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SCIENCES 2022

*"Strengthening Non-Communicable Diseases Education and  
Practice in Healthcare"*

Malang, 10 January 2022



Penerbit Universitas Muhammadiyah Malang

# Nurse assertiveness Patients satisfied level

*by* Faqih Ruhyanudin

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# **PROCEEDING**

## **INTERNATIONAL SEMINAR OF HEALTH SCIENCES 2022**

*“Strengthening Non-Communicable Diseases Education and  
Practice in Healthcare”*

Malang, 10 January 2022



Penerbit Universitas Muhammadiyah Malang

**Proceeding**  
International Seminar of Health Sciences 2022

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Universitas Muhammadiyah Malang

## Preface

The Proceeding of Health Sciences 2022  
Faculty of Health Sciences, University of Muhammadiyah Malang

Assalamu'alaikum Wr Wb

The honourable guests, all the participants



On behalf of University of Muhammadiyah Malang, it is my great pleasure to welcome all the authors on the proceeding of health sciences 2022. I believe this proceeding is a great purpose in order to develop knowledge, experiences and best practices that can be applied for the good, especially in the field of healthcare as a whole. The main objective of these proceedings is to bring together academics and professionals from around the world to encourage ideas that lead to health practice. All papers in the conference proceedings have gone through an intensive review process conducted by the Faculty of Health Sciences, University of Muhammadiyah Malang.

Finally, I would like to express my sincere acknowledgements to all the participants who have participated especially for the Faculty of Health Sciences, University of Muhammadiyah Malang for their hard work in organizing this Proceeding and wishing all success. As one of the leading universities in Indonesia, University of Muhammadiyah Malang is pleasure to welcome collaboration and cooperation with national and International universities.

Wassalamu'alaikum Wr. Wb

Rector,  
University of Muhammadiyah Malang

Dr. Fauzan, M, Pd



Universitas Muhammadiyah Malang

## Preface

The Proceeding of Health Sciences 2022  
Faculty of Health Sciences, University of Muhammadiyah Malang

Assalamu'alaikum Wr Wb



Good morning Ladies and Gentlemen,

It gives me great pleasure to convey a very warm welcome on behalf of the Faculty of Health Sciences, University of Muhammadiyah Malang. The proceedings provide a broad platform that is useful for both scientific and practical health sciences.

The proceedings are a compilation of the accepted papers and represent an interesting outcome of the writer's effort. This proceeding covers three chapters related to pharmacy, physiotherapy and nursing.

We would like to thank all those who have supported the proceeding of health sciences 2022, especially the organizing committee for their valuable suggestions in this paper. The help of each individual and institution is critical to the success of this proceeding.

We sincerely hope that the proceeding of health sciences 2022 will become an excellent discussion forum that will provide new idea and promote collaborative research. Hopefully this proceeding can be a good literacy material for us.

Wassalamu'alaikum Wr. Wb

Dean of the Faculty of Health Sciences,  
University of Muhammadiyah Malang

Dr. Yoyok Bakti Prasetyo, M. Kep., Sp., Kom.



Universitas Muhammadiyah Malang

## Preface

The Proceeding of Health Sciences 2022  
Faculty of Health Sciences, University of Muhammadiyah Malang



Excellencies, Distinguished Delegates, Ladies and Gentlemen,

The on-going global pandemic has shown that this crisis is fuelled by poverty, hunger, weak health systems and lack of clean water and sanitation, education, and global cooperation. Consequently, as a health academia and practitioners, we need to continuously improve ourselves in terms of knowledge and skills. Therefore, it is a pleasure for me to collaborate with the Faculty of Health Sciences, University of Muhammadiyah Malang.

The aims of the proceeding are as a mean for researchers, academia, professionals, and stakeholders to share information that can be used as an input to solve the current health issues or problems, especially in pharmacy related area. It also works as a mean for researchers to publish their findings and opens great opportunities to build collaborative networks between national and international scientists.

We strongly believe that this proceeding will become one of the essential resources for reference and knowledge improvements, which will not only lead to the current scientific findings but also the next discoveries.

Best Regards,

Ryad Moftah Alati, M.Pharm.Sci  
Al Asmarya Islamic University, Libya



Universitas Muhammadiyah Malang

## Preface

The Proceeding of Health Sciences 2022  
Faculty of Health Sciences, University of Muhammadiyah Malang



Excellencies, Distinguished Delegates, Ladies and Gentlemen,

It is my pleasure to work together with the Faculty of Health Sciences, University of Muhammadiyah Malang. The main purpose of this proceeding is to bring academic researchers to exchange information and share experiences and research results on science and research related to physiotherapy.

It is also an excellent opportunity to share medical and health science research experiences with national and international experts and delegates.

