Nurse Caring Behavior on Patient Satisfaction in Hospitals

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ABSTRACT

The caring behavior of the nursing staff is important in fulfilling patient satisfaction, the behavior is an indicator of service quality at the hospital. This study aims to determine the relationship of nurses caring behavior with patient satisfaction, to identify the description of nurses caring behavior, and to identify the description of hospital patient satisfaction. The sampling technique used in this study was purposive sampling with a total sample of 136 patients. The instruments used to measure the variables in this study were the patient satisfaction questionnaire (PSQ) and caring behavior inventory (CBI). The data obtained were analyzed by the Spearman correlation test. After analyzing the data, r = 0.615 (p <0.05) is obtained, proving that there is a significant relationship between nurses caring behavior with patient satisfaction values. In this study also produced a description of nurses caring behavior and patient satisfaction which was categorized into four, namely 54.4% good, 34.5% enough, 10.3% less, and 0.7% bad for nurses caring behavior. While the picture of patient satisfaction is categorized as very satisfied amounting to 13.2%, satisfied 65.5%, dissatisfied 20.6% and very dissatisfied 0.7%. Based on the results of the study obtained it can be concluded that the caring behavior of nurses is directly proportional to the sense of patient satisfaction.

ABSTRAK

Kata kunci:

Perilaku caring, kepuasan pasien, dan perawat

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Perilaku Caring tenaga keperawatan merupakan hal yang penting dalam pemenuhan kepuasan pasien, perilaku tersebut menjadi salah satu indikator mutu pelayanan pada rumah sakit. Penelitian ini bertujuan untuk mengetahui hubungan perilaku caring perawat dengan kepuasan pasien, untuk mengidentifikasi gambaran perilaku caring tenaga perawat, dan untuk mengidentifikasi gambaran kepuasan pasien rumah sakit. Teknik pengambilan sampel yang digunakan pada penelitian ini adalah purposive sampling dengan jumlah sampel sebanyak 136 pasien. Instrumen yang digunakan untuk mengukur variabel-variabel pada penelitian ini yaitu *Patient Satisfaction Questionnaire* (PSQ) dan caring behaviour inventory (CBI). Data yang diperoleh dianalisis dengan uji korelasi Spearman. Setelah dilakukan analisis data maka diperoleh nilai r=0.615 (p < 0,05), membuktikan ada hubungan yang signifikan perilaku caring perawat dengan nilai kepuasan pasien. Dalam penelitian ini juga menghasilkan gambaran perilaku caring tenaga perawat dan kepuasan pasien yang dikatagorikan menjadi empat yaitu baik sejumlah 54,4%, cukup 34,5%, kurang 10,3%, dan buruk 0,7% untuk perilaku caring perawat. Sedangkan gambaran kepuasan pasien yaitu katagori sangat puas sejumlah 13,2%, puas 65,5%, tidak puas 20,6% dan sangat tidak puas 0,7 %. Berdasarkan hasil penelitian yang diperoleh dapat disimpulkan bahwa perilaku caring tenaga perawat berbanding lurus dengan rasa kepuasan pasien.

INTRODUCTION

Good health service is the hope of all patients who come for treatment at the hospital. Thus increasing the motivation of health service providers such as hospitals to put more effort into advancing and improving the quality of services provided to the community.

One of the services that is the right of everyone and is guaranteed by the 1945 constitution is health services, both individually and in groups in the community. In the current era of technological progress, we must prioritize consumer excellence which must be oriented to the value of patient satisfaction.

Every patient's expectation of quality health services is of course, so that health service providers such as hospitals must strive to meet these minimum standards. Patients will try to find the best health services for themselves, until they get it and if they get health services according to their expectations, they will remember it and use it again when they need it both for themselves and their families or others (Pohan, 2007).

One of the organizations providing health services to the community is a hospital, in which there are many elements such as medical personnel, nursing, pharmacy, nutrition, physiotherapists, analysts and other personnel. In addition, it is also supported by adequate facilities and infrastructure so that the process of providing health services including medical services and nursing care and other services can be optimally provided (Armstrong et al., 1996).

At this time the competition is getting tighter so expect all service providers such as hospitals to be able to provide the best service to the community. People will look for and get the products they need in the form of goods and services such as getting health services in hospitals (Assauri, 2003).

