

Research/Review

# The Effect of Nurses' Caring Behaviors on Patient Satisfaction in Nursing Services in the Ignatius Room of Santa Elisabeth Hospital Medan

Mestiana Br. Karo<sup>1</sup>, Elisabeth Zebua<sup>2\*</sup>

<sup>1</sup> Nursing Study Program STIKes Santa Elisabeth Medan, Indonesia

<sup>2</sup> Nursing Study Program STIKes Santa Elisabeth Medan, Indonesia:

[elisabethzebua728@gmail.com](mailto:elisabethzebua728@gmail.com)

\* Corresponding Author: Elisabeth Zebua

**Abstract:** Caring behaviors are the actions that show basic nursing skills, which involve qualities like being patient, honest, confident, present, gentle, and humble when taking care of patients. Patient satisfaction is the feeling of happiness or contentment a patient has when the care they receive meets or goes beyond their expectations. This study looks at how nurses' caring behaviors affect patient satisfaction in healthcare services. The study uses a non-experimental design with a correlational analysis approach, and it's based on data collected at one point in time. The population of the study includes 110 people, and a purposeful sampling method was used to select a total of 67 participants. The tools used to collect data are a questionnaire about nurses' caring behaviors and a questionnaire about patient satisfaction. The data was analyzed using the Spearman rank test. The results show that most nurses (71.6%) have good caring behaviors, and most patients (79.1%) are satisfied with the nursing care they received. The statistical test showed a p-value of 0.001, which is less than 0.05, indicating a significant relationship between caring behaviors and patient satisfaction.

**Keywords:** Caring Behavior; Effect; Nursing Care; Patient Satisfaction; Spearman Rank Correlation.

## 1. Introduction

Satisfaction refers to the emotion felt when an individual compares the outcome or experience of a product or service with their own expectations. This emotion can manifest as joy if expectations are met or disappointment if they are not. This concept is defined by Nursalam (2020) as the feeling that arises when there is a comparison between the actual experience or result of an activity and the individual's expectations, leading to either positive or negative emotions.

In the context of healthcare, patient satisfaction is the emotional response a person has when evaluating the services they receive. It occurs when individuals compare the actual healthcare experience with what they anticipated. This process involves assessing how well the services provided align with their expectations, which can result in a sense of satisfaction or dissatisfaction. According to Kotler as cited in Fardhoni (2023), this evaluation is central to understanding how patients perceive the quality of care they have received.

According to data from the WHO presented in the study, patient satisfaction levels vary across countries. In developed countries, satisfaction rates tend to be higher compared to developing countries. For example, in developing countries, the satisfaction rate of new patients only reaches 80% in terms of services from health workers. However, this figure is still below the expected minimum service standard set by the government at 90% (Langingi, 2022).

According to a survey conducted by the Ministry of Health, where the sample consisted of 738 inpatients from 23 of the largest hospitals in five major cities in Indonesia, it was found

Received: July 12, 2024;

Revised: September 27, 2024;

Accepted: November 28, 2024;

Published: November 30, 2024;

Curr. Ver.: November 30, 2024.



Copyright: © 2025 by the authors.

Submitted for possible open

access publication under the

terms and conditions of the

Creative Commons Attribution

(CC BY SA) license

([https://creativecommons.org/li](https://creativecommons.org/licenses/by-sa/4.0/)

[censes/by-sa/4.0/](https://creativecommons.org/licenses/by-sa/4.0/))

that the main problem was the complaints of 65.4% of patients related to the behavior of nurses who were considered unfriendly, lacking empathy, and rarely smiling (Purba & Karo, 2022). From research data conducted at a hospital in North Sumatra involving 196 hospitalized patients, it was found that the patient satisfaction rate reached 71.4%, which is equivalent to 140 patients. Meanwhile, 28.6% or 56 patients expressed dissatisfaction (Wijanarko, 2021).

A survey conducted on January 15, 2024, among patients in the Ignatius inpatient unit at Santa Elisabeth Hospital Medan revealed that out of ten patients, one expressed high satisfaction, four reported being satisfied, and five indicated dissatisfaction. The survey findings indicate that there remains a level of dissatisfaction among patients regarding the treatment services provided in the Ignatius inpatient unit of Santa Elisabeth Hospital Medan.

