



THE RELATIONSHIP BETWEEN NURSE CARING AND PATIENT SATISFACTION IN THE GENERAL SURGERY WARD OF THE PURUK CAHU REGIONAL GENERAL HOSPITAL

Ari Sandy Pratama^{*}, Rian Tasalim, Subhannur Rahman, Muhammad Arief Wijaksono, Framita Rusadi

Bachelor of Nursing Study Program, Universitas Sari Mulia
Jl. Pramuka No.2, Pemurus Luar, Kec. Banjarmasin Tim., Kota Banjarmasin, Kalimantan Selatan 70238,
Indonesia

Email: ari.sandy2993@gmail.com

Abstract

Nurse caring is a crucial aspect of healthcare services that significantly impacts patient satisfaction. In the Regional General Hospital Puruk Cahu, the general surgery ward experiences a high number of patient visits, highlighting the importance of understanding the role of nurse caring in influencing patient satisfaction. This study aims to analyze the relationship between nurse caring and patient satisfaction levels in the general surgery ward of the Regional General Hospital Puruk Cahu. This study employed a descriptive correlational quantitative approach with a cross-sectional design. Respondents consisted of adult patients treated in the general surgery ward of the Regional General Hospital Puruk Cahu during September–October 2024. Data were collected using questionnaires on nurse caring and patient satisfaction and analyzed with correlation tests. The majority of respondents (63.3%) rated nurse caring as very high, and 53.3% expressed feeling very satisfied with the care provided. However, the correlation test results indicated no significant relationship between nurse caring and patient satisfaction (p -value = 0.407). While nurse caring was perceived as very high by patients, there was no significant correlation with their satisfaction levels. Other factors may influence patient satisfaction, emphasizing the need to enhance nurse caring quality through targeted training and a holistic approach to achieve optimal nursing care services.

Keywords: Healthcare Services, Nurse Caring, Patient Satisfaction

Introduction

High-quality healthcare services are essential indicators for evaluating the effectiveness of healthcare facilities. Patient satisfaction with healthcare services, especially nursing care, is one way to assess service quality. In the General Surgery Ward of the Regional General Hospital Puruk Cahu, the high number of patient visits highlights the importance of nurse caring in influencing patient satisfaction levels. Internal hospital surveys have revealed fluctuating patient satisfaction in recent years, partly attributed to the quality of nurse caring (1).

Nurse caring affects both the emotional and physical aspects of patient recovery, such as accelerated healing processes. Research has shown that patients who feel cared for recover faster than those who feel neglected (2). This is especially critical in Regional General Hospital Puruk Cahu, where many patients come from remote areas with limited access to quality healthcare, making them heavily reliant on the attention and care provided by nurses during treatment (3).

Patients who perceive good attention and care from nurses tend to express higher satisfaction levels. Patient satisfaction is not only important for individual well-being but also has significant

implications for the hospital's reputation. However, despite general satisfaction, complaints regarding nurse caring persist, especially in the General Surgery Ward, where dissatisfaction can negatively impact patient visits and referrals (4).

Patient dissatisfaction also affects stress and anxiety levels during hospital stays, potentially slowing recovery. Research has indicated that unsatisfied patients tend to experience higher levels of anxiety, negatively impacting their healing process (5). Enhancing patient satisfaction by improving nurse caring should therefore be prioritized to improve healthcare service quality at Regional General Hospital Puruk Cahu.

In nursing literature, caring has long been recognized as a crucial factor in improving healthcare quality. Theories have established that caring is the core of nursing practice and enhances therapeutic relationships between nurses and patients (6). However, in practice, the implementation of nurse caring is often suboptimal due to challenges such as high workloads and resource shortages, limiting nurses' ability to provide adequate attention to every patient (7).

Differences between theory and practice are also caused by the lack of continuous training for nurses on the importance of caring in healthcare services. Studies have shown that ongoing training and refreshers on caring concepts can improve caring practices in daily service delivery (8). However, at Regional General Hospital Puruk Cahu, such training is rarely conducted, leading to a gap between the ideal theoretical concept of caring and actual practice in the field (8).

Several studies have demonstrated a positive relationship between nurse caring and patient satisfaction. For example, research conducted at Regional General Hospital Abdul Wahab Sjahranie found that patients who felt cared for and valued by nurses were more satisfied with the services provided (9). This is relevant to Regional General Hospital Puruk Cahu due to similar contexts in regional hospitals serving patients from diverse socioeconomic backgrounds.

On the other hand, research at Regional General Hospital Margono Soekarjo highlighted that while nurse caring was generally well-implemented, specific aspects such as communication and sensitivity to emotional needs required improvement to achieve higher satisfaction levels (10). This suggests that although nurse caring is practiced, there is a continuous need to enhance its quality across all aspects of healthcare services.

Preliminary surveys conducted in the General Surgery Ward at Regional General Hospital Puruk Cahu on August 26, 2024, revealed that 30% of 10 patients reported dissatisfaction with nursing services, citing a lack of attention and empathy. Some patients felt neglected during treatment, leading to increased anxiety and discomfort. This indicates that while medical services were deemed standard, aspects of nurse caring still require improvement (11).

Focus group discussions with nurses from the General Surgery Ward revealed that they felt overwhelmed by the number of patients they had to handle, making it challenging to provide full attention to each patient. Additionally, some nurses admitted they had not received adequate training on the importance of caring in daily nursing practice (11). These findings underscore the need for interventions and improvements in implementing caring practices to enhance patient satisfaction.

