

Relationship between Nursing Care and Patient Satisfaction at Type D Hospitals in Banda Aceh and Aceh Besar

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Abstract:- Patient satisfaction is a direct result of the quality of service in the hospital. Unfortunately, low patient satisfaction is still found in hospitals in Indonesia. Nursing services with the largest number of personnel in hospitals contribute directly to patient satisfaction through the nursing care provided. The purpose of this study was to determine the relationship between nursing care and patient satisfaction at Type-D hospitals. This study was a quantitative type of research with a cross sectional design. Sampling was carried out using purposive sampling technique, resulting in 198 adult patients being hospitalized in type-D hospitals. The research instrument used was the Nursing Care Questionnaire and the Satisfaction Nursing Care Scale (SNCS), and data analysis was performed using chi-square statistical test and logistic regression. The results of the bivariate analysis showed that there was a relationship between nursing care and its stages and patient satisfaction ($p=0.001$), assessment ($p=0.031$), nursing diagnosis ($p=0.003$), planning ($p=0.001$), implementation ($p=0.004$), and evaluation ($p=0.001$). Furthermore, the results of the multivariate analysis showed that nursing care planning was the most significant step in influencing patient satisfaction in Type-D hospital, with $p\text{-value} = 0.02$ and $OR = 2.76$. The results of this study are expected to encourage the hospitals to provide further nursing care training to nurses and build a good culture of interaction while providing services to patients.

Keywords:- *patient satisfaction, nursing care.*

I. INTRODUCTION

Law Number 44 of 2009 concerning Hospitals explains that hospitals are health service institutions that provide complete individual health services, including inpatient, outpatient, and emergency services. One of the goals of operating a hospital is to improve the quality and maintain hospital service standards (Ministry of Health, 2009).

Satisfaction reflects a person's assessment of the perceived performance of a product in relation to expectations. If performance falls short of expectations, the customer is disappointed. If it meets expectations, the customer is satisfied. If it exceeds expectations, the customer is happy (Kotler & Keller, 2016). In general, satisfaction is a person's feeling of pleasure or disappointment resulting from comparing a product or perceived performance (or outcome) of a service with expectations. If the performance or experience is less than

expected, the customer is dissatisfied. If it meets expectations, the customer is satisfied. If it exceeds expectations, the customer is very satisfied or happy. Satisfaction will also depend on the quality of products and services (Kotler & Keller, 2016).

Research conducted by Aiken et al (2018) with a cross-sectional survey of 66,348 hospital patients and 2,963 inpatient nurses in the UK revealed that patients' perceptions of care were significantly eroded by a lack of trust in nurses or doctors and an increase in missed nursing care for patients. Karaca & Durna (2019) also reported in their research report on a private hospital in Turkey with a sample of 635 patients, that patients were more satisfied with "Nurse Concern and Care" and less satisfied with "Information Provided." 63.9% of patients described the care provided during hospitalization as very good, and patients who were 18-35 years old, married, college or university graduates and admitted to the surgical and obstetrics-gynecology unit stated their health was very good and once or at least five times more satisfied with the nursing care provided during hospitalization.

The results of the patient satisfaction survey report at RSUD dr. Zainoel Abidin Aceh Province by Idroes et al, (2019) on 1,021 patients who were treated on October 16 – November 20, 2019 showed that almost all installations/units received an "A" or "excellent" predicate for the quality of their services. The percentage of installations/units that received service quality with an "A" score was 95%, or 62 of the 65 installations/units in RSUD dr. Zainoel Abidin. Therefore it can be concluded that patient satisfaction with service performance from RSUD dr. Zainoel Abidin was "very good".