Patient dissatisfaction can stem from a variety of factors. First, the incompatibility between the services provided and the patient's expectations. For example, slow service or inappropriate intervention with expectations. In addition, employee behavior can also be a factor, such as a lack of effective communication to build a good relationship with patients. An inadequate physical environment, such as an uncomfortable atmosphere or unhygienic physical conditions, can also lead to dissatisfaction. Other factors include distances that are too far, causing waste of time and costs that are not proportional to the services provided, as well as incompatibility between promotions or advertisements and the reality received by patients (Nursalam, 2020).

If patients feel that the services they receive are not up to their expectations, they are more likely to express complaints. Dissatisfied patients tend to share their negative experiences with others. In order to achieve patient satisfaction, hospitals need to plan and organize systems that allow them to attract more patients and maintain the trust of existing patients to remain loyal (Fardhoni, 2023).

Health services that show attention and concern from medical staff can increase patient satisfaction in hospitals and improve quality of the hospital. In an era of globalization full of competition among hospitals, improving services is a must to ensure customer satisfaction and also to increase hospital profitability. If the level of patient satisfaction decreases, this can result in a decrease in the number of patients, which means a low quality of service, which in turn can reduce hospital revenue (Wijanarko, 2021).

Patients want their health problems diagnosed and treated appropriately, so that they can recover or reduce the symptoms they are experiencing. If the results are unsatisfactory, patients are likely to seek other healthcare facilities for treatment and treatment. Patients who are happy with the health services they receive are more likely to go back to those services for further treatment. Patients will continue to look for health facilities that can meet their expectations for health service performance (Karaca & Durna, 2019).

Patients who feel satisfied with their treatment have a higher tendency to adhere to a pre-established medical treatment plan. This has a positive impact on the patient's health. Satisfied patients often recommend treatment facilities to their closest relatives and relatives. Patient opinions are a valuable source of information for healthcare providers to understand the needs that patients consider important. Therefore, this information can be useful in health care planning and evaluation (Karaca & Durna, 2019).

According to Purba & Karo (2022), to improve patient satisfaction, steps that can be taken are to improve caring behaviors. Caring behaviors are a form of basic practice in nursing that includes attitudes such as patience, honesty, trust, presence, touch, caring, and humility. The presence of these caring behaviors is very vital in meeting patient satisfaction, this can help patients feel comfortable and speed up their recovery. Caring behaviors can also reduce the risk of worsening the patient's condition, as well as provide comfort to patients who are treated every day.

Evaluating how satisfied patients are is a crucial measure in the healthcare sector. Through surveys in healthcare, evaluations are carried out to measure patient satisfaction, understand their expectations, receive suggestions and input, and continuously improve the quality of services all the time. Therefore, it is important to consistently measure patient satisfaction by using valid and reliable evaluation instruments. This helps in assessing the quality of care as well as determining which aspects need to be prioritized and changed in services based on feedback from patients (Karaca & Durna, 2019).

Based on this background, the author is interested in researching the caring behaviors of nurses on patient satisfaction in nursing services in the Ignatius Room of Santa Elisabeth Hospital Medan.

## 2. Literature Review

Enhancing the quality of health services is also crucial for increasing patient satisfaction. Patient service is a fundamental function of every healthcare provider. Patients are increasingly curious and expect additional services that exceed their expectations, with increasing expectations of their services and needs, hospitals must provide superior healthcare services to patients and meet their needs (Manzoor et al., 2019).

Improving effective communication is also important in creating patient satisfaction during hospital stays. Nurses should understand that clear and effective communication plays a significant role in supporting patient recovery and in helping to meet the fundamental needs of patients while they are hospitalized, which can lead to higher levels of patient satisfaction. (Yulviana et al., 2019).

Adequate infrastructure facilities can also affect patient satisfaction such as clean toilet conditions, complete medical equipment, healthy hospital environment, cleanliness of patient rooms, overall tangible infrastructure, and so on. This has a psychological effect on the patient's recovery process, providing comfort for the patient thereby increasing patient satisfaction (Umoke et al., 2020).

Providing health information and education is also an important element in improving patient satisfaction. The role of nurses in providing support and information, as well as providing information to patients and their families about the patient's condition, is crucial in helping them overcome anxiety about the unknown. In addition, adequate information intake affects patient confidence and satisfaction. Health education to patients can improve patient adherence to prescribed medical treatment, reduce anxiety, and improve the ability to cope with symptoms (Karaca & Durna, 2019).

