

The Relationship Between Approval of Nursing Actions and Patient Satisfaction Levels In The Inpatient Ward of Bougenville 3, Dr. Loekmono Hadi Kudus Regional Hospital

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Abstract.

Consent for nursing actions is an important part of patient-centered care because it plays a role in improving communication, trust, and patient satisfaction. This study aims to analyze the relationship between consent for nursing actions and patient satisfaction levels in the Inpatient Room of Bougenville 3, Dr. Loekmono Hadi Kudus Regional General Hospital. This study used a quantitative correlation analytic design with a cross-sectional approach. The study population was 53 inpatients, with a sample of 47 respondents selected using a purposive sampling technique. Data were collected using the Quality of Informed Consent (QuIC) instrument and the Patient Satisfaction Questionnaire Short Form (PSQ-18). Data analysis was performed univariately and bivariate using the Spearman Rank correlation test with a significance level of 0.05. The results showed that 63.8% of respondents received consent for nursing actions in the good category and 59.6% had a very satisfied level of satisfaction. The Spearman Rank test showed a significant relationship between consent for nursing actions and patient satisfaction ($p = 0.000$; $r = 0.919$), indicating a very strong positive relationship. It was concluded that the implementation of improved nursing action agreements contributed to increasing patient satisfaction and therefore needed to be maintained and improved as part of efforts to improve the quality of nursing services.

Keywords: Cross-Sectional Study, Informed Consent, Nursing Care, Patient Satisfaction and Quality of Care.

I. INTRODUCTION

Nursing care is a crucial component of hospital quality. One form of patient-centered care is informed consent, which involves providing information before a procedure is performed so the patient can make an informed decision. Properly implementing informed consent helps build trust, enhances a sense of security, and supports patient satisfaction with the care received (Yulisetyaningrum, 2023).

The implementation of informed consent in healthcare remains suboptimal. Globally, only around 50–70% of patients understand the information provided before a procedure, even though most have received an explanation (WHO, 2022). In Indonesia, the implementation of informed consent for nursing procedures has reached 70–85%, but communication barriers persist, impacting patient satisfaction (Ministry of Health of the Republic of Indonesia, 2023; BPJS Kesehatan, 2023). A similar situation is also found in West Java, where the quality of nurse communication remains an aspect that needs improvement (West Java Provincial Health Office, 2022).

Lack of informed consent for nursing procedures can impact the quality of care and patient satisfaction. Approximately 30–40% of patient complaints are related to a lack of information prior to treatment, while unclear communication can increase anxiety and decrease patient trust in healthcare professionals. Therefore, communication is a crucial factor in improving patient satisfaction (Yulisetyaningrum, 2023).

Clear and complete consent for nursing procedures has been shown to improve patient satisfaction. A preliminary study in the Bougainvillea Inpatient Ward of Dr. Loekmono Hadi Kudus Regional Hospital showed that most patients did not receive adequate explanations before the procedure, and the majority expressed dissatisfaction with the service, particularly regarding communication. This situation highlights the need for research into the relationship between consent for nursing procedures and patient satisfaction levels.

Previous research by Yulisetyaningrum (2023) discussed informed consent in general, while this study specifically examines consent for nursing procedures. The study aimed to analyze the relationship between consent for nursing procedures and patient satisfaction levels in the Bougenville 3 Inpatient Ward of Dr.

Loekmono Hadi Kudus Regional Hospital. This research is important as a basis for improving the quality of patient-centered communication and nursing services, with a novel focus on consent for nursing procedures as a research variable at this location.

II. METHODS

This study is a quantitative study with a correlational analytical design that aims to analyze the relationship between approval of nursing actions and patient satisfaction levels in the Bougenville 3 Inpatient Ward of Dr. Loekmono Hadi Kudus Regional Hospital. The approach used is cross-sectional, meaning that the independent and dependent variables are measured simultaneously at one point in time so that the relationship between the variables can be analyzed based on the respondents' conditions during the study (Abdussamad, 2021; Mulyati, 2024).

The study population was all inpatients in Bougenville Room 3 of Dr. Loekmono Hadi Kudus Regional General Hospital with an average number of patients based on data from the last three months, namely August to October 2025, amounting to 53 patients. The study sample consisted of 47 respondents determined using the Lemeshow formula with a 95% confidence level, 80% research power, and an estimated correlation coefficient of 0.40. The sampling technique used nonprobability sampling with a purposive sampling type, so that respondents were selected based on predetermined inclusion and exclusion criteria (Hardani, 2020).

