

Article

Analysis of Nurses Caring Behavior with Patient Satisfaction in the Inpatient Room Pelabuhan Ratu Regional General Hospital

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Abstract: Introduction: The number of patient satisfaction in Indonesia is still relatively low, from several studies there are still many who have not reached the achievement target. Patients in the inpatient room of the Pelabuhan Ratu Regional General Hospital were found to complain of dissatisfaction with nurse services such as lack of caring behavior for nurses. One way to increase patient satisfaction is to improve nurses' caring behavior.

Objective: This study aims to analyze the relationship between nurses' caring behavior and patient satisfaction in the inpatient room of the Pelabuhan Ratu Regional General Hospital.

Research Methods: The research method uses correlational quantitative descriptive research using a cross sectional approach. The population is 100 inpatients and the sampling technique uses accidental sampling. Data collection techniques use primary data by distributing questionnaires. The questionnaire consisted of variables with nurse caring behavior (reliability value 0.91) and variables with patient satisfaction (reliability value 0.97). The data were analyzed using frequency distribution calculations and the Chi-Square test.

Results: The results showed that nurses' caring behavior was less good (23%) and good (77%). Research also shows that patient satisfaction is less satisfied (74%) and satisfied (26%). Research shows that there is a significant relationship (p-value 0.001) between nurses' caring behavior and patient satisfaction in the inpatient room.

Conclusion: The results of this study are expected to provide information for hospitals to evaluate nursing services with hospitalized caring behavior. Hospitals can reward nurses for the services received by patients. Nurses need to foster commitment in providing services that cannot be separated from caring behavior to patients to increase patient satisfaction.

Keywords: Caregiver, Caring Behavior, Patient, Satisfaction.

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1. Introduction

Nurses are a profession that dominates the element of human resources in hospitals and has a very important influence, one of which is in providing health services that satisfy patients. Patient satisfaction with nurses' caring behavior is an important concern for health services in various countries [1] Nurses' caring behavior is one of the determining factors for patient satisfaction because nurses are human resources who interact with patients the longest compared to other health care providers. The results of research conducted by Apriza (2018) [2] found that when the caring behavior of nurses is high, the level of patient satisfaction obtained is also high.

The results of research conducted by Firmansyah (2019) [1] also concluded that there is a correlation between nurses' caring behavior and patient satisfaction. Apriza (2018) [2] and Firmansyah (2019) [1] are in line that nurses' caring behavior has a correlation with patient satisfaction. Where if the nurse does caring

behavior well, it will increase patient satisfaction with the services provided by the nurse. Improving the quality of health services is a positive impact of competition between health care institutions. The quality of health services can be assessed from the level of patient satisfaction [1]. High patient satisfaction is certainly the main goal to be achieved by every hospital in various countries, including Indonesia.

The patient satisfaction rate in Indonesia is still relatively low at <95%. West Java Province has the largest health facilities, being the largest province of achieving such less patient satisfaction. One of the hospitals in West Java has information that patients in the inpatient room of the Pelabuhan Ratu Regional General Hospital were found to complain of dissatisfaction with nurse services such as lack of caring behavior of nurses. The results of a preliminary study at the Pelabuhan Ratu Regional General Hospital on 15 patients showed that 3 patients felt less caring behavior in support and encouragement. It was found that 3 patients felt that nurses did not help reduce the patient's pain about the complaints felt by patients. There were 3 patients who said nurses did not teach how to meet patients' needs.

There were 3 patients who said nurses were less able to create a biological, psychological and socio-cultural environment. It also found 3 patients said nurses were less likely to give patients to express their feelings. One way to increase patient satisfaction is to improve nurses' caring behavior [3]. Patient satisfaction can describe the level of fulfillment of patient expectations for health services and be feedback on what concerns or expectations patients have for health care institutions. Patient satisfaction will occur if the services provided by health workers are as expected. The results of a preliminary study at the Pelabuhan Ratu Regional General Hospital on 15 patients showed that they expressed dissatisfaction because the old nurse came when called by the patient.

There were 3 patients who said nurses were less reliable in performing each action accurately, precisely, and reliably. It was also found that 3 patients said nurses lacked skills and knowledge in performing nursing actions. There were 3 patients who said the nurse did not come to visit the patient without being asked and 3 patients said the equipment in the room looked quite complete. Based on the description above related to the results of preliminary studies and research results from various sources, it can be concluded that the average caring behavior of nurses is still quite lacking so that it greatly affects patient satisfaction. Therefore, the author is interested in conducting research on "Analysis of Caring Behavior of Nurses with Patient Satisfaction in the Inpatient Room of Palabuhanratu Hospital".

2. Literature Review

Nurse caring behavior is the action that nurses take to patients based on 5 dimensions of caring. The first dimension, respectful deference, is responding with respect. The second dimension, assurance of human presence, is acknowledging human existence). The third dimension, professional knowledge and skills, is professional knowledge and skills. The fourth dimension, positive connectedness, is creating positive relationships. The fifth dimension is attentive to others' experience.