Research on patient satisfaction is important. This research, especially related to nursing care, has been carried out in large-scale hospitals that have become district and provincial referral hospitals, and had with very varied results. Here, the researcher is interested in knowing more about satisfaction, especially with nursing care at Type-D hospitals in Aceh, which are the Advanced Referral Health Facility (FKRTL) that patients visited for the first time after Primary Health Facilities (FKTP) such as *puskesmas*. There are 8 private hospital institutions with various types in Banda Aceh and Aceh Besar. The subject of this study focuses on type D hospitals that are accredited and serve JKN patients, namely Ibnu Sina Hospital Aceh Besar, Prince Nayef Hospital Banda Aceh and Bhayangkara Hospital Banda Aceh. Ibnu Sina Hospital has a total staff of 24 people in carrying out nursing care. Ibnu Sina Hospital

uses a mixture of team methods and functional methods in providing nursing care, and so does Prince Nayef Hospital.

Based on the description above, patient satisfaction with nursing services is something that needs to get attention from nurses. The results of the above research showed that not all hospitals have achieved optimal patient satisfaction with the quality of nursing services and the quality of nursing care, even though this is one of the indicators of service quality at a hospital and affects patient interest in the hospital. The researcher is interested in further researching the relationship between nursing care and patient satisfaction at Type D Hospitals in Banda Aceh and Aceh Besar.

II. RESEARCH METHODS

This research is causal research that aims to prove the existence of a cause-and-effect relationship or a mutually influencing relationship. The design in this study has the aim of knowing the causal relationship or the relationship that affects and is influenced by the variables to be studied. The variable that influences is called the independent variable and in this study is nursing care, while the variable that is affected is called the dependent variable, namely patient satisfaction. This research is a quantitative research with a cross sectional study design.

A. Research population and sample

The population of this study were patients who were treated in three hospitals. Data for February-July 2021 shows that the average number of patients is 102 people per month at Prince Nayef General Hospital in Banda Aceh city, 80 people per month at Bayangkara Hospital in Banda Aceh city, and 278 people per month at Ibnu Sina Hospital in Aceh Besar district. The sample in this study included patients who were treated at Prince Nayef General Hospital, Banda Aceh City, Bayangkara Hospital Banda Aceh and Ibnu Sina Hospital, Aceh Besar District. Patient sampling refers to Isaac and Michael's table. If the total population was 480 people and with an error rate of 5%, then 198 individuals were selected as the sample. Sampling of nurses in each hospital was carried out using proportional random sampling technique. The sample criteria were patients aged 18 years, treated in an inpatient room, in a conscious state and able to communicate, and willing to be respondents

B. Place and time of research

Data collection was carried out at Prince Nayef General Hospital in Banda Aceh City, and Bayangkara Hospital and Ibnu Sina Hospital in Aceh Besar Regency from September 2021 to November 2021.

C. Research Instruments

• Data Collection Tool

The data collection tool (research instrument) used in this study was in the form of a questionnaire which was divided into 2 parts:

➤ Part A: Patient demographic data questionnaire

Patient demographic data includes number, respondent, age, gender, last education, occupation, length of hospitalization, address, monthly income, type of insurance

used, illness, history of treatment at other hospitals, and history of treatment abroad. Age categories in the study include young adults aged 18-24 years, adults aged 26-64 years, and elderly aged 65 years (Kozier, 2010). The education level categories include elementary school (SD)/equivalent, junior high school (SMP)/equivalent, high school (SMA)/equivalent and high category for diploma and undergraduate based on Law Number 20 of 2003. The categories of length of hospitalization are 1-3 days, 4-7 days and >7 days; the categories of monthly income are Rp. 1,500,000/month, Rp.> 1,500,000-Rp. 2,500,000/month, Rp. 2500,000-3,500,000/month, and Rp>3,500,000/month; and categories of insurance types are BPJS (PBI/JKRA), BPJS Non PBI (government apparatus, companies), other health insurance, and not using health insurance. The categories of the disease are acute and chronic.