Data collection was conducted directly using two research instruments. The variable of consent to nursing actions was measured using the Quality of Informed Consent (QuIC), which assesses the patient's understanding of the explanation of the purpose of the action, procedure, benefits, risks, alternative actions, opportunity to ask questions, and freedom to give consent. The variable of patient satisfaction level was measured using the Patient Satisfaction Questionnaire Short Form (PSQ-18), which covers the dimensions of general satisfaction, technical quality, staff attitude, communication, cost aspects, service time, and ease of service access. Both instruments use a Likert scale, and the measurement results are then categorized according to a predetermined score range.

Data analysis was performed univariately and bivariately using SPSS version 26. Univariate analysis was used to describe the frequency distribution and percentage of respondent characteristics, approval of nursing actions, and patient satisfaction levels. Furthermore, bivariate analysis was performed using the Spearman Rank correlation test with a significance level of $\alpha = 0.05$ to determine the relationship between approval of nursing actions and patient satisfaction levels.

The research procedure began with the determination of respondents based on the research criteria. The researcher then provided an explanation of the objectives, benefits, procedures, and rights of respondents before obtaining their consent to become research respondents. Next, respondents completed the Quality of Informed Consent (QuIC) questionnaire and the Patient Satisfaction Questionnaire Short Form (PSQ-18). All collected data were checked for completeness, then processed and analyzed using SPSS version 26 to obtain an overview of the respondents' characteristics, the distribution of each variable, and the relationship between consent to nursing actions and patient satisfaction levels. Throughout the research process, the confidentiality of respondents' identities was maintained by using codes on each questionnaire, and data collection was carried out without disrupting the service process or patient care.

III. RESULTS AND DISCUSSION

Respondent Characteristics

This data includes respondent characteristics consisting of frequency distribution based on age, gender, education and length of hospitalization as follows:

Table 1. Respondent Characteristics Based on Age, Gender, Education, and Length of Stay at Dr. Loekmono Hadi Kudus Regional Hospital in 2025 (n=47)

Respondent Characteristics	Frequency (f)	Percentage (%)
Age		
18–25 years	12	25.5

26–35 years	8	17.0
36–45 years	8	17.0
46–55 years	14	29.8
56–65 years	5	10.6
Gender		
Man	21	44.7
Woman	26	55.3
Education		
Elementary School	6	12.8
JUNIOR HIGH SCHOOL	7	14.9
SENIOR HIGH SCHOOL	19	40.4
D3/S1	15	31.9
Length of Treatment		
1–3 days	15	31.9
4–7 days	18	38.3
>7 days	14	29.8
Total	47	100.0

Source: Primary Data, 2026

Based on Table 1, it is known that of the 47 respondents, almost a third were aged 46–55 years, namely 14 respondents (29.8%), most were female, namely 26 respondents (55.3%), almost half had a high school education level, namely 19 respondents (40.4%), and most underwent treatment for 4–7 days, namely 18 respondents (38.3%).

Univariate Analysis

1. Consent to Nursing Actions in the Bougenville 3 Inpatient Ward of Dr. Loekmono Hadi Kudus Regional Hospital

Table 2 Consent to Nursing Actions in the Bougenville 3 Inpatient Ward of Dr. Loekmono Hadi Kudus Regional Hospital (n=47)

Nursing Actions	Frequency (f)	Percentage (%)
Not enough	2	4.3
Enough	15	31.9
Good	30	63.8
Total	47	100.0

Source: Primary Data, 2026

Based on Table 2, it is known that of the 47 respondents, the majority received nursing care in the good category, namely 30 respondents (63.8%), almost a third received nursing care in the sufficient category, namely 15 respondents (31.9%), and a small portion received nursing care in the less than adequate category, namely 2 respondents (4.3%).