People are getting smarter in making their choices regarding the need for health services, they will not choose a hospital that they think does not provide services that meet their expectations. They will reuse the services they have used when they get good service when they receive it at a hospital. A good patient experience when they are admitted to a particular hospital will be the basis for them to come back to the hospital when they need health service assistance (Otani, Kurz, Barney, & Steven, 2004).

One of the health services in hospitals that can be an indicator of the quality of health services and play a role in determining patient satisfaction is nursing services. Quality nursing services can be carried out, one of which is by paying attention to the caring behavior aspect of nurses which is the core in carrying out professional nursing practice to patients (Anjaswarni, 2002).

Caring behavior of nursing staff becomes very important in carrying out nursing practice in achieving patient satisfaction who receives services. Patient satisfaction is one of the main indicators that must be achieved by every hospital, so that it automatically becomes a reflection of the quality of hospital services to patients. Nurses who are caring in carrying out nursing care to patients have an influence in achieving patient satisfaction in hospitals (Prompahakul, Nilmanat, & Kongsuwan, 2011).

As service providers to patients, nurses are expected to be able to provide services that are responsive, competent, polite, credible, sensitive, in providing services to patients and have sensitivity to the surrounding environment (Kotler, 2007).

Based on the results of research conducted by Rafii, Hajinezhad, & Haghani (2007), the average patient satisfaction data was 84.76 (SD = 15.65), in the standard score range set 25 - 125. The measuring instrument used in this study namely the patient satisfaction instrument (PSI). Furthermore, the study also obtained data that there was a positive correlation between caring for nurses and patient satisfaction (r=0.72, p<0.001). The number of samples in this study were 250 inpatients.

In accordance with current patient demands, caring behavior is the right way to be able to provide quality nursing care services to patients in accordance with professional beliefs and standards that have been set.

Caring behavior expected by nurses in nursing is behavior based on several components, including: (1) prioritizing human values (human altruistic), (2) instilling trust-hope (faith-hope), (3) developing sensitivity self and others (sensitivity), (4) a relationship of mutual trust and mutual help (helping-trust), (5) Expressing positive feelings and negative feelings, (6) Able to solve systematic problems well (7) the existence of a learning process and teaching interpersonally, (8) creating a conducive environment (9) meeting basic human needs, and (10) existential-phenomenological (Watson, 1979).

Based on the description of the data above, it is necessary to carry out a study to prove and determine the correlation of caring behavior of nurses with patient satisfaction in hospitals.

METHOD

The type of research used is correlative. This research was conducted at the General Hospital Sembiring Delitua (Hospital type B). The population used in this study were inpatients. Adult patients who have been hospitalized for 3 days or more. The sample obtained in this study amounted to 136 patients.

The measurement method uses a demographic data questionnaire (assessing demographic data of inpatients consisting of gender, age, and education) and a Caring Behavior questionnaire using the Caring Behavior Inventory instrument developed by Wolf (1986, 1994), and the Patient Satisfaction Questionnaire (using the Patient Satisfaction Questionnaire developed by Biering, Becker, Calvin, and Grobe (2006).

This study uses univariate analysis which is presented in the form of a frequency distribution table and percentage of caring behavior of nurses and patient satisfaction and bivariate analysis in this study was conducted to analyze whether or not there is a relationship between caring behavior of nurses and patient satisfaction. In this study, the Spearman correlation statistical test was carried out at a 95% confidence level. If the p-value < 0.05, it means that there is a relationship between the caring behavior of nurses and patient satisfaction in the hospital.

RESULTS AND DISCUSSION

Description of Research Site

Sembiring Delitua General Hospital is located in Delitua Deli Serdang. RSU. Sembiring Delitua accepts several groups of outpatients and inpatients, namely:
1. General Patient
    General patients come from the community who pay for their own examination and treatment costs at the hospital (out of pocket)

2. Patient Insurance

RSU. Sembiring Delitua also cooperates with insurance companies that guarantee health care costs for patients who are insurance participants.

