Quality Analysis Of Nursing Services Towards Internal Disease Inpatient Satisfaction At The Prima Indonesia Royal Hospital During The Covid-19 Pandemic Of 2021

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Abstract
The Covid-19 pandemic has caused a decrease in the number of patient visits and changes in service procedures for patients being treated to prevent transmission of Covid-19. This has an impact on decreasing patient satisfaction with service quality which includes physical evidence, reliability, responsiveness, assurance, and empathy. The purpose of this study was to analyze the quality of nursing services on the satisfaction of internal medicine inpatients during the Covid-19 pandemic. This research is a quantitative analytic study with a cross-sectional approach. The research was conducted at the Royal Prima Hospital, Medan. The research population was 285 people, the sample obtained was 166 people. Sampling by purposive sampling. Data analysis was univariate, bivariate with a chi-square test, and multivariate with multiple logistic regression at a 95% confidence level (α = 0.05). The results showed that the quality of nursing services affected the satisfaction of inpatients for internal medicine at the Royal Prima Hospital Medan during the Covid pandemic including physical evidence (p = 0.000), and reliability (p = 0.008), responsiveness (p = 0.001), and assurance. (p=0.000). While the factor that has no effect is empathy (p = 0.959). The physical evidence variable (tangibles) is the most dominant variable affecting the satisfaction of internal medicine inpatients during the Covid-19 pandemic with a value of Exp(B)/OR = 13,773. Patients who stated good physical evidence had a 13.7 times higher chance of being satisfied than patients who stated poor physical evidence.

Keywords: *Quality of Nursing Services, Patient Satisfaction, Covid-19 Pandemic.*

I.   INTRODUCTION

Hospitals are now getting tougher in competition, hospitals must continue to provide the maximum level of care, professionalism, and competence to reflect the best service quality, because the quality of services provided can affect service outcomes which will determine the level of public health. The importance of the quality of health services for every resident, makes a hospital have an important role in responding to the community's needs for health services. Health services must be enjoyed by the whole community (Kuntoro, 2017). Due to the important role of hospitals in the health care system, various efforts to improve the quality of hospital services are a priority in the development of the health sector. This is worth pursuing so that all people can enjoy affordably and equally served health services (Aditama, 2020).Hospitals are required to provide quality nursing services which include several things, namely adequate physical appearance, reliability, responsiveness, assurance of feeling safe and trustworthy, empathy, and hospital affordability both in terms of cost and location, so as to meet patient expectations and satisfaction. (Kuntoro, 2017; Kurniadih, 2019).

The Covid-19 pandemic caused a decrease in the number of patient visits, this happened because there were changes in the flow of the health service process, limiting the number of patients in an effort to avoid crowds, as well as the implementation of standard prevention measures, early identification, and control of virus sources.Based on a preliminary survey conducted by inpatients at the Royal Prima Hospital, they stated that there were several nurses who rushed to serve inpatients. In addition, nursing services were not good, and all of them stated that they were not satisfied with the nursing services provided. This was because the respondents were not satisfied with the services of nurses who did not care about patients and took too long and incompetent nursing actions, so patients felt dissatisfied with nursing services. This may

be because, during the Covid-19 pandemic, nurses are required to use PPE when serving patients in the room. The nurse's discomfort resulted in the service provided by the nurse to the patient not being optimal.Based on the description above, the researchers are interested in taking the title "Quality Analysis of Nursing Services Towards Internal Disease Inpatient Satisfaction At The Prima Indonesia Royal Hospital During The Covid-19 Pandemic Of 2021".

II.   LITERATURE REVIEW

2.1. Hospital

Hospital is a health service institution that provides complete individual health services that provide inpatient, outpatient, and emergency care services. Plenary health services in question are health services that include promotive, preventive, curative, and rehabilitative. In this plenary individual health service, the hospital basically has the function of providing medical treatment and health recovery services in accordance with hospital service standards (Kemenkes RI, 2014).The basic essence of the hospital is the fulfillment of the needs and demands of patients who expect the resolution of their health problems at the hospital. Patients view that only hospitals are able to provide medical services as an effort to heal and recover from the pain they are suffering from. Patients expect services that are ready, fast, responsive, and comfortable for patient complaints (Listiyono, 2015).

