

**RESPONSE TIME OF NURSES WITH COMPLAINT  
HANDLING FROM THE FAMILIES OF TRAFFIC  
ACCIDENT PATIENTS AT THE EMERGENCY  
INSTALLATION AT THE DUMAI CITY HOSPITAL IN  
2020**

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**ABSTRACT**

*Complaint handling is one of the factors that affect the quality and satisfaction of clients. The purpose of this study was to determine the relationship between nurse response time and complaint handling from the family of traffic accidents in nursing services at the emergency Installation in Dumai city Hospital. The research design was a correlational study with 98 respondents. The sampling technique was purposive sampling. The results of the univariate analysis of respondents had good complaint handling with a total of 60 people (75.9%) and respondents thought the response time of nurses was fast enough with a total of 61 people (77.2%). The results of the Spearman rank test analysis showed that there was a relationship between the response time of nurses and complaint handling in the emergency room at the Dumai city Hospital ( $p = 0.000 < \alpha$ ). It is hoped that the management of Dumai city Hospital can provide input in making nursing service policies in meeting to fulfill patient needs.*

*Keywords: complaint handling, Emergency Room, Nurse Response Time*

**1. INTRODUCTION**

Nursing service is a form of professional nursing service that is based on nursing knowledge and tips aimed at individuals, families, groups and communities both in good health and sickness (Kemenkes RI, 2014). Characteristics of emergency patients quickly be life threatening include

respiratory arrest and cardiac arrest, so it takes the form of services or management of patients traffic accidents like unblock airways ( airway ), provide and a respirator ( breathing ) and provide circulation ( circulation ) (Yanti, 2013).

If the services provided are not in accordance with the desires of consumers, then consumers are not satisfied and result in disloyalty to the hospital. Consumer dissatisfaction can be caused by a variety of things and will later lead to a complaint to the hospital. As a service company that is better than the hospital shall handle the complaint well, so that consumers feel there is improvement of consumer dissatisfaction towards services (Nugraha, 2012). According to Anggraini (2011) there were some patients who complained because the services provided by nurses and patients complained that the nurse's response in handling patient complaints was not good. Handling complaints can affect patient satisfaction and perceptions of service quality, handling complaints can be identified by how to handle complaints from patients.

Based on the Decree of the Ministry of Health of the Republic of Indonesia number 856 / Menkes / SK / IX / 2009, it is stated that "emergency patients must be treated no later than 5 (five) minutes after arriving at the ER". In addition, according to Kartikawati (2012) "the Canadian triage scale describes the response time in patients with the resuscitation category, namely directly handled by doctors and nurses, emergency category patients directly handled by nurses and <15 minutes time to be handled by doctors, emergency category patients time to be handled. doctors and nurses <30 minutes, while patients in the normal category of time to be handled by doctors and nurses <60 minutes and patients in the non-emergency category, the time to be handled by doctors and nurses was <120 minutes ".

Based on the preliminary study conducted by the authors on March 5th, 2020 at Dumai City Hospital by asking directly or interviews related to

customer satisfaction in nursing services, it is known that Dumai City Hospital has a standard service time ( response time ) based on patient classification. However, from the results of interviews conducted by the authors, it was found that 4 out of 6 patient families expressed dissatisfaction with the emergency services at the Dumai City Hospital. Therefore, the authors are interested to conduct a research entitled "The relationship between nurse response time and handling complaints in nursing services at the Dumai City Hospital.

## **2. MATERIALS AND METHODS**

This research was quantitative research with the correlation study which is an examination of the relationship between two variables (Notoatmodjo, 2010).

The research activity was started from March-August 2020. The population in this study were the families of traffic accident patients who were treated at the Emergency Room at the Dumai City Hospital in 2020, totally 98 cases and the sample of 79 respondents. The data collection technique was using purposive sampling technique. The research instrument was a questionnaire. Data analysis consisted of univariate analysis with response time and complaint handling variables in traffic accident patient nursing services at the Dumai City Hospital Emergency Room in 2020 and bivariate analysis was used to determine the relationship between nurse response time and complaint handling in patient nursing services. traffic accident at the Dumai City Hospital Emergency Room. To determine whether the relationship between two variables is significant or not, it was used in the Spearman rank test.

## **3. RESULTS**

Table 1

Distribution of Frequency and Percentage of Handling Complain in the  
Emergency room at the Dumai City Hospital in 2020

No	Complaint Handling	F	Percentage
1	Good	60	75,9
2	Not Good	19	24,1
Total		79	100,0

Based on the table. 1 above it can be seen that as many as 60 people (75.9%) of respondents had handled complaints was good.

Table. 2

Distribution of Frequency and Percentage of Response Time in the  
Emergency room at the Dumai City Hospital in 2020

No	Response Time	f	Percentage
1	Fast	61	75,2
2	Slow	15	19,0
3	Very slow	3	3,8
Total		79	100,0

Based on the table. 2 above, it can be seen that there were 61 people (77.2%) of respondents thought the nurse's response time was fast enough.