Characteristics of Respondents

The results obtained from this study related to the characteristics of the respondents showed that there were 76 female respondents (55.88%) and 60 male respondents (44.11%). The majority of respondents with high school education were 60 people (44.11%), followed by elementary education as many as 23 people (16.91%), junior high school as many as 22 people (16.17%), DIII as many as 15 people (11.02%), S1 as many as 13 people (9.55%), and S2 as many as 3 people (2,205%). Almost all respondents were married as many as 104 people (76.5%), 25 people were unmarried (18.4%), while 7 people were widowed (5.1%). The majority of respondents have an age of 35 years as many as 69 people (50.7%) and respondents who have an age > 35 years are 67 people (49.3%). Characteristics of respondents include gender, education, marital status, and age. The characteristics of the respondents are shown in table 1.

The Relationship between Caring Behavior for Nurses and Patient Satisfaction

The results of this study were analyzed by statistical test of the correlation of caring behavior of nursing staff with patient satisfaction. Based on the results of data analysis using the Spearman correlation statistical test, it is known that the value of r = 0.615 (p < 0.05) which means that there is a relationship between nurse caring behavior and patient satisfaction, so the hypothesis of this study is accepted. The correlation between the caring behavior of nurses and patient satisfaction is presented in table 2.

Table 1
Distribution of Respondents Based on Demographic Data (N=136)

Karakteristik Responden	Total	Persentase (%)
GENDER		
Man	60	44,11
Women	76	55,88
Education		
SD	23	16,91
SMP	22	16,17
SMA	60	44,11
D III	15	11,02
S1	13	9,55
S2	3	2,205
Marital status		
Not married yet	25	18,4
Married	104	76,5
Widower widow	7	5,1
Umur		
≤ 35 Old	70	51,47
> 35 Old	66	48,52

Table 2
Correlation of Nurse Caring Behavior with Patient Satisfaction

			Caring Perawat	Kepuasan Pasien
Spearman's rho	*Caring* Perawat	*Correlation Coefficient*	1,000	0,615
		Sig. (2-tailed)		0,000
		N	136	136
	Kepuasan Pasien	*Correlation Coefficient*	0,615	1,000
		Sig. (2-tailed)	0,000	
		N	136	136

Nurse Caring Behavior

In this study, nurses' caring behavior consisted of 5 factors. The results of the study on factor 1 (acknowledging human existence) nurse caring behavior was classified into four categories, namely good (50%), sufficient (40.44%), less (8.22), and bad (8.33%) results. These are shown in table 3.

Table 3
Score Category Recognizing Human Existence (N=136)

Faktor 1	Rentang Nilai	Kategori	N	Persentase
Mengenali keberadaan manusia	12 - 20	Buruk	3	8,33
	21 - 29	Kurang	12	8,22
	30 - 39	Cukup	55	40,44
	40 - 48	Baik	68	50

The results of the study on factor 2 (Responding with respect) nurses' caring behavior were classified into 4 categories, namely good (61.02%), sufficient (27.94%), less (8.82%) and bad (8.33). %) the results are presented in table 4 .

Table 4
Score Category Responding With Respect (N=136)

Faktor 2	Rentang Nilai	Kategori	N	Persentase
Menanggapi dengan rasa hormat	11 - 18	Buruk	3	8,33
	19 - 26	Kurang	12	8,82
	27 - 34	Cukup	38	27,94
	35 - 44	Baik	83	61,02

The results of the research on factor 3 (knowledge and professional skills) of nurse caring behavior can be grouped into 4 categories, namely good category (77.20%), sufficient (19.11%), and less (3.7) the results can be seen in table 5.

Table 5
Categories of Professional Knowledge and Skills Score (N=136)

Faktor 3	Rentang Nilai	Kategori	N	Persentase
Pengetahuan dan keterampilan profesional	7 - 11	Buruk	-	-
	12 - 16	Kurang	5	3,7
	17 - 21	Cukup	26	19,11
	22 - 28	Baik	105	77,20

The results of the study on factor 4 (Creating a positive relationship) nurses' caring behavior were classified into four categories as follows; good category (46.32%), sufficient (44.11%), less (8.08), and bad (1.4%) the results are shown in table 6:

Table 6
Category Score Creating a Positive Relationship (N=136)

Faktor 4	Rentang Nilai	Kategori	N	Persentase
Menciptakan hubungan yang positif	9 - 15	Buruk	2	1,4
	16 - 22	Kurang	11	8,08
	23 - 29	Cukup	60	44,11
	30 - 36	Baik	63	46,32

The results of the study on factor 5 (attention to what others experienced) caring behavior of nurses which were classified into four categories including good (71.4%), sufficient (17.6%), less (8.8), and bad (2.2%) the results are presented in table 7 as follows:

