

The Relationship between Fulfillment of Patients' Spiritual Needs and Inpatient Satisfaction at Assyifa Sukabumi Hospital

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ABSTRACT

The fulfillment of spiritual needs has an important role in providing calmness, comfort, and increasing patient satisfaction during treatment in the hospital. Holistic nursing services not only focus on meeting physical needs, but also include the spiritual aspects of the patient. This study aims to determine the relationship between the fulfillment of patients' spiritual needs and the level of satisfaction of inpatients at Assyifa Sukabumi Hospital. This study used a quantitative method with a correlational descriptive design and a cross-sectional approach. The research sample amounted to 86 inpatients who were selected using the proportionate stratified random sampling technique. The results of the *Kruskal-Wallis test* research with the help of the SPSS 22.0 computer application for Windows showed a p-value of 0.005 ($p < 0.05$). The results of this study show that the fulfillment of good spiritual needs is associated with an increase in patient satisfaction levels.

Keywords: spiritual needs, patient satisfaction, inpatient, nursing

INTRODUCTION

Quality health services focus not only on the physical and psychological aspects, but also on the spiritual aspect. Spiritual needs are the need to maintain beliefs and fulfill religious obligations (Amiruddin & Murniati, 2020). In addition, the fulfillment of spiritual needs is also related to the level of patient satisfaction (Hulumudi et al., 2023).

WHO data (2021, as cited in Karno, 2023) shows hospital patient satisfaction levels in 25 countries based on more than 6 million patient data inputs. The countries with the highest satisfaction are Sweden (92.37%), followed by Finland (91.92%), Norway (90.75%), the United States (89.33%), and Denmark (89.29%). Meanwhile, the lowest satisfaction rates are found in Kenya (40.4%) and India (34.4%). According to the Ministry of Health (2023, as cited in Hapsari et al., 2023), the level of patient satisfaction with health services in Indonesia as a whole is 86.3%. Based on the survey in the second quarter of 2025, the West Java Provincial

Health Office obtained a community satisfaction index (IKM) value of 92.59 which is included in the very good category (Dinas Kesehatan Provinsi Jawa Barat, 2025). The results of satisfaction in the work area of the Sukabumi City Health Office in semester 2 of 2023 were obtained with a score of 90.50 with the very good category (Dinas Kesehatan Kota Sukabumi, 2023). Based on a patient satisfaction survey at Assyifa Islamic Hospital in the 2nd quarter of 2025 conducted by the marketing team where 67.6% of patients stated that they were very satisfied with the services of Assyifa Hospital (Tim Pemasaran RSI Assyifa, 2025).

The cause of patient satisfaction and dissatisfaction is determined by 5 dimensions of health service quality, namely tangibles, reliability, responsiveness, assurance, and empathy. Such as a literature study conducted by. Furthermore, in the study Kartika (2021) that 70% of patients are dissatisfied with service workers at health facilities. Sholikha et al. (2020) The highest dissatisfaction results were obtained in the tangible (Facilities) and Empathy (Empathy).

Empathy is an important part of spiritual needs, but unfortunately health services are often encouraged to focus on physical health only and thus override spiritual ministry (Mehika et al., 2021). The spiritual aspect is an important thing in the nursing process which has been proven to have an influence on the comfort and satisfaction of the patient (Dos Santos et al., 2024).

The impact of patient dissatisfaction with health services is a decrease in trust, quality of service quality and patient loyalty to hospitals (Geofani et al., 2023). On the other hand, the impact that occurs from patient satisfaction to service quality is to increase the popularity of services, increase patient loyalty, become a means of promotion and improve the reputation of hospital services (Jen & Bachtiar, 2023).

A preliminary study conducted by the researcher by interviewing 5 postoperative inpatients found that 3 patients were satisfied with the spiritual services carried out at Assyifa Hospital marked by the role of nurses in fulfilling spiritual needs in the form of reminders of prayer times, being given facilities for worship, and always being invited to pray together. and 2 patients said they were not satisfied with the spiritual services carried out because the patients did their spiritual needs independently without the presence of a nurse directly. The results of the

observation made by the researcher are that in the inpatient room of RSI Assyifa Sukabumi, they are always reminded of prayer times every time, the presence of tayamum media, murrotal audio playback and praying together during *handover*.

Several previous studies have shown that the quality and dimension of health services have a significant relationship with patient satisfaction. Study by Pasalli' and Patattan (2021) and Udani et al. (2024) that the quality of good health services is related to the level of satisfaction of postoperative patients and inpatients. Furthermore, research by Hulumudi et al. (2023) shows that the application of spiritual services by nurses is significantly related to patient satisfaction. In line with that, research by Aupia et al. (2024) reinforces that meeting the spiritual needs of patients not only increases satisfaction but also builds patient loyalty to the hospital.

METHODS

Study Design

This type of research uses a quantitative method with a cross-sectional approach. This study used a correlation study to identify the relationship between the fulfillment of spiritual needs (X) and the level of patient satisfaction (Y) in inpatients at RSI Assyifa Sukabumi.