2.2. Service Quality

Quality is used as a measure or benchmark to distinguish services from one hospital to another. Quality is a dynamic condition associated with products, services, people, processes, and circles that meet or exceed expectations (Azwar, 2019). Quality consists of a number of service features, which fulfill the wishes of the patient, by providing satisfaction with the use of the product/service. Quality is always patient-focused. Quality itself comes from two sides, service providers, namely hospitals, and patients. The hospital determines the quality specifications, while the patient determines the needs and wants (Tjiptono, 2017). According to Gronross in Ratminto & Winarsih (2020), Service quality is an activity or series of activities that are invisible that occur as a result of interactions between patients and employees or other things provided by the hospital. sick or healthy (covering the entire process of human life from birth to death) the service is carried out based on nursing science. The main reason for providing nursing services is due to physical and mental weakness, limited knowledge, and lack of willingness to carry out daily life independently (Kusnanto, 2019).

Nursing services can be observed from nursing practices carried out by nurses when providing nursing care to patients. Nursing care provided to patients must meet the standards and criteria of the nursing profession, and be able to provide quality nursing services according to the expectations of health care agencies to achieve satisfaction levels and meet patient expectations.According to Nursalam (2019), quality of service is the degree to which services are provided efficiently and effectively in accordance with professional standards, service standards are carried out thoroughly according to patient needs, utilize appropriate technology and research results in the development of health or nursing services so as to achieve optimal health degrees.The quality of nursing services is a number of product features, both direct features and attractive features that meet customer expectations, thereby providing satisfaction with the use of the product. (Gillies, 2017). Quality related to the delivery of these health services must be available, acceptable, comprehensive, sustainable and documented, for users of health services. Quality is more related to the dimensions of the officer's response to the patient. Concerns and friendliness of officers in serving patients and or healing the disease that is being suffered by the patient (Triwibowo, 2019).

2.3. Patient Satisfaction

Patient satisfaction is the outcome of health services. The results of measuring patient satisfaction will be used as a basis to support changes in the health care system, so the devices used to measure patient satisfaction must be reliable and trustworthy (Pohan, 2018). Expressions of satisfaction or dissatisfaction can be in the form of actions to repurchase, give praise, submit complaints, or will tell what happened to others (Koentjoro, 2019).

2.4. Covid-19

Coronavirus Disease 2019 (COVID-19) is an infectious disease caused by Severe Acute Respiratory Syndrome Coronavirus 2 (SARS-CoV-2). SARS-CoV-2 is a new type of coronavirus that has never been previously identified in humans. There are at least two types of coronavirus that are known to cause diseases that can cause severe symptoms such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS). Common signs and symptoms of Covid-19 infection include symptoms of acute respiratory distress such as fever, cough, and shortness of breath. The average incubation period is 5-6 days with the longest incubation period being 14 days. In severe cases of Covid-19, it can cause pneumonia, acute respiratory syndrome, kidney failure, and even death (Kemenkes RI, 2020).

III.   METHODS

The type of research used is quantitative analytical research, which is used to explain the causal relationship between two variables. The design of this study used a quantitative research design, so the study used a cross-sectional approach. The survey research aims to explain the effect of service quality and facilities on patient satisfaction at the Royal Prima Indonesia Hospital during the COVID-19 pandemic in 2021. The location of this research was carried out in an inpatient room at Royal Prima Indonesia Hospital in April 2022.The population in this study is based on the average inpatient visit data per April 2022 as many as 285 people. The sample in this study is part of the population whose size is taken using the Slovin formula as follows:

$$n = \frac{N}{1 + N\,(d^2)}$$

Where:

n: sample size

N: population size

d: The mean of the mean and the mean difference ($\alpha = 0.05$)

Then the number of samples in this study are:

$$n = \frac{285}{1 + 285\,(0,05^2)}$$
$$n = \frac{285}{1 + 285\,(0,0025)}$$
$$n = \frac{285}{1 + 0,7125}$$
$$n = \frac{285}{1,7125}$$

= 166.4 or rounded up to 166 people

Based on the calculations above, the number of research samples was 166 patients who were hospitalized during the Covid-19 pandemic in April 2022.This study uses primary data and secondary data. Primary data was obtained by distributing questionnaires to inpatients to assess all quality factors of nursing quality that affect patient satisfaction. Secondary data were obtained from RSU Royal Prima Medan, which included: the profile of the General Hospital Royal Prima Medan, the number of hospitalized patients, and other data relevant to this study.The validity and reliability tests were carried out at the Royal Prima Marelan Hospital for as many as 30 people. A validity test is used to measure whether an instrument is valid or not, meaning that it is able to reveal what is being measured. A construct is declared valid if there is a positive and significant correlation. The correlation value must be greater than 0.361 or the Corrected Indicator-Total Correlation value at the SPSS output is greater than 0.361 using the Pearson Product Moment test (Ghozali, 2015).

