



## NURSE CARING BEHAVIOR IN INCREASING PATIENT SATISFACTION

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### ABSTRACT

In an effort to accelerate the improvement of public health status, a strategic role is needed from health services that must be able to provide quality services according to the needs and desires of patients. The quality of nursing services is reflected in the implementation of professional nursing care which is a combination of intellectual, technical and interpersonal knowledge and skills which in practice reflects caring behavior. The purpose of this study was to determine the relationship between nurse caring behavior and patient satisfaction at the Padang Ratu Health Center, Central Lampung Regency. This type of research is quantitative, analytical design, cross sectional approach. The population in this study were all inpatients at the Padang Ratu Health Center, Central Lampung Regency, for the period January-March, with a total of 180 people. The sampling technique used was accidental sampling with a total sample of 125 respondents. The results of the bivariate analysis obtained  $p$ -value 0.037 ( $p$ -value < 0.05), which means that there is a relationship between nurse caring behavior and patient satisfaction at the Padang Ratu Health Center, Central Lampung Regency. Nurses' caring behavior must continue to be fostered by nurses in providing nursing care to patients. Nurses need to be continuously motivated in implement and improve caring behavior, because caring behavior not only determines the quality of service but can also affect the patient's ability to recover.

Keywords: caring behavior; nurses; satisfaction

### INTRODUCTION

In an effort to accelerate the improvement of public health status, a strategic role is needed from health services. Health services must be able to provide quality services according to the needs and desires of patients (Octaviani et al., 2020). One indicator that must be considered in health services is patient satisfaction. Patient satisfaction is the result of a patient's assessment of health services by comparing what is expected or not with the reality of services obtained in hospital health settings (Kotler, 2009). In an effort to realize patient satisfaction with nursing services, it must refer to various factors. According to Nursalam (2015) there are 5 factors related to patient satisfaction, namely, patient characteristics, patient form, assurance, concern, and reliability. Meanwhile, according to Kuntoro (2020) the factors can affect patient satisfaction include : *responsiveness*, *reliability*, *assurance*, *empathy* and *tangible*. Through these factors, the patient will be able to assess what kind of nursing service he receives and can perceive whether the service is in accordance with the patient's wishes or not.

Nursalam (2012) in research (Ariani & Aini, 2018) nursing service is the form of service that most influences patient satisfaction. The quality of nursing services is determined by whether or not the patient is satisfied with health services, where nurses are the spearhead of the health service itself. This is because nurses are health workers who spend more time interacting with patients. According to Rumagit et al, 2017) in research (Octaviani et al., 2020) that currently the community has used the services of health care nurses very much, including the service of the Puskesmas which is one of the health care facilities. According to research by Prabowo, Anisa and Dodi (2014) in (Ariani & Aini, 2018) that the quality of nursing services is reflected in the implementation of professional nursing care. Professional is a combination of intellectual,

technical and interpersonal knowledge and skills which in practice reflects caring behavior. Caring theory was first proposed by Jean Watson. Caring behavior is an action used by nurses to provide health services to their patients. Caring is an attitude of respect, care and respect for others. Jean Watson in his theory of *Theory of Human Care* states that caring is needed between the giver and recipient of nursing care to improve and protect patients which will later affect the patient's ability to recover (Tomey & Alligood, 2006) in (Ariani & Aini, 2018).

Nurses can learn caring behavior through therapeutic communication, because caring behavior is not innate from individuals. Caring is committed to preventing something bad from happening, paying attention and respecting other people in human life. Caring is also a form of bonding and expression of love, existence and authority, always together, having a sense of empathy, can motivate nurses to be able to *care* more for clients and be able to take actions according to client needs (Dwiyanti, 2015) in research (Octaviani et al., 2020). According to Marrison & Burnard (2011), caring behavior given to patients can provide a feeling of security, comfort, fulfillment of physical, emotional, spiritual needs which can have an impact on reducing patient anxiety during treatment so that it can accelerate the healing process. On the other hand, nurses' non-caring behavior can have a broad impact on patients, such as feelings of fear, helplessness, feelings of humiliation, being ignored, giving effect to bad memories, losing control which can slow down the healing process.

Research conducted by Juwariyah (2014) says that with good caring behavior from nurses, clients can also express their feelings about nurses as good nursing care providers. This will have an impact on patient satisfaction so that it affects the quality of nursing services. Patient satisfaction will also depend on the nurse's performance of a service. If the nurse's performance is lower than the patient's expectations, then the patient becomes dissatisfied, and vice versa (Kotler, 2015) in (Octaviani et al., 2020). Research conducted by Abdul, et al (2017) regarding the relationship of nurse caring behavior with the level of satisfaction of hospital inpatients, states that there is a significant relationship between nurse caring behavior and the level of satisfaction of inpatients. *Fisher's test* shows  $p = 0.000$ . It can be concluded that there is a significant relationship between the caring behavior of nurses and the level of satisfaction of hospitalized patients.