Table 7
Categories of Attention Scores to What Others Experience (N=136)

Faktor 5	Rentang Nilai	Kategori	N	Persentase
Perhatian terhadap yang dialami orang lain	3 - 4	Buruk	3	2,2
	5 - 6	Kurang	12	8,8
	7 - 8	Cukup	24	17,6
	9 - 12	Baik	97	71,4

In general, the results showed that nurses' caring behavior was in the good category 52.9%, 36.1% sufficient, 10.3% less, and 0.7% bad. Assessment of the caring behavior of nurses is done by calculating the total score obtained by the respondent. Based on the scoring, the categorization of nurses' caring behavior can be seen in table 8 below:

Table 8
Distribution of Respondents Based on Nurse Caring Behavior (N=136)

Variabel	Rentang Nilai	Kategori	N	Persentase
Perilaku *caring* perawat	138 - 168	Baik	74	54,41
	106 - 137	Cukup	47	34,55
	74 - 105	Kurang	14	10,3
	42 - 73	Buruk	1	0,7

In this study, nurses' caring behavior consisted of 5 factors. The results of the study of the five factors of nurse caring behavior in general were in the good category. Of the five factors of nurse caring behavior, the factor with the highest percentage is factor 3 (knowledge and professional skills). The results of the study are presented in Figure 1:
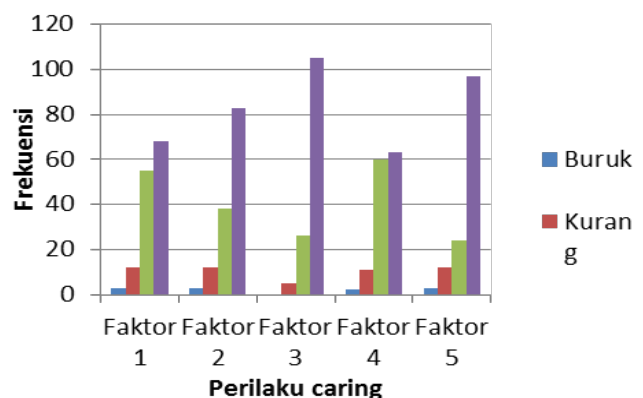

Figure 1

DISCUSSION

The majority of nurses always listen attentively to patients, always give advice to patients, always treat patients as individuals, always greet patients, always provide information to patients so that patients can make decisions, always give respect to patients, always provide support to patients. the patient, always calls the patient by name, is always honest with the patient, always makes the patient feel comfortable physically or emotionally, always processes information related to the patient confidentially, and always ensures his return to the patient.

The results of this research are supported by the nursing theory put forward by Watson (1979), The Philosophy and Science of Caring, which conveys that caring is an interpersonal characteristic that is not genetic, but can be understood through education as one of the cultures of the nursing profession. Furthermore, in the context of nursing, caring is not part of a unique thing but is a form of art and science approach in caring for patients and is central to professional nursing practice (Watson, 1979).

Caring is a center for professional nursing practice in which there is a method and approach taken by nurses dynamically in increasing their care for clients. In practice, this is the essence of nursing as a nurse's responsibility to her patients, knowing thoroughly about her patient's condition, both actual and potential (Watson, 1979).

Caring behavior is the treatment of someone who has a high sense of caring, is sensitive to the surrounding environment, has proficient skills, empathizes with others, is responsible and has high support. This is expected to be able to improve the way of human life to be healthy and increase the ability of individuals and groups based on culture. Nurses must understand the needs of their patients, the level of dependence of the patient on their needs, including the patient's family. In addition, nurses help and give attention and empathy to patients and their families. Caring represents all the factors that nurses use to provide services to patients (Leininger, 1988 in Potter & Perry, 2009).

CONCLUSIONS AND RECOMMENDATIONS

The results of the study obtained data that nurses' caring behavior was grouped into 4 categories, namely good category (54.41%), sufficient (34.55%), less (10.3%), and bad (0.7%). For patient satisfaction the categories were satisfied (65.5%), very satisfied (13.2%), dissatisfied (20.6%), and dissatisfied (0.7%).

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Conflict of Interest Statement

The author(s) declared no potential conflicts of interest with respect to the research, authorship, and/or publication of this article.

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