfied." Statistical analysis using the chi-square test demonstrated a significant relationship between the role of nurses and patient satisfaction ($p < 0.05$).**Conclusion:** The findings indicate a strong positive correlation between the nurses' professional role and patient satisfaction at the health quarantine facility. Services related to clinical examinations, transportation checks, and the issuance of fitness-to-fly documents were delivered effectively, contributing to high satisfaction levels among service users.**Keywords:** Health Services; Nurse Role; Patient Satisfaction

Introduction

The concept of *role* refers to a set of behavioral expectations assigned to individuals based on their status and social function within a certain context. According to Soekanto (2002), roles reflect the ways in which individuals are expected to act in social interactions and institutional settings. In healthcare settings, particularly in nursing services, the role of nurses becomes central to the quality of care and the overall satisfaction of patients or service recipients.

Community Satisfaction Surveys serve as comprehensive tools to measure public satisfaction with the services provided by public institutions. These surveys aim to identify weaknesses and performance gaps in public service delivery, enabling institutions to improve service quality in a structured and measurable way. The legal basis for the implementation of public satisfaction surveys in Indonesia is stipulated in Law Number 25 of 2009 on Public Services. This law mandates that all public service institutions, whether serving the public directly or indirectly, must formulate, establish, and implement service standards for each type of service they provide.

In line with this mandate, the National Cyber and Crypto Agency (Badan Siber dan Sandi Negara, or BSSN), as a public service provider, has developed and implemented public service standards that serve as benchmarks in delivering services to the public. These standards are also used as a framework for implementing the Community Satisfaction Survey, as regulated by the Regulation of the Minister for Administrative and Bureaucratic Reform Number 14 of 2017 concerning Guidelines for the Preparation of Community Satisfaction Surveys of Public Service Implementation Units. The results of these surveys are quantified into a Community Satisfaction Index (Indeks Kepuasan Masyarakat or IKM), which is rated on a scale of 1 to 4. The resulting index serves as a basis for improving service quality and institutional performance.

Satisfaction, as a concept, encompasses emotional and cognitive dimensions. It is not solely determined by financial cost or benefit, but rather by the extent to which a person's expectations and needs are fulfilled. Etymologically, the word *satisfaction* is derived from Latin: *satis* meaning "enough,"

and *facio* meaning "to do." Thus, satisfaction is broadly defined as the fulfillment of expectations or the adequacy of received services. Irawan (2003) noted that satisfaction arises when perception aligns with or exceeds expectations. Kotler (2002) emphasized that satisfaction is an individual's feeling after comparing perceived service outcomes with prior expectations. Similarly, Sugito (in Srinadi & Eka, 2008) stated that satisfaction results from the fulfillment of wants and needs that are perceived as adequate. According to Welkie (in Tjiptono, 1996), satisfaction is an emotional response following the evaluation of a service experience. Rangkuti (2003) defined satisfaction as the consumer's response to the gap between prior expectations and actual performance.

While numerous studies emphasize general consumer satisfaction, few have explored the specific contributions of professional roles—such as those of nurses—in influencing service satisfaction within public institutions. Nursing personnel serve as the frontline in healthcare and related public service sectors, often acting as direct liaisons between institutions and service recipients. As such, the professional role and performance of nurses may significantly affect the community's perception and evaluation of service quality.

The aim of this study is to analyze the role of nurses in influencing the community satisfaction index within the scope of public services administered by BSSN. This focus enables a more precise understanding of how specific roles within an organization, particularly the nursing staff, contribute to the overall perception of service effectiveness and satisfaction among the public.

Methods

Study Design

This research employed an observational analytic design using a cross-sectional approach. The study was aimed at analyzing the relationship between the role of nurses as service providers (independent variable) and patient satisfaction (dependent variable). A cross-sectional design observes both variables simultaneously, allowing the identification of associations between cause and effect at a single point in time without manipulating variables.

Samples/Participants

The population in this study consisted of all patients who accessed public health services under the supervision of the Tanjungpandan Work Area Health Quarantine Post during the data collection period. The sample was selected using a non-probability sampling method, specifically accidental sampling, where respondents were selected based on their availability and willingness to participate at the time they accessed services.