➤ Part B: the Nursing Care Questionnaire

The questionnaire consisted of questions representing the following sub variables:

- 1) Questions 1-9: assessment
- 2) Questions number 10-13: nursing diagnosis
- 3) Questions number 14-17: planning
- 4) Question number 18-22: implementation
- 5) Question number 23-28: evaluation

This questionnaire asked positive questions which were measured using a Likert scale. The questionnaire had an answer rating scale of "strongly disagree" (STS), "disagree" (TS), "agree" (S), and "strongly agree" (SS).

➤ Part C: questionnaire with Satisfaction Nursing Care Scale (SNCS)

The questionnaire consisted of 19 questions representing the following sub variables:

- 1) Questions number 1-2: nurse's attention
- 2) Question numbers 3-4: availability
- 3) Questions number 5-6: certainty
- 4) Questions number 7-8: openness
- 5) Questions 9-10: professionalism
- 6) Questions number 11-12: knowledge
- 7) Questions number 13-14: individual care
- 8) Question number 15-16-17 : information
- 9) Questions 18-19: environment and organization

This questionnaire asked positive questions which were measured using a Likert scale. The questionnaire had an answer rating scale that is very satisfied, satisfied, quite satisfied, dissatisfied, and very dissatisfied.

D. Research procedure

Before conducting the research, the researcher submitted a research permit to the Nursing Masters Study Program which was then forwarded to the leadership of the Prince Nayef General Hospital in Banda Aceh City and Ibnu Sina Hospital in Aceh Besar District. After receiving a reply, the researcher coordinated with related parties to conduct research. First, the researcher met the director/official who was authorized to get permission to enter the inpatient room of a private hospital. After the researcher got permission, the researcher met with the head of the room to observe nursing care carried out by nurses to patients, as well as distribute questionnaires to patients.

The researcher terminated after the questionnaire filling out was completed.

E. Data analysis

Univariate analysis aims to explain or describe the characteristics of each research variable and see a description of the frequency distribution of the variables to be studied which is presented in the form of frequency distribution tables and graphs (Saryono, 2013).

To test the hypothesis regarding the relationship or influence between the independent variables and the dependent variable, the Chi Square test was carried out in stages with the help of a computer. Decision making related to the presence or absence of a relationship with the 95% confidence level ($\alpha = 0.05$) was carried out by comparing the p-value and the alpha value.

III. RESEARCH RESULTS AND DISCUSSION

A. Research results

Data collection in this study was carried out from September 1, 2021 to November 20, 2021 at the Type D

General Hospital of Banda Aceh and Aceh Besar using an online questionnaire measuring instrument via a Google form which was distributed to all respondents.

Respondents were inpatients in Type D Hospitals and General Hospitals in Banda Aceh City and Aceh Besar. From the total sample of respondents studied, 198 respondents who took part in this study had a response rate of 100%. Respondents consisted of 102 respondents from Prince Nayef Hospital in Banda Aceh City, 80 respondents from Bayangkara Hospital in Banda Aceh City, and 278 respondents from Ibnu Sina Hospital in Aceh Besar District. The analysis carried out in this study was univariate, bivariate, and multivariate data analysis.

B. Univariate Analysis

Univariate analysis presented research results descriptively regarding the frequency distribution of the dependent variable (Patient Satisfaction) and the independent variables (assessment, nursing diagnosis, planning, implementation and evaluation).