Table 1. The Result of the Validity Test of the Research Variable Questionnaire

No.	Variable	r-count	r-table	Note.
1.	Physical evidence -1	0,602	0,361	Valid
2.	Physical evidence -2	0,435	0,361	Valid

No.	Variable	r-count	r-table	Note.
3.	Physical evidence -3	0,441	0,361	Valid
4.	Physical evidence -4	0,440	0,361	Valid
5.	Physical evidence -5	0,498	0,361	Valid
1.	Reliability -1	0,750	0,361	Valid
2.	Reliability -2	0,730	0,361	Valid
3.	Reliability -3	0,751	0,361	Valid
4.	Reliability -4	0,602	0,361	Valid
5.	Reliability -5	0,405	0,361	Valid
1.	Response -1	0,569	0,361	Valid
2.	Response -2	0,650	0,361	Valid
3.	Response -3	0,576	0,361	Valid
4.	Response -4	0,703	0,361	Valid
5.	Response -5	0,377	0,361	Valid
1.	Guarantee -1	0,654	0,361	Valid
2.	Guarantee -2	0,625	0,361	Valid
3.	Guarantee -3	0,845	0,361	Valid
4.	Guarantee -4	0,763	0,361	Valid
5.	Guarantee -5	0,585	0,361	Valid
1.	Empathy -1	0,413	0,361	Valid
2.	Empathy -2	0,677	0,361	Valid
3.	Empathy -3	0,554	0,361	Valid
4.	Empathy -4	0,582	0,361	Valid
5.	Empathy -5	0,578	0,361	Valid
1.	Patient satisfaction -1	0,735	0,361	Valid
2.	Patient satisfaction -2	0,584	0,361	Valid
3.	Patient satisfaction -3	0,935	0,361	Valid
4.	Patient satisfaction -4	0,367	0,361	Valid
5.	Patient satisfaction -5	0,941	0,361	Valid
6.	Patient satisfaction -6	0,651	0,361	Valid
7.	Patient satisfaction -7	0,365	0,361	Valid
8.	Patient satisfaction -8	0,484	0,361	Valid
9.	Patient satisfaction -9	0,543	0,361	Valid
10.	Patient satisfaction -10	0,876	0,361	Valid
11.	Patient satisfaction -11	0,685	0,361	Valid
12.	Patient satisfaction -12	0,582	0,361	Valid
13.	Patient satisfaction -13	0,383	0,361	Valid
14.	Patient satisfaction -14	0,369	0,361	Valid
15.	Patient satisfaction -15	0,760	0,361	Valid
16.	Patient satisfaction -16	0,551	0,361	Valid
17.	Patient satisfaction -17	0,528	0,361	Valid
18.	Patient satisfaction -18	0,365	0,361	Valid
19.	Patient satisfaction -19	0,730	0,361	Valid
20.	Patient satisfaction -20	0,514	0,361	Valid

This study uses reliability measurements carried out by means of one-shot or measurement once, namely the measurement is only once and the results are compared with other questions or measure the correlation between the answers to questions. The statistical test used is the Cronbach Alpha test. A construct or variable is said to be reliable if the results of the Cronbach Alpha statistical test give a value > 0.600 (Ghozali, 2015).

Table 2. Research Questionnaire Reliability Test Results

No.	Variable	Reliability Value	Cronbach's Alpha Limit	Note
1.	Physical evidence	0,633	0,600	Reliabel
2.	Reliability	0,769	0,600	Reliabel
3.	response	0,696	0,600	Reliabel
4.	Guarantee	0,811	0,600	Reliabel
5.	Empathy	0,669	0,600	Reliabel
6.	Patient satisfaction	0,907	0,600	Reliabel

The data analysis method carried out consists of 3 steps as follows (Notoatmodjo, 2019):

1. Univariate analysis to analyze the existing variables descriptively by calculating the frequency distribution and proportion to determine the characteristics of the research subjects.

2. Bivariate analysis aims to determine the relationship between two variables, namely the independent variable (physical evidence, reliability, responsiveness, assurance, and empathy) and the dependent variable (patient satisfaction during the Covid-19 pandemic).