Having a sufficient number of nursing staff is important for improving patient satisfaction with nursing care. When nurses face heavy workloads and experience burnout, it can lower the quality of the services they provide. A shortage of nurses can also lower patients' confidence, trust, and satisfaction in healthcare facilities. For these reasons, increasing the number of nurses in hospitals is seen as a key step in enhancing patient satisfaction with nursing services. (Aiken et al., 2018).

## 3. Materials and Method

This study employed a non-experimental design, utilizing a correlational analysis through a cross-sectional approach. It aimed to examine the relationship between variables without manipulating the independent variables, as the author did not intervene or provide any treatment. The focus was on observing the impact of independent variables, specifically caring behaviors, on dependent variables, which were patient satisfaction levels.

The population of the study consisted of inpatients at the Ignatius Santa Elisabeth Room in Medan, totaling 1,458 patients during the year 2023.

The distribution of patients across months was as follows: January - 106 patients, February - 107 patients, March - 128 patients, April - 111 patients, May - 129 patients, June - 130 patients, July - 117 patients, August - 122 patients, September - 139 patients, October - 131 patients, November - 128 patients, and December - 110 patients. These figures were obtained from medical records, with an average of 110 respondents per month. The inclusion criteria required participants to be between the ages of 18 and 70, and to be capable of reading and understanding Indonesian. Exclusion criteria included patients who had received treatment for more than 24 hours. The sample size was determined using Vincent's formula, resulting in a total of 67 participants.

The questionnaire measuring caring behaviors consisted of 40 questions adapted from Karo (2019). This questionnaire had already been tested and did not require revalidation. The patient satisfaction questionnaire, on the other hand, included 25 questions developed by Nursalam (2020) and used a Likert scale with four response options. The author did not perform validity and reliability tests on the questionnaires because the caring behaviors questionnaire was a standard version adapted from a previously validated and reliable instrument by Karo (2019), and the patient satisfaction questionnaire was taken from Nursalam's (2020) book. The author will conduct an ethical review of the research proposal to assess its feasibility and will then obtain a research permit from Santa Elisabeth College of Health Sciences Medan for the year 2024, with the permit number 050/KEPK-SE/PE-DT/IV/2024.

#### 4. Results and Discussion

**Table 1.** Demographic Data in the Ignatius Room of Santa Elisabeth Hospital Medan in 2024.

Characteristic	f	(%)
<b>Age</b>		
18-19 Year	1	1,5
20-44	38	56,7
45-59	15	22,4
>60 year	13	19,4
<b>Gender</b>		
Male	30	44,8
Female	37	55,2
<b>Religion</b>		
Islam	9	13,4
Kristen Protestan	44	65,7
Katolik	14	20,9
<b>Education</b>		
SD	2	3,0
SMP	7	10,4
SMA	30	44,8
D1	1	1,5
D3	8	11,9
S1	19	28,4
<b>Work</b>		
IRT	10	14,9
PNS	10	14,9
Wiraswasta	24	35,8
Buruh	12	17,9
Mahasiswa	7	10,4
Dokter	1	1,5
Guru	1	1,5
Perawat	2	3,0
<b>Tribe</b>		
Batak Toba	43	64,2
Karo	9	13,4
Simalungun	3	4,5
Pakpak	2	3,0
Nias	2	3,0
Mandailing	3	4,5
Melayu	2	3,0
Jawa	2	3,0
Aceh	1	1,5
<b>Total</b>	<b>67</b>	<b>100</b>

According to Table 1, the majority of respondents were aged between 20 and 44 years, with 38 individuals (56.7%) in that group, while the fewest respondents were aged 18 to 19 years, with just 1 person (1.5%). Among the gender data, women made up the largest group, with 37 respondents (55.2%), compared to men, who accounted for 30 respondents (44.8%). The majority of respondents identified as Protestant Christians, with 44 individuals (65.7%), while the smallest group identified as Muslim, with 9 respondents (13.4%).