Participants were included if they met the following criteria: aged 18 years or older, had received services directly from nurses during the visit, and were willing to participate by providing informed consent. Based on these inclusion criteria, a total of 30 respondents were successfully recruited during the research period, which fulfilled the minimum sample requirement for preliminary cross-sectional analysis.

Instruments

Data were collected using a structured patient satisfaction questionnaire developed by the service unit, adapted from standard guidelines for public service satisfaction surveys. The questionnaire was distributed through an online survey link (QR-code access) and included statements using a four-point Likert scale, ranging from "not satisfied" to "very satisfied."

The questionnaire measured perceptions on various dimensions of service quality, such as responsiveness, empathy, assurance, reliability, and tangibility, with specific items reflecting the nursing role in these aspects. To ensure content validity, the questionnaire was reviewed by two experts in public service evaluation and health communication. Prior to the main study, a pilot test was conducted on 10 participants with similar characteristics, and results indicated acceptable internal consistency, with a Cronbach's alpha value of 0.82, indicating good reliability.

Data Collection

Data were collected directly from patients who accessed services during the study period and agreed to participate. Respondents completed the questionnaire through a barcode link provided at the service site. The research team provided verbal instructions and assistance when necessary to ensure accurate and independent responses.

Data Analysis

All questionnaire data were encoded and analyzed using Statistical Product and Service Solutions (SPSS) version 25.0. Descriptive statistics were used to describe the socio-demographic characteristics of respondents and their satisfaction levels. To analyze the relationship between the role of nurses and patient satisfaction, Chi-Square tests were used, with a significance level set at $p < 0.05$.

Ethical Considerations

This study adhered to ethical principles, including informed consent, confidentiality, and voluntary participation. Participants were informed of the study's purpose, assured that participation was voluntary, and that responses would remain confidential and anonymized. Formal ethical approval was obtained from the Health Research Ethics Committee of Famika University of Makassar, as documented in Letter Number: 013/KEPK/FAMIKA/V/2024, and administrative permission was granted by the Tanjungpandan Work Area Health Quarantine Post prior to the research implementation.

Results

From the table above, we get an overview of respondents based on identity, women are more than men.

Table 1 Respondent Identity Data

GENDER	NUMBER OF RESPONDENTS
Man	10
Woman	20

Source: Primary Data

Identity Data by Education

From the table 2, the description of respondents based on high school education is more than DIII education

Table 2 Respondent Data by Education

TYPES OF EDUCATION	NUMBER OF RESPONDENTS
SD	0
SLTP	0
High School	20
DIII	10
S1	0

Source: Primary Data

Respondent Data by Occupation

From the table 3, an overview of respondents based on Partik's work or daily laborers is more than others.

Table 3 Respondents by Occupation

WORK	NUMBER OF RESPONDENTS
ASN	5
TNI	0
POLICE	0
Squirt	20
Private	5
Other	0

Source: Primary Data

Respondent Data based on Type of Service

From the table 4, an overview of respondents based on the type of service served by pregnant women is more than the examination of sick patients.

Table 4 Respondents by Type of Service

TYPES OF SERVICES	NUMBER OF RESPONDENTS
Health Examination Sick Patient	10
Pregnant Women	20
Infants under 1 Year	0

Source: Primary Data

Respondent Data based on the assessment of the Role of Nurse

From the table 5, an overview of respondents based on the role or attitude of nurses with the highest Good category and 100% of the total number of respondents obtained, this is very influential in the role of a nurse in health services to achieve the level of patient satisfaction.

Table 5 Respondents by Nurse Role

ROLE/ATTITUDE	NUMBER OF RESPONDENTS
Good	30
Not Good	0

Source: Primary Data

Respondent Data by Satisfaction

From the table 6 an overview of respondents is obtained based on satisfaction responses, very satisfied more than others, meaning that the level of satisfaction of the patients served is all from the number of respondents who are very satisfied with the percentage of 97% and satisfied with 3% of the number of respondents of 30 respondents.

