

## **The Relationship Between Caring Behavior of Nurses and Patient Satisfaction in The Inpatient Ward of Community Health Center**

Lalu Zaidy Abdad<sup>1</sup>, Amalia Mastuty<sup>2</sup>, Vera Yulandasari<sup>1</sup>, Lalu Hersika Asmawariza<sup>1</sup>  
Yayan Hardiansyah<sup>1</sup>

<sup>1,3-5</sup> Faculty of Health Sciences, Universitas Qamarul Huda Badaruddin Bagu, Indonesia

<sup>2</sup> Faculty of Medicine, Universitas Mulawarman, Indonesia

\*Corresponding Author: Lalu Zaidy Abdad, Universitas Qamarul Huda Badaruddin Bagu, Indonesia  
Email: [laluedy61@gmail.com](mailto:laluedy61@gmail.com)

### **ABSTRACT**

Watson defines caring from an existential philosophical base rooted in spirituality. Caring is ideal moral from nursing. Human will exist if dimensions spirituality increased, which shown with reception self, level awareness high self, strength from in self. Caring also means responsibility, with based on connection between nurse with client, where the nurse help participation client, help client get knowledge, and improve health with based on draft major in the theory factor carative, the transpersonal caring relationship, and time caring. Patient satisfaction is a very important factor in evaluating the quality of nursing services provided by nurses in hospitals and nurses' caring behavior is one aspect related to nursing services because caring includes interpersonal relationships and influences the quality of service and patient satisfaction. The design of this study is quantitative descriptive analytic with a cross-sectional approach. The number of respondents was 58 people who were selected by probability sampling techniques , especially simple random sampling. The instrument used is Watson caring questionnaire nurses and questionnaires satisfaction patient with analysis univariate and bivariate and significant p-value and Spearman Rank correlation. The results of the study This show that part big nurse in the room care stay Community Health Center Sengkol show high caring behavior based on approach Jean Watson's theory, and the majority patient feel satisfied to very satisfied to services received. The results of the Spearman Rank statistical test show existence significant and strong relationship between caring behavior of nurses with satisfaction patients ( $p = 0.001$ ;  $r = 0.625$ ). This confirm that caring behavior is aspect important in form experience positive patients during under maintenance.

**Keywords:** Watson caring, Nurses, Patient satisfaction

### **INTRODUCTION**

Watson identified Lots assumptions and some principles base from caring science.<sup>1</sup> Watson believes that soul somebody No can limited by space and time. However, without care, disease persists and optimal health remains unattainable. Caring is essence nursing and contains the meaning of responsiveness between nurses and patients.<sup>2</sup> Caring can help somebody more controlled, more knowledgeable, and able improving health. World Health Organization (WHO) data from 2021 shows data on level satisfaction patient hospitals in various countries consisting of from more from 6 million input patient in maintenance health in 25 countries. The level of satisfaction the highest patient namely in Sweden with index satisfaction reached 92.37%, Finland (91.92%), Norway (90.75%), USA (89.33%), Denmark (89.29%), while the level satisfaction patient lowest namely Kenya (40.4%) and India (34.4%).<sup>3</sup>

Patient satisfaction is one of the important indicators used to assess the quality of health services, including nursing services. Patients who receive good communication, timely assistance, attention, and emotional support from nurses tend to have a more positive perception of the services provided. Conversely, lack of caring behavior may lead to dissatisfaction, even when the technical aspects of care have been carried out according to standards. Data from the World Health Organization (WHO) in 2021 showed differences in patient satisfaction levels among countries, with several developed countries such as Sweden, Finland, Norway, the United States, and Denmark having high satisfaction levels, while some countries still showed relatively low satisfaction. This condition indicates that patient satisfaction remains a global concern and is closely related to the quality of interaction between health workers and patients.

In the context of inpatient services at Community Health Centers, nurses have a strategic role because they are the health workers who interact most frequently with patients. The implementation of caring behavior based on Watson's theory is expected to improve patient comfort, build trust, and increase satisfaction with the nursing services received. However, patient satisfaction can be influenced by various factors, including the quality of nurse-patient communication, responsiveness, empathy, and the consistency of care provided. Based on this background, it is important to examine the relationship between nurses' caring behavior and patient satisfaction in the inpatient ward of the Community Health Center, so that the results can be used as a basis for improving the quality of nursing services.

## METHODS

The research design used in this study is a descriptive correlation research design with a cross-sectional analytical design.<sup>4</sup> A cross-sectional research design is a type of research that emphasizes the measurement/observation time of independent and dependent variable data only once. The study was conducted at Sengkol Community Health Center, Pujut Sub-district, Central Lombok. The sample size was 58, calculated using the Slovin formula.<sup>5</sup> Data analysis included univariate analysis for respondent characteristics and variables, and bivariate Spearman Rank test for variable relationships. All data processing used SPSS version 25 software with significance level  $\alpha=0.05$ .<sup>6</sup>

## RESULTS

Explanation results study has arranged previously in narrative and tabular format, with analysis univariate and bivariate and significant p-value and Spearman Rank correlation.