We hope that this proceeding can be used for initial stimulation and useful information from speakers and writers from around the world. We hope that this proceeding can be used as a source of information to continue research related to the topic of physiotherapy.

We believe that this proceeding will become an important research resource for reference and knowledge, which will not only lead to scientific findings but also other new findings.

Sincerely,

Cheng-Feng Lin, PT, PhD  
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Universitas Muhammadiyah Malang

## Preface

The Proceeding of Health Sciences 2022  
Faculty of Health Sciences, University of Muhammadiyah Malang



Dear fellow school nurse and participants,

On behalf of the nurse researcher of the University of Edinburgh, I would like to welcome you all to the proceeding of health sciences 2022, conducted by Faculty of Health Sciences, University of Muhammadiyah Malang.

The proceeding will provide all participants to share knowledge, exchange new ideas and their experiences in many research topics related to nursing science, for then it will enhance future collaborations.

I would like to express my sincere appreciation to all the authors for their papers. Furthermore, I would like to thank the organization's staff, program committee members and reviewers. They have worked very hard in reviewing papers and providing valuable suggestions for authors to improve their work.

Sincerely,

Dr. Fiona Cuthill  
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## Relationship Between Nurses Assertiveness and Level of Patients Satisfaction at the Polyclinic of University of Muhammadiyah Malang Hospital

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### ABSTRACT

**Introduction:** Assertiveness is an ability to express what feelings are desired, felt, and thought to others while maintaining and respecting the rights and feelings of others—assertive attitude as an effort to improve service quality. Patient satisfaction is a response to the suitability of patients' level of interest or expectations before receiving services with after the services they receive. **Objectives:** This study aims to determine the relationship between the assertive attitude of nurses with the level of patient satisfaction in the Polyclinic of RSU University of Muhammadiyah Malang. **Methods:** This research method uses quantitative descriptive research with a cross-sectional approach. The number of samples in this study was 206 respondents. The sampling technique used is accidental sampling by determining the number of respondents' quotas using Slovin's formula. Data analysis used univariate and bivariate analysis with chi-square. **Results:** The result showed that the chi-square test results obtained a p-value of 0.001, p-value <0.05, so that H<sub>0</sub> was rejected, meaning that the nurse's assertiveness had a significant relationship with the level of patient satisfaction. **Conclusion:** Knowledge about assertiveness towards patients to increase patient satisfaction.

## 1. Introduction

Public demand for services generally refers to customer-focused quality, namely services that focus on customer satisfaction. This has an impact on people's demands on health services. Patients as users of nursing services demand their rights, namely quality, and complete nursing services. Quality nursing services will determine the excellent image of a hospital. Patients satisfied with their services will tell their relatives, neighbors, friends, and relatives (Nursalam, 2014).

Based on data from the Indonesian Ministry of Health, the prevalence of the number of health workers in Indonesia in 2017 was 836,466 people with the number of nurses being 345,276 people; specialist doctors were 54,316 people, general doctors were 45,387 people, midwives were 198,110 people, public health was 24,561 people, pharmacists are 45,839 people and environmental health is 6,595 (Kemenkes RI, 2018)

The quality of nursing services dramatically determines the quality of health care institutions. Especially in hospitals, nurses are the staff who have the most contact and interact with patients, so patients tend to judge and observe what they do. The aspect that patients often assess is the nurse's communication in caring for them. The expected communication is the communication of assertiveness carried out by nurses in providing services, manifested in the form of gestures and powerful speech (Laksono & Rosyiatul Husna, 2015).

Assertiveness is an ability to express what feelings are wanted, felt, and thought to others while maintaining and respecting the rights and feelings of others—assertive attitude as an effort to improve service quality. Therefore, good communication needs to be emphasized in all professional health care programs to ensure patient satisfaction and safety (Handayani & Nurman, 2019).

2  
Patient satisfaction is a response to the suitability of patients' level of interest or expectations before receiving services with after the services they receive. Satisfied customers will share their tastes and experience with friends, family, and neighbors. The positive attitude of the officer towards the patient will significantly determine the positive interaction between the officer and the patient, thus providing added value for the patient, family, and community satisfaction (Morika, 2016)

The results of the study (Handayani, Ali, & Mahyudin, 2018) based on the results of the chi-square test, a significant value was obtained, namely 0.024 ( $p < 0.05$ ), namely there was a relationship between assertive communication in the implementation of new patient orientation and patient satisfaction in the hospital inpatient room.

