

THE CORRELATION OF NURSES' CARING BEHAVIOR OF PATIENT SATISFACTION AT INPATIENT ROOM A CILILIN HOSPITAL IN 2024

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ABSTRACT

Patient satisfaction will be achieved when patients get services that meet their needs and expectations. One way to carry out professional nursing care is to get patient satisfaction by carrying out the caring behavior of nurses. Caring is the core or focus in nursing as a form of professional nursing practice. Caring behavior displayed by nurses is by providing a sense of comfort, attention, care, empathy, and readiness to help clients. This study aims to analyze the relationship between nurses' caring behavior and patient satisfaction. Quantitative research with a descriptive correlation design using a cross sectional approach. This research instrument used a questionnaire. The population in this study was 1,818. Sampling of research respondents using purposive sampling technique amounted to 30 respondents in inpatient room A of Cililin Hospital. Data analysis using the Chi Square test. The results showed that (50%) of respondents said caring nurses were good and (53.3%) of respondents said they were satisfied. Bivariate analysis obtained the result of $p=0.028 < 0.05$, it can be concluded that there is a relationship between nurses' caring behavior and patient satisfaction in Inpatient Room A of Cililin Hospital. It is expected that nurses can improve caring behavior so as to increase patient satisfaction with nursing services.

Keywords: Caring Behavior, Patient Satisfaction, Nurse