

Analysis of Nurse and Perspective Nurse's Work Compensation to Patient's Satisfaction in Balimbingan Hospital Simalungun District

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ABSTRACT

Hospitals have a very strategic role in an effort to accelerate the improvement of public health status. The new paradigm of health care requires that hospitals provide quality services according to patient needs and desires. So that nursing services become a key position in hospital services to be able to compete in order to meet the satisfaction of patients being treated. The main factor in increasing hospital patient satisfaction is by improving the performance of nurses and providing appropriate compensation to nurses so that nurses can be motivated to help provide the best service in order to achieve maximum patient satisfaction. This study aims to analyze the perspective of the performance of nurses and the work compensation of nurses on patient satisfaction at the Balimbing Hospital, Simalungun Regency. This type of research is quantitative with the type of Explanatory Research, which is a study that aims to analyze the perspective of nurse performance and work compensation on patient satisfaction at Balimbing Hospital, Simalungun Regency in 2019. The results of this study showed that there was no effect of nurse performance on patient satisfaction at home. Balimbing Simalungun District Hospital based on nursing care assessment variables, nursing care diagnoses, nursing care plans, nursing care implementation, and nursing care evaluation and there is no effect of nurse work compensation on patient satisfaction at Balimbing Hospital, Simalungun Regency based on salary, incentives, promotions, and health insurance.

Keywords: Nurse Performance, Nurse Work Compensation, Patient Satisfaction

INTRODUCTION

Human resources are an important factor in an organization or company, in addition to other factors such as activities and capital. Therefore, human resources must be managed properly to increase the effectiveness and efficiency of the organization. Human resources with all the determinants and implementers of various activities, policies, and programs aimed at obtaining labor, development and maintenance, in an effort to increase their support for increasing organizational effectiveness in an ethically and socially responsible manner (Hashadolina, 2018).

Personnel and human resource management is very important for companies in managing, managing, and utilizing employees so that they can function productively to achieve company goals. Human resources in the company need to be managed professionally in order to achieve a balance between the needs of employees and the demands and capabilities of the company organization. This balance is the main key for a company to develop productively and fairly. With professional human resource management arrangements, employees are expected to work

productively (Mangkunegara, 2017).

Education is a conscious and planned effort to create an atmosphere of learning and the learning process so that students actively develop their potential to have religious spiritual strength, self-control, moral intelligence, and skills needed by themselves and society. The education that is owned will feel less if there is no adequate work experience. Sufficient working period of time space, equal to people who have extensive experience of both obstacles and successes. The long duration of work will also form an effective work pattern, because the various obstacles that arise can be controlled based on their experience. So that experienced employees will be able to complete the task as well as possible (Anonymous, 2018).

Promotion is when an employee is transferred from one job to another whose responsibility is greater, his level is higher and the income is greater, every employee craves promotion because it is seen as an appreciation for someone's success showing high work performance in fulfilling their obligations at work and the position in his current lap, as well as recognition of the ability and potential of the person concerned (Siagian, 2018).

According to Sunyoto in 2012 in Hashadolina (2018), there are three parties that play an important role in employee career development in a company, the three parties are individuals (the employee concerned), managers and companies. These three parties have their respective responsibilities in terms of career development, the perception of an employee about the extent of his own role, the role of the manager, and the role of the company in carrying out employee career development responsibilities which are felt to be limited, especially among nurses in various hospitals. A nurse knows that so far the payroll system or the atmosphere of social relations between employees at the hospital is generally quite good. However, in terms of career development, nurses feel that their nursing career development at the hospital is

very limited, one of which is due to the lack of opportunities for nurses to move up positions / promotions (Hashadolina, 2018).

Such demands must be avoided by fulfilling their demands in accordance with the company's capabilities, because if they are not fulfilled it will cause employees to do work as usual but with unsatisfactory results so that in the end have a bad impact on the company. One of the causes of the dissatisfaction demanded by employees is due to the provision of remuneration or improper compensation (Rivai, 2015).