Regarding education level, the most common was high school, with 30 respondents (44.8%), whereas the least common was D1 level, with only 1 respondent (1.5%). In terms of occupation, the largest group was self-employed individuals, with 24 respondents (35.8%), while the fewest were doctors and teachers, each with 1 respondent (1.5%). The most

represented tribe was the Toba Batak, with 43 respondents (64.2%), and the least represented was the Aceh tribe, with just 1 respondent (1.5%).

**Table 2.** Respondents by Caring Behaviors in the Igantius Room of Santa Elisabeth Hospital Medan in 2024.

<i><b>Caring Behaviors</b></i>	<b>F</b>	<b>%</b>
Excellent	11	16,4
Good	48	71,6
Enough	8	11,9
Less	0	0
<b>Total</b>	<b>67</b>	<b>100</b>

From Table 2, it is evident that the majority of respondents demonstrated good levels of caring behavior, with 48 individuals (71.6%) falling into this category. The least common response was 'sufficient,' which was reported by 8 respondents (11.9%).

**Table 3.** Patient Satisfaction in the Igantius Room of Santa Elisabeth Hospital Medan in 2024.

<b>Patient Satisfaction</b>	<b>F</b>	<b>%</b>
Very satisfied	8	11,9
Satisfied	53	79,1
Dissatisfied	6	9,0
Very dissatisfied	0	0
<b>Total</b>	<b>67</b>	<b>100</b>

Based on Table 3, the findings indicate that the highest level of respondent satisfaction was 'satisfied', with 53 respondents (79.1%) expressing this level, while the lowest level of satisfaction was 'dissatisfied', with 6 respondents (9.0%) indicating this response.

**Table 4.** Influence Test Between Nurses'Caring Behaviors on Patient Satisfaction in the Igantius Room of Santa Elisabeth Hospital Medan in 2024.

<b>Correlations</b>		<b>Category Caring</b>	<b>Patient Category</b>	<b>Satisfaction</b>
Spearman's rho Category Caring	Correlation	1.000	.729**	
	Coefficient			
	Sig. (2-tailed)	.	.000	
	N	67	67	
	Patient	Correlation	.729**	1.000
	Satisfaction	Coefficient		
Category	Sig. (2-tailed)	.000	.	
	N	67	67	

**\*\*.** Correlation is significant at the 0.01 level (2-tailed).

Based on table 4 with the Spearman Rank statistical test, a p-value of 0.001 ( $p < 0.05$ ) was obtained, with a correlation coefficient of 0.729 which means that there is a strong influence between nurses' caring behaviors on patient satisfaction in nursing services in the Ignatius Room. This also means that the better the caring behaviors of nurses, the higher the satisfaction of the patients being treated.

## 5. Discussions

### Caring behaviors in respondents in the Ignatius room

Based on the findings from the research on caring behaviors, the majority of respondents, specifically 48 individuals (71.6%), rated the caring behaviors as good, while the smallest number of respondents, 8 individuals (11.9%), rated them as quite good. This

indicates that nearly all respondents perceive nursing services as exhibiting good levels of caring behaviors.

The author suggests that caring in nursing services is perceived as quite good due to the belief that nursing services implement adequate caring behaviors.

From the patient's perspective, the level of caring behavior by nurses is considered reasonable. Although nurses themselves rate their services as good, the patients' overall perception of the service quality is quite good.

This assumption is supported by the research conducted by Firmansyah (2019), which found that 52.1% of respondents considered caring behavior to be sufficient. This perception is influenced by how the respondents view the nurses, leading them to believe that the nurses' caring behaviors are still sufficient. When nursing services provide sufficient caring behaviors, respondents tend to have a more positive view of the nurses.

In another study by Husni (2020), the results showed that most respondents (72 respondents or 76.6%) rated caring behavior in nursing services as sufficient. This can be attributed to the varied perceptions of respondents regarding their acceptance of the caring behaviors provided by nurses.

The author also assumes that, in general, most nursing services demonstrate good caring behaviors. As nursing services involve direct interaction with patients, this is closely linked to how nurses demonstrate caring, which helps in building personal relationships with patients. Therefore, the relationship between nurses and patients can be effectively established. Moreover, nursing services can be evaluated based on how they show care, love, and respect to patients, and how they express acceptance and acknowledgment towards them.

