

# Patient Satisfaction Increases Towards Nurses Who Have a Caring Attitude in The Inpatient Room of a Hospital in Jakarta

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## Abstract

**BACKGROUND:** Caring is a holistic nursing that is useful to support the healing process of the client and how to establish relationships with the client's client and responsible for the client's condition. Caring is an attitude, respect, care, respect for each other which means giving more attention to others by learning the person's way of thinking and the way in which someone acts.

**AIM:** The purpose of this study is: aims to determine the relationship of nurses caring attitudes to the level of patient care satisfaction in The Inpatient Room of a Hospital in Jakarta

**METHODS:** This study used cross sectional. The sampling technique adopted a total sampling technique consisted of 90 respondents. Data were analyzed using Spearman rank test.

**RESULTS:** The Spearman Rank test results show patients higher satisfaction when being cared for by nurses who have a high caring attitude. Statistical results show  $p < 0.000$  ( $< 0.05$ ) with  $R < 0.656$  meaning that there is a significant picture and a strong correlation between the caring attitude of nurses and the level of satisfaction of nursing care for patients in the inpatient room. Patients have high satisfaction as much as 81.1% ( $n=73$ ) towards nurses who have a caring attitude. Patients have less satisfaction as much as 1.1% ( $n = 1$ ) towards nurses who lack a caring attitude.

**CONCLUSION:** Nurses who have a caring attitude in providing nursing services can increase patient satisfaction. Nursing management needs to create a program that can improve the caring attitude of nurses in providing services because caring is one of the factors of patient satisfaction. High patient satisfaction can provide an overview of the quality of hospital services. Nurses need to continue to hone a caring and professional attitude in providing nursing services.

**Keywords:** patient satisfaction, nurses, caring attitude, hospital.

## INTRODUCTION

In nursing services a caring attitude is needed but not all nurses serve patients with a caring attitude, this can be seen from the nurses who work in the treatment room showing that nurses are more focused on serving biological needs, and pay less attention to the patient's affective. Caring attitude gives nurses the ability to understand and help patients. This happens because nursing services are part of a health care system that depicts humans, and provides comprehensive services to all aspects of life, namely bio, psycho-social and spiritual (Nursalam, 2011).

Conducted by Fikri (2017) at RSAU Bandung showed that 77% still had bad caring behavior, the results of initial observations revealed that four of the five patients interviewed said that nurses were less caring for patients, which was marked by the lack of care for nurses towards patients, so patients complained that nurses in the room did not pay attention to patient comfort. , never gave a touch and lack of explanation from the nurse regarding the procedures and actions to be taken. In addition, the division of duties of nurses did not go well and rarely gave praise and touch to patients.

(Rifai's research (2013) caring behavior that does not pay attention to patients, carried out by nurses the percentage is 57.7% and the rest are not caring. Desimawati's research (2013) on the description of nursing with the level of satisfaction of inpatients, in the aspect of attendance obtained 7 respondents (15.9%) assessed that they were in the good category, while 27 respondents (61.4%) considered them to be in the poor category and 10 respondents (22.7%) are in the category of not good level of satisfaction. In the acceptance aspect, 9 respondents (20.5%) rated the nursing service in the reception aspect as being in the good category, but 29 respondents (65.9%) assessed the nursing service in the reception aspect to be in the poor category and 6 respondents (13.6%) assessed that the nursing service on the reception aspect was in the bad category, the level of satisfaction with the cooperation aspect was in the good category, 25 respondents (56.8%) rated it not good and 3 respondents (6.8%) rated it not good.

The results of a previous study conducted at Bhayangkara Hospital, East Jakarta by interviewing the Head of the Nursing Inpatient Room on September 20, 2017 in the Room 2nd floor, these nurses thought that in treating patients the most important thing was that they have performed nursing actions correctly and provided good health services to patients, it is considered sufficient and there is no need to pay attention to the patient's condition holistically, especially in building a caring attitude. Some of them said it was because of the time and the large number of patients that they did not have the opportunity to do it. This condition certainly must get serious attention from the parties concerned. According to the Regulation of the Ministry of Health of the Republic of Indonesia in 2016 concerning Minimum Service Standards for patient satisfaction, which is above 95% (Guidelines for the Implementation of Intensive Care Unit (ICU) Services in Hospitals, 2010). If a health service is found with a patient satisfaction level below 95%, it is considered that the health services provided do not meet the minimum standards or are of low quality. the phenomenon and background above that the lack of caring attitudes of nurses towards clients in providing nursing services, so further research is needed to uncover these problems