Sample

This research was conducted at RSI Assyifa Sukabumi in September 2025-January 2026. The population in this study amounted to 200 inpatients. The sampling technique used in this study is proportionate stratified random sampling, a type of probability sampling in which the population is divided into strata based on certain characteristics, and samples are drawn proportionally from each stratum so that every member of the population has an equal opportunity of being selected as a sample. The sample size in this study was 86 people, calculated using the Slovin formula.

Instrument

The research instrument used in this study is a questionnaire. The questionnaire on the fulfillment of spiritual needs uses the Gutmann scale with a total of 15 questions,

and the patient satisfaction level questionnaire with a total of 29 questions uses the likert scale. Both questionnaires used in this study were adopted from previous research. The validity and reliability of the instruments were not re-tested in this study, as they had already been established as valid and reliable in the studies from which they were adopted.

RESULTS

The results of the data analysis of this study are presented in the form of a table.

Table 4. 1 Distribution of repondent characteristics by Gender, Age, Last Education, and Length of Treatment

Features	Frequency (<i>f</i>)	Percentage (%)
Gender		
Male	31	36
Women	55	64
Age		
18-40 Years	39	45.3
41-60 Years	27	41.4
>60 Years	20	23.3
Education		
Elementary School (SD)	21	24.4
Junior High School (SMP)	12	14
Senior High School (SMA)	32	37.2
Diploma (D3)	6	7
Bachelor's Degree (S1)	15	17.4
Length of Treatment		
2 Days	14	16.3
3 Days	56	65.1
4 Days	14	16.3
5 Days	1	1.2
6 Days	1	1.2

Based on table 4.1, it shows that the results of the respondents' characteristics are as follows. Respondents based on male sex amounted to 31 (36%) and female amounted to 55 (64%). Most of the respondents were female, namely 55 (64%). Based on the characteristics of respondents based on age and almost half of the age of respondents aged 18-40 years, as many as 39 (45.3%) respondents. Respondents based on education level are almost half of the respondents' last education level, namely high school, as many as 32 (37.2%) respondents. Based on the

characteristics of most of the respondents based on the duration of treatment, which is 3 days, as many as 56 (65.1%) respondents.

Table 4.2 The Relationship between the Fulfillment of Spiritual Needs and the Level of Inpatient Satisfaction

Fulfillment of Spiritual Needs	Good n (%)	Sufficient n (%)	Less n (%)	Total n (%)
Good	75 (97.4%)	0 (0.0%)	2 (2.6%)	77 (89.5%)
Sufficient	7 (77.8%)	1 (11.1%)	1 (11.1%)	9 (10.5%)
Less	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total	82 (95.3%)	1 (1.2%)	3 (3.5%)	86 (100%)

Kruskal-Wallis test, $p = 0.005$ ($p < 0.05$)

Based on the results of the tabulation of data in Table 4.7, it is known that respondents with the fulfillment of spiritual goodness in the good category have a level of satisfaction of 75 people (97.4%), there is no sufficient category (0.0%), and less than 2 people (2.6%), with a total of 77 people (89.5%). Respondents with the fulfillment of spiritual needs in the sufficient category had a level of satisfaction of 7 people (77.8%), 1 person (11.1%), and less than 1 person (11.1%), with a total of 9 people (10.5%). Meanwhile, there were no respondents with the fulfillment of spiritual needs in the category of lack.

The p-value obtained from the *Kruskal-Wallis* test obtained a p value of 0.005 ($p < 0.05$), so that H_a is accepted and H_0 is rejected. Therefore, it can be concluded that there is a significant relationship between the fulfillment of patients' spiritual needs and the level of satisfaction in inpatients.

DISCUSSION

This study found a significant relationship between the fulfillment of patients' spiritual needs and the level of inpatient satisfaction at RSI Assyifa Sukabumi ($p = 0.005$), with the majority of patients whose spiritual needs were well met reporting a very satisfied level of care. This finding confirms that spiritual fulfillment is a key contributor to patient satisfaction, and is discussed further below in relation to previous research and relevant theories.

Fulfilling Spiritual Needs

Spirituality is a great influence on the quality of human life. Spiritual needs are related to the search for the meaning of life, purpose, and one's relationship with God, oneself, others, and the surrounding environment (Siagian, 2025). Nursing adheres to a holistic view of human beings as bio-psycho-social-spiritual and cultural beings. Jean Waston with the concept *Caring* which connects the spiritual dimension of the spiritual concept of nursing when it was first conceptualized (Rofii, 2021). A person's spiritual needs will differ depending on their beliefs, life experiences and environment (Muthmainnah, 2025).