This assumption is supported by research carried out by Maay (2019). The study's findings indicate that 61 individuals (69%) responded positively to caring behaviors categorized as good. This demonstrates that over half of the patients felt the care provided was mostly adequate. Most patients reacted positively to good caring behaviors because the nursing services listened attentively to their concerns and created a sense of comfort by building a trusting and empathetic relationship. The nursing staff showed sensitivity to the patients' needs while respecting their dignity. In this context, communication plays a crucial role, as it reflects the attitude and approach of the nursing staff.

### **Patient satisfaction in respondents in the Ignatius room**

Based on the results of the research, the satisfaction level of the respondents was the most satisfied, namely 53 respondents (79.1%) and the fewest was dissatisfied as many as 6 respondents (9.0%). Based on the results of research conducted in the Ignatius Room of Santa Elisabeth Hospital Medan, it shows that patient satisfaction is included in the satisfied category.

The author assumes that respondents who feel dissatisfied are influenced by the nursing services provided where the patient's expectations are not in accordance with the results obtained. In addition, patient dissatisfaction is not only caused by the caring behaviors of nurses but there are other factors that cause patient dissatisfaction.

This assumption is supported by research conducted by Perceka (2020), it is known that 38 respondents (56.7%) stated that they were dissatisfied. This happens because the health services provided are not in accordance with the patient's expectations, so this will make the patient feel disappointed, on the other hand, if the services provided meet or exceed expectations, patient satisfaction will arise. So that services will run effectively and efficiently if health service agencies evaluate and measure patient satisfaction levels.

The author's assumption is supported by research conducted by Wijanarko (2021), that 56 respondents (28.6%) stated that they were dissatisfied. This is because patient satisfaction is not only influenced by the caring attitude of the nurse, but also influenced by other factors including response time, clarity of information, reliability, effective communication and responsiveness provided by the hospital.

The author believes that patient satisfaction begins when the patient is welcomed upon arrival at the hospital and continues throughout their stay until they leave. The patient feels satisfied with the nursing care that shows a high level of empathy, handles nursing challenges in a professional manner, communicates clearly and effectively, and is easy for the patient to

understand. Nurses frequently check on the patient's condition, such as monitoring IV fluids. The services provided are based on the patient's condition rather than their status or rank.

This assumption is supported by the research conducted by Febres & Mercado (2020), which found that approximately 60% of patients were satisfied with the services they received. Patient satisfaction and dissatisfaction are closely tied to their perception of safety and empathy during the care process. Empathy can be directly experienced by patients from the start of their care until the end. Therefore, it is important to create a health system strategy that delivers high-quality services, which contribute both to subjective and objective satisfaction, ultimately helping patients achieve the best possible recovery.

The author assumption is also supported by research from Karaca (2019), which found that 63.9% of satisfied patients described the treatment they received as good. According to this study, nurses should demonstrate more interest in the process of delivering information through effective communication when dealing with patients.

### **Effect of caring behaviors on patient satisfaction in nursing services in the Ignatius room**

The results of the statistical test using the Spearman Rank test obtained a p-value of 0.001 ( $p < 0.05$ ) which means that there is an influence of caring behaviors on patient satisfaction in nursing services in the Ignatius Room of Santa Elisabeth Hospital Medan in 2024.

The authors of this study believe that in general, the caring behaviors shown by nurses have an impact on how satisfied patients are. Actions such as being present, making eye contact, using appropriate body language, speaking with a warm tone, showing empathy, expressing love and respect, listening attentively, and accepting the patient as they are help build a trusting relationship between the nurse and the patient. When nurses demonstrate a friendly and skilled approach while carrying out their duties, it makes the patient feel safe and comfortable.

This idea is supported by the research of Maay (2019), which found that when nursing services show high levels of caring, patients tend to feel more satisfied.

Caring behaviors contribute to better service delivery and make patients and their families more willing to accept care, which helps strengthen the therapeutic relationship.

The author assumption is also supported by the research of Ginting (2022), which indicates that when nurses show openness, empathy, friendliness, good communication skills, listen to patient concerns, and are sensitive to their needs, their caring attitude leads to patient satisfaction and comfort during treatment.

