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FULFILLMENT OF PERSONAL HYGIENE WITH THE LEVEL OF SATISFICATION OF IMMOBILIZATION PATIENT

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Abstract

Fulfillment of personal hygiene is a part of the nursing services performed by nurses to maintain the health and physical well-being and psychological of the client. But the act of fulfillment personal hygiene by the nursing service is only partly done by the nurse and other actions are left to the family because due to the excessive burden of nurses. This can cause client and family dissatisfaction with the services at the hospital. This study aims to determine the relationship between the levels of fulfillment of personal hygiene with the level of immobilization of patient satisfaction. The research method uses analytic descriptive with cross sectional approach. There are 62 respondents which involved in this research with sampling technique using purposive sampling method. The results of the analysis test using the spearman correlation, found a significant value of p value = 0.000 < 0.05 and the correlation value of r = 0.637 which states there is a strong relationship between the level of fulfillment of personal hygiene with the level of satisfaction of immobilized patients at the Manado Adventist Hospital. Recommendation further to researches who will do the same research can use a longitudinal approach to get more respondents and an optimal result.

Keywords: *Personal hygiene, Level of satisfaction, Immobilized patient*

Abstrak

Pemenuhan kebersihan diri merupakan bagian dari layanan keperawatan yang dilakukan oleh perawat untuk menjaga kesehatan dan kesejahteraan fisik dan psikis dari klien. Tapi tindakan layanan keperawatan pemenuhan kebersihan diri hanya sebagian dilakukan oleh perawat dan tindakan lainnya diserahkan kepada keluarga karena beban kerja perawat yang berlebihan. Hal ini dapat menyebabkan ketidakpuasan klien dan keluarga terhadap pelayanan yang diberikan di rumah sakit. Penelitian ini bertujuan untuk mengetahui hubungan antara tingkat pemenuhan kebersihan diri dengan tingkat kepuasan pasien immobilisasi. Metode penelitian menggunakan metode dekriptif analitik dengan pendekatan *cross sectional*. Terdapat 62 responden yang terlibat dalam penelitian dengan teknik pengambilan sampel menggunakan metode *purposive sampling*. Hasil uji analisis menggunakan *spearman correlation*, didapati nilai signifikan p value = 0.000 < 0.05 dan nilai korelasi r = 0.637 yang menyatakan ada hubungan yang kuat antara hubungan tingkat pemenuhan kebersihan diri dengan tingkat kepuasan pasien immobilisasi di Rumah Sakit Advent Manado. Direkomendasikan kepada peneliti selanjutnya untuk menggunakan metode penelitian yang melakukan *longitudinal approach* agar mendapatkan responden lebih banyak dan hasil yang optimal.

Kata Kunci: Kebersihan diri, Pasien Immobilisasi, Tingkat Kepuasan

Introduction

Immobilization is a condition where an individual lies in bed and cannot move freely due to physical conditions and decreased physiological functions of the body that interfere with movement (Azhari, 2012). The impact of immobilization in the body can affect body systems, such as changes in the respiratory system, cardiovascular system, musculoskeletal system, integumentary system, elimination system, and psychosocial changes so that patients who are immobilized need to get hygiene measures from others or nurses (Hidayat, 2008). According to preliminary data which obtained in the infection prevention and control section at the Manado Adventist Hospital from January to June 2018 there were around 4,109 patients who experienced immobility.

Nurses have a broader role with an emphasis on improving health and preventing disease, also looking at clients comprehensively (Silitonga, 2019). One of the roles of the nurse is as a care provider or a provider of the nursing care (Sulistiyowati and Handayani, 2012). Care providers must be implemented comprehensively or thoroughly, not only focusing on promotive actions but also on preventive measures such as the implementation of personal hygiene fulfillment (Andriani, 2016).

This is in accordance with a nursing theory by Virginia Henderson which is included in 14 components of nursing that is to keep the body clean and well-maintained and protect the integument (Athisham and Jacoline, 2015). Providing personal hygiene measures can create feelings of calmness and better satisfaction of the patient with the services (Mustika and Purwanto 2017). Therefore, nurses must prioritize patient satisfaction. To be able to understand satisfaction of the consumers, a nurse must be able to understand what is expected by the patients and try their best to meet their expectations (Sandyarman, 2014). Therefore, information of the level of patient satisfaction is absolutely necessary. According to Parasuraman, Zeithaml and Berry cited by Tjiptono (2011) there are five main dimensions in service quality such as reliability, responsiveness, assurance, empathy, tangible. Similar research has also been carried out by Nikijuluw (2014) in Dr. M. Haulussy Ambon obtained correlation coefficient (r) = 0.776 with significance = 0.000 ($p < 0.05$) which means there is a strong relationship between the criteria and the significance of nurses' personal hygiene measures to patient satisfaction with immobilization.

