

**EFFECT OF NURSE CARING BEHAVIOR AGAINST CLIENT SATISFACTION
LEVELS IN NURSING CARE IN PAVILIUN MASKIN OF WALUYO JATI
HOSPITAL KRAKSAAN PROBOLINGGO.**

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Abstrak

Caring Behavior is an attitude, a sense of caring, respectable for others. Improved quality of nursing care is supported by the development of nursing theories, one of which is the theory according to Jean Watson Caring Behavior, so that clients are satisfied with the health services. The purpose of this research is to know is there any Influence Behavior Caring Nurses Against Client Satisfaction Levels In Nursing Care In Space Paviliun Maskin Waluyo Jati Hospital Kraksaan Probolinggo. This research use analytic design correlation with cross sectional approach. The population in this study were all nurses are there in the paviliun Maskin number of respondents and 17 patients who were treated at the Paviliun Lounge Maskin number of 33 respondents. The sampling technique used in this study sample of nurses using the technique of "Total sampling" technique and patient samples using "purposive sampling". The study was conducted on April 2017. The instrument used in this study is a questionnaire respondents level of satisfaction for the patient and nurse observation sheet for respondents. After the data collected includes data collection coding, editing and tabulating, then the data were analyzed manually and using a computer statistical test Wilcoxon. The results showed most of the nurses in the room paviliun apply for poor behavior caring behavior as much as 12 respondents (70.6%), most patients were treated in the paviliun for poor say very satisfactory by 27 respondents (81.8 %). Based on the Wilcoxon Test Statistic shows that the value of the p value of 0.000 with a significance level α of 0.05. Thus, the p value is less than α (0.05) so that it can be concluded that H1 is accepted, which means there is Caring Behavior Influence Client Satisfaction Levels Against Nurses In Nursing Care In Space Paviliun Maskin Waluyo Jati Hospital Kraksaan Probolinggo. Based on this study it can be concluded that the nurse caring behaviors affect the level of client satisfaction in nursing care services. By applying the caring behavior of nurses is expected to provide excellent service to the client, so the client feels safe, comfortable and clients are satisfied with the health services.

Keywords : nursing care behaviour, satisfaction, nursing care

Introduction

Given the demographic shift, socioeconomic shifts, as well as the increasing and increasing complexity of health issues will have an impact on the demands and needs of the public on health services including nursing services. The public is more aware of the rights and obligations to demand the availability of

health services and nursing with a professionally responsible quality, so that the level of community satisfaction on health services is very good. Facing this globalization no other effort needs to be made to make adjustments and improvements to the quality of nursing services. Improved quality of nursing services is supported by the development of nursing theories, one of

which is the theory of Caring Behavior according to Jean Watson (Potter & Perry, 2005).

Caring Behavior is an attitude, a caring, respectful and respectful person, which means giving more attention to a person and how a person acts. Because caring behavior is a combination of human behavior that is useful in improving health status in helping patients who are sick. Caring behavior is essential for developing, improving, improving the condition or way of life of humans and is very important in nursing services because it will give satisfaction to clients and care will better understand the concept of caring, especially applying in nursing service (Potter & Perry, 2005).

Client satisfaction is also closely related to nursing care performed by nurses. Anjaswarni (2002) on the results of his research confirms that the overall overall average of high client satisfaction rates on health services by nurses in RSUD Dr.Saiful Anwar Malang. Based on the average achievement of this level of satisfaction can be seen that the achievement level of client satisfaction on health services is 82.25% which means clients tend to feel satisfied. The results of Ismar's 2002 study at Muhammad Hoesin Palembang Hospital showed that almost all nurses studied in grades did not apply caring (48.3%) in providing nursing care to clients.

The paviliun maskin room of RSUD Waluyo Jati Kraksaan Hospital is an inpatient room with the highest number of clients compared to other inpatient rooms. From a preliminary study conducted in April 2017 conducted in a private paviliun room with 10 clients, 70% said that nurses tend to be less friendly, judges, often do not care about clients, and 30% say that nurses are friendly and good against client.

Nursing is a form of professional service that has a paradigm or nursing model that includes four components: human, health, environment and nurse itself. Nurses are a noble profession, because it requires patience and calm in serving patients who are suffering from illness. A nurse should be able to serve the patient wholeheartedly) As a nurse must

be able to understand the problems faced by the client, in addition a nurse can look attractive. For that a nurse requires the ability to pay attention to others, intellectual, technical and interpersonal skills are reflected in caring behavior or affection (Dwidiyanti, 2007).