## **6. Conclusion**

The caring behaviors of nurses were concluded to have good caring as many as 48 respondents (71.6%) out of 67 respondents. Patient satisfaction in Ignatius room was concluded to have a satisfied patient satisfaction level of 53 respondents (79.1%) out of 67 respondents. There is a significant influence between caring behaviors on patient satisfaction in Ignatius room with p-value = 0.001 ( $p < 0.05$ ) with a correlation coefficient of 0.729 which means that there is a strong influence between caring behaviors of nurses on patient satisfaction in nursing services in Ignatius Room. This also means that the better the caring behaviors of nurses, the higher the satisfaction of the patients being treated.

It is hoped that future researchers can conduct further research on the factors that influence satisfaction as research considerations.

## **References**

- Aiken, L. H., Sloane, D. M., Ball, J., Bruyneel, L., Rafferty, A. M., & Griffiths, P. (2018). *Patient satisfaction with hospital care and nurses in England: An observational study* (pp. 1–8). <https://doi.org/10.1136/bmjopen-2017-019189>
- Amaliyah, E., Milawati, & Akhmadi. (2020). Relationship of nursing caring behavior with patient satisfaction in hospital. *Malaysian Journal of Nursing*, 11(3), 31–34. <https://doi.org/10.31674/mjn.2020.v11i03.005>

- Calong, K. A. C., & Soriano, G. P. (2018). Caring behavior and patient satisfaction: Merging for satisfaction. *[Nama Jurnal tidak tersedia]*, 11(2), 697–703.
- Christianingsih, N., Kurniawan, M. H., Huda, M. H., & Wahyuni, E. (2022). Caring perawat mempengaruhi kepuasan pasien di instalasi rawat inap. *Jurnal Ilmiah Keperawatan Altruistik*, 5(2), 34–40. <https://doi.org/10.48079/jikal.v5i2.92>
- Creswell, J. W. (2009). *Research design: Qualitative, quantitative, and mixed methods approaches*.
- Dedi, F., Yunaspi, D., Suryani, U., & Yolanda, Y. (2023). *Strategi pelayanan keperawatan untuk meningkatkan kepuasan pasien*.
- Ernawati, E., & Tumanggor, B. E. (2020). Hubungan karakteristik individu dan perilaku caring perawat dengan kepuasan pasien di ruang rawat inap RSUD Abdul Manap Jambi tahun 2019. *Jurnal Ilmiah Universitas Batanghari Jambi*, 20(3), 996–1003. <https://doi.org/10.33087/jiubj.v20i3.1090>
- Fardhoni. (2023). *Pengaruh pelayanan keperawatan dan kinerja perawat terhadap kepuasan pasien*. NEM.
- Febres, R. J., & Mercado, M. R. (2020). Patient satisfaction and quality of care of the internal medicine service of Hospital Daniel Alcides Carrión. Huancayo - Perú. *Revista de La Facultad de Medicina Humana*, 20(3), 397–403. <https://doi.org/10.25176/rfmh.v20i3.3123>
- Firmansyah, C. S., Noprianty, R., & Karana, I. (2019). Perilaku caring perawat berdasarkan teori Jean Watson di ruang rawat inap. *Jurnal Kesehatan Vokasional*, 4(1), 33–40. <https://doi.org/10.22146/jkesvo.40957>
- Ginting, A. A. Y., Pakpahan, R. E., & Br Karo, M. (2022). Hubungan caring behavior dengan tingkat kepuasan pasien rawat inap. *Jurnal Keperawatan Jiwa*, 10(2), 385–392. <https://doi.org/10.26714/jkj.10.2.2022.385-392>
- Grove, S. K., Burns, N., & Gray, J. R. (2015). *Understanding nursing research: Building an evidence-based practice*.
- K. R. Maay, J., Rumaseb, E., & Hermanus, A. (2019). The relationship between nurse caring behavior and patient satisfaction level at inpatient wards of Bayangkara Hospital Jayapura. *Indian Journal of Public Health Research and Development*, 10(7), 889–892. <https://doi.org/10.5958/0976-5506.2019.01690.5>
- Karaca, A., & Durna, Z. (2019). Patient satisfaction with the quality of nursing care. *Nursing Open*, 6(2), 535–545. <https://doi.org/10.1002/nop2.237>
- Karo, M. (2019). *Caring behaviors*. PT Kanisius.
- Karo, M. (2021). *Caring dalam keperawatan* (pp. 2–17). PT Kanisius.
- Karo, M., & Baua, E. (2019). Caring behavior of Indonesian nurses towards an enhanced nursing practice Indonesia year 2018. *International Journal of Pharmaceutical Research*, 11(1), 367–384. <https://doi.org/10.31838/ijpr/2019.11.01.043>
- Kibret, H., Tadesse, B., Debella, A., Degefa, M., & Regassa, L. D. (2022). The association of nurses caring behavior with the level of patient satisfaction, Harari Region, Eastern Ethiopia. *Nursing: Research and Reviews*, 12, 47–56. <https://doi.org/10.2147/nrr.s345901>
- Kozier, B., Erb, G., Berman, A., & Snyder, S. (2010). *Buku ajar fundamental keperawatan: Konsep, proses, & praktik*. EGC.
- Kusnanto. (2019). *Perilaku caring perawat profesional*.
- Langingi, A. (2022). Hubungan caring perawat dengan kepuasan pasien. *Jurnal Sains dan Kesehatan*, 1(2), 1–6. <https://doi.org/10.57151/jsika.v1i2.43>
- Manzoor, F., Wei, L., Hussain, A., & Asif, M. (2019). Patient satisfaction with health care services: An application of physician's behavior as a moderator. *International Journal of Environmental Research and Public Health*, 16(18), 3318. <https://doi.org/10.3390/ijerph16183318>



