



THE RELATIONSHIP BETWEEN NURSES' CARING BEHAVIOR AND INPATIENT SATISFACTION LEVEL AT DR. REKSODIWIRYO CLASS III HOSPITAL, PADANG IN 2025

HUBUNGAN ANTARA PERILAKU PEDULI PERAWAT DAN TINGKAT KEPUASAN PASIEN RAWAT INAP DI RUMAH SAKIT DR. REKSODIWIRYO KELAS III, PADANG PADA TAHUN 2025

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Abstract

Nurses' caring behavior is a fundamental component of nursing services that significantly influences inpatient satisfaction. Patient satisfaction is a key indicator of healthcare service quality in hospitals. This study aimed to determine the relationship between nurses' caring behavior and inpatient satisfaction at RS TK. III Dr. Reksodiwiryoyo Padang in 2025. This study employed a quantitative analytical design with a cross-sectional approach. The population consisted of all inpatients at RS TK. III Dr. Reksodiwiryoyo Padang, with a total sample of 89 respondents selected using accidental sampling. Data were collected using validated questionnaires measuring nurses' caring behavior and patient satisfaction. Data analysis was conducted using univariate and bivariate analyses with the Chi-Square test. The results showed that 53 respondents (59.6%) perceived nurses' caring behavior as caring, and 69 respondents (77.5%) reported being satisfied with nursing services. The Chi-Square test revealed a p-value of 0.000 ($p < 0.05$), indicating a significant relationship between nurses' caring behavior and inpatient satisfaction. In conclusion, nurses' caring behavior has a significant association with inpatient satisfaction. Hospitals are encouraged to strengthen caring behaviors through continuous training and professional development to improve nursing service quality and patient satisfaction.

Keywords: Nurses' Caring Behavior, Patient Satisfaction, Inpatient Care, Nursing Services.

Abstrak

Perilaku caring perawat merupakan komponen penting dalam pelayanan keperawatan yang dapat memengaruhi tingkat kepuasan pasien rawat inap. Kepuasan pasien menjadi salah satu indikator mutu pelayanan kesehatan di rumah sakit. Penelitian ini bertujuan untuk mengetahui hubungan perilaku caring perawat dengan tingkat kepuasan pasien rawat inap di RS TK. III Dr. Reksodiwiryoyo Padang Tahun 2025. Penelitian ini menggunakan desain kuantitatif analitik dengan pendekatan *cross sectional*. Populasi dalam penelitian ini adalah seluruh pasien rawat inap di RS TK. III Dr. Reksodiwiryoyo Padang dengan jumlah sampel sebanyak 89 responden yang diambil menggunakan teknik *accidental sampling*. Instrumen penelitian menggunakan kuesioner perilaku caring perawat dan kepuasan pasien. Analisis data dilakukan secara univariat dan bivariat menggunakan uji Chi-Square. Hasil penelitian



menunjukkan bahwa sebagian besar responden menilai perilaku caring perawat dalam kategori caring sebanyak 53 responden (59,6%) dan sebagian besar pasien merasa puas sebanyak 69 responden (77,5%). Hasil uji Chi-Square diperoleh nilai p -value = 0,000 ($p < 0,05$) yang menunjukkan terdapat hubungan yang signifikan antara perilaku caring perawat dengan tingkat kepuasan pasien rawat inap. Kesimpulan penelitian ini adalah terdapat hubungan yang bermakna antara perilaku caring perawat dengan tingkat kepuasan pasien rawat inap. Diharapkan rumah sakit dapat meningkatkan kualitas pelayanan keperawatan melalui penguatan perilaku caring perawat guna meningkatkan kepuasan pasien.

Kata Kunci : Perilaku Caring, Kepuasan Pasien, Perawat, Rawat Inap.

1. INTRODUCTION

Nursing services are an integral component of the healthcare system and play a crucial role in determining the quality of hospital care. Nurses are healthcare professionals who interact most frequently with patients, particularly in inpatient settings where patients depend on continuous nursing care. Therefore, the quality of nursing services significantly influences patients' perceptions of overall hospital performance. One of the core elements of nursing services is nurses' caring behavior. Caring behavior is not limited to the technical execution of nursing procedures but also includes empathy, compassion, effective communication, attentiveness, and respect for patients as holistic individuals. Watson (2004) emphasized that caring is the essence of nursing and forms the foundation of therapeutic relationships between nurses and patients. Through caring interactions, nurses are able to provide emotional support, reduce patient anxiety, and foster a sense of trust and security during hospitalization.