Based on the results of a preliminary study conducted at the Muhammadiyah University Hospital in Malang from the results of initial observations on 23-25 October 2019 of 10 outpatients at the Muhammadiyah University Hospital Malang, two people were delighted, six people were quite satisfied, and two people were not satisfied. People ask questions about the convenience of the patient's relationship with health workers and the cost of health services. Then from the data, there is still a lot of information that the main complaint against the service of nurses who do not want to communicate with patients, lack attention to patients, and are not friendly to patients. This mismatch of expectations and expectations and the reality obtained show that the hospital, as a friend of the community, has not maximally presented good service quality to its patients. According to the results of interviews that researchers conducted (25 October 2019) with outpatients at Muhammadiyah General Hospital related to patient satisfaction, Some things are the main phenomena that are interesting to study, where some patients who undergo outpatient services feel that the services received from the hospital are not by the patient's expectations because according to patients, especially for patients with government insurance (BPJS), the service will be different from patients who receive health insurance. Pay independently. However, on the other hand, as the spearhead of service, nurses try to provide the best for patients with their communication. But sometimes some cannot accept it well, so that a different attitude will arise. Even though nurses have a code of work ethics, providing services is the main task and doing it with an assertive attitude because of the job's demands. This study aimed to determine the relationship between the nurse's assertiveness and the level of patient satisfaction.

## **2. Methods**

### **2.1 Research design**

This research is an observational study that uses an analytical survey method with a cross-sectional approach

### **2.2 Population and sample**

Respondents in this study were all patients who visited in October 2020 at the Polyclinic of the University of Muhammadiyah Malang Hospital, totaling 206 patients. Respondents were selected by the accidental sampling technique that coincidentally met and followed the sample criteria: patients willing to be respondents, can communicate well, read, and write. Researchers set a sample quota based on Slovin's formula.

### **2.3 Data collection techniques and instrument development**

Collected data by giving questionnaires to respondents measuring the level of patient satisfaction and the assertive attitude of nurses who have been tested for validity and reliability. The results of Cronbach's Alpha on the Patient Satisfaction Questionnaire were 0.904, and the assertiveness was 0.756, so that the questionnaire was declared valid and reliable.

### **2.4 Data Analysis Techniques**

The respondents' demographic data were presented with the distribution of frequency and central tendency. At the same time, the data analysis technique of the relationship between nursing assertiveness and patient satisfaction was analyzed using chi-square with a 95% confidence level.

### 3. Results and Discussion

Table 1. Respondent's Characteristic

Characteristic	n	%
Age		
<45 years	110	53,4
≥45 Years	96	46,6
Gender		
Males	86	41,7
Females	119	57,8
Educational Background		
Elementary School	4	1,9
Junior High School	19	9,2
Senior High School	159	77,2
Diploma	7	3,4
Bachelor	17	8,3
<b>Total</b>	<b>206</b>	<b>100</b>

Table 2. Distribution of the Nurses Assertive at the Polyclinic of RSU University of Muhammadiyah Malang

Variable	n	%
Nurses Assertive		
Good (≥30)	160	77,7
No good (<30)	46	22,3
<b>Total</b>	<b>206</b>	<b>100</b>

Table 3. Distribution of Patient Satisfaction Levels at the Polyclinic of RSU University of Muhammadiyah Malang

Variable	N	%
Patient Satisfaction Levels		
Satisfied (<40)	110	53,4
Dissatisfied (≥40)	96	46,6
<b>Total</b>	<b>206</b>	<b>100</b>

Table 4. Crosstab Relationship of Nurse Assertive to Patient Satisfaction Level at Polyclinic of RSU Muhammadiyah University Malang

Nurses assertive	Patient Satisfaction Level				N
	Satisfied		Dissatisfied		
	n	%	n	%	
Good	95	59,4	65	40,6	160
No good	15	32,6	31	67,4	46
<b>N</b>	<b>110</b>	<b>53,4</b>	<b>96</b>	<b>46,6</b>	<b>206</b>

Table 5. Chi-Square Test the Relationship of Nurses Assertive Attitudes Towards Patient Satisfaction Levels at the Polyclinic of RSU University of Muhammadiyah Malang in 2020

	Value	df	Asymp. Sig. (2 - sided)	Exact Sig. (2 - sided)	Exact Sig. (1 - sided)
Pearson Chi-Square	10.286 <sup>a</sup>	1	0.001		
Continuity Correction <sup>b</sup>	9.239	1	0.002		
Likelihood Ratio	10.389	1	0.001		
Fisher's Exact Test				0.001	0.001
Linear by Linear Association	10.236	1	0.001		
Total		206			

### 3.1 Respondent's Characteristic

Characteristics of respondents from 206 respondents found that the majority were <45 years old, namely 110 respondents (53.4%), female sex, namely 119 respondents (57.8%), and the highest education was Senior High School with 159 respondents (77.2%).

