

THE RELATIONSHIP BETWEEN NURSES' CARING BEHAVIOR AND INPATIENT SATISFACTION LEVELS AT BHAYANGKARA HOSPITAL

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ABSTRACT

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Nurses play a crucial role as the frontline providers of healthcare services, and their caring behavior is one of the essential aspects that determine the quality of nursing care. Caring not only reflects humanitarian values but also significantly influences patient satisfaction. This study aims to analyze the relationship between nurses' caring behavior and the level of patient satisfaction among inpatients at Bhayangkara Brimob Hospital. The research employed a quantitative approach with a cross-sectional design. A total of 40 inpatients from wards on the 3rd and 5th floors were recruited using purposive sampling, based on predetermined inclusion criteria. Data were collected using validated and reliable questionnaires measuring nurses' caring behavior and patient satisfaction. Data analysis was conducted using univariate and bivariate methods, with the Spearman Rank test applied to examine the relationship between variables. The findings revealed that most nurses demonstrated caring behavior at the "often" category (52.5%), while the majority of patients reported being "very satisfied" (58.97%) with the nursing services they received. Statistical analysis confirmed a significant relationship between caring behavior and patient satisfaction ($p = 0.033$). These results highlight that the better the quality of caring behavior demonstrated by nurses, the higher the level of patient satisfaction. Therefore, strengthening nurses' caring competencies should be prioritized as part of efforts to improve the overall quality of nursing care services.

1. INTRODUCTION

High-quality healthcare is determined not only by the sophistication of medical technology, but also by the quality of interactions between healthcare providers and patients. In the context of nursing, caring behavior is a fundamental aspect that influences patients' perceptions and experiences during their care. Caring encompasses a compassionate attitude, empathy, effective communication, and emotional support, all of which contribute to increased patient satisfaction.

Several previous studies have shown a strong relationship between nurses' caring behavior and patient satisfaction levels. Patients who feel cared for and treated with empathy tend to be more satisfied with the care they receive. Therefore, caring behavior can serve as an indicator of nursing care quality.

Based on this, this study was conducted with the aim of analyzing the relationship between nurses' caring behavior

and the level of satisfaction among inpatients at Bhayangkara Brimob Hospital in Depok

2. METHOD

This study employed a quantitative approach with a cross-sectional design. The study population consisted of all 66 inpatients on the 3rd and 5th floors of Bhayangkara Brimob Hospital. A sample of 40 respondents was selected based on the following inclusion criteria: patients had been hospitalized for at least three days and were able to communicate effectively.

The research instrument consisted of a structured questionnaire that had undergone validity testing using Pearson's Product-Moment correlation (calculated $r: 0.330-0.829 > \text{table } r$) and reliability testing using Cronbach's Alpha ($\alpha = 0.946$ for patient satisfaction and $\alpha = 0.961$ for caring behavior).

Data analysis was performed univariately to describe the distribution of respondent characteristics, nurses' caring

behavior, and patient satisfaction. Subsequently, bivariate analysis using the Spearman Rank test was conducted to determine the relationship between nurses' caring behavior and the level of patient satisfaction

3. RESULT AND DISCUSSION

This study involved 40 inpatients at Bhayangkara Brimob Hospital. Univariate analysis showed that the majority of respondents rated the nurses' caring behavior as "often" (52.5%), while 47.5% of respondents rated it as "always." No respondents rated the caring behavior as "rarely" or "never."

Patient satisfaction levels also yielded positive results, with the majority of respondents reporting they were very satisfied (60%), and the remainder stating they were satisfied (40%). This indicates that all respondents had a high level of satisfaction with nursing care.

Results of the bivariate analysis using Spearman's rho test revealed a significant association between nurses' caring behavior and patient satisfaction levels ($p = 0.033$; $p < 0.05$). This finding confirms that the higher the frequency and quality of caring behavior demonstrated by nurses, the higher the patient satisfaction.

Characteristic	Frequency	Percentage (%)
Very Satisfied	24	60
Satisfied	16	40
Rarely	0	0
Never	0	0
Total	40	100

Characteristic	Frequency	Percentage (%)
Often	21	52.5
Always	19	47.5
Rarely	0	0.0
Never	0	0.0
Total	40	100

Characteristic	Frequency	Percentage (%)
Strongly Agree	22	55.0
Agree	18	45.0
Disagree	0	0.0
Strongly Disagree	0	0.0
Total	40	100

The results of the study indicate that nurses' caring behavior is closely associated with patient satisfaction levels. All respondents rated nurses' caring behavior as ranging from "often" to "always," which implies high levels of patient satisfaction (satisfied to very satisfied).

This finding is consistent with the opinion of Siregar et al. (2021), who stated that patient satisfaction is influenced not only by medical interventions but also by healthcare providers' ability to meet patients' emotional, physical, and psychological needs. This aligns with Watson's theory of caring, which emphasizes that professional nursing practice

is oriented toward the holistic recovery of patients through therapeutic relationships grounded in concern, empathy, and attentive presence.

Thus, this study underscores the importance of implementing caring behavior as a strategy to enhance the quality of nursing care. Nurses who consistently demonstrate caring behavior can build trust, provide comfort, and increase patient satisfaction, thereby positively impacting the hospital's service reputation.

4. CONCLUSION

This study demonstrates a significant association between nurses' caring behavior and the level of satisfaction among inpatients at Bhayangkara Brimob Hospital. The more frequently and consistently caring behavior is exhibited, the higher the patients' satisfaction with the care they receive. The limitations of this study include a small sample size and the fact that it was conducted in only two inpatient wards; therefore, generalizing the results requires caution. Recommendations for future research include expanding the sample size, involving more service units, and adding other variables that may influence patient satisfaction, such as hospital facilities and service management.

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