According to the Manpower Act (2016) that the role of the company is needed to change the mindset of employees to be able to further improve morale by providing insurance, benefits, leave, and companies must evaluate more incentives for employees, so they can be motivated or increase morale and the employee's performance. In indirect compensation, health insurance for employees is in accordance with the regulations of the labor law, the fulfillment of health insurance can be achieved by providing health facilities and services for each workforce nurse. After the existence of BPJS Kesehatan, many workers have used the health insurance program. The health insurance program is a means for workers and workers' families to achieve prosperity in terms of health care. Health insurance program services are a determining factor in how workers' health insurance needs can be met. BPJS health insurance covers all medical expenses for each employee, whether due to an accident or illness.

USU in 2016, said that in daily experience, patient dissatisfaction is most often expressed in relation to the attitudes and behavior of hospital staff, including delays in doctor and nurse services, doctors are difficult to find, nurses are less communicative and informative, the length of the admission process hospitalization, speech, ignorance and order and cleanliness in the hospital environment. Attitudes, behavior, speech, friendliness of officers and the ease of obtaining information and

communication were highest in the perception of patient satisfaction. Not infrequently, even though patients feel that the outcome is not in accordance with their expectations, they are quite satisfied when served with an attitude that respects their feelings and dignity.

The results of Buheli's (2015) research show that the longer a person works in an organization, the more experienced the person will be so that the performance is better. Several ways to achieve good performance can be achieved through education, training, providing adequate compensation, creating a conducive work environment and providing motivation. Through this method, it is hoped that they will maximize their responsibility for their work and can improve the quality of their work implementation.

Based on Dinarti's (2014) research, it was found that the average medical personnel had different levels of performance, because each nurse had a different motivation to improve performance. To increase work motivation, hospital management provides bonuses in the form of allowances to each nurse so that the nurse's performance is better.

Based on Rani's research (2013), health insurance is a means for workers and their families to obtain health services. Wage-receiving workers will be deducted from their monthly salary for the payment of health insurance that they use in accordance with labor laws and regulations by providing health care facilities for each nurse. Many workers with salaries below the UMR complain that due to the cut, their salaries are not sufficient for their daily needs.

According to Ridwan (2016), there are several hospitals in Indonesia closed due to poor management, including doctors and nurses at Nunukan Hospital on strike because 6 months of service fees have not been paid by the management of Nunukan Hospital, as a result hospital services, especially the polyclinic temporarily closed.

Gorontalo Islamic Hospital was also forced to close after its employees went on strike for a month. This was because employees accused two top hospital officials of diverting a number of operational assistance funds and management was considered arbitrary because they fired two treasurers and three nurses for no apparent reason. As a result of this action, hospital activities were stopped because there was no service to patients.

Dozens of employees of the Sari Mutiara Medan Hospital took action on foot to ask for help because it had been two months that his party had not received a salary for January and February 2019. This was because the hospital was getting more difficult because cooperation with BPJS Kesehatan was not extended and the hospital permit process had not yet been completed making the hospital temporarily closed since February 20, 2019.

Based on Dewi's (2017) research, a worker is only entitled to his wages if he has done work with the conditions that are in accordance with the agreement because every right is accompanied by obligations, as long as he gets full wages, the obligations must be fulfilled.

Based on the results of a preliminary survey conducted at Balimbing Hospital, Simalungun Regency, it was found that data on outpatient and inpatient visits in January-December 2018, namely in January the number of outpatients was 1,537 and inpatients were 840. In February there were 1,230 outpatients and 603 inpatients. In March there were 900 outpatients and 518 inpatients. In April there were 1,230 outpatients and 372 inpatients. In May there were 856 outpatients and 351 inpatients. In June the number of outpatients was 574 patients and inpatients were 230 patients. In July there were 750 outpatients and 334 inpatients. In August, there were 835 outpatients and 375 inpatients. In September there were 880 outpatients and 420 inpatients. In October the number of outpatients was 750 and inpatients were 380 patients. In November, there were 600

outpatients and 335 inpatients. And in December the number of outpatients was 650 patients and inpatients were 250 patients.