Patient satisfaction is a positive reflection of the patient's attitude with something that is obtained by his environment and can influence the decision to continue or use the service. Patient satisfaction can describe the patient's feelings towards the service he receives. Patient satisfaction is a positive feeling felt by patients related to feedback from health services needed from health workers including nurses which includes 5 dimensions. These dimensions are in the form of reliability, responsiveness, assurance, empathy and tangible about patients in receiving nursing services (nursing care).

Research Purposes This study aims to analyze the relationship between nurses' caring behavior and patient satisfaction in the inpatient room of the Pelabuhan Ratu Regional General Hospital.

3. Research Methodology

The research method used is a quantitative research method with a correlational descriptive type using a cross sectional approach. The population of this study was inpatients with sampling techniques using accidental sampling so that the number of study samples was 100 respondents. Data collection techniques use primary data by distributing questionnaires. The questionnaire consisted of variables with nurse caring behavior (reliability value 0.91) and variables with patient satisfaction (reliability value 0.97). The data were analyzed using frequency distribution calculations and the Chi-Square test. Researchers provided

explanations prior to data collection with respondents signing informed consent. The study will be conducted for 1 month in 2023.

4. Research Result

Table 1. Distribution of Caring Behavior of Nurses

Category	Frequency	Percentage
Not Good	23	23%
Good	77	77%
Total	100	100%

Based on the results of research in Table 1 shows that most (77%) of nurses' caring behavior is in the good category.

Table 2. Distribution of Patient Satisfaction

Category	Frequency	Percentage
Less Satisfied	24	24%
Satisfied	76	76%
Total	100	100%

Table 3. Distribution of Patient Satisfaction

Category	Frequency	Percentage
Less Satisfied	24	24%
Satisfied	76	76%
Total	100	100%

Based on the results of the study in Table 2 shows that most (76%) patient satisfaction is in the satisfied category

Table 4. Analysis of Caring Nurse Behavior with Patient Satisfaction in the Inpatient Room

CHI SQUARE TEST							
Caring Behavior of Nurses	Patient Satisfaction				Total		P-Value
	Satisfied		Less Satisfied				
	n	%	n	%	n	%	
Good	63	63%	14	14%	77	77%	0,001
Not Good	11	11%	12	12%	23	23%	
Total	74	74%	26	26%	100	100%	

Table 4 shows that the significance value is $0.001 < \text{Sig}.0.05$. So the conclusion of the analysis is that there is a relationship between the caring behavior of nurses and patient satisfaction in the inpatient room.

5. Discussion

5.1. Caring Behavior of Nurses

From Table 4 the results of the questionnaire analysis showed that almost all respondents said that nurses' caring behavior was good, and only a small percentage of respondents said that nurses' caring behavior was bad. This means that nurses can help reduce patient pain, nurses are confident when taking action and nurses are quick to respond to patient needs, nurses can provide support and encouragement. In addition, the results of the study show that nurses always visit patients, nurses can give trust and hope to patients, and nurses can teach how to meet patient needs.

The results showed that nurses can make patients easily understand what nurses say, and nurses are confident in giving nursing actions. In addition, the results of the study show that nurses are able to create a supportive physical, mental, socio cultural and spiritual environment. Nurses also always give free time to patients, nurses can provide comfort when interacting with patients. Furthermore, the results showed that nurses can allow patients to express their feelings, nurses have an empathetic attitude, and nurses are able to provide all the needs of patients when treated.

One factor associated with caring behavior is education. The results of Kusmiran's (2015) [4] study show that low education will have a close relationship in patients receiving good or bad caring behavior, because it is not understood. In line with the research, the majority of respondents' education is elementary school, so it is still found that the results of caring behavior research are not well felt by patients who are not only caring behavior of the nurse itself but low education respondents.

The results of research on the questionnaire found that the nurse's caring behavior to patients was a low indicator compared to others. While in nursing, a caring attitude that promotes health and recovery [3]. Caring behavior is a form of caring, consideration for others, human-centered, respect for self-esteem and humanity, commitment to prevent deterioration of health, consideration and respect for others [4]. Mailani & Fitri (2017) [5] emphasized that nurses need to take a caring attitude to support patients in achieving optimal health. The results of the study on the questionnaire found that the nurse gave all the needs of the patient when the patient was treated so that the patient felt that his needs were met with quite high scores. Isanda (2020) [6] said that there are two elements of healing, namely providing support to meet human needs and being open to existential phenomena, especially meeting basic human needs (patients). In line with this research, the role of nurses in caring behavior creates deep meaning for positive patients.

The results of the questionnaire item study showed that nurses were still there found to respond less respectfully to patients. This, according to some nurses due to the very high workload of nurses, eliminates some focus in reprimanding or greeting, so it seems so. The results of the questionnaire item study showed that nurses were quite good at acknowledging human existence. The role of this nurse strongly reflects the nurse's behavior so that it will support the patient's recovery [7].