Another study conducted by (Sianturi, 2021) also stated that there was a correlation between the caring behavior of nurses and inpatient satisfaction with the *Spearman* correlation test results obtained by the value of  $r = 0.615$  ( $p < 0.05$ ). This study also concluded that the better the caring behavior carried out by nurses, the higher the level of patient satisfaction. Based on data from a preliminary study conducted at the Padang Ratu Inpatient Health Center, it was found that the number of patients treated in the treatment room was 20 patients. In this initial survey, researchers conducted interviews using a questionnaire sheet to 20 hospitalized patients. Based on interview data, as many as 60% of patients said they were not satisfied with the services at the Padang Ratu inpatient health center. In addition, as many as 66.7% of patients revealed that their nurses were less responsive to the patient's condition and were less responsive in answering questions from patients, thus making patients feel uncomfortable talking to nurses. the rest of the patients said the nurse had not shown sensitivity to the patient's condition.

According to Watson (1979) in a study conducted by (Sianturi, 2021), the expected caring behavior in nursing is behavior based on *human altruistic*, namely prioritizing human values; *faith-hope*, namely instilling trust-hope, *sensitivity*, namely sensitivity to oneself and others; *helping-trust* is a relationship of mutual help and trust; expression of positive and negative

feelings; systematic problem solving; interpersonal teaching and learning process; supportive environment; fulfillment of basic human needs and *existential-phenomenological* .

**METHOD**

The type of research used in this research is *quantitative* using a *cross sectional* approach. The population in this study were all patients who were hospitalized at the Padang Ratu Health Center for the period January-March reaching 180 people. The *sampling technique* used *purposive sampling* so that a sample of 125 respondents was obtained. The research instrument is a questionnaire that uses a nurse caring behavior questionnaire from Kusmiran's research (2019) which consists of 28 statements with answer choices strongly agree, agree, disagree and disagree. Meanwhile, to find out patient satisfaction, the researcher used the Nursalam (2016) questionnaire which consisted of 25 statements with the answer choices being very dissatisfied, dissatisfied, satisfied and very satisfied. The two questionnaires used for researchers are standardized questionnaires, so there is no need to test the validity and reliability. The analytical test used in this research is the *Chi Square* correlation test . To analyze the relationship between nurse behavior and patient satisfaction using a *probability* (p) approach , which compares the *p-value* with the degree of significance of the study ( $\alpha$ ).

**RESULTS**

**Patient Satisfaction**

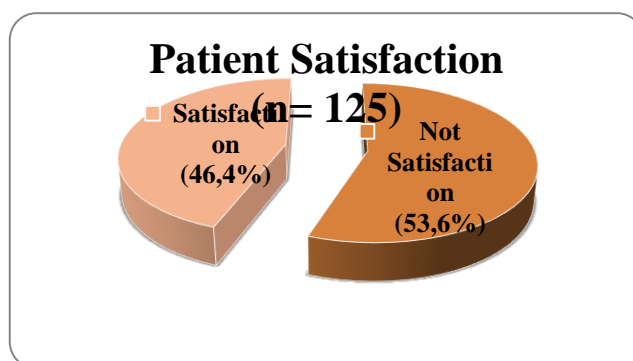


Diagram 1. Patient Satisfaction

Based on diagram 1, it is known that from a total of 125 respondents, 67 respondents (53.6%) stated that they were not satisfied.

**Nurse Caring Behavior**

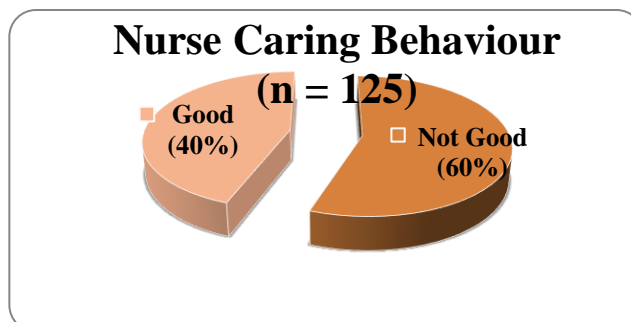


Diagram 2 Nurse Caring Behavior

Based on diagram 2, it is known that from a total of 125 respondents, 75 respondents (60%) stated that the caring behavior of nurses was not good.

### Relationship of Nurse Caring Behavior with Patient Satisfaction

Table 1.  
Relationship between Nurse Caring Behavior and Patient Satisfaction

Caring Behavior	Patient Satisfaction				Total		<i>p-value</i>
	Satisfied		Not satisfied		N	%	
	N	%	N	%			
Good	17	34.0	33	66.0	50	100.0	0.037
Not good	41	54.7	34	45.3	75	100.0	
Amount	58	46.4	67	53.6	125	100.0	

Based on table 1, it is known that from a total of 50 respondents who said the nurse's caring behavior was good, 33 respondents (66.0%) said they were not satisfied, while from a total of 75 respondents who said the nurse's caring behavior was not good, 41 patients (54.7%) said satisfied. The results of the *Chi Square* statistical test obtained a *p-value* of 0.037 (*p-value* < value 0.05), which means that there is a relationship between nurse caring behavior and patient satisfaction at the Padang Ratu Health Center, Central Lampung Regency.