Table. 3

Response Time Relationship with Complaint Handling in the ER Dumai City  
Hospital in 2020

Complaint Handling
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Response Time	Good		Not good		Total		p value
	f	%	F	%	F	%	
Fast	53	86.9	8	13.1	61	100	0,000
Slow	7	46.7	8	53.3	15	100	
Very slow	0	0	3	100.0	3	100	
Amount	60	75.9	19	24.1	79	100	

Based on table 3 above, it was found that of the 61 respondents who felt that the response time was fast with good complaint handling amounted to 53 people (86.9%), while 8 people had poor complaint handling (13.1%). As for the 15 respondents who felt that the response time was slow with good complaint handling, there were 7 people (46.7%), while 8 people (53.3%) had poor complaint handling. As for the 3 people who felt that their response time was very slow, all of them had poor complaint handling .

The statistical test results show that the r value is 0.488, which means that the level of relationship strength (correlation) between the response time and complaint handling variables is 0.5 or very strong. The significance value is 0.000, because the Sig value <0.05, it means that there is a significant relationship between the response time and complaint handling variables.

#### 4. DISCUSSION

##### 1. Overview of Complaint Handling in the Emergency Room at the Dumai City Hospital

Based on the complaint handling variable , nearly 30% of respondents said they were satisfied with the nursing services in the Emergency room at the Dumai City Hospital. Patient satisfaction is defined as the response of

service recipients to the mismatch between the level of importance and perceived performance. Satisfied customers will share their tastes and experiences with friends, family and neighbors .

The results of this study are in line with the results of the study by Simandalahi (2019) which conducted research on the relationship between response time and patient satisfaction levels in the Puskesmas emergency department. It was found that 32 patients expressed dissatisfaction (43.2%).

According to the assumptions of researchers, services in the Emergency Room Dumai City Hospital have not been carried out optimally. It is known that 53.3% of respondents felt that there was slow response time in getting service. This is reinforced by interviews conducted by researchers with the patient's family, the patient's family answered that the response time was quite slow in service in the Emergency Room. Furthermore, according to researchers, excellent service is the right of all patients who come to the Emergency Room, be it a clinic, health center or hospital. The better the service provided, the more satisfied customers are and increase the number of visits and income for the hospital

## 2. Overview of Response Time in the Emergency Room at the Dumai City Hospital

Based on the response time variables of nurses in the emergency room at the Dumai City Hospital, more than 50% of respondents said the nurse's response time was quite slow.

The results of this study are in line with the results of research by Mufidah (2018) which conducted research on the relationship between nurse response time and complaint handling in nursing services in the Dahlia Room at Jombang Hospital, it is known that 29 patients (64.4%) stated that the response time was slow.

According to the researchers' assumptions, the achievement of nurse response time standards in emergency services is influenced by the

availability of infrastructure, human resources and a good emergency room management system.

### 3. Relationship between Response Time and Complaint Handling in the Emergency Room at the Dumai City Hospital

Based on the results of the study, it was found that of the 61 respondents who felt that the response time was fast with good complaint handling amounted to 53 people (86.9%), while the complaint handling that was not good was 8 people (13.1%). As for the 15 respondents who felt that the response time was slow with good complaint handling, there were 7 people (46.7%), while 8 people (53.3%) had poor complaint handling . As for the 3 people who felt that their response time was very slow, all of them had poor complaint handling .

The results of this study are in line with the results of research conducted by Mufidah (2018) which conducted research on the relationship between nurse response time and complaint handling in nursing services in the Dahlia Room at Jombang Hospital, it is known that there is a relationship between nurse response time and complaint handling with a p value of 0.039.

This research is in line with the research conducted by Dewi Efasusanti (2015) entitled the relationship between response time and family satisfaction of emergency patients in the red triage at ER RSUP Prof. Dr. RD Kandou Manado ". The results of the chi-square statistical test obtained p value = 0.017 and statistical testing using the Fisher's Exact which indicates a relationship between response time and patient's family satisfaction where the p value is  $<0.05$ , namely 0.017. This indicates that  $H_0$  is rejected. Based on the results of statistical tests, it shows that there is a relationship between response time and patient's family satisfaction. Where the response time is slow or prolonged ( $> 5$  minutes) from 15 respondents, there are still 6 respondents (40%) who feel less satisfied with the services received from health workers, in this case nurses.

The assumption of the researchers is that the cause of the respondents who still complained to hospital services was due to the patient's feeling of dissatisfaction so that it could cause a complaint. Nursing services that are not performed properly can affect patient satisfaction and can cause complaints from patients

## **5. CONCLUSION**

Results of research conducted in emergency room at Dumai City Hospital to the 79 respondents about the relationship Response Time Nurse With Grievance ( Complaint Handling ) Family Patient Traffic Accidents In Nursing Services Hospital Emergency Room in Dumai found that was 75.9% of respondents stating complaint handling was good in Dumai City Hospital emergency room , around 77.2% of respondents stated response time nurses were quite fast in emergency room at Dumai City Hospital and there is relationship between response time with complaint handling nursing care in emergency room at Dumai City Hospital. It is hoped can give input for the hospital in making nursing service policies in meeting patient needs, besides that the hospital determines the rules related to greetings, smiles and greetings to patients to create a sense of satisfaction from patients.

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