Based on the results of interviews conducted with 10 nurses at Balimbing Hospital, Simalungun Regency, it was found that 5 nurses stated that there were a lot of work demands but only a little compensation, 3 nurses stated that the salary was still below the UMK (City / Regency Minimum Wage), 2 other nurses claim that the incentives they receive are lacking. And the results of interviews with 10 patients at Balimbing Hospital, Simalungun Regency, it was found that 6 patients felt less satisfied with the services provided by nurses, this was because they often waited too long in terms of receiving nurse services, and 4 other patients were satisfied with nurse services at Balimbing Hospital room.

From the data above, it can be concluded that outpatient visits at Balimbing Hospital, Simalungun Regency, decreased by around 300-800 patients per month and hospitalizations decreased in the range of 100-300 patients per month.

LITERATURE REVIEW

Nurse

A nurse is someone who has passed education, both at home and abroad, in

accordance with statutory regulations. A nurse is a person who has the ability and authority to perform nursing actions based on the knowledge that he has obtained through nursing education (Ministry of Health Regulation 2010).

Nurse Performance

Performance is the work result in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities assigned to him. Performance can be seen and measured using performance appraisals (Mangkunegara, 2017).

Work Compensation

Compensation is a gift from companies such as salaries, incentives, promotions and health insurance, in the form of money, goods or positions which are the result of the achievements or productivity of employees who work at the company (Wibowo, 2016).

Patient Satisfaction

Satisfaction is a person's level of satisfaction after comparing the performance or perceived results compared to expectations. So satisfaction or dissatisfaction is the conclusion of the interaction between expectations and experiences after using the services or services provided (Kotler and Keller (2017).

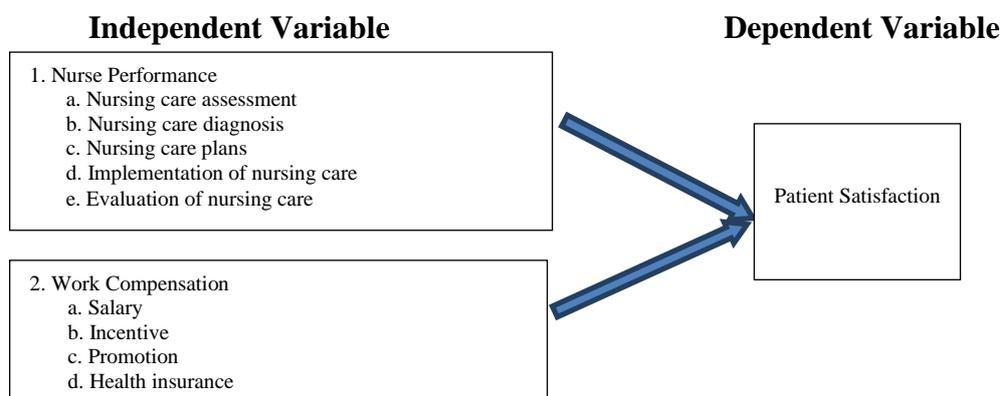


Figure 1. Conceptual Framework

Hypothesis

Based on the research background and the justification of the relationship between variables, the research hypothesis:

There is an effect of nurse performance on patient satisfaction.

There is an effect of the work compensation of nurses on patient satisfaction.

MATERIAL AND METHODS

The research is quantitative with the type of Explanatory Research, which is a research that aims to analyze the perspective of nurse performance and work compensation on patient satisfaction at Balimbing Hospital, Simalungun Regency in 2019.

The populations in this study were all nurses who worked at the Balimbing Hospital in Simalungun Regency as many as 80 nurses. The sample is part of the population to be studied and which is considered and describes the population. Sampling in this study was conducted using a total sampling technique, namely 80 nurses (Sugiyono, 2013).