Seeing the phenomena that occur and there has been no research on the level of immobilization of patient

satisfaction regarding the implementation of personal hygiene fulfillment by nurses at Advent Manado Hospital, the researcher conducted a research on the relationship between the level of fulfillment of personal hygiene with the level of satisfaction of immobilized patients at Advent Manado Hospital with the aim of this study to know how high the level of patient satisfaction, and the level of satisfaction of immobilized patients and whether there is an increased level of self-satisfaction with the level of satisfaction of immobilized patients at Manado Adventist Hospital..

Methods

The design of this study uses descriptive analytic with cross sectional approach which emphasizes the time of measurement or observation of data once at a time. The sampling technique used is purposive sampling with the population in this study was immobilization patients aged 12 years above at Advent Manado Hospital with 62 respondents and the statistical test used in this study is spearman correlation.

The inclusion criteria in this study were immobilized patients aged 12 years above with Glasgow Coma scale 15 and willing and able to communicate to be a respondent, and get permission from the patient's family and the head of the room in each stage at Manado Adventist Hospital. Meanwhile, the exclusion criteria included unconscious or comatose patients, and patients with disabilities (mute, deaf and blind) and also patients who refused to become respondents.

The instrument in this study consisted of two parts, first was the questionnaire for personal hygiene fulfillment and this variable used the Guttman scale with the calculates of the score, if the answer was "yes" given a score of 1 and if the answer was "no" given a score of 0 which is adopted from Nikijuluw (2014) which has tested its validity and reliability with a chronbach alpha value = 0.937 and the second questionnaire was a satisfaction level consisting of five indicators with 25 statements adapted from Nikijuluw (2014) whose validity has been tested with a chronbach alpha value of 0.891, then has been tested by five experts including one language lecturer, one medical lecturer surgical, two family community nursing lecturers, one statistical consultant. After obtaining approval from the advisor, the researcher conducted a pilot study with 30 respondents at department jasmine of Adventist Hospital Manado in March 2020. The running data was given to the statistician and founded from 25 statements there is

an invalid statement with a value of r count p_4 ($< \text{value } r \text{ table } n_{30} = 0.352$) therefore, there are only 24 statements and cornbach alpha value = 0.967 which means valid or feasible used. The nurse fulfillment questionnaire contained 13 statements with interpretations on the scale of 0-4 less, 5-7 enough, 8-10 good, and 11-13 very good. While the questionnaire interpretation of patient satisfaction using the Likert scale with the interpretation of the interval scale is 1.00-1.49 very dissatisfied, 1.50-2.49 dissatisfied, 2.50-3.49 satisfied, 3.50-4.00 very satisfied.

The process of collecting data in this study began with preparing the material of the researcher, and continued with obtaining approval from the advisor regarding the research after that obtaining a research permit from the Dean of the Faculty of Nursing after that submitting a research permit in the nursing department to obtain permission to conduct the research to patients and continued with a pilot study which was conducted in the jasmine department after that researcher finished off the running data of the pilot study and found from 25 statements of satisfaction level there is an invalid statement that is statement No. 4 as described in the previous paragraph after the validity and reliability test the researcher took the data back by explaining to the respondents about the objectives, benefits, steps of the research and the conditions that must be obeyed and did not forget to asked the respondents to participate in this research by signing an informed consent and ending the data collection by thanking the respondents who were willing to participate in the aster and tulip department that was conducted on March 2020.

Results

Table 1. Fulfillment of Personal Hygiene by Nurses

| Variable | N | Mean | Interpretation |
|------------------|----|--------|----------------|
| Personal hygiene | 62 | 4.0806 | Deficient |

Based on table 1. Explains the fulfillment of personal hygiene by nurses on 62 respondents at Manado Adventist Hospital, it was found that there was an average of 4.08 or in the category of deficient of personal hygiene fulfillment by nurses.

Table 2. Patient Satisfaction

| Variable | N | Mean | Interpretation |
|----------------------|----|------|----------------|
| Patient Satisfaction | 62 | 2.65 | Satisfied |

In table 4.2 about the level of satisfaction of immobilized patients at Manado Adventist Hospital found an average of 2.65 means that immobilized patients at Manado Adventist Hospitals are satisfied with the personal hygiene provided by the nurses.