In the context of healthcare services, particularly in the General Surgery Ward at Regional General Hospital Puruk Cahu, nurse caring plays a crucial role in determining patient satisfaction levels. Although efforts to improve service quality are ongoing, preliminary studies indicate gaps that need to be addressed, especially in the attention and empathy provided to patients. Improvements in these aspects of caring will not only enhance patient satisfaction but also potentially accelerate their recovery. Further research on the relationship between nurse caring and patient satisfaction in the General Surgery Ward at Regional General Hospital Puruk Cahu is therefore essential.

Method

This study was conducted in the General Surgery Ward of the Regional General Hospital Puruk Cahu, Central Kalimantan, over a one-month period from September to October 2024. The research targeted adult patients who were undergoing treatment in the General Surgery Ward during the study period. A quantitative descriptive correlational approach with a cross-sectional design was employed. The population included all patients treated in the ward during the research period, with a sample size of 30 respondents selected using purposive sampling techniques. Inclusion criteria comprised patients who had been hospitalized for a minimum of two days, were 18 years of age or older, and consented to participate by completing a questionnaire. Data analysis involved descriptive and correlation tests, with descriptive analysis used to depict demographic characteristics and questionnaire response distributions. The Spearman Rank test was applied to analyze the relationship between nurse caring and patient satisfaction.

Results

Table 1. Relationship Between Nurse Caring and Patient Satisfaction

Nurse Caring	Patient Satisfaction		Total	<i>p-value</i>
	Very Satisfied	Satisfied		
Very High	9	10	19	0.407
High	7	4	11	
Total	16	14	30	

Based on Table 1, the majority of respondents rated nurse caring as very high. Additionally, respondents expressed a high level of satisfaction with the care provided. However, statistical test results showed a relationship between nurse caring and patient satisfaction, although it was not statistically significant ($p\text{-value} = 0.407$).

Discussion

Table 1 presents the findings of the Spearman correlation analysis examining the relationship between nurse caring and patient satisfaction at Regional General Hospital Puruk Cahu. The analysis yielded a $p\text{-value}$ of 0.407, indicating no statistically significant relationship between nurse caring and patient satisfaction at a 5% significance level. Despite this result, nurse caring remains a crucial factor in shaping patients' positive perceptions of the care they receive (12).

Nurse caring is a vital concept within the nursing profession, reflecting a nurse's ability to provide physical, emotional, and spiritual attention to patients. Effective nurse caring goes beyond clinical tasks such as administering treatments or monitoring vital signs; it also includes psychological support, empathetic communication, and small actions that enhance patient comfort during hospitalization (13). While this study did not find a statistically significant relationship, existing research indicates that nurses who exhibit strong caring practices often receive more positive feedback from patients.

Studies underscore the critical role of nurse caring in fostering patient satisfaction, particularly in settings that require long-term recovery, such as surgical wards. Patients who feel cared for and supported by their nurses are more likely to report higher levels of satisfaction with their overall care experience. Thus, even though the statistical findings at Regional General Hospital Puruk Cahu were not significant, nurse caring remains a foundational element in promoting patient comfort and satisfaction (14).

International research further supports the importance of nurse caring in enhancing patient outcomes. According to Watson, nurse caring is a fundamental aspect of improving treatment results

and creating a positive healing environment for patients. High-quality caring practices can boost patients' sense of security, reduce anxiety, and foster greater involvement in their healing journey (6).

However, it is crucial to recognize that patient satisfaction is influenced by multiple factors beyond nurse caring. Elements such as physical facilities, medication availability, coordination among healthcare units, and physician expertise play pivotal roles in shaping the overall patient experience (15). For instance, even if a nurse demonstrates exceptional attentiveness and empathy, patients may remain dissatisfied if they encounter delays in medical treatment or if hospital facilities are inadequate.

In conclusion, although the statistical analysis found no significant correlation between nurse caring and patient satisfaction at Regional General Hospital Puruk Cahu, enhancing the quality of nurse caring should remain a priority. This can be achieved by providing regular training for nurses to improve their communication and empathy skills and ensuring adequate time and resources for them to deliver focused and compassionate care to each patient.

Conclusion

This study analyzed the relationship between nurse caring and patient satisfaction in the General Surgery Ward at Regional General Hospital Puruk Cahu. While the majority of patients rated nurse caring as very high and expressed satisfaction with the care provided, statistical analysis revealed no significant relationship between the two variables ($p\text{-value} = 0.407$). This suggests that while nurse caring plays an important role in shaping patients' perceptions, other factors may also influence patient satisfaction.

Nurse caring is a central element of nursing practice, encompassing physical, emotional, and psychological support. Effective caring not only involves medical interventions but also empathetic communication and gestures that provide comfort to patients. Despite the absence of a statistically significant correlation in this study, nurse caring remains essential in creating positive patient experiences and fostering trust in healthcare services. Research has consistently demonstrated that patients who feel valued and supported by their nurses report higher satisfaction and better recovery outcomes.

Several external factors beyond nurse caring likely contribute to patient satisfaction. These may include the availability of hospital facilities, physician competence, medication accessibility, and the overall coordination of healthcare services. Dissatisfaction may arise when these elements do not meet patient expectations, even when nursing care is perceived as attentive and empathetic.

Based on the findings, enhancing nurse caring practices remains critical for improving patient satisfaction. Hospitals must provide regular training for nurses, focusing on communication skills, empathy, and patient-centered care. Additionally, addressing systemic issues such as workload management and resource allocation is essential to ensure that nurses can dedicate sufficient attention to their patients.

In conclusion, while nurse caring is vital in delivering quality healthcare, its relationship with patient satisfaction may be influenced by multiple factors. Future studies should explore these variables comprehensively to provide actionable insights for improving patient-centered care in healthcare facilities like Regional General Hospital Puruk Cahu.

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