Inpatient care often places patients in vulnerable physical and psychological conditions. Prolonged hospitalization, illness, and unfamiliar environments may cause stress, fear, and discomfort. In such situations, nurses' caring behavior becomes increasingly important. Kusnanto (2019) stated that caring behavior is a professional nursing competency that directly affects patient comfort, emotional well-being, and satisfaction with care. When nurses demonstrate caring attitudes, patients feel acknowledged and respected, which positively shapes their care experience. Patient satisfaction is widely recognized as an essential indicator of healthcare service quality. It reflects the extent to which healthcare services meet patients' expectations and needs. According to Wijaya and Putri (2019), patient satisfaction is closely related to service responsiveness, interpersonal communication, and nurses' attitudes toward patients. High levels of satisfaction indicate good service quality, whereas dissatisfaction may signal gaps in service delivery.

Several studies have demonstrated a significant relationship between nurses' caring behavior and patient satisfaction. Hayat et al. (2020) reported that patients who perceived nurses as caring were more likely to express satisfaction with inpatient nursing services. Similarly, Karundeng (2020) found that caring behavior had a positive impact on patients' perceptions of nursing service quality, particularly in hospital inpatient wards. These findings suggest that caring behavior is a key determinant of patient satisfaction.

Despite the recognized importance of caring behavior in nursing practice, variations in nurses' caring attitudes and behaviors are still observed in clinical settings. Differences in workload, organizational support, and professional development opportunities may influence how caring behaviors are expressed. Moreover, empirical evidence regarding the relationship between nurses' caring behavior and inpatient satisfaction in military hospitals in Indonesia remains limited.

This study aims to analyze the relationship between nurses' caring behavior and inpatient satisfaction at RS TK. III Dr. Reksodiwiryono Padang in 2025. The findings of this study are expected to provide empirical evidence that supports the importance of caring-based nursing practices as a strategy to improve patient satisfaction and the quality of nursing services.



2. RESEARCH METHOD

This study employed a quantitative analytical design with a cross-sectional approach to examine the relationship between nurses' caring behavior and inpatient satisfaction. The research was conducted in the inpatient wards of RS TK. III Dr. Reksodiwiry Padang in July 2025. The population of this study comprised all inpatients who received nursing care during the study period. A total of 89 respondents were included in the study and selected using an accidental sampling technique based on predefined inclusion and exclusion criteria. This sampling method was chosen to facilitate the recruitment of eligible participants who met the research requirements during the data collection period.

Data were collected using structured questionnaires designed to measure nurses' caring behavior and patient satisfaction. Prior to data collection, the research instruments were tested to ensure their validity and reliability, thereby confirming their appropriateness for measuring the study variables. Data analysis was performed using both univariate and bivariate techniques. Univariate analysis was used to describe the frequency distribution and percentage of each variable, while bivariate analysis was conducted to determine the relationship between nurses' caring behavior and inpatient satisfaction using the Chi-Square test. Statistical significance was determined at a p-value of less than 0.05.

3. RESULT AND DISCUSSION

In this section, the researcher presents the results obtained from the data analysis. The research instruments used in this study were structured questionnaires measuring nurses' caring behavior and inpatient satisfaction. Both instruments employed a Likert scale to assess respondents' perceptions of nursing care and satisfaction levels. The results showed that more than half of the respondents (59.6%) perceived nurses' caring behavior as caring. Furthermore, the majority of inpatients expressed satisfaction with the nursing services, with (77.5%) reporting a satisfied level of care.

Table 1. Distribution of Nurses' Caring Behavior

Caring Behavior	Frequency (f)	Percentage (%)
Not Caring	36	40,4
Caring	53	59,6
Total	89	100

Table 2. Distribution of Inpatient Satisfaction

Patient Satisfaction	Frequency (f)	Percentage (%)
Not Satisfied	20	22,5
Satisfied	69	77,5
Total	89	100

Table 3. Relationship Between Nurses' Caring Behavior and Inpatient Satisfaction

Caring Behavior	Patient Satisfaction				Total		p-value
	Satisfied		Not Satisfied		f	%	
	f	%	f	%			
Caring	49	92,5%	4	7,5%	53	59,6%	0,000
Not Caring	20	55,6%	16	44,4%	36	40,4 %	
Total	69		20		89	100%	

It can be observed that out of 89 respondents, 53 respondents perceived nurses' behavior as caring. The majority of patients reported being satisfied with the nursing services, totaling 69 respondents, while only 20 respondents reported dissatisfaction. Meanwhile, among the 36 respondents who perceived nurses' behavior as not caring, a higher proportion reported lower levels of satisfaction.