### 3.2 Nurses Assertiveness

The research data collected at the Polyclinic of the University of Muhammadiyah Malang General Hospital stated that from 206 respondents, 160 respondents (77.7%) had good assertiveness, and 46 respondents (22.3%) had no good assertiveness.

Based on the results of the research, some assertiveness is good, and some are not good; this can be caused because the nurse's assertive attitude is a behavior that has a sense of courage in conveying honesty as well as openness in conveying about their needs, feelings, and thoughts by not hurting the feelings of others, well conveyed. Assertiveness in dealing with a problem can be overcome by still thinking objectively and thinking openly by prioritizing what must be done and resolved correctly. Someone who has an assertive attitude can reduce the risk that can be detrimental is also needed in making positive interactions with patients. Furthermore, the University of Muhammadiyah Malang Hospital is one of the new private hospitals where this is also related to the National Hospital Accreditation Standard (SNARS). A good assertive attitude in nursing care increases patient satisfaction (Hernanto & Izza, 2019). Assertiveness is a behavior in communicating what is desired, felt, and thought to others while maintaining and respecting the rights and feelings of others. The application of an assertive attitude can improve the performance of nurses and can improve the quality of services in hospitals. Nurses in providing services are required to behave assertively (Simamora, 2012).

### 3.3 Patient Satisfaction Levels at the Polyclinic of RSU University of Muhammadiyah Malang

Research data collected at the Polyclinic of the University of Muhammadiyah Malang Hospital in 2020 stated that of 206 respondents, 110 respondents (53.4%) were satisfied and 96 respondents (46.6%).

This can be caused because RSU UMM is a hospital that is still developing; some nurses are also new. Although the supporting facilities are also new, patient satisfaction in receiving services is not following the expectations and wishes of the patient. A patient, when receiving service at the hospital, does not match his expectations so that it can cause a feeling of disappointment for the patient so that it can affect the patient's sense of satisfaction with the hospital and also if the patient gets good service regarding hospital services so that the level of patient satisfaction is good and can also recommend the results of the hospital—received service. One indicator of the success of individual health services is patient satisfaction (Muninjaya, 2012). Patient satisfaction is the service recipient's response to the discrepancy between importance and perceived performance. Satisfied customers will share their tastes and experience with friends, family, and neighbors. The officer's positive attitude towards the

patient will significantly determine the officer's positive interaction, thus providing added value for patient, family, and community satisfaction. Hospitals as business institutions will develop rapidly if customer satisfaction and loyalty, patient satisfaction, and hospital service users are the primary or essential elements of patient satisfaction. Service quality must be centered on efforts to meet the needs and desires of patients and the accuracy of their delivery to balance patient expectations. If the service received or perceived is under what is expected, then the perceived service quality is excellent and satisfactory. If the service received exceeds the patient's expectations, the service quality is perceived as ideal quality. Conversely, if the service received is lower than expected, the perceived service quality is poor. So it takes an assertive attitude of nurses so that patients feel at least satisfied (Laksono & Rosyiatul Husna, 2015).

### **3.4 The Relationship of Nurses Assertive Attitudes Towards Patient Satisfaction Levels at the Polyclinic of RSU University of Muhammadiyah Malang**

Based on the chi-square test results, the p-value was 0.001, p-value <0.05, so  $H_0$  was rejected, which means that the nurse's assertiveness was significantly related to the level of patient satisfaction.

Based on research conducted at the Polyclinic of RSU University of Muhammadiyah Malang, assertiveness can affect patient satisfaction. This is because it is influenced by nurses' assertive attitude, which includes nurse communication, friendliness of health workers, information obtained, health facilities or facilities obtained as essential things in improving patient services in increasing patient satisfaction.

A good attitude will improve the professional relationship between nurses and the health team. In addition, a good attitude will also be beneficial for the development of a professional nursing model. Assertive attitude to improve patient safety, improve job description clarity and play an essential role in increasing patient satisfaction in hospitals; it is necessary to increase the ability of assertive attitudes by nurses and all arrangements in hospitals by participating in training on assertiveness to improve the quality of services in the hospital (Nasir, 2011).

A nurse must be assertive in asking the right questions and making their voices heard. Patient satisfaction is the patient's feeling after receiving service at the hospital from the facilities, facilities, infrastructure, and wishes and expectations in obtaining health services. The low level of hospital services will affect patient dissatisfaction with service quality which is influenced by the quality of services provided by the hospital (Handayani et al., 2018)

## **4. Conclusion**

This study concludes that the assertive attitude of nurses at the University of Muhammadiyah Malang is on average good so that service recipients can feel satisfied when they check their health. Patient satisfaction must continue to be improved by increasing the ability of nurses to be assertive in providing services and continuing to improve supporting facilities, both health facilities and infrastructure.

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