

Literature Review: Patients' Satisfaction of Nursing Service in Inpatient Ward

ABSTRACT

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The Background: Patients' satisfaction is one of the factors used as a reference in improving quality in health service. Good service is an indicator of the satisfaction felt by patients as the service users. Improving the quality and work ethic of nurses, discipline, speed, accuracy and responsiveness in providing services can cause the patients' satisfaction.

The Purpose: The purpose of this study was to determine the description of patient satisfaction with inpatient nurses services.

The Methods & Samples: This study was a literature review through searching for articles using the google scholar database from the 2010-1=2020 timeframe with the keywords "Patient Satisfaction Levels and Nursing Services" and "Inpatient Satisfaction and Nursing Services". The analysis technique uses in this research was descriptive analysis. The sample of this study was five published articles.

The Results: Based on the 5 articles analyzes, it was found that 46,2% of the patients' satisfaction with inpatient nurse service was very satisfied. Based on the results and discussion of the five articles that have been analyzes, it can be concluded that the nurses provided satisfactory services based on five dimensions of satisfaction, namely reliability, tangible, assurance, responsiveness, and empathy.

The Conclusion: It is expected that patients will get satisfactory services from nurses so that the quality of health services will increase and patient satisfaction will increase.

Keywords : *Patients' Satisfaction, Nurses Service*

Bibliography : 21 (2010-2020)