3. Multivariate analysis was carried out to determine the most dominant factors influencing inpatient satisfaction during the Covid-19 pandemic. This study uses multiple logistic regression analysis with modeling at the significance level of $p < 0.05$ and CI (Confidence Interval) and the variable that is the candidate model has a p-value of < 0.25. Furthermore, to find out the significant variables using the 95% confidence interval (_ = 0.05).

IV.   ANALYZE AND RESULT

4.1. Description of Research Site

Royal Prima Hospital Medan is one of the largest private hospitals and will become a referral center for the community, especially the city of Medan and the people of North Sumatra in general. Royal Prima Hospital Medan is located on Jl. Father No. 68A, Sei Putih Tengah Village, Medan Petisah District, Medan City. This hospital will be fully functional as a hospital: Education, community service, and research.

4.2. Characteristics of Respondents

Based on the results of the study, the characteristics of the respondents can be seen in the following table.

Table 3. Frequency Distribution of Respondents Based on Characteristics at
Royal Prima General Hospital Medan

No	Characteristic	f	%
1.	Age		
	a. 20-40 years old	50	30,1
	b. 41-60 years old	116	69,9
	Amount	**166**	**100.0**
2.	Gender		
	a. Man	78	47,0
	b. Woman	88	53,0
	Amount	**166**	**100.0**
3.	Education		
	a. High (High school, Bachelor, Master)	126	75,9
	b. Low (Elementary and Middle school)	40	24,1
	Amount	**166**	**100.0**
4.	Job		
	a. Work	77	46,4
	b. Does not work	89	53,6
	Amount	**166**	**100.0**
5.	Marriage Status		
	a. Married	160	96,4
	b. Widow	2	1,2
	c. Widower	4	2,4
	Amount	**166**	**100.0**

In table 3. above, it is known that most of the respondents aged 41-60 years were 116 people (69.9%), and a few were aged 20-40 years as many as 50 people (30.1%). Based on gender, most of the respondents were female as many as 88 people (53.0%), and a small proportion were male as many as 78 people (47.0%). Based on education, most of the respondents' education was in the high category (SMA, S1, S2) as many as 126 people (75.9%), and a small portion of the respondents' education was in the low category (SD and SMP) as many as 40 people (24.1%). Based on occupation, most of the respondents did not work with as many as 89 people (53.6%), and a small proportion of respondents worked with as many as 77

people (46.4%). Based on marital status, most of the respondents were married as many as 160 people (96.4%), and a small proportion of respondents were widowed as many as 2 people (1.2%).

4.3. Univariate Analysis

Based on the research results, the variables of physical evidence (tangibles), reliability (reliability), responsiveness (responsiveness), assurance (assurance), empathy (empathy), and patient satisfaction can be seen in the following table.

Table 4. Frequency Distribution of Respondents Based on Tangibles, Reliability, Responsiveness, Assurance, Empathy, and Patient Satisfaction Variables at Royal Prima General Hospital Medan

No.	Tangibles	f	%
1.	Good	108	65,1
2.	Not enough	58	34,9
Amount		**166**	**100.0**
No.	**Reliability**	**f**	**%**
1.	Good	120	72,3
2.	Not enough	46	27,7
Amount		**166**	**100.0**
No.	**Responsiveness**	**f**	**%**
1.	Good	114	68,7
2.	Not enough	52	31,3
Amount		**166**	**100.0**
No.	**Assurance**	**f**	**%**
1.	Good	115	69,3
2.	Not enough	51	30,7
Amount		**166**	**100.0**
No.	**Empathy**	**f**	**%**
1.	Positive	127	76,5
2.	Negative	39	23,5
Amount		**166**	**100.0**
No.	**Patient satisfaction**	**f**	**%**
1.	Satisfied	123	74,1
2.	Not satisfied	43	25,9
Amount		**166**	**100.0**

Table 4 above shows that most of the respondents stated that the physical evidence of the hospital was in the good category as many as 108 people (65.1%), and a small part stated that the hospital's physical evidence was in the good category as many as 58 people (34.9%). Based on reliability, most of the respondents stated that the nurses' reliability was in the good category as many as 120 people (72.3%), and a small portion stated that the nurses were not good as many as 46 people (27.7%).Based on the response, most of the respondents stated that the nurse's response was in the good category as many as 114 people (68.7%), and a small part stated that it was not good as many as 52 people (31.3%). Based on the guarantee, most of the respondents stated that the guarantee was in the good category as many as 115 people (69.3%), and a small portion stated that it was not good as many as 51 people (30.7%).Based on empathy, most of the respondents stated that nurses' empathy was in the good category as many as 127 people (76.5%), and a small portion stated that it was not good as many as 39 people (23.5%). Based on the satisfaction of internal medicine inpatients at the Royal Prima Hospital in Medan during the Covid-19 pandemic, it showed that most of the respondents stated that they were satisfied with the services of nurses as many as 123 people (74.1%), and 43 people who were not satisfied (25.9%).