2. Patient Satisfaction Level in the Bougenville 3 Inpatient Ward of Dr. Loekmono Hadi Kudus Regional Hospital

Table 3 Patient Satisfaction Level in the Bougenville 3 Inpatient Ward of Dr. Loekmono Hadi Kudus Regional Hospital (n=47)

Patient Satisfaction	Frequency (f)	Percentage (%)
Not satisfied	4	8.5
Satisfied	15	31.9
Very satisfied	28	59.6
Total	47	100.0

Source: Primary Data, 2026

Based on Table 3, it is known that of the 47 respondents, the majority have a level of satisfaction in the very satisfied category, namely 28 respondents (59.6%), almost a third of respondents have a level of satisfaction in the satisfied category, namely 15 respondents (31.9%), and a small number of respondents have a level of satisfaction in the dissatisfied category, namely 4 respondents (8.5%).

Bivariate Analysis

1. Analyzing the Relationship Between Approval of Nursing Actions and Patient Satisfaction Levels in the Inpatient Ward of Bougenville 3, Dr. Loekmono Hadi Kudus Regional Hospital

Table 4 Relationship between Approval of Nursing Actions and Patient Satisfaction Level in the Inpatient Ward of Bougenville 3, Dr. Loekmono Hadi Kudus Regional Hospital

Nursing Actions	Not satisfied f (%)	Satisfied f (%)	Very satisfied f (%)	p-value	r Spearman
Not enough	2 (50.0%)	0 (0.0%)	0 (0.0%)	0,000	0.919
Enough	2 (50.0%)	13 (86.7%)	0 (0.0%)		
Good	0 (0.0%)	2 (13.3%)	28 (100.0%)		
Total	4 (100%)	15 (100%)	28 (100%)		

Source: Primary Data, 2026

Based on Table 4, it is known that of the 4 respondents who stated that they were dissatisfied, 2 respondents (50.0%) received nursing actions in the less category and 2 respondents (50.0%) received nursing actions in the sufficient category, while there were no respondents with good nursing actions who stated that they were dissatisfied. Of the 15 respondents who stated that they were satisfied, most of them, namely 13 respondents (86.7%), received nursing actions in the sufficient category and a small portion, namely 2 respondents (13.3%), received nursing actions in the good category, while there were no respondents with nursing actions in the less category who stated that they were satisfied. Meanwhile, of the 28 respondents who stated that they were very satisfied, all of them, namely 28 respondents (100.0%) received nursing actions in the good category. The results of the Spearman correlation test showed a p-value of 0.000 ($p < 0.05$) with a correlation coefficient (r) of 0.919. This indicates that H_0 is rejected and H_1 is accepted, so there is a significant relationship between nursing actions and patient satisfaction. The correlation coefficient value of 0.919 indicates a very strong relationship with a positive direction, which means that the better the nursing actions given to patients, the higher the level of patient satisfaction with the services received.

Discussion

The research discussion will be described in CHAPTER 5, which is about the Relationship between Approval of Nursing Actions and Patient Satisfaction Levels in the Inpatient Room of Bougenville 3, Dr. Loekmono Hadi Kudus Regional Hospital. In this study, data was successfully collected from 47 respondents. This research was conducted at Dr. Loekmono Hadi Kudus Regional Hospital.

1. Understanding the Consent for Nursing Actions in the Bougenville 3 Inpatient Ward of Dr. Loekmono Hadi Kudus Regional Hospital

Based on Table 2, the majority of respondents received approval for nursing actions in the good category, namely 30 respondents (63.8%). These results indicate that the implementation of approval for nursing actions in the Bougenville 3 Inpatient Ward, Dr. Loekmono Hadi Kudus Regional Hospital has generally been carried out well in accordance with service standards and patient needs.

The results of this study may also be influenced by the characteristics of the respondents. Most respondents were aged 46–55 years (29.8%), female (55.3%), had a high school education (40.4%), and underwent treatment for 4–7 days (38.3%). A sufficient level of education allows patients to more easily understand the information provided by nurses regarding the goals, benefits, and risks of nursing procedures, thus improving the consent process. This is in line with research.(Al-azhariyah et al., nd)which states that a patient's understanding of informed consent is influenced by their ability to receive and understand the information provided by healthcare professionals. Patients with higher levels of knowledge and education tend to have a better understanding of informed consent. Furthermore, longer treatment periods provide patients with more opportunities to interact with nurses and receive information about the nursing procedures to be performed. These conditions can support the formation of positive perceptions regarding the implementation of informed consent for nursing procedures.