Mailani & Fitri (2017) [5] explained that education is the duty of nurses to help patients increase their knowledge to improve their health and reduce the symptoms of certain diseases and diseases. One way to improve the quality of care, Mailani & Fitri (2017) [5] explained that organizing information sessions is 5 dimension internal training (smile, greeting, greeting, politeness, courtesy), internal training therapeutic communication and training at home on care professionalism. Internal room manager leadership training, internal critical thinking training, internal service excellence training. In-house training can improve the quality of nursing in hospitals [8].

5.2. Patient Satisfaction

Table 4 of the results of the analysis of respondent questionnaires shows that most respondents expressed satisfaction. This shows that nurses come quickly when called and nurses responsively provide service. In addition, the results of the study also show that nurses responsively provide complaint handling, nurses can take every action accurately, precisely, and reliably. Nurses can also foster a sense of trust when doing virginity actions, nurses have been consistent in carrying out nursing actions carried out.

The results of research have also shown that nurses have skills and knowledge in carrying out nursing actions, nurses are polite and considerate to patients. Nurses have also been able to foster trust in patients by showing their abilities. The results of the study found that nurses visit patients without being asked, nurses

patiently listen to input from patients regarding how patients want to be treated, nurses ask about the needs and desires of patients during treatment.

The results of the analysis of the highest score questionnaire questions, which amounted to 297 which discussed nurses, were consistent in carrying out the nursing actions taken. This is in the dimension of reliability (reliability). Priyoto (2015) [8] explained that reliability is the expertise to serve in accordance with the contract appropriately. One way to maintain reliability is to reduce workload. This is in accordance with research conducted by Malicang (2018) [9] about the workload of nurses needs to be adjusted to be able to satisfy patients because it has an impact on nurse behavior.

Yuslizar's research (2001) [10] explains that the relationship between nurses' workload and patient satisfaction will have a relationship so that nurses who have the appropriate workload will provide appropriate services to patients to achieve maximum patient satisfaction. Furthermore, research conducted by Situmorang (2022) [11] can be concluded that the high mental workload of nurses can also reduce nurse work so that the impact of the services provided by patients does not achieve optimal patient satisfaction.

The results of the analysis of the lowest score questionnaire question were 264, which was a question about the speed of handling nurse complaints in terms of response. According to Nursalam (2017) [12], responsiveness is the alacrity of employees to help consumers, provide services and resolve complaints in a timely manner. There are several ways to improve nurse responsiveness in various ways, one of which is by reducing the workload of nurses. According to research conducted by Situmorang (2022) [11], the workload of nurses affects service response time. The third thing about workers' responsiveness decreases due to the nurse's workload is that nurses have the potential to act carelessly, exhausted and difficult to concentrate on work.

5.3. Analysis of Caring Nurse Behavior with Patient Satisfaction in the Inpatient Room

Based on Table 4, a p-value of 0.001 was obtained which shows that the results of the analysis there is a relationship between the caring behavior of nurses and patient satisfaction in the inpatient room. According to Nursalam (2017) [12], one of the factors related to patient satisfaction is the quality of service (nursing care) including nurses' caring behavior. In line with Nursalam (2017) [12] that the variables of nurses' caring behavior are related to patient satisfaction.

According to Isanda (2020) [6], patients will feel satisfied if they get consistent and expected services. The service is the nurse's caring behavior that is always attached to every nurse's actions. In line with Isanda (2020) [6] shows that the variables of nurses' caring behavior are related to patient satisfaction. Patients expect nurse caring behavior to achieve patient satisfaction from nurse services while using health care facilities.

Research by Mailani and Fitri (2017) [5] explains that nurses' caring behavior is related to the level of inpatient satisfaction. Caring behavior can have an impact on increasing patient satisfaction through the growth of interpersonal traits obtained through education as a characteristic of a virtuous human professional culture (Mailani & Fitri, 2017) [5]. In line with Mailani and Fitri (2017) [5] shows that the variables of caring behavior of nurses are related to patient satisfaction.

Hutaean (2020) [7] explained that there is a relationship between nurses' caring behavior and patient satisfaction, depending on service delivery performance, if low performance is more than patient expectations then patients are not satisfied and if services are as expected then patients feel very satisfied. To maintain this suitability, of course, nurses need the appropriate workload and the right job desk so that caring services can remain consistently carried out without any obstacles.

The implication of the research in accordance with the results of the study is the relationship between nurses' caring behavior and patient satisfaction, therefore the research is expected to have an impact so that services are consistent in providing professional services caring behavior in daily services to patients. The better the nurse's caring behavior towards patients, the more satisfied patients are in receiving the services provided, therefore from this study, it is expected to provide optimal service by providing professional services, namely cultivating caring behavior in daily services.

6. Conclusion

The conclusion of this study is that nurses' caring behavior is mostly perceived as good. Patient satisfaction Most respondents have satisfactory job satisfaction. The result of the analysis is that there is

a relationship between the caring behavior of nurses and patient satisfaction in the inpatient room of the Pelabuhan Ratu Regional General Hospital. The hospital memonitoring the evaluation of nursing services with the caring behavior of hospitalization. Hospitals can reward nurses for the services received by patients. Nurses need to foster commitment in providing services that cannot be separated from caring behavior to patients to increase patient satisfaction.

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