C. Characteristics of Patients Treated at Type D Hospitals

No	Patient Demographics	Frequency (n)	Percentage (%)
1	Age a. Young Adults (18-40 Years Old) b. Middle Adult (41-60 Years Old)	76 122	38% 62%
2	Gender a. Male b. Female	105 93	53% 47%
3	Last education a. Elementary School b. Secondary School c. Senior high school / the equivalent d. D-III e. S-1 f. Postgraduate	1 12 98 51 35 1	0,5% 6% 49% 26% 18% 0,5%
4	Occupation a. Does not work b. Civil servant c. Private employees d. Laborer e. Farmer f. Other Entrepreneurs	95 47 20 2 25 9	48% 24% 10% 1% 13% 5%
5	Length of Hospitalization a. < 4 days b. 4-7 days c. > 7 days	127 68 3	64% 34% 2%
6	Address or Residence a. Banda Aceh b. Aceh Besar c. Outside Banda Aceh and Aceh Besar	66 132 0	33% 67% 0%
7	Monthly Income a. Rp. < 1,500,000 per month b. Rp. >1,500,000 to Rp. 2,500,000 per month c. Rp.> 2,500,000 to Rp. 3,500,000 per month d. more than Rp. 3,500,000 per month	55 30 45 68	28% 15% 23% 34%
8	Health insurance a. BPJS - Contribution Assistance Recipient / JKRA b. BPJS - Non-Recipient of Contribution Assistance / Company / State Civil Servant c. Other Health Insurance d. Not using Health Insurance	159 30 4 5	80% 15% 2% 3%
9	Type of disease a. Acute (symptoms appear suddenly) b. Chronic (symptoms suffered for a long time/> 6 months)	150 48	76% 24%
10	History of treatment at other hospitals a. Yes b. Never	157 41	79% 21%
11	History of Treatment to Hospitals Abroad a. Yes b. Never	7 191	4% 96%
	Total	198	100%

Table 1 : Frequency Distribution of Individual Factors

Based on table 3, it is known that from 198 respondents in Banda Aceh and Aceh Besar City Hospitals, most were middle adults (18-40 years) (122 or 62%), most of the respondents were male (105 or 53%), most had a high school education or the equivalent (98 or 49%), most did not work (95 or 48%), most had been hospitalized for < 4 days

(127 or 64%), most lived in Aceh Besar (132 or 67%), most earned Rp. 1,500,000 per month, most used BPJS (JKRA assistance recipients) (159 or 80%), most were treated for acute diseases (150 or 76%), most had been treated at other hospitals (157 or 79 %), and almost all respondents had never been to hospitals abroad (191 or 96%).

D. Satisfaction of Patients treated in Type D Hospitals

Patient Satisfaction	Frequency (n)	Percentage (%)
a. Satisfied	50	25%
b. Dissatisfied	148	75%
Total	198	100%

Table 2 : Patient Satisfaction Frequency Distribution

Based on the results of the analysis of table 3, most patients experience dissatisfaction in type D General Hospitals in Banda Aceh and Aceh Besar cities; 92% stated that they were not satisfied with the nurse's response when they heard the patient's complaint.

E. Nursing care

The factors of nursing care were assessment, nursing diagnosis, planning, implementation and evaluation.

No	Nursing Care Variables	Frequency (n)	Percentage (%)
1	Nursing care		
	a. Done well	45	23%
	b. Not done well	153	77%
2	Assessment		
	a. Done well	54	27%
	b. Not done well	144	73%
3	Diagnosis		
	a. Done well	31	16%
	b. Not done well	167	84%
4	Planning		
	a. Done well	32	16%
	b. Not done well	166	84%
5	Implementation		
	a. Done well	32	16%
	b. Not done well	166	84%
6	Evaluation		
	a. Done well	27	14%
	b. Not done well	171	86%
	Total	198	100%

Table 3 : Distribution of Nursing Care Frequency

Based on table 3 : it can be seen that nursing care was not carried out properly (77%). The division of stages that were not carried out properly were assessment stage (73%), diagnosis stage (84%), planning stage (84%), and evaluation stage (86%).