The category of good nursing actions obtained by the majority of respondents indicates that nurses have implemented nursing care according to service standards, starting from assessment, providing information before the procedure, implementing it according to standard operating procedures (SOPs), and evaluating the patient's condition. This reflects safe, appropriate care and respects the patient's right to obtain information and provide informed consent. According to Law Number 17 of 2023 concerning Health, every patient has

the right to obtain complete information before giving consent for a procedure, and the National Hospital Accreditation Standards (SNARS) also emphasize the importance of providing information and consent for procedures as part of patient safety (KARS, 2022).

The results of this study align with research conducted by Adilla (2023), which showed that most patients assessed the implementation of nursing procedures as being well-done because nurses were able to provide easily understood information, explain the objectives of the procedures, and involve patients in the decision-making process. Also stated that nursing services implemented according to professional standards contribute to increased service quality and patient trust in hospitals. Similarly, research by Wahyuni et al. (2024) explained that good quality nursing procedures are associated with increased positive patient perceptions of the services received.

A total of 15 respondents (31.9%) assessed nursing actions as being in the adequate category. This condition indicates that several aspects of service are still not being implemented optimally. The adequate category can be caused by nurses' limited time to provide in-depth education, high workloads, large patient numbers, or ineffective communication, resulting in suboptimal information received by patients. According to Potter and Perry (2023), the success of nursing actions is not only determined by the accuracy of clinical procedures but is also influenced by therapeutic communication, education, and patient involvement during the service process. Research by Kurniawati et al. (2023) also states that high nurse workloads can reduce interaction time with patients, resulting in suboptimal service quality perceived by patients.

Meanwhile, two respondents (4.3%) rated the nursing care as inadequate. This relatively small percentage indicates that only a small proportion of patients felt the nursing care did not meet their expectations. This assessment may be influenced by incomplete information provided prior to the procedure, delays in service, lack of attention to individual patient needs, or differences in perception between patients and healthcare professionals regarding the quality of care provided. According to Nursalam (2020), patient perceptions of the quality of nursing care are influenced by their experience during treatment, speed of service, nurse attitude, communication skills, and overall fulfillment of patient needs. Research by Putri and Sari (2022) also explains that suboptimal communication and education for patients is one of the causes of low ratings of nursing care.

Overall, the dominant category of good (63.8%) in this study indicates that the implementation of nursing actions in Bougenville Room 3 has met the expectations of most patients. This condition indicates that nurses have been able to implement nursing services that are oriented towards patient safety, respect the patient's rights in giving consent to treatment, and provide services according to professional standards. However, the still found categories of sufficient (31.9%) and less (4.3%) indicate that the hospital still needs to evaluate and improve the quality of service, especially in aspects of communication, education to patients and families, and consistency in the implementation of nursing actions so that all patients receive optimal care.

2. Determining the Level of Patient Satisfaction in the Bougenville 3 Inpatient Ward of Dr. Loekmono Hadi Kudus Regional Hospital

Based on Table 3, it is known that the majority of respondents were very satisfied, namely 28 respondents (59.6%). These results indicate that nursing services in the Bougenville 3 Inpatient Ward of Dr. Loekmono Hadi Kudus Regional Hospital have been able to meet or even exceed the expectations of most patients.

The results of this study may also be influenced by the characteristics of the respondents. Most respondents had a high school education (40.4%) and underwent treatment for 4–7 days (38.3%). An adequate level of education can help patients understand the information provided by healthcare professionals, making it easier for them to assess the quality of care they receive. This aligns with research (Sihaloho and Herliana, 2020), which states that education level is related to inpatient satisfaction, where patients with different levels of education have different perceptions of the quality of care they receive. Furthermore, length of stay provides an opportunity for patients to experience the quality of care more comprehensively through more frequent interactions with healthcare professionals, which can influence patient satisfaction levels.

The highly satisfied category obtained by the majority of respondents indicates that the service provided met or even exceeded patient expectations. This high level of satisfaction indicates that patients received fast, friendly, professional, and safe service, supported by good communication between nurses and patients. Furthermore, providing clear information regarding the patient's condition and nursing actions also contributes to increasing patient trust in the service provided. According to Kotler and Keller (2022), satisfaction is a person's feeling of pleasure or disappointment after comparing the performance of the service received with their previous expectations. If the service received exceeds expectations, the customer or patient will feel highly satisfied.