#### Ethics approval

This study was approved by the Health Research Ethics Committee, Universitas Binawan (No: 182/S-Ext/UBINAWAN.FKK/VII/2020) and was approved by Hospital (No: B/3344/VII/2020/RS.Bhay.Tk.I). Before collecting data, each respondent had signed informed consent, and was informed about their voluntary participation, their identities anonymous, and no personally identifiable information is taken to ensure confidentiality. The data are deleted permanently after data collection is completed.

## Methods

### Study design

This research was quantitative research with a cross-sectional research design. Independent variable is nurse caring attitude and dependent variable is the patient satisfaction with nursing services

### Sample/participants

The study was conducted in Jakarta for 3 mo. The population of this study was 90 patients. This study used total sampling, the sample was 90 respondents. Inclusion criteria were the patients who have been hospitalized, The time interval between first hospitalization and re-hospitalization is 4 months, Willing to be a research subject. Exclusion criteria were limited capacity of previous inpatient facilities, The distance between previous hospitalizations was more than 4 months, and not willing to be a research subject.

### Instrument

This study was used caring Behaviors Inventory (CBI-24) and Service Quality questionnaire. CBI-24 is developed based on Waston's theory and uses 4 aspects of caring. This measuring instrument uses a Likert scale (4 points) which reflects caring behavior according to the nurse's perception. CBI-24 was developed by Waston (1979) and tested to determine the behavior of care in the surgical treatment room. CBI-24 has 24 questions regarding caring behavior in providing nursing care. CBI-24 is a favorable question on all parameters. The CBI-24 questionnaire has a Cronbach's alpha of :0.922, with a p-value of 0.000.

Patient satisfaction level (Service Quality) This questionnaire was developed by Zeithaml & Barry (1994) and developed by Nursalam (2014) which is used in Indonesia to assess patient satisfaction and is the instrument most often used in Indonesia in

patient satisfaction research. This questionnaire has 20 favorite questions on all questions.

### Data Collection

Researchers first obtained permission from the university and hospital before starting to collect patient data. Through ethical tests and procedures in hospitals and universities, where this year the covid 19 pandemic is still happening, licensing in hospitals must meet several selections for health protocols to avoid covid 19 for patient safety. However, data collection was carried out by questionnaires that did not make direct contact with respondents, respondents were guided by using online questionnaires that could be filled out via their respective mobile phones, while being guided by keeping a distance.

### Data Analysis

Data in this study have been analyzed using the SPSS program version 24.0 (IBM Corp. Armonk, New York, USA), and presented with tables. Categorical data are presented with frequency and percentage. analysis on both variables using the Spearman Rank test.

## Results

Table 1 shows about the level of nurse caring and level of patient satisfaction. The most nurses have a very good caring attitude of 91,91% and the patient has a satisfactory level of satisfaction as much as 81.1%.

Table 1. Description of the level of nurse caring and level of patient satisfaction

	Frequency (n)	Percentage (%)
<b>Nurse caring level</b>		
Not Caring	8	8.9
Caring	82	91.1
Total	90	100
<b>Patient satisfaction level</b>		
Not enough	1	1.1
Enough	16	17.8
Very Enough	73	81.1

Table 2. shows about correlation between nurse caring attitude to patient satisfaction level. shows the results of the caring attitude of nurses to the level of satisfaction of nursing services have a high level of satisfaction with caring attitudes as many as 73 people (81.1%), while those who have sufficient satisfaction with caring nurses are 9 people (10%), and respondents who have less satisfaction level have uncaring of nurses as much as 1 person (1.1%). This study uses the Spearman rank statistic test, the results obtained are p-value = 0.000 with R = 0.656; then  $p < 0.05$ , so it can be concluded that  $H_a$  is accepted and  $H_0$  is rejected, which means that there is a picture of the caring attitude of nurses on the level of satisfaction of patient nursing services in Inpatients.