Table 3. The relationship between fulfillment of personal hygiene with the level of patient satisfaction

| Variable | N | R | P-value |
|--|----|-------|---------|
| Personal Hygiene Patient Satisfaction | 62 | 0.637 | 0.000 |

Based on table 3, the data shows that the relationship between the level of fulfillment of personal hygiene with the level of immobilization patient satisfaction at Manado Adventist Hospital with p value = 0.000 < 0.05 and the correlation value = 0.637 means there is a significant relationship between the level of personal hygiene fulfillment with the level of immobilization patient satisfaction at the Manado Adventist Hospital and with a positive direction means that the relationship is getting stronger.

Discussions

The results based on table 1, it was found that patients at Manado Adventist Hospital received compliance with personal hygiene by nurses in the deficient category. According to Burugana (2017), the needs of personal hygiene are needed both in healthy people and in sick people as well as hygiene maintenance needed for comfort. Care providers must be implemented comprehensively or thoroughly, not only focusing on promotive actions but also on preventive measures such as the implementation of personal hygiene because the provision of personal hygiene measures can cause feelings of calm and patient satisfaction will be better for the services. (Mustika & Purwanto, 2017). Same as research that was conducted by Kasrin & Putri (2015) showed that most (63.5) respondents who were treated at Achmad Mochtar Hospital had poor personal hygiene, this happened influenced by several factors including excessive nurse workload, comparison of total nurses

and patients are out of balance, and there is a lack of support and participation from the family.

Meanwhile the results on table 2 shows that immobilized patient satisfaction at Manado Adventist Hospital is satisfied with the personal hygiene provided by the nurses. According to Mustika & Purwanto (2017), patient satisfaction depends on many factors, such as the quality of clinical services, the behavior of health workers in services, infrastructure of services, physical comfort, emotional support, and respect for patient preferences. In this case the patient was satisfied with the health services provided by the nurses which was the personal hygiene although there was a lacking.

According to Handayani (2016) Patient satisfaction is a level of feeling that arises as a result of the performance of health services which are obtained after patients compared the feeling. This study is not the same from a research that was conducted by Suardana, Wedri & Mayuni (2007) where most of the responses were dissatisfied with the service of fulfilling personal hygiene by nurses. Based on observations made by researcher, it appears that nurses at Manado Adventist Hospital still perform personal hygiene services to patients but does not do all aspects of personal hygiene services. According to the theory from Potter and Perry (2013), aspects of personal hygiene consist of bathing and skin care, nail and foot care, oral care, root and hair care, eye care, and ear and nose care. If done a completed personal hygiene service it can affect the physical and emotional comfort of the patient.

In table 3 shows that there is a significant relationship between the level of personal hygiene fulfillment with the level of immobilization of patient satisfaction at Advent Manado Hospital. According to Sarwono and Budiono (2012), if the value of $r > 0$ means that a positive linear relationship has occurred. In this research was obtained the correlation value of $r = 0.637$, which means strong. This shows the better personal hygiene performed by nurses, the higher the level of immobilization of patient satisfaction at the Manado Adventist Hospital. According to Tarwoto and Wartonah (2012) the goal of personal hygiene is to improve individuals health status, maintain personal hygiene, improve personal hygiene, prevent disease, increases confidence, create a fineness. Maintaining personal hygiene is included in 14 nursing theories by Virginia Henderson, which is to maintain a clean and well-maintained body and protect the integument (Ahtisham & Jacoline, 2015). This is in line with a research conducted by Awiktamarotun (2014) which states that there is a significant relationship between the fulfillment of personal hygiene and the level of patient satisfaction at PKU Muhammadiyah Hospital in Yogyakarta with

a significant value of $p \text{ value} = 0.001 < 0.05$. Based on the research obtained a results that personal hygiene is a patient necessity that must fulfilled by nurses, especially in patients who experience immobilization, if it's not done than the one of the impacts can affect the level of patient satisfaction while undergoing a treatment in hospital.

The limitation in this research is finding difficulties for respondents to fill out the questionnaire so researcher must accompany respondents during filling the questionnaire and it takes a long time in filling out the questionnaire and it also takes a long time to get respondents in accordance with the criteria of the research.

Conclusions

The fulfillment of personal hygiene by nurses to immobilized patients at Manado Adventist Hospital is in the category of deficient personal hygiene. The level of patient satisfaction with the fulfillment of personal hygiene by nurses is at the level of satisfaction. There is a relationship between the level of fulfillment of personal hygiene by nurses with the level of immobilization of patient satisfaction at Manado Adventist Hospital, and the closeness of the level of strong and positive of this research can be used as a comparison and reference for the next researcher and as a consideration to further deepen this research can use cohort methods in order to examine the longitudinal approach with probability sampling where can provide equal opportunities for each element of the population to be selected to be a sample.

The authors declare no conflict of interest associated with this manuscript.

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