The method of collecting data is by using primary data which is obtained directly from respondents using a questionnaire that has been prepared. And also direct observations or observations of the performance of nurses and secondary data, where secondary data is data collected from other people or agencies and not done by the researcher himself. Secondary data, namely data that supports primary data is obtained.

RESULTS AND DISCUSSION

The Influence of Nurse Performance Viewed from the Aspects of the Nursing Assessment of Patient Satisfaction at Balimbing Hospital, Simalungun Regency in 2019

The results of this study show that there is no influence between the assessment of nursing care on patient satisfaction at Balimbing Hospital, Simalungun Regency. Based on previous research, it is known that every nurse is required to carry out an assessment of nursing care on the patients they care for.

Based on the results of the bivariate analysis statistical test for the nursing care assessment variable, it was obtained that the p value = $0.192 > 0.05$, which means that there is no relationship between the nursing care assessment variables and patient

satisfaction at Balimbing Hospital, Simalungun Regency.

The results of the study are in line with the research of Sudarta et al (2014), which explains that the documentation of the assessment of nursing care in 20 Hospital General Medical Surgery rooms, there are 94% achieved carrying out assessment actions on patients. In documenting nursing care, the achievement of 90% is according to the target of the hospital, but the formulation of nursing diagnoses in many formats is empty and does not match the elements of PES and documentation of nursing actions is not in accordance with the plan, and the results of observations on 5 nursing actions include measuring blood pressure, giving injections, and treating wounds, have not reached the target of 90%, but he bags 75%, and inserting an intravenous line and inserting a urine catheterization is less than 75%.

Based on the results of research by Putra et al (2017), it was found that more than half (81.3%) of the assessments that were lacking were dissatisfied patients and more than half (68.8%) with good assessments found satisfied patients. The chi square test results obtained a P value ($0.001 < 0.05$), it can be concluded that there is a significant relationship between assessment in nursing care and patient satisfaction.

Based on the assumptions of the study, it was stated that the results of the study were based on the assessment variables, most of the nurses' performance was stated to be good and capable of carrying out actions in accordance with hospital procedures, and this was because 91.3% of nurses conducted assessments of their patients.

The Influence of Nurse Performance Seen from the Aspect of Nursing Diagnosis of Patient Satisfaction at Balimbing Hospital, Simalungun Regency in 2019

The results of this study can be seen that there is no influence between the diagnosis of nursing care on patient satisfaction at Balimbing Hospital,

Simalungun Regency. Based on previous research, it is known that every nurse is required to carry out a diagnosis of nursing care for the patients they care for.

Based on the results of the bivariate analysis statistical test for the nursing care diagnosis variable, the p value = $0.561 > 0.05$, which means that there is no relationship between the nursing care diagnosis variable on patient satisfaction at Balimbing Hospital, Simalungun Regency.

The results of the study are in line with the research of Sudarta et al (2014), which explains that the documentation of nursing care diagnoses in 20 Hospital General Medical Surgery rooms, 74% of which are achieved by carrying out diagnostic actions on patients. In documenting nursing care, the achievement of 90% is according to the target of the hospital, but the formulation of nursing diagnoses in many formats is empty and does not match the elements of PES and documentation of nursing actions is not in accordance with the plan, and the results of observations on 5 nursing actions include measuring blood pressure, giving injections, and treating wounds, have not reached the target of 90%, but he bags 75%, and inserting an intravenous line and inserting a urine catheterization is less than 75%.

The results of Wirman's (2015) research are different, where the results of the chi square test P value = $0.020 < 0.05$, it can be concluded that there is a significant relationship between diagnoses in nursing care and patient satisfaction at DR. Achmad Mochtar Bukit Tinggi.

Based on the assumptions of the research, it was stated that the results of the study were based on diagnostic variables, most of the nurses' performance was stated to be good and capable of taking action in accordance with hospital procedures, this was because 82.5% of nurses diagnosed their patients.

