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***JURNAL VNUS***

[**e-ISSN: 2656-8799**](http://u.lipi.go.id/1554094368)

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***Vocational Nursing Science***

*Vol. 02 No. 02 (2020) Prefix DOI: 10.52221/jvnus*

**Relationship Of Personal Hygiene by Nurses With Patient Satisfaction In Intensive Care Unit at Ciamis Hospital**

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| **ABSTRACT**  The impact of patients who do not receive personal hygiene is that patients are susceptible to skin diseases, infectious diseases, and gastrointestinal diseases and there is a possibility that patients are exposed to nosocomial infections. As a result, patients are not satisfied and have a bad view of the quality of hospital services. Fulfillment of patient personal hygiene by nurses can lead to patient satisfaction which has an impact on good stigma in services. Patient dissatisfaction with hospital services can be caused by not getting basic services such as personal hygiene by nurses and only be charged to the family. As a result, the stigma of hospital services will be bad. Quantitative analytical research method using a cross-sectional approach. The number of samples was as many as 20 people with a sampling technique using an accidental sampling technique taken from ICU patients at Ciamis Hospital. The results of the research on the relationship of personal hygiene by nurses with patient satisfaction in the ICU room at Ciamis Hospital, the results of the Correlations statistical test showed a significant value of p-value = 0.000. personal hygiene by nurses in the ICU RSUD Ciamis obtained the highest frequency, namely the good category as many as 19 respondents (95%), and the lowest frequency, namely the unfavorable category, with as many as 1 respondent (5%). ICU patient satisfaction at RSUD Ciamis obtained the highest frequency, namely the satisfied category of 19 respondents (95%), and the lowest frequency was the dissatisfied category of 1 respondent (5%). Conclusion Based on the results of the Correlations statistical test, it showed a significant value of p-value = 0.000. So it can be concluded that there is a relationship between the personal hygiene of nurses on patient satisfaction. |

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| **Keywords:** *Patient Satisfaction, Personal Hygiene, Intensive Care Unit* |

**Introduction**

Personal hygiene is an action to maintain personal hygiene. Personal hygiene is beneficial for physical and psychological well-being (Fitriawati et al. 2019). Usually those who require personal hygiene are patients who have limitations in moving (Gaol et al. 2019). Personal hygiene for patients to prevent infection, increase circulation, maintain tissue integrity and patients can feel more calm and relaxed are the benefits of personal hygiene.

Fulfillment of patient personal hygiene carried out by nurses can lead to patient satisfaction which has an impact on good stigma in services. Optimal service is obtained by patient satisfaction (Fitriawati et al. 2019).

The impact of patients who do not receive personal hygiene is susceptible to skin diseases, infectious diseases and gastrointestinal diseases and there is a possibility that patients are exposed to nosocomial infections. So that there will be a sense of patient dissatisfaction with hospital services caused by not getting basic services such as being bathed by nurses and only being borne by the family (Mustika and Purwanto 2015). As a result, the stigma of hospital services will be bad.

Personal hygiene management plays an important role in services in the Intensive Care Unit (ICU). Patients who are treated in the Intensive Care Unit (ICU) room are in critical condition so they need help in performing self-care so that the role of nurses is needed by ICU patients. Treatment in the ICU will also affect the outcome of patient satisfaction so that it can be a measure of the quality of care services in hospitals (Retnaningsih et al. 2017).

Based on the results of a patient satisfaction survey in 2013 the Community Satisfaction Index (IKM) on service satisfaction shows that the quality of service has not yet reached the IKM standard or is still low. The satisfaction index of the intensive care unit has also not reached the IKM standard, where the IKM in the Intensive Care Unit is 71.25 (Retnaningsih et al. 2017).

Personal hygiene care is a form of prevention of skin diseases, infectious diseases, gastrointestinal diseases and nosocomial infections. Several studies related to personal hygiene carried out by nurses with patient satisfaction. One of them is the journal Nurdiyah Fitriawati, et al 2019 with the title Personal hygiene by nurses and patient satisfaction in the DR. R. Soeharsono Banjarmasin” shows the results that there is a relationship between personal hygiene services by nurses and patient satisfaction and personal hygiene obtained by nurses with less categories at 76.6%. The quality of service has not yet reached the IKM standard or is still low. The satisfaction index for intensive care unit services has also not reached the IKM standard (Fitriawati et al. 2019).

Based on the results of other studies, it shows that there is a relationship between personal hygiene services by nurses and patient satisfaction. So that researchers want to know is there a relationship between personal hygiene by nurses and patient satisfaction in the Intensive Care Unit at Ciamis Hospital.