In line with this theory, Nursalam (2020) explains that patient satisfaction is one indicator of the success of nursing service quality. Patients will provide positive feedback if the service they receive meets their needs and expectations and is delivered professionally, while still paying attention to aspects of communication, empathy, responsiveness, and patient safety. Furthermore, according to the World Health Organization (WHO, 2021), patient-centered care is a key strategy for improving the quality of care and patient experience during treatment.

The results of research by Faridah, Rusnoto, and Purnomo (2021) at Dr. Loekmono Hadi Kudus Regional General Hospital showed that nursing services and therapeutic communication had a significant relationship with inpatient satisfaction. The Spearman Rho test results showed a relationship between nursing services and patient satisfaction ($p=0.002$; $r=0.613$) and therapeutic communication with patient satisfaction ($p=0.000$; $r=0.649$). These findings indicate that the better the nursing services and therapeutic communication provided, the higher the level of patient satisfaction. These results reinforce the research findings that the quality of nursing services is an important factor in increasing patient satisfaction during hospitalization.

Who stated that most inpatients report high levels of satisfaction with hospital services when healthcare professionals provide responsive, communicative care that meets service standards. Adilla's (2023) research also demonstrated that patient satisfaction increases when nursing services are delivered professionally, patients receive clear information, and are involved in every action taken. Wahyuni et al.'s (2024) research also demonstrated that high-quality nursing care is associated with increased patient satisfaction during hospitalization.

A total of 15 respondents (31.9%) were in the satisfied category. This result indicates that the service provided has met the expectations of most patients, although there are still some aspects of the service that are considered less than optimal. Factors that can influence satisfaction in this category include waiting time for service, speed of nurse response, comfort of the care environment, and the intensity of communication received by patients during treatment. According to Parasuraman, Zeithaml, and Berry in the SERVQUAL concept, patient satisfaction is influenced by five dimensions of service quality: tangible, reliability, responsiveness, assurance, and empathy. If one of the dimensions is not optimally met, the patient's satisfaction level tends to be in the satisfied category, rather than very satisfied.

Meanwhile, four respondents (8.5%) expressed dissatisfaction with the service they received. This relatively small percentage indicates that a small proportion of patients still have unmet service expectations. Patient dissatisfaction can be influenced by various factors, such as delays in service, ineffective communication, incomplete information regarding the procedures to be performed, and differences in perception between patients and healthcare professionals regarding the quality of service provided. Research by Prasetyo et al. (2023) states that suboptimal communication, long waiting times for services, and a lack of patient involvement in decision-making are factors that often contribute to low levels of patient satisfaction. Research by Sari and Rahmawati (2022) also explains that patient satisfaction is influenced by the ability of healthcare professionals to build therapeutic relationships, provide clear information, and demonstrate empathy throughout the service process.

According to the researcher, the high proportion of respondents in the very satisfied category (59.6%) indicates that nursing services in Bougenville Room 3 have been implemented in accordance with hospital service standards and are able to meet the expectations of most patients. Nurses are considered to have provided professional, communicative, responsive, and patient-oriented services, thus creating a positive service experience. However, the finding of respondents who are still in the satisfied (31.9%) and dissatisfied

(8.5%) categories indicates that the hospital needs to continue to evaluate the quality of services, especially in improving therapeutic communication, speed of service, providing education to patients and families, and consistency of services that focus on patient safety and satisfaction so that the quality of services can continue to be improved.

3. Analyzing the Relationship Between Approval of Nursing Actions and Patient Satisfaction Levels in the Inpatient Ward of Bougenville 3, Dr. Loekmono Hadi Kudus Regional Hospital

Based on the results of the Spearman Rank correlation test, the p-value is 0.000 ($p < 0.05$) with a correlation coefficient (r) of 0.919. These results indicate that H_0 is rejected and H_1 is accepted, so there is a significant relationship between approval of nursing actions and the level of patient satisfaction. The correlation coefficient value of 0.919 indicates a very strong relationship with a positive direction, which means that the better the implementation of approval of nursing actions, the higher the level of patient satisfaction with the services received.

