

The Relationship Between Facilities and Nursing Performance in Improving Service Satisfaction at Bahteramas Hospital Kendari

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ABSTRACT

Hospital facilities are an important element that affects the performance of nursing staff in providing quality services. Adequate facilities support work efficiency and patient satisfaction. However, there are still challenges in providing optimal facilities at the Bahteramas Kendari Regional General Hospital (RSUD). This type of quantitative research using a cross-sectional design was conducted from June to November 2024. Using cluster random sampling method and Slovin formula to select 110 nursing staff. Data were analyzed using the Chi-Square test after being collected through questionnaires. The results showed that 96.2% of the respondents who rated the facilities as excellent stated that the nurses' performance was excellent. Statistical tests showed a significant relationship between work facilities and nursing staff performance (p-value = 0.000). Adequate facilities have a significant influence on the performance of nursing staff. Hospitals need to improve work facilities to support nursing staff productivity and patient satisfaction.

Keywords: *Work facilities, nursing performance, service satisfaction*

1. INTRODUCTION

The performance of nursing staff is one of the important factors in providing quality health services in hospitals. Optimal performance not only affects patient satisfaction but also increases the efficiency of health services (Rahman et al., 2022). The availability of adequate work facilities is a very important component for the performance of nursing staff. Adequate facilities can help nursing staff work more efficiently, reduce stress, and increase their productivity (Susanti & Handayani, 2021).

Facilities in hospitals include physical infrastructure, medical equipment, and information technology support. Previous studies have shown that inadequate facilities are often an obstacle to providing optimal services, thus reducing patient satisfaction levels (Kurniawati et al., 2020). On the other hand, quality facilities provide a conducive working environment and support the performance of officers in serving patients (Mahendra, 2019).

In a case study of several type C hospitals in urban areas, it was found that 45% of basic facilities such as patient beds, medical equipment, and electronic recording systems did not meet the established standards (Arifin et al., 2021). This condition has an impact on reducing the work efficiency of nursing staff, especially in emergency situations.

The performance of nursing staff is influenced by various factors, including motivation, competence, and work facilities. Without adequate facilities, nursing staff often face obstacles in providing fast and accurate services (Widodo, 2022). However, several hospitals in Indonesia still face challenges in providing facilities that meet the needs of nursing staff. This can be seen from the low patient satisfaction index in several hospitals due to complaints related to the performance of staff and inadequate facilities (Ministry of Health of the Republic of Indonesia, 2023). Lack of facilities can increase the workload, reduce the job satisfaction of nursing staff, and ultimately impact patient satisfaction (Sari et al., 2023).

Bahteramas Regional General Hospital (RSUD) in Kendari as one of the referral hospitals has a great responsibility in providing quality services. However, complaints about inadequate facilities such as medical equipment, workspaces, and other supporting facilities are still often found. This can have an impact on the decline in the performance of nursing staff, thereby affecting the level of patient satisfaction. Therefore, it is important to evaluate the relationship between facilities and the performance of nursing staff in order to improve the quality of hospital services. This study aims to analyze the relationship between facilities and the performance of nursing staff in an effort to improve service satisfaction in hospitals

2. METHODS

This study uses a quantitative approach with a cross-sectional design, namely data collection is carried out at a certain time to see the relationship between facility variables and nursing staff performance. The study was conducted at Bahteramas Kendari Hospital in the period June to November 2024. The population in this study were all nursing staff at Bahteramas Kendari Hospital. The number of samples was determined using the Slovin formula with an error rate of 5%, so that 110 samples were obtained. The sampling technique used was cluster random sampling, where samples were selected randomly based on work clusters in the hospital. The data collection technique used a validated questionnaire. This questionnaire consists of several parts that include questions about work facilities, nursing staff performance, and service satisfaction. Data analysis was carried out using the Chi-Square test to test the relationship between work facilities and nursing staff performance in increasing service satisfaction.

3. RESULT

Table 1. Characteristics of Respondents (Officers) at Bahteramas Kendari Regional General Hospital (RSUD)

Variables	n	(%)
Gender		
Man	14	12,7
Woman	96	87,3
Amount	110	100
Length of working		
1-5 year	9	8,2
5-10 year	20	18,2
10-15 year	31	28,2
>15 year	50	45,5
Amount	110	100
Age		
< 30 year	14	12,7
31-40 year	44	40,0
41-50 year	39	35,5
>51 year	13	11,8
Amount	110	100
Facility		
Not good	36	32,7
Pretty good	22	20,0
Very good	52	47,3
Amount	110	100
Nurse Performance		
Not good	0	0,0

Pretty good	13	11,8
Very good	97	88,2
Amount	110	100

Primary Data, 2024

The results of the study showed that the number of respondents based on gender from 110 respondents, there were 96 female respondents (87.3%) and 14 male respondents (12.7%). This shows that the majority of employees are female. Most respondents have more than 15 years of work experience totaling 50 respondents (45.5%), followed by those who have worked for 10-15 years totaling 31 respondents (28.2%), 5-10 years totaling 20 respondents (18.2%) and 1-5 years totaling 9 respondents (8.2%). The longer they work in their field of work, the more proficient they are in working well and the efforts to implement patient safety standards are getting better. These data indicate that the majority of respondents have quite a long work experience. The largest age group is 31-40 years totaling 44 respondents (40%), followed by 41-50 years totaling 39 respondents (34.5%), under 30 years totaling 14 respondents (12.7%) and over 51 years totaling 13 respondents (11.8%). Age distribution reflects that most are in productive age. Marital status of some respondents are married, amounting to 92 respondents (83.6%), and the rest are not married, amounting to 18 respondents (16.4%).