- Mayeroff, M. (1971). *[Judul buku tidak tersedia]*. Board of Editors of World Perspectives.
- Nursalam. (2014). *Metodologi penelitian ilmu keperawatan* (Edisi ke-3). Salemba Medika.
- Nursalam. (2020). *Manajemen keperawatan* (Edisi ke-6). Salemba Medika.
- Nursalam. (2020). *Metodologi penelitian ilmu keperawatan*. Salemba Medika.
- Perceka, A. L. (2020). Hubungan mutu pelayanan keperawatan dengan kepuasan pasien di ruangan IGD RSUD Dr. Slamet Garut. *Jurnal Ilmiah Administrasi Publik*, 6(2), 270–277. <https://doi.org/10.21776/ub.jiap.2020.006.02.14>
- Polit, D. F., & Beck, C. T. (2012). *Nursing research: Generating and assessing evidence for nursing practice*.
- Polit, D. F., & Beck, C. T. (2018). *Essentials of nursing research*.
- Potter, P. A., & Perry, A. G. (2009). *Fundamental of nursing*. Elsevier.
- Potter, P. A., & Perry, A. G. (2017). *Fundamental of nursing: Second South Asia edition* (E-book). Elsevier.
- Purba, A. S., & Karo, M. B. (2022). The relationship between nurse caring behavior and patient satisfaction level in Santa Marta and Maria Rooms at Santa Elisabeth Hospital Medan in 2021. *[Jurnal tidak tersedia]*, 1(2), 77–86.
- Swanson, K. (1999). What is known about caring in nursing research: A literary meta-analysis. Dalam A. S. Hinsar, S. Feetham, & J. Shaver (Eds.), *Handbook of clinical nursing research*. Sage. <https://doi.org/10.4135/9781412991452.n3>
- Tomey, A. M., & Alligood, M. R. (2006). *Nursing theorists and their work*.
- Umoke, M. J., Umoke, P. C. I., Nwimo, I. O., Nwalieji, C. A., Onwe, R. N., Emmanuel, N. I., & Olaoluwa, A. S. (2020). Patients' satisfaction with quality of care in general hospitals in Ebonyi State, Nigeria, using SERVQUAL theory. *SAGE Open Medicine*, 8. <https://doi.org/10.1177/2050312120945129>
- Watson, J. (2008). *Nursing: The philosophy and science of caring*.
- Watson, J. (2009). Caring science and human caring theory: Transforming personal and professional practices of nursing and health care. *Journal of Health and Human Services Administration*, 31(4), 466–482.
- Wijanarko, W. (2021). Pengaruh sikap caring perawat terhadap kepuasan pelayanan pasien rawat inap terpadu A di RSUP H. Adam Malik Medan. *Health Science and Rehabilitation Journal*, 1(1), 27–34.
- Yulviana, R., Harnani, Y., & Oktaviani, W. (2019). The relationship between effective communication of nurses and the level of patient satisfaction in the inpatient installation of hospital. *Science Midwifery*, 8(1), 24–34.