**Objective**

The purpose of this study was to determine the relationship of personal hygiene by nurses to patient satisfaction in the ICU at Ciamis Hospital. The benefits of this study are expected to provide a reference to the hospital as a consideration in regulating and managing to provide satisfaction and improve service quality so that it can reduce the number of patient dissatisfaction. And also the results of this study can be used as a reference for nurses who work in health centers, hospitals and inpatient clinics in carrying out their duties. Nurses know the relationship of personal hygiene to patient satisfaction.

**Method**

The type of research used is a quantitative analysis using a cross-sectional approach, namely the data collection is carried out simultaneously at one time between risk factors and their effects (point time approach). it means that all variables, both independent and dependent variables, are observed at the same time. Thus, this study will determine the relationship between personal hygiene by nurses and patient satisfaction in the intensive care unit at Ciamis Hospital.

The study was conducted in the Intensive Care Unit at the Ciamis Hospital on February 5 - February 19, 2020. The population in this study were all 20 patients in the Intensive care unit at RSUD Ciamis. The research sample is the entire population of 20 people.

The research begins with conducting a preliminary study to obtain the data needed in the research process. The basic data was taken from Ciamis Hospital which previously coordinated with the Office of National Unity, Politics and Community Protection in Ciamis Regency and conducted a literature study to find various literature reviews that were used as references and received research permission from STIKes Muhammadiyah Ciamis.

In the research process when in the field, the researcher must have obtained permission to conduct research, of course, assisted by the Ciamis Hospital. determine and collaborate with patients at the research site who are the object of research, explain the purpose of the study to respondents, conduct research by filling out questionnaire sheets, collect data, after the data is collected, then carry out data processing and data analysis using computerization.

**Results**

Table 1. Distribution of the frequency of personal hygiene by nurses to patients in the intensive care unit at Ciamis Hospital

|  |  |  |  |
| --- | --- | --- | --- |
| **No** | Category | **F** | **%** |
| 1 | Good | 19 | 95 |
| 2 | Not good | 1 | 5 |
|  | Total | **20** | **100** |

Based on the table 1 above, it is known that most of the personal hygiene by nurses to patients in the intensive care unit of the Ciamis Hospital are categorized as good.

Table 2. Frequency distribution of patient satisfaction in the intensive care unit at Ciamis Hospital

|  |  |  |  |
| --- | --- | --- | --- |
| **No** | **Category** | **F** | **%** |
| 1 | Satisfied | 19 | 95 |
| 2 | Not satisfied | 1 | 5 |
|  | Total | **20** | **100** |

Based on the table 2 above, it is known that most of the patient satisfaction in the intensive care unit at Ciamis Hospital is categorized as satisfied.

Table 3. The relationship between personal hygiene and patient satisfaction in the intensive care unit at Ciamis Hospital

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Personal Hygiene By Nurse** | **Patient Satisfaction Intensive care unit** | | | | **Total** | | ***P***  ***Value*** |
| Satisfied | | Not satisfied | |  |  |  |
|  | F | % | F | % | F | % |  |
| Good | 19 | 95 | 0 | 0 | 19 | 100 |  |
| Not Good | 0 | 0 | 1 | 5 | 1 | 100 | 0,000 |
|  |  |  |  |  |  |  |  |
| **Total** | **19** | **95** | **1** | **5** | **20** | **100** |  |

Based on the table 3 above, it is known that the correlation statistical test results show a significant value of p-value = 0.000. By using a computerized system correlation test.

**Discussion**

The Relationship of Personal Hygiene by Nurses to Patient Satisfaction in the Intensive Care Unit at Ciamis Hospital. Based on the research on the relationship of personal hygiene by nurses to patient satisfaction in the intensive care unit at Ciamis Hospital, the results of the Correlations statistical test showed a significant value of p-value = 0.000 < α = 0.05. So it can be concluded that there is a relationship between personal hygiene by nurses and patient satisfaction in the intensive care unit at Ciamis Hospital. Personal Hygiene by nurses who go well will increase patient satisfaction, because patients will feel served when they need service. This is what happens and is felt by most of the patients in the intensive care unit of the Ciamis Hospital.

The results of this study are in line with research conducted by Susanti and Heri (2014) showing the results between the level of respondents' satisfaction with nurses' personal hygiene independent actions, obtained a significance value of 0.000, it can be said that there is a relationship between nurses' personal hygiene independent actions and respondents' satisfaction levels.

**Conclusion**

Based on the results of data collection, processing and analysis regarding the Relationship of Personal Hygiene by Nurses with Patient Satisfaction in the Intensive Care Unit at Ciamis Hospital, the authors can provide the following conclusions:

1. Personal hygiene in good category 19 respondents (95%)

2. Patient satisfaction in the satisfied category of 19 respondents (95%)

3. Where in the study there is a relationship between personal hygiene by nurses and patient satisfaction in the Intensive care unit of RSUD Ciamis with a p-value = 0.000.

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