Caring behavior is very important for nursing. Caring is a unifying focus for nursing practice. Caring behavior is also very important to grow flowers, improve and improve the condition or way of life of man. Caring contains 3 things that can not be separated the attention, responsibility, and done with sincerity. Caring behavior is also an attitude of caring, respecting and respecting others, it means to pay attention and learn the joys of someone and how one thinks and acts. Providing caring is not just an emotional feeling or simple behavior, because caring is a concern to achieve better care, caring behavior aims and functions to build social structure, life view and cultural value of each different person in one place, Then the performance of nurses, especially on caring behavior becomes very important in influencing the quality of service and patient satisfaction, especially in hospitals, where the quality of service becomes a determinant of the image of service institutions that will be able to improve patient satisfaction and service quality (Potter & Perry, 2005).

Nursing science is a thriving discipline of science and nurses as issues or professions are challenged to be more responsive to client needs, which have implications for health or health care systems. This is in line with the ultimate goal of nursing, which is to help the client achieve full health potential. In helping clients achieve full health potential nurses must have an overall approach. Comprehensive nursing approach, which is nursing care bio, psycho, socio, spiritual is the approach used by nurse (Potter & Perry, 2005).

This approach uses concepts and knowledge related to nursing, one of which is caring behavior. By caring Behavior nurses provide commitment and service as the center of attention and core of nursing as the ability to understand the attitude and needs and desires of the client. In its application the

nurses should be able to provide nursing services to individuals, families and communities in need, without discriminating the condition or disease. So that people feel satisfied with quality health services and professional (Potter & Perry, 2005).

Based on the findings of the above facts, it is necessary to conduct research to determine " *Effect Of Nurse Caring Behavior Against Client Satisfaction Levels In Nursing Care In Paviliun Maskin Of Waluyo Jati Hospital Kraksaan Probolinggo*".

METHODS

The design used in this study is "correlational analysis with Cross Sectional approach" where the type of research that emphasizes the measurement time survey data independent and dependent variables only one time at a time. This research was conducted in April 2017 in the room of Paviliun Maskin of Waluyo Jati Hospital Kraksaan Probolinggo.

The population in this study were all the nurses in the Paviliun Maskin room of 17 respondents and the patients being treated in the Space Paviliun Maskin a total of 33 respondents.

In this study, the samples taken by all the nurses in the Paviliun Maskin room were 17 respondents and the patients being treated in the Paviliun Maskin Room were 33 respondents. The inclusion criteria in this sample were: 1) Patients being hospitalized in the Maskin Pavilion Room, 2) Patients willing to study, 3) Patients who did not experience serious illness. Sampling used all the nurses in the room of Paviliun Maskin a number of 17 respondents and patients who are being treated in Space Paviliun Maskin as

many as 33 respondents, In this study the sample of nurses using the technique "Total sampling" and sample patients using techniques "Purposive Sampling".

Independent variable in this research is Caring Behavior nurse. Dependent variable in this study the level of client satisfaction in nursing care services.

Instrument is a tool at the time of the study using a method (Arikunto, 2005). In collecting this research data using survey sheets for nurses and questionnaires given to patients.

Questionnaires that have been filled in by respondents are coded according to Criteria specified, distributed and analyzed quantitatively. Further data were tested by statistical test analysis "Wilcoxon" using computer media program "Windows SPSS 17". Then the researcher concludes the results of the study as follows: "If the value of p value > than $\alpha = 0.05$, then H0 accepted, meaning there is no effect of caring behavior nurses to the level of client satisfaction in nursing care services. Conversely If the value of p value < than $\alpha = 0.05$, then H1 is accepted, it means there is influence caring behavior nurses to the level of client satisfaction in care services nursing.

RESEARCH RESULT

Table 1 : Frequency distribution of respondent characteristics based on Caring Behavior nurses In Space Pavilion Maskin RSUD Waluyo Jati Kraksaan Probolinggo, April 2017.

<i>Caring Behavior</i>	Frequency (F)	Percentage (%)
<i>Caring</i>	12	70,6
<i>Not Caring</i>	5	29,4
Total	17	100

Source: Primary Data, Research Questionnaire, April 2017

Based on the above table most of the nurses in the Space Paviliun Maskin RSUD Waluyo Jati Kraksaan Probolinggo caring behavior that amounted to 12 respondents (70.6%).

Tabel 2 : Frequency distribution of respondent characteristics based on patient satisfaction level in nursing care service In Room of Paviliun Maskin RSUD Waluyo Jati Kraksaan Probolinggo, April 2017

Level of satisfaction	Frequency (F)	Percentage (%)
Very satisfactory	27	81,8
Satisfactory	6	18,2
Not satisfactory	-	-
Very Unsatisfactory	-	-
Total	33	100

Source: Primary Data, Research Questionnaire, April 2017

Based on the above table most of the patients in the Space Paviliun Maskin RSUD Waluyo Jati Kraksaan Probolinggo said the level of satisfaction of patients in nursing care service is very satisfactory, amounting to 27 respondents (81.8%).

