

**ASSOCIATION BETWEEN PERCEIVED QUALITY OF CARE
AND PATIENT SATISFACTION WITH NURSING IN-PATIENT CARE
AT THE COMMUNITY HEALTH CENTER, SOUTH KONAWE,
SOUTH EAST SULAWESI**

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ABSTRACT

Background: Patient satisfaction with nursing care is considered as an important factor in explaining patients' perceptions of service quality. Care assessed to be high quality according to clinical, economic, or other provider-defined criteria is far from ideal if as a result of that care the patient is unhappy or dissatisfied. This study aimed to determine the association between perceived quality of care and patient satisfaction with nursing in-patient care at the community health center, South Konawe, South East Sulawesi.

Subjects and Method: A cross-sectional study was conducted at 5 community health centers or puskesmas including puskesmas Konda, Benua, Moramo, Ranomeeto and Angata, in Kendari, South East Sulawesi. A total sample of 69 patients was selected for this study by simple random sampling. The dependent variable was patient satisfaction. The independent variable was perceived quality of care, including nurse performance, physical environment, and health facilities. The data were collected by questionnaire and analyzed by chi square with OR as a measure of association.

Results: Nurse performance (OR= 12.43; 95% CI= 1.51 to 102.00; p=0.007), physical environment (OR= 187.22; 95% CI= 20.61 to 170.00; p<0.001), and health facilities (OR= 21.53; 95% CI= 5.93 to 78.22; p<0.001) were associated with patient satisfaction.

Conclusion: Nurse performance, physical environment, and health facilities, are associated with patient satisfaction.

Keywords: patient satisfaction, nurse performance, physical environment, service facilities

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