**Table 1.** Distribution of Nurses ' Caring Watson for Inpatients at Community Health Centers Sengkol

| Caring Category | Frequency (n) | Percentage (%) |
|-----------------|---------------|----------------|
| Tall            | 38            | 65.5           |

|        |    |      |
|--------|----|------|
| Enough | 15 | 25.9 |
| Low    | 5  | 8.6  |

Based on Table 4.1, it is known that that part big respondents evaluate caring behavior of nurses is in the category high, namely as many as 38 respondents (65.5%). A total of 15 respondents (25.9%) assessed it nursing caring category sufficient, and only 5 respondents (8.6%) considered it caring behavior of nurses is in the category low. This data show that nurse in the room care stay Community Health Center Sengkol has apply Watson's caring principles in general dominant in give service to patient.<sup>7</sup>

**Table 2.** Distribution of Satisfaction Levels Inpatients at the Community Health Center Sengkol

| Category Satisfaction | Frequency (n) | Percentage (%) |
|-----------------------|---------------|----------------|
| Very satisfied        | 15            | 25.8           |
| Satisfied             | 24            | 41.4           |
| Enough Satisfied      | 16            | 27.6           |
| Not satisfied         | 3             | 5.2            |

Table 4.2 shows distribution level satisfaction patient to service nursing. The majority patients were satisfied (41.4%) and very satisfied (25.8%), which indicates that perception they to service nurse in a way general is positive. Some respondents (27.6%) stated Enough satisfied, whereas only 3 respondents (5.2%) stated No satisfied. This is describe that service nursing at the Community Health Center Sengkol has fulfil part big hope patient.

**Table 3.** Results of the Spearman Rank Test of the Relationship between Nurses ' Caring and Watson with Satisfaction Patient

| Variables                              | Correlation Value (r) | Significance (p-value) |
|----------------------------------------|-----------------------|------------------------|
| Caring Watson and Satisfaction Patient | 0.625                 | 0.001                  |

Based on Table 4.3, the results of the Spearman Rank test show that there is significant relationship between caring behavior of nurses with level satisfaction patient. The correlation value obtained of 0.625 indicates existence strong relationship, whereas p-value of 0.001 ( $p < 0.05$ ) indicates that connection the meaningful in a way statistics. With thus, the more high implementation Watson's caring behavior by nurses, then the more high level satisfaction patient.<sup>8</sup>

## DISCUSSION

Research result This show that most nurses in the room care stay Community Health Center Sengkol show high caring behavior based on approach Jean Watson's theory, and the

majority patient feel satisfied to very satisfied to services received. The results of the Spearman Rank statistical test show existence significant and strong relationship between caring behavior of nurses with satisfaction patients ( $p = 0.001$ ;  $r = 0.625$ ).<sup>9</sup> This confirm that caring behavior is aspect important in form experience positive patients during undergo maintenance.

In Jean Watson's view, caring is not only just action technical in practice nursing, but rather approach holistic which includes dimensions emotional, spiritual, and social. Caring according to Watson is the core of nursing care shown through ten factor carative, such as build system mark humanistic, instilling trust and hope, as well create connection each other believe between nurses and patients.<sup>1</sup> In the context of study these dimensions the come true in form sincere concern from nurse, ability interpersonal communication, alertness in respond need patients, as well as consistent presence during the care process nursing. All aspect this plays a very important role in form perception patient to quality services received.

Although part big patient feel satisfied, results study this also shows that still there is part small patients (5.2%) who stated no satisfied.<sup>10</sup> Dissatisfaction This Possible caused by factors subjective like high expectations, experience previously less good, or gap between hope patient with fact service. In theory satisfaction customer, feeling satisfied appear If hope fulfilled or exceeded.<sup>11</sup> However if service be under expectations, dissatisfaction will appear, even though service the in a way technical Already in accordance standard.

According to view researchers, results This show that strength service nursing no only lies in the completeness facility or sophistication technology, but also on aspects inherent humanity in attitudes and behavior nurses.<sup>12</sup> Caring based on with sincerity, empathy, and intention serve is form service highest in nursing. In the middle limitations source frequent power faced by the facility primary health such as health center, caring is the main capital that can build trust patients, improve faithfulness to service, and ultimately contribute to the image positive institutions service health.<sup>13</sup>

With This, the results study This confirm importance implementation Jean Watson's caring theory in practice nursing everyday life, especially in the living room care hospitalization. Caring is not just theory, but values and attitudes that if turned on in a way consistent in service, will produce real benefits especially inpatient wards, yielding benefits for patients, nurses, and healthcare institutions.<sup>14</sup>

## CONCLUSION

This study concludes that a statistically significant and strong positive correlation exists between nurses' caring behavior based on Jean Watson's theory and patient satisfaction levels in the inpatient ward of Sengkol Community Health Center ( $p=0.001$ ;  $r=0.625$ ). The majority of nurses demonstrated high caring behavior (65.5%), while most patients reported satisfaction to very high satisfaction with nursing services (67.2%). These findings confirm that implementing Watson's caring principles including transpersonal caring relationships, carative factors, and caring moments serves as a critical determinant of nursing service quality and patient satisfaction. Caring transcends technical procedures, representing a holistic approach encompassing emotional, spiritual, and interpersonal dimensions that foster patient trust and positive healthcare experiences.

