Satisfaction Level Undergoing Patients Hemodialysis in Service Nursing in the Hemodialysis Unit Hemodialysis Efarina Hospital Etaham Berastagi

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Article Info	ABSTRACT
  Corresponding Author: Romauli Pakpahan Department of Nursing, Faculty of Health, Universitas Efarina, Indonesia. Email: romaulipakpahan@gmail.com	Satisfaction patient is results achieved at the time privilege product service health respond need patient so that make you feel happy and comfortable. Study aim for identify level satisfaction patients undergoing henodialysis in service nursing in the hemodialysis unit House Sick Efarina Hospital Etaham Berastagi. Study done on date July 2022 - August 2022 in the hemodialysis unit House Sick Efarina Hospital Etaham Berastagi with use consisting of a questionnaire of 2 parts namely demographic data and level satisfaction patients undergoing hemodialysis in service nursing. The Cronbach Alpha result is 0.85. The research design used is descriptive exploratory with big sample 50 people with method taking purposive sampling. Instruments used is compiled questionnaire with use scale linkert . Characteristics respondent and level satisfaction patient described use analysis descriptive know frequency and percentage Where aspect satisfaction patient is described with serve average value each aspect. Research results show, characteristics respondent is male 70.0%, age "SI year 48.0%, religion Islamic 50.0%, Batak/Karo ethnicity 56.0%, junior high school education 40%, number Hemodialysis >432 times is 50.0%. satisfaction level patients undergoing hemodialysis in service nursing in a hospital hemodialysis unit Efarina Hospital Etaham Berastagi is 56% satisfied. Aspect highest from satisfaction patient on service nursing is dimensions of tangibles the average value is 27.36. With thereby action nurse like recipient nurse moment enter room hd, explanation available facilities used, clean Pour, neatness uniform nurse Already Good according to respondents, and aspects ni must maintained and improved again. For increase maid: n nurse expected the hospital. *Keywords:* Satisfaction, Patient, Service Nursing

1. INTRODUCTION

Quality service is part important necessary get attention from organization provider service service health like House hospitals and health centers that will sell service service health to user his services in matter this family along patient to be treated. Party management House Sick must always trying to product services offered can maintained and balanced reluctantly Good so that still snatch market segment because something product service health will really depend from uniqueness quality services offered and what in accordance with hope or desire service.

[6] satisfaction is level satisfaction somebody after compare performance or perceived results compared to with he hoped. Whereas satisfaction patient according to [18] is something situation Where client and family consider costs incurred in accordance with quality service received and level progress condition his health. System service given health For patient at first always oriented to disease but moment This various effort has done in enhancement service health besides That public general has more interested about enhancement service that is , awareness public the influenced by letters newspapers , magazines , electronic media , and other communication media as well as by their existence debates transparent politics , with awareness public the so they start have great faith that health and services health is right basic and not just facility For certain group of people [17].

Three possible aspects used in evaluate quality service services provided by doctors, nurses and staff other professions namely. As giver service nursing so need evaluation performance For realize something satisfaction, and

for reach satisfaction patient no easy thing as well as one's total satisfaction user service is very difficult For achieved [3]. Evaluation service health that has provided by power health to patient is important and how evaluation service the can done with measure level satisfaction patient. Temporary That in another party that effort For measure level satisfaction patient no easy because effort for obtain required information for measure level satisfaction patient will face to face with something constraint cultural , that is there is something tendency reluctant society or No Want to put forward criticism. With thereby if want to do effort enhancement quality service health in matter This service nursing need done measurement level satisfaction accurate patient as well as measurement in a manner periodically regular and balanced [7].

HD patients are unique patient, this because they must use up Enough Lots time at Hospital 2 to 3 sessions wash blood per week Where each session wash blood need 4 to 5 hours time. Routine This done lifetime his life so that need Lots cost and time. Based man background behind above, then researcher interested For do Satisfaction Level research Undergoing Patients Hemodialysis In Service Nursing in the Hemodialysis Unit Hospital of Efarina Etaham Berastagi.

Question Study
Question in study This are :
What is the Satisfaction Level Patients who Efarina Hospital In Service Nursing in the Hemodialysis Unit Etaham Berastagi ?

2.   METHOD
Competitor Study
Design used in study This is design descriptive purpose For identify level satisfaction patient fail undergoing kidney hemodialysis in service nursing in the hemodialysis unit Efarina Hospital Etaham Berastagi.
Population Population in study This is whole patients undergoing   Hemodialysis at Efarina Hospital Etaham Berastagi which amounted to around 158 people per month.