The Influence of Nurse Performance Seen from the Aspect of Nursing Care Plans on

Patient Satisfaction at Balimbing Hospital, Simalungun Regency in 2019

The results of this study indicate that there is no influence between the nursing care plan on patient satisfaction at Balimbing Hospital, Simalungun Regency. Based on previous research, it is known that every nurse is required to carry out a nursing care plan for the patients they care for.

Based on the results of the bivariate analysis statistical test for the variable nursing care plan, it was obtained that the p value = $0.647 > 0.05$, which means that there is no relationship between the nursing care plan variable and patient satisfaction at Balimbing Hospital, Simalungun Regency.

The results of the study are in line with the research of Sudarta et al (2014), which explains that the documentation of nursing care plans in 20 Hospital General Medical Surgery rooms, 95% of which is achieved by taking action planning on patients. In documenting nursing care, the achievement of 90% is according to the target of the hospital, but the formulation of nursing diagnoses in many formats is empty and does not match the elements of PES and documentation of nursing actions is not in accordance with the plan, and the results of observations on 5 nursing actions include measuring blood pressure, giving injections, and treating wounds, have not reached the target of 90%, but he bags 75%, and inserting an intravenous line and inserting a urine catheterization is less than 75%.

The results of Wirman's (2015) study state that the planning variable is related to patient satisfaction, where the results of the chi square test P value = $0.002 < 0.05$, it can be concluded that there is a significant relationship between planning in nursing care and patient satisfaction at RSUD DR. Achmad Mochtar Bukit Tinggi. Based on the assumptions of the study, it was stated that the results of the study were based on planning variables, most of the nurses' performance was stated to be good and capable of taking action according to

hospital procedures, this was because 98.8% of nurses planned their patients.

The Influence of Nurse Performance Viewed From the Implementation Aspect of Nursing Care on Patient Satisfaction at Balimbing Hospital, Simalungun Regency in 2019

The results of this study show that there is no influence between the implementation of nursing care on patient satisfaction at Balimbing Hospital, Simalungun Regency. Based on previous research, it is known that every nurse is required to carry out nursing care for the patients they care for.

Based on the results of the bivariate analysis statistical test for the variable implementation of nursing care, it was obtained p value = $0.605 > 0.05$, which means that there is no relationship between the variables of the implementation of nursing care and patient satisfaction at Balimbing Hospital, Simalungun Regency.

The results of the study are in line with the research of Sudarta et al (2014), which explains that the documentation of the implementation of nursing care in 20 Hospital General Medical Surgery rooms, there are 52% achieved taking action on patients. In documenting nursing care, the achievement of 90% is according to the target of the hospital, but the formulation of nursing diagnoses in many formats is empty and does not match the elements of PES and documentation of nursing actions is not in accordance with the plan, and the results of observations on 5 nursing actions include measuring blood pressure, giving injections, and treating wounds, have not reached the target of 90%, but he bags 75%, and inserting an intravenous line and inserting a urine catheterization is less than 75%.

In contrast to the results of Khamida's research (2015), which states that the performance of nurses based on implementation or implementation is related to patient satisfaction in the Multazam inpatient room at the Islamic Hospital Surabaya, where the results of χ^2 square

using SPSS obtained p value = $0.038 < 0.05$ so that H_0 rejected, which means that there is a relationship between the performance of nurses in providing implementation / implementation care with patient satisfaction in the Multazam inpatient room of the Islamic Hospital Surabaya.

Based on the assumptions of the study, it was stated that the results of the study were based on the implementation variable, most of the nurses' performance was stated to be good and capable of taking action in accordance with hospital procedures, this was because 95.0% of nurses carried out the implementation of their patients.