4.3. Bivariate Analysis

Based on the results of the study, the effect of tangibles on the satisfaction of inpatients for internal medicine during the Covid-19 pandemic can be seen in the following table.

Table 5. Cross Table of the Effect of Tangibles on Satisfaction of Internal Medicine Inpatients During the Covid-19 Pandemic Period at Royal Prima General Hospital Medan

No	Tangibles	Patient satisfaction				Amount		p-value
		Satisfied		Not Satisfied				
		f	%	f	%	f	%	

1.	Good	100	92,6	8	7,4	108	100,0	0,000
2.	Not good	23	39,7	35	60,3	58	100,0

Table 5 shows that of the 108 respondents who stated that the physical evidence was in the good category, the majority were satisfied with as many as 100 people (92.6%), and the minority felt dissatisfied with as many as 8 people (7.4%). Of the 58 respondents who stated that the physical evidence was in the poor category, the majority were dissatisfied with as many as 35 people (60.3%), and the minority were satisfied with as many as 23 people (39.7%).In the results of the statistical test using the chi-square test in the 2x2 table, no cells with an expectation value <5 were found, so continuity correction was used. Obtained p-value = 0.000 <0.05, meaning that there is a tangible effect on the satisfaction of internal medicine inpatients during the Covid-19 pandemic at the Royal Prima General Hospital, Medan.According to the author, the results of this study prove that the satisfaction of internal medicine inpatients at the Royal Prima Hospital Medan is influenced by physical evidence (tangibles).

Respondents who were satisfied were respondents who stated that direct evidence at the Royal Prima Medan General Hospital was in the good category, while patients who felt less satisfied were more patients who said that direct evidence at the Royal Prima Medan General Hospital was not good. The satisfaction of inpatients for internal medicine is due to nurses providing information on how to avoid or prevent the transmission of Covid-19 by complying with health protocols during hospitalization. Availability of tools to prevent the transmission of Covid-19 in the inpatient room such as masks, and hand sanitizers. In addition, nurses maintain the cleanliness and readiness of medical equipment used during the Covid-19 pandemic. The appearance of nurses who are neat and clean is also one of the assessments of the quality of nursing that satisfies inpatients for internal medicine at the Royal Prima Hospital, Medan.Based on the results of the study, the effect of reliability on the satisfaction of inpatients for internal medicine during the Covid-19 pandemic can be seen in the following table.

Tables 6. Cross Table of the Effect of Reliability on Satisfaction of Internal Medicine Inpatients During the Covid-19 Pandemic at Royal Prima General Hospital Medan

No	Reliability	Patient satisfaction				Amount		p-value
		Satisfied		Not Satisfied				
		f	%	f	%	f	%	
1.	Good	105	87,5	87,5	87,5	120	100,0	0,000
2.	Not good	18	39,1	39,1	39,1	46	100,0

Table 6 shows that of the 120 respondents who stated the reliability of nurses in the good category, the majority were satisfied with as many as 105 people (87.5%), and the minority felt dissatisfied with as many as 15 people (12.5%). Of the 46 respondents who stated that the nurse's reliability was in the poor category, the majority were dissatisfied as many as 28 people (60.9%), and the minority were satisfied by as many as 18 people (39.1%).In the results of the statistical test using the chi-square test in the 2x2 table, no cells with an expectation value <5 were found, so continuity correction was used. Obtained p-value = 0.000 <0.05, meaning that there is an influence of reliability on the satisfaction of internal medicine inpatients during the Covid-19 pandemic at the Royal Prima General Hospital Medan.According to the author, this study proves that the satisfaction of internal medicine inpatients at the Royal Prima Hospital in Medan is influenced by the reliability of nurses in providing nursing care services. Patients who feel that nurses are reliable in providing services tend to be satisfied, whereas nurses who feel that nurses are less reliable have a tendency to be less satisfied with their services.Based on the results of the study, the effect of responsiveness on the satisfaction of internal medicine inpatients during the Covid-19 pandemic can be seen in the following table.