Based on the results of the Chi-Square statistical test, a p-value of 0.000 was obtained ($p < 0.05$). This finding indicates that there is a statistically significant relationship between nurses' caring behavior and patient satisfaction in the inpatient ward of Imam Bonjol at RS TK. III Dr. Reksodiwiry Padang



in 2025. Therefore, the alternative hypothesis (H_a) is accepted, indicating a significant association between the two variables.

Discussion

The findings of this study demonstrate that nurses' caring behavior is significantly associated with inpatient satisfaction. Patients who perceived nurses as demonstrating caring behaviors were more likely to report higher levels of satisfaction with the nursing services they received. This finding indicates that caring behavior plays a central role in shaping patients' perceptions and experiences during hospitalization, particularly in inpatient settings where nurse-patient interactions occur continuously.

According to Watson's Theory of Human Caring, caring is the essence of nursing practice and serves as the foundation for establishing therapeutic relationships between nurses and patients (Watson, 2004; Watson, 2008). Caring interactions enable nurses to address not only patients' physical needs but also their emotional and psychosocial concerns. When nurses consistently exhibit caring behaviors, patients tend to feel respected, valued, and emotionally supported. These feelings foster trust and comfort, which are essential components of patient satisfaction within healthcare services.

The results of this study are consistent with previous empirical evidence. Hayat et al. (2020) reported a significant relationship between nurses' caring behavior and inpatient satisfaction, indicating that patients who experienced higher levels of caring nursing care expressed greater satisfaction. Similarly, Karundeng (2020) found that caring behavior positively influenced patients' perceptions of nursing service quality, especially in inpatient wards where prolonged interaction between nurses and patients is inevitable. These findings reinforce the importance of interpersonal and relational aspects of nursing care in determining patient satisfaction.

Caring behaviors such as empathy, attentiveness, responsiveness, and respectful communication allow nurses to better understand patients' needs and concerns. Kusnanto (2019) emphasized that caring behavior is not merely an interpersonal attitude but a professional nursing competency that directly affects patients' emotional well-being and comfort. In addition, Papastavrou et al. (2011) highlighted that patients who perceive nurses as caring are more likely to report positive care experiences and improved satisfaction outcomes. Through caring interactions, nurses can reduce patient anxiety, enhance communication, and create a supportive care environment that promotes patient comfort.

Patient satisfaction is widely recognized as a key indicator of healthcare service quality and is often used to evaluate the effectiveness of nursing services. Wijaya and Putri (2019) stated that patient satisfaction reflects patients' evaluations of the healthcare services they receive in relation to their expectations. From a broader quality perspective, Donabedian (2005) emphasized that patient satisfaction represents an important outcome component of healthcare quality assessment. When nurses demonstrate caring behavior, patients are more likely to perceive nursing services positively, thereby increasing satisfaction levels and reinforcing the perceived quality of care. Previous studies have shown that patient satisfaction with nursing care is influenced by both technical competence and interpersonal behavior. Alasad et al. (2015) found that patients who perceived nurses as attentive and caring reported higher satisfaction with hospital care. Similarly, Batbaatar et al. (2017) identified interpersonal communication and provider attitudes as key determinants of patient satisfaction across healthcare settings. These findings support the results of the present study, emphasizing that caring behavior is a crucial determinant of inpatient satisfaction.

Strengthening nurses' caring behavior is essential to improving the quality of nursing services. Hospitals should prioritize caring-based nursing practices through continuous education, training programs, and professional development initiatives. In addition, systematic evaluation of nursing performance is necessary to ensure that caring principles are consistently applied in daily clinical practice (Sugiyono, 2011; Polit & Beck, 2017). By reinforcing caring behavior as a core nursing competency, healthcare institutions can enhance patient satisfaction and overall service quality.



4. CONCLUSION

This study concludes that there is a significant relationship between nurses' caring behavior and inpatient satisfaction at RS TK. III Dr. Reksodiwiryo Padang in 2025. Patients who perceived nurses' caring behavior positively tended to have higher satisfaction levels. Hospitals are encouraged to maintain and enhance nurses' caring behaviors through continuous training, professional development programs, and systematic evaluation to improve patient satisfaction and overall healthcare quality.

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