The Influence of Nurse Performance Seen from the Aspect of Nursing Evaluation of Patient Satisfaction at Balimbing Hospital, Simalungun Regency in 2019

The results of this study can be seen that there is no influence between the evaluation of nursing care on patient satisfaction at Balimbing Hospital, Simalungun Regency. Based on previous research, it is known that every nurse is required to evaluate nursing care for the patients in their care.

Based on the results of the bivariate analysis statistical test for the nursing care evaluation variable, it was obtained that the p value = $0.425 > 0.05$, which means that there is no relationship between the nursing care evaluation variable and patient satisfaction at Balimbing Hospital, Simalungun Regency.

The results of the study are in line with the research of Sudarta et al (2014), which explains that in the documentation of evaluation of nursing care in 20 Hospital General Medical Surgery rooms, there are 98% achieved to perform evaluation actions on patients. In documenting nursing care, the achievement of 90% is according to the target of the hospital, but the formulation of nursing diagnoses in many formats is empty and does not match the elements of PES and documentation of nursing actions is not in accordance with the plan, and the results of

observations on 5 nursing actions include measuring blood pressure, giving injections, and treating wounds, have not reached the target of 90%, but he bags 75%, and inserting an intravenous line and inserting a urine catheterization is less than 75%.

Based on the results of research by Putra et al (2017), it was found that more than half (55.3%) of the evaluations were less than the patients were dissatisfied and more than half (70.7%) with good evaluations found that the patients were satisfied. The results of the chi square test obtained a P value of $0.004 < 0.05$, it can be concluded that there is a significant relationship between evaluation in nursing care and patient satisfaction.

Based on the assumptions of the study, it was stated that the results of the study were based on evaluation variables, most of the nurses' performance was stated to be good and capable of taking action in accordance with hospital procedures, this was because 88.8% of nurses evaluated their patients.

The Effect of Work Compensation Seen from the Aspect of Salary on Patient Satisfaction at the Balimbing Hospital, Simalungun Regency in 2019

The results of this study indicate that there is no influence between salary on patient satisfaction at Balimbing Hospital, Simalungun Regency. Based on previous research, it is known that the salary received by nurses working at Balimbing Hospital in Simalungun Regency, the majority of nurses received salaries above the Minimum Wage in Simalungun Regency.

Based on the results of the bivariate analysis statistical test for the salary variable, it was obtained that the p value = $0.458 > 0.05$, which means that there is no relationship between the salary variable and patient satisfaction at Balimbing Hospital, Simalungun Regency.

Based on the results of the study, it can be concluded that the salary of nurses does not affect patient satisfaction because most nurses state that their salary is above

the UMK in Simalungun Regency, therefore they can maintain their performance well. Therefore it is necessary to maintain and increase the salary of nurses in accordance with their respective positions.

The Effect of Work Compensation Seen from the Incentive Aspect on Patient Satisfaction at the Balimbing Hospital, Simalungun Regency in 2019

The results of this study can be seen that there is no effect between intensive on patient satisfaction at Balimbing Hospital, Simalungun Regency, based on previous research it is known that incentives are rarely given to nurses at Balimbing Hospital, Simalungun Regency, this can be seen from the results of the study that the majority of nurses do not receive incentives, either nurses who have worked for a long time and who are still new to work at the Balimbing Hospital, Simalungun Regency.

Based on the results of the bivariate analysis statistical test for the incentive variable, it was obtained that the p value = $0.361 > 0.05$, which means that there is no relationship between the incentive variable and patient satisfaction at Balimbing Hospital, Simalungun Regency.

The results of research by Gibson et al (2014) show that basically someone who works expects a reward that is in accordance with the type of work. Because there is an incentive that is in accordance with the job, there will also be a sense of a better work passion. The reward is not always in the form of money, it can also be in the form of recognition and appreciation of the superior to his subordinates.

According to the researcher, it shows that the incentives for the performance of nurses who work outside working hours must be in accordance with the rewards they get and nurses are also more motivated if the leaders give rewards according to the results they do so that nurses are more enthusiastic in carrying out their responsibilities to their duties.