Tables 7. Cross Table of the Effect of Responsiveness on Satisfaction of Internal Medicine Inpatients During the Covid-19 Pandemic at Royal Prima General Hospital Medan

No	Responsiveness	Patient satisfaction				Amount		p-value
		Satisfied		Not Satisfied				
		f	%	f	%	f	%	
1.	Good	101	88,6	13	11,4	114	100,0	0,000
2.	Not good	22	42,3	30	57,7	52	100,0

Table 7 shows that of the 114 respondents who stated that the nurses' responses were in the good category, the majority were satisfied with as many as 101 people (88.6%), and the minority were dissatisfied with as many as 13 people (11.4%). Of the 52 respondents who stated that the nurse's response was in the poor category, the majority were dissatisfied with as many as 30 people (57.7%), and the minority felt satisfied with as many as 22 people (42.3%).In the results of the statistical test using the chi-square test in the 2x2 table, no cells with an expectation value <5 were found, so continuity correction was used. Obtained p-value = 0.000 <0.05, meaning that there is an effect of responsiveness on the satisfaction of internal medicine inpatients during the Covid-19 pandemic at the Royal Prima General Hospital, Medan.According to the author, from the results of this study that the responsiveness dimension is a dynamic service quality dimension and affects the satisfaction of internal medicine inpatients at the Royal Prima Hospital, Medan. Patient expectations for the speed and accuracy of services will almost certainly change with an upward trend from time to time.

Based on the results of this study, 31.3% of respondents stated that the responsiveness of nurses in providing services was in the poor category, this has a tendency that the quality of service based on responsiveness according to these respondents is still not good and needs to be improved. The lack of responsiveness of nurses according to respondents at the Royal Prima General Hospital Medan that nurses did not come immediately if asked for help or did not arrive quickly in the inpatient room during the Covid-19 pandemic and did not provide a special time to help patients to walk, defecate, urinate, change positions sleep and so on.Based on the results of the study, the effect of assurance on the satisfaction of inpatients for internal medicine during the Covid-19 pandemic can be seen in the following table.

Tables 8. Cross Table of the Effect of Assurance on Satisfaction of Internal Medicine Inpatients During the Covid-19 Pandemic Period at Royal Prima General Hospital Medan

| No | Assurance | Patient satisfaction | | | | Amount | | p-value |
| | | Satisfied | | Not Satisfied | | | | |
		f	%	f	%	f	%	
1.	Good	100	87,0	15	13,0	115	100,0	0,000
2.	Not good	23	45,1	28	54,9	51	100,0	

Table 8 shows that of the 115 respondents who stated that nursing insurance was in the good category, the majority were satisfied with as many as 100 people (87.0%), and the minority felt dissatisfied with as many as 15 people (13.0%). Of the 51 respondents who stated that nursing insurance was in the poor category, the majority felt dissatisfied as many as 28 people (54.9%), and the minority felt satisfied as many as 23 people (45.1%).In the results of the statistical test using the chi-square test in the 2x2 table, no cells with an expectation value <5 were found, so continuity correction was used. Obtained p-value = 0.000 <0.05, which means that there is an effect of assurance on the satisfaction of inpatients for internal medicine during the Covid-19 pandemic at the Royal Prima General Hospital, Medan.

According to the author, based on the results of this study, proves that the quality assurance of health services at the Royal Prima General Hospital Medan has a significant effect on the satisfaction of internal medicine inpatients during the Covid-19 pandemic. Most of the patients felt that the health care guarantees shown by inpatient internal medicine nurses during the Covid-19 pandemic made the patients feel satisfied. Patients feel guaranteed because nurses routinely use complete personal protective equipment such as masks, gloves, etc., and wash their hands before and after providing nursing actions to patients.Based on the results of the study, the effect of empathy on the satisfaction of inpatients for internal medicine during the Covid-19 pandemic can be seen in the following table.