F. Bivariate Analysis

To determine the relationship between the dependent variable, i.e. patient satisfaction, and the independent variables of nursing care, which consisted of assessment stage, diagnosis stage, planning stage, implementation stage and evaluation stage, a bivariate analysis was carried out with the following results:

G. Nursing Care Relationship with Patient Satisfaction

The relationship between the incidence of bullying in the workplace and organizational factors for nurses at the Banda Aceh City General Hospital is as follows:

No	Variable	Satisfaction				Total		OR (95%CI)	P Value
		Dissatisfied		Satisfied					
		n	%	n	%	n	%		
1	Nursing care - Not done well - Done well	123 25	80.4% 55.6%	30 20	19.6% 44.4%	153 45	100% 100%	3.28 (1.612-6.676)	0.001
2	Assessment - Not done well - Done well	114 34	79.2% 63.0%	30 20	20.8% 37.0%	144 54	100% 100%	2.235 (1.129-4.426)	0.031
3	Diagnosis - Not done well - Done well	132 16	79.0% 51.6%	35 15	21.0% 48.4%	167 31	100% 100%	3.536 (1.594-7.845)	0.003
4	Planning - Not done well - Done well	132 16	79.5% 50.0%	34 16	20.5% 50.0%	166 32	100% 100%	3.882 (1.764-8.544)	0.001
5	Implementation - Not done well - Done well	131 17	78.9% 53.1%	35 15	21.1% 46.9%	166 32	100% 100%	3.303 (1.502-7.263)	0.004
6	Evaluation - Not done well - Done well	135 13	78.9% 48.1%	36 14	21.1% 51.9%	171 27	100% 100%	4.038 (1.744-9.351)	0.001

Table 4 : Bivariate Analysis of Nursing Care and Satisfaction Factors

Based on table 4, it is found that nursing care is related to patient satisfaction ($p = 0.001$), with stages of nursing care related to patient satisfaction including assessment stage ($p = 0.001$), diagnosis ($p = 0.003$), planning ($p = 0.001$), implementation ($p=0.004$) and evaluation ($p=0.001$)

H. Multivariate Analysis

Multivariate analysis was carried out by connecting several independent variables with a dependent variable and their interactions at the same time. The steps carried out in multivariate analysis used logistic regression test.

IV. DISCUSSION

A. Patient satisfaction in Type D Hospitals in Banda Aceh and Aceh Besar

Based on the results of the research that has been done, it is known that patient satisfaction in type D hospitals in Banda Aceh and Aceh Besar cities was 75% (148 respondents).

This is in line with research conducted by Aiken et al., (2018) which found that patients' perceptions of care were significantly eroded by a lack of trust in nurses or doctors. Research conducted by Lotfi et al., (2019) also showed that most patients were dissatisfied with nursing care. More than 80% did not know their nurse. There was a correlation between nurse-patient communication and patient satisfaction with nursing care and the gender variable found to be significantly correlated with the level of patient satisfaction. Weak communication between nurses and patients was proven in the research, and patients were

dissatisfied with the communication and this resulted in very low patient satisfaction.

The results of research conducted by Ananda, (2019) in Indonesia found that more than half (65.1%) of patients expressed dissatisfaction with the quality of nursing services, and more than half (69.8%) of patients stated that the quality of nursing care was lacking.

According to (Kotler & Keller, 2016), in general, satisfaction is a person's feelings of pleasure or disappointment resulting from comparing a product or perceived performance (or outcome) of a service with expectations. If the performance or experience is less than expected, the customer is dissatisfied. If it meets expectations, the customer is satisfied. If it exceeds expectations, the customer is very satisfied or happy. Satisfaction will also depend on the quality of products and services; increasing satisfaction makes patients happy as customers. Patient satisfaction is very important to note because it is very influential for hospitals and staff. Patient satisfaction is one of the outcomes of the nursing services provided and part of the quality indicators of health care facilities (Donabedian, 1997).

To increase patient satisfaction in type D Hospitals, it is important is to improve the quality of nursing care and involve patients at every stage of nursing care. In-depth training in nursing care including communication skills, nursing care, attention to patient privacy and the patient's need for nurses in this hospital must be carried out. It is also necessary to train hospital staff, especially nurses, and motivate them to actively participate in patient satisfaction in hospital management priorities.