Based on statistical test results Wilcoxon analysis Effect of Caring Behavior Nurses Against Level Client Satisfaction In Nursing Care Services In

Space Pavilion Maskin RSUD Waluyo Jati Kraksaan Probolinggo 2014 obtained that the value of value 0.000 with α significant level 0.05. Thus, the value is smaller than α (0.05) so that H_0 is rejected and H_1 is accepted. This means there is Influence Caring Behavior Nurses Against Level Client Satisfaction In Nursing Care Services In Space Paviliun Maskin RSUD Waluyo Jati Kraksaan Probolinggo.

DISCUSSION

After doing the data analysis and see the results obtained then will be discussed about several things, namely: 1) Caring behavior nurses in the paviliun maskin room RSUD Waluyo Jati Kraksaan Probolinggo. 2) The level of client satisfaction in nursing care service in the public paviliun maskin room of Waluyo Jati Kraksaan Probolinggo Public Hospital and 3) The influence of caring behavior of nurses on client satisfaction level in nursing care service in public paviliun maskin room RSUD Waluyo Jati Kraksaan Probolinggo.

Interpretation and discussion of results.

1. Caring Behavior Nurse In Room Paviliun Maskin RSUD Waluyo Jati Kraksaan Probolinggo

The results obtained in 12 respondents (70.6%) nurses in the room paviliun maskin apply caring behavior behavior. Based on the data, it can be said that most of the nurses in the room public paviliun maskin of RSUD Waluyo Jati Kraksaan

Probolinggo have applied caring behavior behavior.

According to Watson (2004), well known for Theory of Human Caring, it reinforces Caring as the type of relationship and transactions required between the giver and the recipient of care to improve and protect the patient as a human, thereby affecting the patient's ability to heal. Basically the purpose of caring behavior is for the behavior of nurses in providing nursing service consists of efforts to protect, improve and maintain / perpetuate the sense of humanity by helping others in the process of healing illness, suffering and its existence helps others to increase knowledge and self-control with a touch of humanity.

Caring behavior is central to nursing practice because Caring is a dynamic approach, where nurses work to further raise awareness to clients. Based on the results of the above research obtained by the level of education already there are some nurses who have S1 nursing education that is as much as 4 respondents. So with a higher level of education the

nurse can provide an example to other nurses to always apply caring behavior of nurses. It can also be influenced by sex, because female nurses have a more caring feeling for patients than male nurses.

Based on the 10 carative factors caring behavior of nurses, the most dominant in Maskin's pavilion room is an indicator of humanistic and altruistic value systems, respectful attitude, sensitive to self and others, creating a comfortable environment and meeting the basic needs of human beings. Although the results of the study found that most nurses have applied caring behavior behavior, but there are still nurses who have not applied caring behavior behavior in the process of care services nursing care. In caring nursing is an important core part especially in nursing practice because caring behavior has basic values such as human concept, health concept, environmental concept, and nursing concept. So that nurses are expected to apply these behaviors in providing excellent service to clients, so that clients also feel satisfied and happy to get good service. Caring behavior behavior of nurses is influenced by several factors such as individual, organization, and leadership, so it is not easy to apply the behavior depends on the willingness of the individual it self.

2. Level of Client Satisfaction In Nursing Care Services In Space Paviliun Maskin RSUD Waluyo Jati Kraksaan Probolinggo

The results of the study were 27 respondents (81.8%) of clients treated in the paviliun maskin room said very satisfactory. Based on the data, most patients in the Space Paviliun Maskin RSUD Waluyo Jati Kraksaan Probolinggo said the satisfaction level of patients in nursing care service is very satisfactory, amounting to 27 respondents (81.8%).

According Haffizurrachman, (2004) said Quality health services are service oriented to the satisfaction of each user of health care services in accordance with the average patient satisfaction level. Satisfaction is a state in which the patient's needs, wants and expectations can be met

through the services provided. Satisfaction is related to the recovery of the patient from illness or injury. This is more related to the consequences of the nature of health services itself, also related to the targets and results of service. Patient satisfaction in assessing the quality or good service, and is essential for the quality of service. This is because it provides information on the success of quality service providers with the values and expectations of patients who have their own authority to set the standard quality of service desired. Patient satisfaction will be fulfilled if the process of health care to the patient in accordance with what is perceived by the patient. This perception is influenced by subjectivity factor that can make difference of perception or gap between patient and health care provider.