The Influence of Work Compensation Viewed From the Aspect of Promotion on Patient Satisfaction at the Hospital of Simalungun Regency in 2019

The results of this study show that there is no influence between promotion on patient satisfaction at Balimbing Hospital, Simalungun Regency. Based on previous research, it is known that the majority of nurses get promotion from Balimbing Hospital in Simalungun Regency to support the careers of nurses to be more competent in handling patients.

Based on the results of the bivariate analysis statistical test for the promotion variable, it was obtained that the p value = $0.527 > 0.05$, which means that there is no relationship between the promotion variable and patient satisfaction at Balimbing Hospital, Simalungun Regency.

The results of research conducted by Suwatno and Priansa (2015) argue that career development is a formal approach used by organizations to ensure that employees with the right qualifications and experience are available when needed. The results of the researchers' observations, this study shows that the importance of providing career development opportunities to gain achievements. Providing career development opportunities should be related to their expertise so that they can be transmitted to others, so that the knowledge they get can be used to improve performance.

According to researchers, it shows that promotion of nurse performance needs to be held for nurses who have worked for more than 10 years with a lot of experience they have gained. Because there are still a number of nurses who have worked for a long time but have not received promotion from the Simalungun Regency Balimbing Hospital.

The Effect of Work Compensation Seen from the Aspect of Health Insurance on Patient Satisfaction at the Balimbing Hospital in Simalungun Regency in 2019

The results of this study can be seen that there is no effect between health insurance on patient satisfaction at Balimbing Hospital, Simalungun Regency, based on previous research; it is known that the majority of nurses get health insurance cards from Balimbing Hospital, Simalungun Regency which is paid by the hospital through deductions from the salary of each employee.

Based on the results of the bivariate analysis statistical test for the health insurance variable, it was obtained that the p value = $0.396 > 0.05$, which means that there is no relationship between the health insurance variable and patient satisfaction at Balimbing Hospital, Simalungun Regency.

According to the Manpower Act (2016) participants are required to register themselves with BPJS Ketenagakerjaan according to the stages of participation. The registration as referred to can be done individually or through certain containers or groups formed by participants. The results of this study are supported by Widya (2014), which carried out respondents understanding the importance of participating in Health Insurance and even having a job is also considered an important thing to be able to meet needs such as being a participant in Health Insurance, being able to fulfill obligations when registering and respondents who will register.

Based on the results of the study, it can be concluded that nurses who have not received health insurance immediately register themselves at their place of work because all employees are required to have used health insurance because according to the workers' regulations it is mandatory, it is very important to be used one time by workers.

CONCLUSIONS AND RECOMMENDATIONS

Conclusion

Based on the results of the research and discussion that has been carried out in this study, the researchers draw the following conclusions:

1. There is no effect of nurse performance on patient satisfaction at Balimbing Hospital, Simalungun Regency based on nursing care assessment variables, nursing care diagnoses, nursing care plans, nursing care implementation, and nursing care evaluation.
2. There is no effect of the work compensation of nurses on patient satisfaction at Balimbing Hospital, Simalungun Regency based on variables of salary, incentives, promotions, and health insurance.

Recommendations

Based on the results and discussion, there are several suggestions that can be conveyed as follows:

1. For the Hospital
Balimbing Hospital in Simalungun Regency should still maintain and try to always improve the compensation for nurses, so that nurses are more enthusiastic and motivated in performing their performance.
2. For Further Research
This research should be used as a reference and input for further research and the object should be expanded in scope, which is not limited to nurses at Balimbing Hospital, Simalungun Regency, but expanded to all nurses in other hospitals.
3. For Institutions
This research should be developed again and recommended for future researchers, and can be useful for academics, especially Masters in Public Health.
4. For Researchers
With this research, it is hoped that it can add to the knowledge and insights and skills of the writer about the problem of patient satisfaction levels, especially in the nursing unit in improving hospital services, and can apply the knowledge gained during lectures.

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