In theory, informed consent is a communication process between healthcare professionals and patients before a procedure is performed. Informed consent involves more than just signing a form; it involves providing complete information about the procedure's purpose, benefits, risks, alternatives, and potential outcomes, enabling patients to make informed and voluntary decisions (Ministry of Health of the Republic of Indonesia, 2022). According to Potter, Perry, Stockert, and Hall (2023), effective communication during nursing interventions increases patients' sense of security, trust, and involvement in the care process, thus increasing patient satisfaction.

Patient satisfaction is an important indicator in assessing the quality of healthcare services. According to Kotler and Keller (2022), patient satisfaction occurs when the service received meets or exceeds patient expectations. In nursing care, satisfaction is influenced not only by the success of clinical procedures but also by how nurses provide explanations, respect patient rights, demonstrate empathy, and involve patients in every decision-making process. Nursalam (2020) also explains that therapeutic communication, professionalism, educational skills, and respect for patient rights are important components in increasing patient satisfaction with nursing care.

The results of this study align with Adilla's (2023) research, which showed that the implementation of good nursing services, including the provision of information and patient involvement in every procedure, was significantly associated with increased inpatient satisfaction. (Edi et al., 2023) also showed a significant relationship between the availability of nursing staff, nurse education level, and management training with patient satisfaction levels ($p < 0.05$). These findings explain that the quality of nursing services is one of the factors that influence patient satisfaction levels. Although the independent variables studied are different from this study, both studies confirm that the quality of nursing services contributes to increased patient satisfaction. Also found that effective communication and respect for patient rights in the service process have a positive relationship with patient satisfaction during hospital care. In addition, a study by Kurniawati et al. (2024) explained that providing clear information before treatment and patient involvement in the decision-making process can increase patient trust in health workers and have an impact on increasing service satisfaction.

The results of this study indicate that effective implementation of nursing consent is associated with higher levels of patient satisfaction. This finding indicates that the quality of nursing consent plays a crucial role in shaping patient perceptions of hospital service quality. Nursing consent that provides clear information, uses effective communication, and respects the patient's right to decision-making can increase patient trust, comfort, and satisfaction during treatment.

According to researchers, the strong relationship between approval of nursing procedures and patient satisfaction occurs because patients assess not only the outcome of the procedure but also the process of care they receive. When nurses provide comprehensive explanations, use language that is easy to understand, allow patients to ask questions, seek consent before procedures are performed, and respect their decisions, patients feel valued and involved in the care process. This fosters a sense of trust, safety, and comfort, thus increasing satisfaction with hospital services.

Conversely, if consent for nursing procedures is not carried out optimally, such as if the information provided is incomplete, communication is ineffective, or the patient is not involved in the decision-making process, then patients tend to have negative perceptions of the services they receive. Therefore, hospitals need to maintain and improve the quality of the implementation of consent for nursing procedures by improving nurses' therapeutic communication competencies, adherence to standard operating procedures, and strengthening a culture of patient-centered care. This way, the quality of nursing services and patient satisfaction levels can be continuously improved.

IV. CONCLUSION

This study shows that the majority of patients in the Bougenville 3 Inpatient Ward of Dr. Loekmono Hadi Kudus Regional Hospital received approval for nursing actions in the good category (63.8%) and had a satisfaction level in the very satisfied category (59.6%). The results of the bivariate analysis using the Spearman Rank test showed a significant relationship between approval for nursing actions and patient satisfaction levels ($p = 0.000$) with a very strong relationship strength and a positive direction ($r = 0.919$). These findings indicate that the better the implementation of approval for nursing actions through the provision of clear information, effective communication, and patient involvement in decision-making, the higher the level of patient satisfaction with the nursing services received. The results of this study emphasize the importance of approval for nursing actions as part of patient-oriented services and efforts to improve the quality of hospital services.

This study has limitations due to its cross-sectional design, so the relationships found cannot explain causality. Furthermore, the study was only conducted in one inpatient ward with a relatively limited number of respondents, so the results cannot be generalized to a wider population. Future research is recommended to involve a larger number of respondents, be conducted in several different wards or hospitals, and consider other variables that may influence patient satisfaction. Practically, the results of this study can serve as a basis for hospital management to improve the quality of nursing consent implementation by strengthening therapeutic communication, adherence to standard operating procedures, and improving nurses' competence in providing clear, complete, and easy-to-understand information, thereby continuously improving patient satisfaction.

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