Health services are said to meet the needs of patient satisfaction if the services provided follow the standard and the code of ethics agreed in a profession, or in other words that if a given health service has been referring to standards established by the competent profession and not deviate from the code of ethics Which applies to the profession. Measures used to assess a person's thinking on the satisfaction he / she acquires include the relationship of the customer (the relationship), the convenience of amenities, the choice, knowledge and technical skill, the effectiveness of the service (Effectivess) and safety measures (safety). So by applying caring behavior behavior in nursing care process expected client satisfied and comfortable in getting quality health service. By looking at the results of the research on the level of client satisfaction in nursing care services in maskin pavilion room, the patient said that the health services provided by the nurses in the maskin pavilion room are very satisfactory and do not discriminate the patients in providing health services, they have no thinking that there is a difference between Clients who are treated with general fees and clients who get service for free.

3. Effect of Caring Behavior Nurses Against Level of Client Satisfaction In Nursing Care Services In Space Paviliun

Maskin RSUD Waluyo Jati Kraksaan Probolinggo.

From the results of the above research shows that there is influence caring behavior nurses to the level of client satisfaction in nursing care services in the room paviliun maskin RSUD Waluyo Jati Kraksaan Probolinggo. It was found that the value of p value 0,000 with α significant level of 0.05. Thus, p value is less than α (0.05) so that H0 is rejected and H1 is accepted.

According to Watson (2009) caring behavior is expected in nursing is a behavioral treatment that is based on several aspects. In building a caring nurse can be through the development of 10 carative factor indicators. In the view of Jean Watson's nursing, man is believed to be person as a whole, as a fully functional integrated self. Jean Watson defines health as an intact and harmonious condition between body, mind, and soul, this corresponds to the degree of conformity between perceived self and the embodied self.

According to Azwar, (2006) said that health services are said to meet the needs of patient satisfaction when the services provided have measures used to assess a person's thinking on the satisfaction he / she obtains, including the relationship of the customer (relationship), convenience of amenities, Making choices, knowledge and technical skills (scientific knowledge and technical skills), effectiveness (effectiveness) and safety measures (safety).

According to Azwar, (2006) said the requirement of a health service is declared as a quality service and can give satisfaction to the recipient if the service proposed or determined, including the assessment of patient satisfaction about available health service, Appropriate, continuous health services, acceptable health services, accessible accessibility, affordable health care, efficient health services and quality of health services. To carry out health services that meet all the requirements of services is not as easy as expected, so to overcome this applied the principle of satisfaction that is combined in a selective and effective way, in the sense of applying the first group satisfaction dimension is done optimally,

while some second group dimensions are done selectively According to the needs and capabilities.

Satisfaction is not only influenced by the factors of the provider only, but also influenced factors from outside and from within the patient. Internal factors include resources, education, knowledge and attitudes. External factors include cultural, socioeconomic, family and situations at hand. Assessment of service quality is associated with patient satisfaction by focusing on the functional aspects of the service process. To measure the level of satisfaction can be assessed with several indicators, one of which is :

Tangibles are the direct manifestations of physical facilities, including the depth of the equipment used, the conditions of the facility, the condition of the human resources.

Reliability is a service that is presented promptly and satisfactorily and is an aspect - reliability aspects of service system provided by the service providers that include the conformity of service delivery with the plan, the company's concern to the problems experienced by the patient, the reliability of service delivery from the beginning, the timeliness of service According to the promise given in the accuracy of the handling.

Responsiveness (responsibility) is the desire to help and provide services that consumers need. This includes the clarity of information on service delivery time, accuracy and speed in administration services, employee willingness to assist the customer, time of employee in response to patient request quickly.

Assurance (guarantee) is a guarantee that the services offered provide security guarantees that include the ability of human resources, a sense of security during dealing with employees, employee patience, support staff leadership.

Empathy (empathy) is concerned with giving full attention to the consumer that includes attention to the consumer, personal attention of the staff to the consumer, the understanding of consumer needs, attention to the interests of consumers, the suitability of service time to the needs of consumers.

By applying caring behavior nurse behavior is expected client will feel satisfied to service of nursing care given to client. So that health services can provide excellent service in accordance with the ethical code of health professions, government expectations,

relevant agencies and the community in particular. Although there are still many factors that influence the caring behavior of nurses and the level of one's satisfaction, because human beings are unique in that they differ from one human being to another.

CONCLUSION

1. Caring Behavior of nurses in Space Paviliun Maskin RSUD Waluyo Jati Kraksaan Probolinggo is mostly caring behavior which amounted to 12 respondents (70.6%).
2. The level of client satisfaction in nursing care service in Room Paviliun Maskin RSUD Waluyo Jati Kraksaan

Probolinggo mostly very satisfy which amounted to 27 respondents (81,8%).
3. There is influence of caring behavior of nurses on client satisfaction level in nursing care service in Room of Paviliun Maskin RSUD Waluyo Jati Kraksaan Probolinggo Obtained p value 0.000 with α 0,05 so H1 accepted.

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