B. Relationship of nursing care and patient satisfaction

Based on the results of research, it is known that nursing care was not implemented properly (153 respondents or 77%). Of the five nursing care processes, the evaluation stage had the highest score of not being well implemented compared to the other four stages (171 respondents or 86%). This is in accordance with the results of research by Hagos et al., (2014) which stated that 90% of the 200 respondents studied had poor knowledge of the nursing process.

Based on the statistical test results, it was found that p value <0.05 ($p = 0.001$), which means there was a significant relationship between nursing care and patient satisfaction in type D Hospital, and the OR value = 3.28, which means that the implementation of good nursing care 3.28 times made the patient satisfied. This is supported by the research of Ausserhofer et al., (2013), which stated that the strongest predictor of the nurse organizational variable is the failure to provide the necessary nursing care for the patient, and the failure rate to perform nursing care results in a significant decrease in the likelihood of patient satisfaction (OR = 0.276, 95% CI = 0.113-0.675).

Based on the results of the research and theory above, it is known that there is a relationship between nursing care and patient satisfaction in type D Hospitals in Banda Aceh and Aceh Besar with the implementation of good nursing care having the potential to increase patient satisfaction.

C. Relationship between assessment and patient satisfaction

Based on the results of the research that has been carried out, it is known that assessment was not carried out well (144 respondents or 73%). This is in line with a study conducted by AL-Fattah, (2019) where 55% of questions related to taking medical history showed that the patient's assessment and diagnosis process was completely based on doctors. It was also confirmed that 40% of nurses only collect general data from patients. It can be concluded that the number of nursing assessments for patients is still low. The results of another study in Brazil showed the opposite; Pokorski et al., (2009) revealed that the assessment of nursing care in patients reached 98.7%.

From the results of statistical tests, it was found that p value <0.05 ($p = 0.031$) which means that there was a significant relationship between nursing assessment and patient satisfaction in type D hospitals in Banda Aceh and Aceh Besar, and the value of OR = 2.235 which means that the implementation of a good nursing assessment 3.23 times made the patient satisfied.

Based on the results of the research and theory above, it is known that there is a relationship between nursing assessment and patient satisfaction in type D Hospitals in Banda Aceh and Aceh Besar with the implementation of good nursing care having the potential to increase patient satisfaction.

D. Relationship of nursing diagnosis and patient satisfaction

Based on the results of research that has been carried out, it is known that nursing diagnosis was not carried out well (167 respondents or 84%). Another study by Pokorski et al. (2009) in Brazil showed the opposite result, that diagnosis of nursing care in patients was carried out reaching 98.7%.

From the results of statistical tests, it was found that p value <0.05 ($p = 0.003$) which means that there was a significant relationship between nursing assessment and patient satisfaction in type D Hospital, and OR = 3.536 which means that poor nursing diagnoses were at risk of 3.52 times making the patient dissatisfied.

This is supported by research (Staub, 2002) which showed a significant relationship between the quality of nursing diagnoses in the documentation and patient satisfaction ($\tau = .18$, $p < .03$).

Based on the results of the research and theory above, it is known that there is a relationship between nursing diagnoses and patient satisfaction in type D Hospitals in Banda Aceh and Aceh Besar, with the proper implementation of nursing diagnoses having the potential to increase patient satisfaction.

E. Relationship of planning and patient satisfaction

Based on the results of research that has been carried out, it is known that planning was not carried out well (166 respondents or 84%). A study by Pokorski et al., (2009) in Brazil showed the opposite results, that the planning of nursing care for patients was carried out reaching 74.8%.

From the results of statistical tests, it was found that p value <0.05 ($p = 0.001$) which means that there is a significant relationship between nursing planning and patient satisfaction in type D hospitals in Banda Aceh and Aceh Besar, and the value of OR = 3.882 which means that the implementation of good nursing planning 3.88 times makes the patient satisfied.

Based on the results of the research and theory above, it is known that there is a relationship between nursing care planning and patient satisfaction in type D Hospitals in Banda Aceh and Aceh Besar.