### DISCUSSION

The results obtained from a total of 125 respondents as many as 67 respondents (53.6%) stated that they were not satisfied. Patient satisfaction is an expression of feeling happy from the patient after he gets nursing services. Patient satisfaction is the value expressed subjectively by patients on the services provided by nurses after comparing their expectations for services with the services they receive (Sianturi, 2021). According to Nursalam (2015) in a study conducted by (Yunita & Hariadi, 2019), patient satisfaction is an important factor for evaluating the quality of nursing services performed by nurses. There are 5 dimensions to assess patient satisfaction which include *tangibles*, *reliability*, *responsiveness*, *assurance* and *empathy*.

Research conducted by (Yunita & Hariadi, 2019) shows that the majority of patient satisfaction is very satisfied with 37 respondents (88.1 %). While research conducted by (Sianturi, 2021) shows that the majority of patient satisfaction is in the satisfied category (65.5%), very satisfied (13.2%), dissatisfied (20.6%) and dissatisfied (0.7 %). According to researchers, maintaining patient satisfaction is important in providing nursing care. Satisfied patients are assets that must be maintained because if the patient is satisfied, he will continue to use the services of his choice. On the other hand, when the patient is dissatisfied with the nursing services provided by the nurse, he tends to tell others about his experiences. This certainly can affect the management of the nursing service system.

The results of the study on the caring behavior variable showed that from a total of 125 respondents 75 respondents (60%) stated that the caring behavior of nurses was not good. Caring behavior is a form of behavior giving attention to others, centered and focused on others, respecting people, self-respect and humanity, paying attention and respecting others and having a commitment to prevent worsening of the patient's health status (Nursalam, 2014) in research. (Yunita & Hariadi, 2019). Caring is a form of professional nursing practice which is the core or focus of nursing. Caring behavior emphasizes more on determination, generosity, responsibility that provides strength or motivation from nurses to patients to make efforts to protect and increase the dignity of clients (Kozier, 1995) in (Sukesi, 2013).

The results of research that support this research were conducted by (Sukezi, 2013) that almost half of the respondents (55.8%) perceive nurses' caring is not good. Another study conducted by (Wuwung et al., 2020) stated that as many as 37 respondents (41.1%) stated that the behavior of nurses was less caring. The results of the *Chi Square* statistical test obtained a *p-value* of 0.037 (*p-value* < value 0.05), which means that there is a relationship between nurse caring behavior and satisfaction of inpatients at the Padang Ratu Inpatient Health Center, Central Lampung Regency.

The results of other studies that support this research are research conducted (Sianturi, 2021) that there is a correlation between nurse caring behavior and inpatient satisfaction with a value of  $r = 0.615$  ( $p < 0.05$ ). Another study that is in line with this research was conducted by (Sukezi, 2013) that there is a relationship between nurse caring and patient satisfaction ( $p = 0.015$ ; 0.05). The results of this study indicate that the satisfaction of inpatients is influenced by the caring behavior of nurses. The more caring a nurse is, the more satisfied a patient will be in getting nursing services.

According to Dwidayanti, (2007) and Sitorus (2007) in research (Kusnanto, 2019), caring is an attitude and sense of caring, appreciating and respecting others. The purpose of this is that nurses should pay more attention, especially to patients and how the behavior / actions of the nurses themselves towards patients. Nurses' caring behavior must continue to be grown because nurses are the main guard who interacts with patients the longest. A nurse is someone whose role is to maintain, care for, assist and protect someone due to illness, injury or the aging process (Decree of the Minister of Health Number 1239/Menkes/SK/XI/2001).

According to Jones (2008) in research (Sukezi, 2013), nurses must be able to create trust between themselves and patients because patients who trust nurses will more easily accept all directions or activities recommended by nurses in providing nursing care services for patient satisfaction. This will also make it easier for nurses to do work related to providing nursing care. According to Pohan (2007) in his research (Sianturi, 2021), patient satisfaction is an outcome of health services and is one of the goals of improving health quality. Satisfaction on the individual for the fulfillment of one's needs is relative. This means that humans are creatures who continuously have desires and continuously humans will also try to make efforts to satisfy these desires and can influence their behavior.

The results of this study show that the caring behavior of nurses still needs to be improved in providing nursing care to patients. This is supported by the results of a questionnaire which states that nurses are still not responsive and fast enough in providing services related to patient complaints. Nurse caring behavior is certainly influenced by many factors such as individual factors, psychological factors and organizational factors. Caring is the most important core, especially in nursing practice. By providing caring behavior, it is expected to be able to improve the skills of nursing care, improve the view or image of nurses in the community and make the nursing profession a good place for users of health services.

## CONCLUSION

On the patient satisfaction variable, as many as 67 respondents (53.6%) stated that they were not satisfied. In the variable of caring behavior, as many as 75 respondents (60%) stated that the caring behavior of nurses was not good. The results of the *Chi Square* statistical test obtained a *p-value* of 0.037 (*p-value* < value 0.05), which means that there is a relationship between nurse caring behavior and satisfaction of inpatients at the Padang Ratu Inpatient Health Center, Central Lampung Regency.

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