Tables 9. Cross Table of the Effect of Empathy on Satisfaction of Internal Medicine Inpatients During the Covid-19 Pandemic at Royal Prima General Hospital Medan

| No | Empathy | Patient satisfaction | | | | Amount | | p-value |
| | | Satisfied | | Not Satisfied | | | | |
		f	%	f	%	f	%	
1.	Good	100	78,7	27	21,3	127	100,0	0,024
2.	Not good	23	59,0	16	41,0	39	100,0	

Table 9 shows that of the 127 respondents who stated that nurses' empathy was in the good category, the majority were satisfied with as many as 100 people (78.7%), and the minority were dissatisfied with as many as 27 people (21.3%). Of the 39 respondents who stated that nurses' empathy was in the poor category, the majority were satisfied with as many as 23 people (59.0%), and the minority felt dissatisfied with as many as 16 people (41.0%).In the results of the statistical test using the chi-square test in the 2x2 table, no cells with an expectation value <5 were found, so continuity correction was used. The obtained p-value = 0.024 < 0.05 means that there is an effect of empathy on the satisfaction of internal medicine inpatients during the Covid-19 pandemic at the Royal Prima General Hospital Medan.

According to the author, the results of this study prove that empathy has no effect on the satisfaction of internal medicine inpatients during the Covid-19 pandemic at the Royal Prima General Hospital in Medan. This is because respondents who feel satisfied are respondents who state that the empathy of nurses at the Royal Prima General Hospital in Medan is in the good category, as well as patients who feel no less satisfied are more patients who say that the empathy of nurses is in the good category. This shows that there is no difference or effect of nurse empathy on the satisfaction of internal medicine inpatients during the Covid-19 pandemic and overall nurse empathy at the Royal Prima Medan General Hospital is good.

4.4. Multivariate Analysis

To analyze the effect of satisfaction of internal medicine inpatients during the Covid-19 pandemic, multivariate data analysis was simultaneously carried out using multiple logistic regression.Based on the results of the multiple logistic regression test that has been carried out, it shows that of the 5 variables tested, 4 variables that affect the satisfaction of internal medicine inpatients during the Covid-19 pandemic are tangibles, reliability, responsiveness, and assurance. The complete multiple logistic regression test results can be seen in the following table.

Table 10. Multiple Logistics Regression Test Results from Significant Variables

Variable	B	sights.	Exp (B)	95% CI for Exp (B)
Tangibles	2,623	0,000	13,773	4,326-43,845
Reliability	1,542	0,008	4,674	1,483-14,733
Responsiveness	1,835	0,001	6,263	2,019-19,431
Assurance	2,282	0,000	9,799	3,069-31,283
Constant	-12,919	0,000		

Based on the table above, shows that the four variables have a significant effect on the satisfaction of internal medicine inpatients at the Royal Prima Hospital Medan (p = 0.000). Meanwhile, each variable has significant values as follows: tangibles (p=0.000), reliability (p=0.008), responsiveness (p=0.001), and assurance (p=0.000).Based on the results of the multiple logistic regression test, it also shows that the variable that does not affect the satisfaction of inpatients for internal medicine during the Covid-19 pandemic because it has a significant value > 0.05 is the empathy variable (p = 0.959).

Table 11. Multiple Logistics Regression Test Results Insignificant Variables

No	Variable	Sig. (*p-value*)
1.	Empathy	0,959

V. CONCLUSION

Based on the results of the research that has been done and has been presented in the previous chapter, it can be concluded as follows:

1. Physical evidence (tangibles) affects the satisfaction of inpatients for internal medicine during the Covid-19 pandemic at the Royal Prima General Hospital in Medan, (p = 0.000). Age affects the mental health of health workers at Putri Hijau Hospital Level II Medan in 2021, p = 0.015 <0.05.

2. Reliability affects the satisfaction of internal medicine inpatients during the Covid-19 pandemic at the Royal Prima General Hospital in Medan, (p = 0.008).

3. Responsiveness affects the satisfaction of internal medicine inpatients' during the Covid-19 pandemic at the Royal Prima General Hospital Medan, (p = 0.001).

4. Assurance affects the satisfaction of inpatients for internal medicine during the Covid-19 pandemic at the Royal Prima General Hospital in Medan, (p = 0.000).

5. Empathy has no effect on the satisfaction of internal medicine inpatients during the Covid-19 pandemic at the Royal Prima General Hospital in Medan, (p = 0.959).

6. The physical evidence variable (tangibles) is the most dominant variable affecting the satisfaction of internal medicine inpatients during the Covid-19 pandemic with a value of Exp(B)/OR = 13,773. Patients who stated good physical evidence had a 13.7 times higher chance of being satisfied than patients who stated poor physical evidence.

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