The facility variable from those who rated it as not good were 36 respondents (32.7%), rated it as quite good were 22 respondents (20%), rated it as very good were 52 respondents (47.3%). The facility assessment was generally very good, although there were some who rated it as not good. Nurse performance showed that having very good performance was 97 respondents (88.2%) and quite good was 13 respondents (11.8%).

Table 2. Relationship between Facilities and Nurse Performance at Bahteramas Kendari Regional General Hospital (RSUD)

	Nurse Performance						<i>P-value</i>
Facility	Pretty good		Very good		Total		
	n	%	n	%	N	%	
Not good	3	8,3	33	91,7	36	100	0,000
Pretty good	8	36,4	14	63,6	22	100	
Very good	2	3,8	50	96,2	52	100	
Total	13	11,8	97	88,2	110	100	

Primary Data, 2024

The results of the study showed that of the 52 respondents who rated the facilities very good, 50 respondents (96.2%) gave a very good assessment of the nurse's performance, while 2 respondents (3.8%) gave a fairly good assessment of the nurse's performance. For respondents who rated the facilities quite good, 14 respondents (63.6%) rated the nurse's performance very good while those who rated the facilities quite good, there were 8 respondents (36.4%) rated the nurse's performance quite good. In facilities that were rated as not good, the majority of 33 respondents (91.7%) rated the nurse's performance as very good, while for facilities that were not good, from 3 respondents (8.3%) rated the nurse's performance as quite good. Based on the results of the chi-square statistical test, a p value of 0.000 was obtained, because the p value ($0.000 < 0.05$), so there is a relationship between facilities and nurse performance at the Bahteramas Kendari Hospital.

4. DISCUSSION

One of the important parts of the health system is health care facilities, which provide various types of medical and non-medical services to the community. These facilities include hospitals and other health centers, the quality and availability of these facilities have a direct impact on the performance of health workers, including nurses. Good facilities, such as adequate medical equipment, comfortable treatment rooms, and high accessibility, can increase the efficiency and effectiveness of nurses in providing services. Conversely, inadequate facilities can hinder the performance of nurses and affect the quality of services provided to patients.

According to the table analysis showing between facilities and nurse performance at Bahteramas Kendari Regional General Hospital (RSUD), nurse performance is greatly influenced by facilities. Of the 110 respondents, 52 nurses (47.3%) felt that

the health service facilities were very good, which was associated with very good performance of 96.2%, and 36.4% of nurses felt that the facilities were quite good. This shows that the better the health service facilities, the better the nurse performance. The majority of nurses believe that the existing facilities help them work. Respondents who rated the facilities as very good gave a very good assessment of nurse performance. This shows that there is a positive relationship between the assessment of facilities and nurse performance. The p-value of 0.000 shows that this relationship is very significant, confirming the importance of good facilities in improving nurse performance.

Research by Sari et al (2021), inadequate facilities can increase work pressure, risk of fatigue, and nurse productivity. Hendrik et al. (2020), in his research stated that good facilities not only support work comfort but also increase efficiency and effectiveness of performance. This shows that investment in infrastructure and work facilities must be considered by management to achieve optimal performance from officers.

Research by Pratama, A. F. and Putri, D. (2023) on hospital infrastructure management including inadequate facilities and availability of medical equipment. Poor management can disrupt services and increase patient complaints. Research by Handayani, RA, and Wulandari, S. (2021) found that inadequate facilities can make patients uncomfortable and affect their perceptions of service quality. Research by Sari, EF, and Andriani, L. (2021) found that quick and clear action from facility management can reduce patient dissatisfaction with facilities.

Good nurse performance is often associated with high patient satisfaction. Research by Setiawa et al (2021) found that nurse communication competence, technical skills, and high empathy have a positive correlation with patient satisfaction levels in hospitals. This study found that nurses who are responsive, friendly, and agile in providing services tend to increase patient satisfaction with the health services they receive. In addition, the emotional aspects and technical skills of nurses greatly influence patient assessments.

According to research conducted by Kumar et al (2020), nurses who demonstrate good communication skills and empathy towards patients tend to get positive assessments from patients regarding the services provided. Patient satisfaction is a measure in health services so that it can meet patient expectations. Khan et al (2021), stated that patient satisfaction is influenced by the quality of interaction with nurses, waiting time and the comfort of the hospital environment. This study also shows that positive patient experiences during care contribute to higher levels of satisfaction.

5. CONCLUSION

Nurse performance is influenced by good hospital facilities. Respondents who rated the facilities as very good mostly gave a positive assessment of nurse performance, with a p-value of 0.000 indicating a significant value. Hospitals need to improve work facilities to support nursing staff productivity and patient satisfaction.

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