The fulfillment of the patient's spiritual needs is influenced by factors within the patient himself or the environment. These factors are: 1) Physical condition, according to Cahyani et al. (2021). A person's physical condition is a factor that can affect a person's spiritual needs. Including inpatients who have changes in their body condition so that they need support and hope for the healing process. 2) Age, the next factor that affects spiritual needs is age, especially in the elderly and adult patients, the older the spiritual maturity increases. A study conducted by Guslinda et al. (2021) that the elderly with good spirituality have a good quality of life. 3) Environment and social support, environment and social support, including health workers and families, play an important role in the spiritual needs of patients. Such as reminding to worship, pray together, and facilitate worship (Dewi, 2023). Nurses who are sensitive and appreciate the spiritual aspect can help patients achieve holistic well-being that includes bio, physical, socio, and spiritual. The fulfillment of spiritual needs is also able to provide calmness, increase patient coping and improve the patient's psychological condition, as researched by Talindong and Minarsih (2020), the results showed that before being given spiritual needs services, most patients experienced moderate to severe anxiety, but after intervention in the form of spiritual needs services, there was a significant decrease in anxiety levels.

Patient Satisfaction Rate

Patient satisfaction is the response from patients to the extent to which the services they receive are in accordance with their expectations or needs before getting services. This satisfaction is achieved when the services provided by the hospital

are able to meet or even exceed the patient's expectations (Rahayu & Antika, 2022). In the context of satisfaction, this is often explained through “disconfirmation theory”, which states that patient satisfaction arises from the results of a comparison between expectations before receiving services and perceptions of the services actually received. This means that if the perceived performance exceeds expectations, there is a positive disconfirmation that results in satisfaction, while if the performance is lower than expected *disconfirmation* negativity that creates dissatisfaction (Putri, 2025).

According to Helga (2020, as cited in Elasari et al., 2023), one of the factors that affect patient satisfaction is that nursing services are provided comprehensively covering biological, psychological, social, and spiritual aspects. In addition, based on research conducted by Setianingsih and Susanti (2021) The results of the study show that the quality of health services has a significant effect on patient satisfaction. Service quality indicators that include reliability (reliability), responsiveness (responsiveness), and empathy (Emphaty) has been shown to have a significant effect on inpatient satisfaction.

The relationship between the fulfillment of patients' spiritual needs and patient satisfaction

The fulfillment of spiritual needs is able to provide calmness, improve patient coping skills, and improve the patient's psychological condition, as research conducted by Talindong and Minarsih (2020) The results showed that before being given spiritual needs services, most patients experienced moderate to severe anxiety, but after intervention in the form of spiritual needs services, there was a significant decrease in anxiety levels. The results of this study are in line with the findings Carolina et al. (2021) shows that there is a relationship between the fulfillment of spiritual needs and the quality of life of the patient, where the better the fulfillment of the patient's spiritual needs, the better the quality of life will increase, which is able to improve complex conditions such as psychological, hopeful, environment and positive attitude of patients towards the health services they receive.

In addition, based on the results of the study, the satisfaction level of inpatient patients is almost entirely in the category of very satisfied which can be influenced by the characteristics of diverse respondents. A meta-analysis by Firmansyah and Murti (2024) showed higher patient satisfaction with health service facilities in female patients, female patients tend to be more expressive in expressing feelings and expectations for the services received. Syahyeri et al. (2025), age is also significantly related to patient satisfaction levels. Patients of adult and advanced age have more realistic expectations of health services so that it is easy to feel satisfied with services compared to younger ages. The length of treatment also affects patient satisfaction, the longer the treatment, the greater the chance of establishing a therapeutic relationship with health workers.

This is in line with research Fahrezy et al. (2025) which sets the criteria for a minimum length of treatment of 2-3 days so that patients are able to evaluate nursing services as a whole. Research shows that patients who have high spiritual needs tend to feel dissatisfied with their lives if these needs are not met during treatment. This happens because patients consider the quality of care received to be poor, so satisfaction with health services also decreases. Therefore, attention and assistance to the spiritual needs of patients in the clinical setting is essential, as it can help improve the patient's treatment experience as well as the overall psychosocial condition of the patient (Kwok et al., 2025).

CONCLUSION

This study aimed to determine the relationship between the fulfillment of patients' spiritual needs and the level of inpatient satisfaction at RSI Assyifa Sukabumi. The results show that there is a significant relationship between the two variables ($p = 0.005$), where patients whose spiritual needs were well met tended to report higher levels of satisfaction. Thus, the research objective has been achieved: the fulfillment of spiritual needs is confirmed to be significantly associated with inpatient satisfaction at RSI Assyifa Sukabumi.

LIMITATION

In the ongoing research process, researchers face various challenges that affect the smoothness and final results of the research. One of the main obstacles is that this study has a time constraint so the researcher uses the *Slovin* formula with an error rate of 10%, which has the potential to provide a considerable error tolerance and sample representativeness to the population. In addition, this research was only conducted in one hospital, so the results of the study could not be generalized to other hospitals with different service characteristics. In addition, the variables studied were limited to the fulfillment of spiritual needs and patient satisfaction levels, while other factors such as clinical conditions, culture, family support, and previous inpatient experiences had not been analyzed.

For the Researcher, it is further recommended and possible to extend the research time and use a smaller error rate (e.g. 5%) so that the sample size is larger and the results of the research are more accurate. In addition, it is recommended to expand the research location to several hospitals so that the results of the study have better generalization power and for future researchers, it is expected to add other relevant variables, such as family support, spiritual culture, and patient health conditions, to enrich the analysis of the relationship with patient satisfaction.

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