F. Relationship of implementation and patient satisfaction

Based on the results of the research that has been done, it is known that the implementation was not carried out well (166 respondents). A study by Miskir & Emishaw, (2018) in Ethiopia showed that only 38% of nurses carried out nursing implementation.

From the results of statistical tests, it was found that p value <0.05 ($p = 0.004$) which means that there is a significant relationship between nursing planning and patient satisfaction in type D Hospitals in Banda Aceh and Aceh Besar, and the OR value = 3.303 which means a good implementation of nursing 3.88 times makes the patient satisfied.

Based on the results of the research and theory above, it is known that there is a relationship between the

implementation of nursing care and patient satisfaction in Type D Hospitals in Banda Aceh and Aceh Besar.

G. Relationship of evaluation and patient satisfaction

Based on the results of research that has been carried out, it is known that evaluation was not carried out well (171 respondents). A study by Miskir & Emishaw, (2018) in Ethiopia showed that only 42% of nurses did nursing evaluations.

From the statistical test results, it is known that the p value < 0.05 ($p = 0.001$) which means there is a significant relationship between nursing evaluation and patient satisfaction in type D Hospital in Banda Aceh and Aceh Besar, and OR value = 4.028 which means the good implementation of nursing evaluation can 4 times make the patient more satisfied.

Based on the results of the research and theory above, it is known that there is a relationship between the evaluation of nursing care and patient satisfaction in type D Hospitals in Banda Aceh and Aceh Besar.

H. The Most Dominant Stages of Nursing Care Related to Patient Satisfaction in Type D Hospitals

From the results of multivariate modeling that was carried out using the enter method, where the initial step the researcher did was to select candidates, it can be determined that if there is a variable that has a p value > 0.25 , the variable is excluded. At the time of selection, all candidates, assessment, diagnosis, planning, implementation and evaluation had p value > 0.25 so that the five candidates were included in the modeling.

Based on the results of the final modeling in the multivariate analysis, it was found that the most related or significant variables with patient satisfaction were planning and evaluation.

The results of the analysis of planning variable resulted in a p-value of 0.002 and an Odds Ratio (OR) 2.76, which means that patient satisfaction was 2.76 times higher in patients with well-executed nursing plans compared to nursing plans that were not implemented properly.

The planning stage is the stage of identifying interventions that are carried out to solve or prevent patient problems, while supporting the patient's strengths by directing them to achieve organized goals. In the process of developing a client care plan, the nurse engages in the following activities: setting priorities, setting client goals/desired outcomes, selecting nursing interventions and activities, and writing individual nursing interventions on the care plan (Berman, Snyder, & Gernalyn, 2016). Patient involvement is very important in the planning stage of the active role of nurses in communicating plans to patients. Lack of knowledge is one of the factors that hinders the implementation of the nursing process (Miskir & Emishaw, 2018).

This stage is the most important stage of nursing care after the assessment is carried out. This process is not only

carried out at the end of treatment or care, but occurs continuously and implicitly. Evaluation at the end of the re-handling of all plans determines that the results obtained are in line with expectations (Yildirim & Ozkahraman, 2011).

The evaluation variable has an Odds Ratio (OR) of 2.73, which means that patient satisfaction in type D hospitals is also controlled by nursing evaluations, which means that if the evaluation of nursing care is improved, patient satisfaction in type D hospitals can be increased.

V. CONCLUSION

Most of the patient respondents at the Type D Hospital in Banda Aceh and Aceh Besar were dissatisfied with the service (75%) with the relationship between nursing care ($p=0.001$) and patient satisfaction. The stages of nursing care are assessment ($p=0.031$), nursing diagnosis ($p=0.003$), planning ($p=0.001$), and implementation ($p=0.004$), evaluation ($p=0.001$), with planning and evaluation as the most dominant variables related to patient satisfaction.

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