Table 2. Correlation of nurses caring attitude to patient satisfaction level

Satisfaction Level	Nurse caring				Total	P Value	R	
	Not Caring		Caring					
	N	%	N	%	n	%		
Not Enough	1	1.1	0	0	1	1.1	0.000	0.656
Enough	7	7.8	9	10.0	16	17.8		
Very Enough	0	0	73	81.1	73	81.1		
Total	8	8.9	82	91.1	90	100		

## Discussion

The results showed that most of the respondents who stated that nurses were caring as much as 91.1%, to patients in Inpatient Room. Caring attitude is an attitude of caring, respecting, and appreciating others, which is seen in daily behavior. Nurses really need caring attitudes and behaviors in everything they do in the nursing care process for patient recovery. According to (Fitri P., 2018) the caring behavior of nurses is very necessary in meeting patient needs from physical, emotional and spiritual to support patient recovery.

Yuni and Durrotul's research (2010) stated that of 27 respondents at Hospital Surabaya, most of the respondents as much as 74.1% had good caring behavior attitudes. Because the attitude of caring behavior of nurses is an interaction that occurs between patients and nurses both emotionally, physically and spiritually that can produce satisfaction to the patient. The caring attitude is not only about whether the nurse is always there when the patient is called, but the caring attitude includes the values of unity that can build a picture of mutual trust, honesty, sensitivity to self and others, and empathy.

The results of this study showed that respondents who stated a high level of satisfaction were 81.1%, while those who stated a sufficient level of satisfaction were 17.8%, and respondents who stated a low level of satisfaction were 1.1% in inpatient. The level of patient satisfaction in hospital care is closely related to what the patient has received and how the service has been provided by the hospital. The services of a hospital when supported by the nursing process that is in it. Patient satisfaction can also be influenced by the caring behavior and attitude of nurses who show concern in providing nursing care for the recovery of patients while in hospital (Ilkafah, 2017). Ilkafah's research shows that patient satisfaction is illustrated by the caring behavior of nurses which is expressed by  $p\text{-value} = 0.006$ , professional nurses will provide services in the form of caring behavior in daily nursing care. Satisfactory and quality service will form patient loyalty and satisfaction. Satisfaction is also a person's feelings about pleasure or disappointment as a result of comparing reality and expectations.

Wahyudi et al. (2017) states that nurses' caring attitudes can also be influenced by several internal factors within the scope of their work, such as awards given by the hospital to nurses, motivation from superiors, and length of work. Wahyudi's research shows that the award given gives a significant picture of the caring behavior of nurses with  $p\text{-value} = 0.02$ , while the length of work has a  $p\text{-value} = 0.008$  for caring behavior of nurses, but on motivation does not show any picture with the results of  $p\text{-value}=0.219$  on the caring attitude of nurses. Nurses who have a caring spirit for their patients in their work can increase patient satisfaction.

### Implication for nursing management and practice

Nursing services in providing caring attitudes in their daily life need to hold standards, or unit operational procedures so that they can continue to maintain a caring attitude towards patients. Because in this case the nurse's caring is often one of the factors of patient satisfaction. High patient satisfaction will give the image or good name of health services in the eyes of the community. So that the quality of professional nursing services in accordance with ethical values, norms and responsibilities needs to be improved. The results of this study indicate that the caring attitude of nurses can affect the level of patient satisfaction, so that if the patient is satisfied with the services provided, it will have an impact on improving the quality of hospital services.

### Limitation of the study and future recommendations

This research was conducted quantitatively so that the data obtained less depth about patient satisfaction with caring nurse. This study is based only on a questionnaire conducted in relatively short time, due to the covid 19 pandemic so it is possible that there are answers that are not appropriate. So that In future research, it is hoped that observations can be made carried out periodically while the patient is in hospital in order to know the caring attitude of nurses to patient satisfaction.

Nurses are expected to always maintain the caring behavior that has been possessed in every nursing action, carry out caring behavior without distinguishing the status or position of the patient. Implement caring behavior properly, especially improvement in meeting the basic and spiritual needs of patients so that they can provide satisfaction for patients as recipients of health services and maintain the integrity of caring behavior of nurses both to patients, patient families, colleagues, and other health teams as a hallmark of nursing care.

## Conclusion

Univariate analysis showed that most of the respondents stated that nurses who were caring were high, the level of patient satisfaction was high during hospitalization too. analysis using rank spearmen test shows a significant picture and a strong correlation between the caring attitude of nurses on the level of satisfaction of nursing services for patients in inpatient.

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