Table 6 Respondents by satisfaction

SERVICE SATISFACTION	NUMBER OF RESPONDENTS
Very dissatisfied	0
Dissatisfied	0
Satisfied	1
Very satisfied	29

Source: Primary Data

Discussion

This study aimed to explore the relationship between the role of nurses and patient satisfaction in health service delivery at the Tanjungpandan Health Quarantine Post. The findings revealed that all 30 respondents rated the role of nurses as “good,” and 97% of them reported being “very satisfied” with the services received. These results suggest a strong correlation between the perceived professional behavior of nurses and the satisfaction levels of patients.

The role of nurses is inherently complex, involving not only technical competencies but also interpersonal and emotional skills that contribute to patients' perception of care quality. Soekanto (2002) emphasized that a role represents the set of expectations on how individuals should act based on their social function and status. In the context of healthcare, this aligns with the concept of professional role behavior, where nurses are expected to demonstrate compassion, responsiveness, and accountability.

The results of this study support the argument made by Aiken et al. (2002), who found that better nursing environments, including positive staff attitudes and professional role clarity, significantly contributed to higher patient satisfaction in hospital settings. Similarly, a study by McHugh et al. (2011) confirmed that patients are more likely to report satisfaction when they perceive that nurses are responsive and attentive to their needs. The present study affirms these findings by showing that patients who evaluated nurses' roles as good also expressed high levels of satisfaction.

Furthermore, the positive patient feedback in this study could be linked to the service characteristics at the health quarantine post, where nurse-patient interactions are relatively direct and personal. This context supports Donabedian's (1988) framework on quality of care, which highlights that interpersonal aspects of service, including communication, empathy, and respect, are essential components of patient satisfaction.

However, it is important to acknowledge that the interpretation of nurse “roles” may vary across cultures and service settings. For instance, research by Manzoor et al. (2019) in Pakistan showed that patient satisfaction was influenced more by the availability of medicines and waiting time than by interpersonal skills, suggesting that structural factors may mediate the impact of nurse-patient interaction. While the current study found a strong relationship between the nurses' roles and satisfaction, the small sample size and specific service setting (a quarantine post) limit the generalizability of the findings.

Moreover, this study did not disaggregate the aspects of nurse behavior—such as communication style, technical competence, or emotional support—that might have driven satisfaction. Future studies should consider using validated multidimensional instruments such as the SERVQUAL scale to capture the different service quality dimensions influencing satisfaction (Parasuraman, Zeithaml, & Berry, 1988).

It is also worth considering the influence of demographic factors. In this study, a majority of respondents were female and had completed high school education. According to Otani et al. (2010), gender and educational level can influence satisfaction ratings, where more educated individuals may express more critical evaluations. However, the extremely high satisfaction score in this study raises the possibility of response bias or the influence of social desirability.

Ethical and professional conduct of nurses may also contribute to patient satisfaction. Research by Press Ganey Associates (2020) shows that patients value respect, dignity, and involvement in decision-making as central to their satisfaction with nursing care. The universal positive assessment of the nurses in this study may reflect adherence to such ethical standards, although this was not explicitly measured.

In conclusion, the findings of this study reinforce the importance of the nurse's role in shaping patient satisfaction in healthcare service settings. While the results align with prior literature, future research with larger and more diverse samples, robust measurement tools, and a comparative framework is recommended to further validate and deepen the understanding of this relationship.

Conclusion

Based on the analysis and data obtained, the role of nurses in delivering health services at the Health Quarantine Post was perceived as highly positive. All 30 respondents (100%) rated the nurses' performance as "good," indicating a consistent and favorable evaluation of their professional conduct and service delivery. In terms of service satisfaction, 97% of the respondents reported being "very satisfied," while the remaining 3% indicated they were "satisfied." These findings suggest a strong and positive association between the perceived role of nurses and the level of patient satisfaction. The results underscore that the professional conduct and interpersonal engagement of nurses play a critical role in shaping the quality of healthcare experiences and in meeting patient expectations at the point of care.

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