Sample
Big sample in study This is as many as 50 people. Taking sample in research This use technique purposive sampling ie taking sample from existing population in accordance with criteria specified sample especially first , accordingly with opinion Arikunto .
Criteria sample used in study This are :
a. Have undergone hemodialysis 3 times
b. Already adults >21 years
c. Cooperative
d. Willing become respondent.

Location and Time of Research
Study This done on the month July until August 2018 in Room Hemodialysis House Sick Efarina Etaham jl. Djamin Ginting Berastagi , Raya Village- Karo District .
Discussion From the data results research obtained , discussion will done For answer question study about level satisfaction patients undergoing hemodialysis in service nursing in the hemodialysis unit Efarina Hospital Etaham Berastagi .

3.   RESULTS AND DISCUSSION
Satisfaction Level Patient in Service Nursing
From the results table distribution frequency and percentage level satisfaction patient in service nursing. level satisfaction patient in service nursing is in the range satisfied, where matter the evidenced by 56.0% of the amount respondent state satisfied on service care provided by nurses. This rated fine, necessary maintained and even improved for the future come. After service nursing given so should done evaluation for know effectiveness service. Become input to party management nursing House Sick For do evaluation form measurement satisfaction customer in a manner periodically for maintain or even increase service so that can more satisfying customer in accordance with what is expected. Beside that enhancement quality service with empower power nursing with follow training or related nursing seminars with quality service nursing can become supporting things service nursing , because That matter this is also necessary held in a manner routine and programmed.

In accordance opinion [3] for reach satisfaction patient no easy bales as well as For reach their total satisfaction is very difficult For achieved so that need continuous evaluation. [25] defines satisfaction patient is results achieved at the time privilege product service that has given power health respond need patient in a manner maximum so that can give pleasure and comfort. Satisfaction or no fasting patient determined by quality action expected by the patient. Measurement process started from determination who to be patient Then see level desired quality, besides it If

implementation service No Good so No will produce satisfaction patient , because room scope in reach satisfaction patient of course characteristic wide cause effort For organize service health No As easy as predicted (Doni , 2008).

Aspect Satisfaction Pasicn In Service Nursing

The results of the mean distribution are based on aspect satisfaction patient inside service nursing show that the highest aspect that can be achieved is dimensions tangrables (reality) with value 27.36. this can caused by several factor . If matter This seen from facet financing so home rates Sick the belong affordable by the community medium down where 864 respondents can do financing hemodialysis the with jamkesmas. this same match with [24] who said factor social economy influence opinion patient to service health. [21], stated a confident appearance and a sense of confidence self is that action No direct can give comfort and satisfaction as well as step very decisive start For do action furthermore to patient . According to Benner (2008) that help, care , and acceptance to patient must harmonized with trust self nurse in apply his knowledge in accordance with the knowledge you have .

The lowest classification level not enough satisfied is assurance aspects with the average value is 19.68. Can caused by high HD stress for patient . Patient often feel No Empower on circumstances and things This can raises necessary anxiety and restlessness noticed by the nurse . According to [18] patients will feel No satisfied when they No noticed lack of support emotional , the help given not enough in accordance with hope patient , and direct leave room with fast. Stress Hd can too experienced by nurses Where service nursing education patients can too influence assessment Where often nurse Act only for good patient Where patient often No know it so that No seldom patient complain about it.

4.   **CONCLUSION**

Satisfaction level patients undergoing hemodialysis in service nursing at Efarina Hospital Etaham Berastagi including in category satisfied. It seen from many percentage that says satisfied to service care provided (56%). Aspect service supreme nursing is dimensions tangiable (reality) where the results of the mean distribution are based on aspect satisfaction patient in service nursing is the highest aspect that can be achieved with value 27.36. this can caused by several factor . If matter This seen from facet financing so home rates Sick the belong affordable by the community medium down where 86% of respondents can do financing hemodialysis the with jamkesmas. Majority Respondents are also happy with cleanliness and tidiness uniform nurse as well as existing room, this if connected characteristics education you have respondent Where majority from respondents (40.0%) have SMP as level education final they so that they will more value power distinguished nurse tidy.

Aspect service lowest nursing is assurance aspects with the average value is 19.68, this can caused by high HD stress for patient. Patient often feel No Empower on circumstances and things This can raises necessary anxiety and restlessness noticed by the nurse. Stress Hd can too experienced by nurses Where service nursing expected still maximum Possible with many amount patient must served when together so impressed ignore patient. Level education patients can too influence assessment Where often nurse Act only for good patient Where patient often No know it so that No seldom patient complain about it.

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