## Acknowledgments

The authors express their sincere gratitude to all parties who have provided support and contributions to the completion of this study. Special thanks are extended to the Health Office and Sengkol Community Health Center for granting research permission and their cooperation during study implementation. The authors also convey deep appreciation to all inpatient respondents who willingly participated, dedicating their time and providing valuable information essential to this research. Finally, heartfelt gratitude is expressed to the research supervisors and the entire Nursing Undergraduate Study Program faculty for their invaluable guidance, constructive feedback, and continuous academic and moral support throughout the preparation of this scientific paper.

## REFERENCES

1. Alligood MR. Nursing theory: utilization & application. 5th ed. St Louis (MO): Mosby-Elsevier; 2014.
2. Nursalam. Methodology study knowledge nursing: approach practical. 4th ed. Jakarta: Salemba Medika; 2015.
3. World Health Organization. Global patient satisfaction survey 2021: healthcare quality across 25 countries [Internet]. Geneva: WHO; 2021 [cited 2026 Jan 27].
4. Sugiyono. Research methods quantitative, qualitative and R&D. Bandung: Alfabeta; 2022.
5. Hardani H, Auliya NH, Andriani H, Fardani RA, Ustiawaty J, Utami EF, et al. Research methods qualitative & quantitative. Yogyakarta: CV Pustaka Ilmu Group; 2020.
6. Notoatmodjo S. Health research methods. Jakarta: Rineka Cipta; 2018.
7. Arnike G, Abdul Kadir. Relationship nurse caring behavior with satisfaction patients at the Public Health Center General Polyclinic Besiq Regency West Kutai 2022. Health Inf Res J. 2023;15(1):1-9.
8. Rusnoto R, Cholifah N, Kusmiyati Y. Relationship service nursing and communication therapeutic with satisfaction inpatients at Dr. Loekmono Hadi Kudus Regional Hospital. Proc Univ Res Colloq. 2019:838-49.
9. Agustina A, Supriadi, Arsyawina. Relationship nurse caring behavior with satisfaction inpatients class III at AW Sjahranie Regional Hospital Samarinda [thesis]. Samarinda: East Kalimantan Health Polytechnic; 2019.
10. Marini. Overview of satisfaction levels patient to service nursing in the Rose Room of Datu Sanggul Rantau Regional Hospital [thesis]. Banjarmasin: Lambung Mangkurat University; 2010
11. Sujarweni VW. Methodology study business & economics. Yogyakarta: Pustaka Baru Press; 2021.
12. Suta IW. Management service nursing in hospitals. Yogyakarta: Pustaka Baru Press; 2018.
13. Peraturan Menteri Kesehatan Republik Indonesia Nomor 72 Tahun 2016 tentang Standar Pelayanan Farmasi di Rumah Sakit. Jakarta: Kemenkes RI; 2016.
14. Undang-Undang Republik Indonesia Nomor 38 Tahun 2014 tentang Keperawatan. Jakarta: Sekretariat Negara RI; 2014.

15. Kusnanto. Nurses' caring behavior professional. Surabaya: Airlangga University Publishing and Printing Center; 2019.
16. Karo M, Baua E. Caring behavior of Indonesian nurses towards an enhanced nursing practice Indonesia year 2018. *Int J Pharm Res.* 2019;11(1):367-84. doi: 10.31838/ijpr/2019.11.01.043.
17. Langingi A. Nurse caring relationship with satisfaction patients. *J Sci Health.* 2022;1(2):1-6. doi: 10.57151/jsika.v1i2.43.
18. Peraturan Menteri Kesehatan Republik Indonesia Nomor 279/Menkes/SK/IV/2006 tentang Pedoman Pelaksanaan Upaya Kesehatan Bersama Masyarakat (Perkesmas) di Puskesmas. Jakarta: Kemenkes RI; 2006.
19. Amirul Mustofa, Sri Roekminiati, DSL. Administration public health services. [place unknown]: [publisher unknown]; 2020.
20. Andita V, Hermawat W, Hartati NS. The influence amount service care walk, ER care, and care stay to level income of Cideres Regional Public Hospital (RSUD) Regency Majalengka. *J Manag Econ.* 2019;14(2):370-8.
21. Anggraeni B. The relationship between communication therapeutic nurse with satisfaction level patients at the Community Health Center Pleret, Bantul Yogyakarta [thesis]. Yogyakarta: [publisher unknown]; 2015.
22. Dian Wahyuni Desimawati. Relationship service nursing with satisfaction level inpatients at the Community Health Center Summersari Regency Jember [thesis]. Jember: [publisher unknown]; 2013.
23. Fatmawati A. The use of Indonesian in public space media. *Suar Betang.* 2023;13(2):29-43.
24. Holland K. Cultural awareness in nursing and health care: an introductory text. 3rd ed. New York: Routledge; 2017.
25. Sari R. Description of nurses' caring behavior to patients in the Installation Central Surgery, Dr. Kariadi General Hospital, Semarang [thesis]. Semarang: Diponegoro University; 2009.