



The effect of nurse behavior on patient satisfaction through service quality as an intervention variable in the inpatient room of Shaykh Yusuf Hospital

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Article Info	ABSTRACT
<p>Article history:</p> <p>Received Feb 1, 2025 Revised Feb 8, 2025 Accepted Feb 14, 2025</p> <hr/> <p>Keywords:</p> <p>Caring Behavior; Patient Satisfaction; Quality of Service.</p>	<p>Background, caring for nurses is very important for patient satisfaction, this is a measure of the quality of hospital care. The nurses showed me that they provide comfort, attention, care, and maintain health. Meanwhile, the level of patient satisfaction at the Sheikh Yusuf belum stabil and belum hospitals meets the Community Satisfaction Index, because of patient satisfaction, the quality of care is increasing. The purpose of this study is to determine the influence of nurses' caring behavior on patient satisfaction in the quality of health services at Syekh Yusuf Hospital. Methods The type of research used in this study is a quantitative method, which uses a cros sectional study approach. This research was conducted in the Inpatient Room of Sheikh Yusuf Hospital as many as 294 respondents which were determined through the purpose sampling technique. The data in this study were obtained through questionnaires and secondary data from hospitals. The results and conclusions of the study showed that the direct influence between caring behavior variables on service quality was 0.624, while the direct influence between service quality variables on patient satisfaction was 0.115, so the indirect influence between patient centered care variables on patient satisfaction through service quality was 0.072. It is recommended that the Syekh Yusuf Hospital continue to maintain and improve the caring behavior of nurses towards patients, patient satisfaction and the quality of health services.</p> <p style="text-align: right;"><i>This is an open access article under the CC BY-NC license.</i></p>



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1. INTRODUCTION

Patient satisfaction is the level of patient perception resulting from the provision of health services after the patient compares health services with their expectations (Paturuhman, 2022). Satisfaction as an indicator of the quality of medical and care services is based on the service process and interpersonal relationships between service providers and service recipients: mutual trust, care, consideration, patient needs and problems related to sensitivity to patient needs and problems, service delivery systems in hospitals such as environment and facilities (Suwoko, H & Warsito, 2019).

The quality of health care is the level of perfection of the health care provided in accordance with the standards of health care. Improving the quality of care can be achieved by improving the performance of nurses, who are the largest workforce in hospitals. As the largest human resource,

nursing staff must be able to contribute to the service provided in the hospital, and indirectly nursing staff can also contribute to the quality of hospital care.

Hospital services that are expected and needed by public servants are generally professional, efficient, effective, simple, transparent, open, timely, responsive and more adaptable. Public services that are professions are the responsibility of efficient providers and prioritize the achievement of goals and objectives, efficiency means that the demand for hospitality is only limited to hal-hal related to the achievement of public services, sekaligus pays attention to the integration of demand and service products, so as to avoid high levels of satisfaction (Susanna, E & Kamaruzzaman, 2023).

Hasil Research (Suwirna Afrini, 2019) shows that the proportion of nurses who receive quality services is not good at 4.444% in Ireland and 47% in Greece. According to the International Association for Human Care, nursing includes four concepts, namely what nurses believe is the purpose of nursing care, health is the goal of the goal and the environment is where the nurse cares.

In Indonesia, caring is one of the most important things that are used by the use of health care. Several surveys in several hospitals in Jakarta show that 73% of patients are dissatisfied with the medical care provided because of the lack of nurses (Ministry of Health of the Republic of Indonesia, 2015). *Caring* for nursing is an effort to improve the quality in a humane and holistic way, because humans are different from human beings (Suwirna, 2019).

In addition to nurses' caring behavior, there are various other factors that affect the level of patient satisfaction, including: the quality of hospital facilities and environment, such as cleanliness, comfort, and completeness of medical facilities; speed in providing services, including registration processes, medical consultations, and drug distribution; the competence and professionalism of medical personnel, both doctors and other health workers in treating patients; efficiency of the hospital administration system, which includes patient services and coordination between units; as well as the availability of medicines and medical equipment to ensure patients receive treatment without hindrance or delay (Runtuwene et al., 2023).

The majority of nurses' caring problems in the dormitory room of Haji Makassar Hospital were good and the frequency of nurses' caring problems in the internal inpatient room of Makassar City Hospital in 2019 was 93 respondents (92.1%) and 8 respondents (7.9%) had poor caring problems. (Nurlette, 2022). Likewise, Hamka's (2014) research on the Relationship between Nurse Caring and Patient Satisfaction in the Dormitory Room of Toto Kabila Padang Hospital stated that nurse *caring* is still lacking, namely 23 patients (57.5%) showing that nurse *caring* is lacking, as many as 14 patients (35%) showing that nurse *caring* is insufficient and as many as 13 patients (7.5%) showing that nurse caring is insufficient caring well to patients as they are treated.

The 2021 Standard of the Ministry of Health of the Republic of Indonesia challenges the "Community Satisfaction Index" The performance achievement of the Regional Government in fulfilling the quality of service of each type of basic service for SMEs must be above 90%, Meanwhile, patient satisfaction at Sheikh Yusuf Hospital in 2021 was 87.22%, in 2022 it was 84.25% and in 2023 it was 85.90% from the last three years it was not enough to meet the standards.

Meanwhile, the level of patient satisfaction at the Sheikh Yusuf belum stabil and belum hospitals meets the Community Satisfaction Index, which is more than 90%. The developed standards apply throughout Indonesia to measure the level of patient satisfaction with health insurance. If a health service has a patient satisfaction level below 90%, then the health service does not meet the requirements according to the Ministry of Health in 2021 regarding the Community Satisfaction Index.

Based on several findings from visitors to Sheikh Yusuf Hospital, it is in line with the results of observations and direct interviews conducted by researchers, where there are still many unsatisfactory treatments received by visitors because health workers are less *caring*, less friendly and the services provided make patients wait too long and the facilities are not satisfactory. The results are based on the experience of patients treated at Sheikh Yusuf Hospital. The opinion was based on service quality standards, lack of empathy and consideration for patients and their families, and inappropriate responses from hospital staff.

2. RESEARCH METHOD

The research method used is a quantitative method, Quantitative research is a method that uses numbers in the research process (Giovani, F & Komariah, 2019). The location of this study is at the Sheikh Yusuf Regional General Hospital (RSUD), Jl. DR. Wahidin Sudirohusodo No. 48, Batangkaluku, Somba Opu District, Gowa Regency, South Sulawesi. The time of this research is from February to April 2024.

The population in this study is 13,296 patients with an average of 1,108, to determine the sample in this study, the researcher uses the Slovin formula so that the sample in this study is 294 patients. The sampling technique used in this study is *simple random sampling*. To ensure accurate representation sample selection in this study, sample selection criteria included: a) Inpatients from various treatment rooms; b) The diversity of treatment rooms, including internal medicine, surgery, and childcare; c) Inclusion criteria: patients who can communicate well and are willing to participate; d) Exclusion criteria: patients with conditions that do not allow to fill out the questionnaire or are unwilling to participate. To see the distribution of samples in this study, you can see the table below:

Table 1. Number of patients in each inpatient care room of Sheikh Yusuf Hospital in 2024

No.	Room Name	Number of Patients
1	Child Care	208
2	Interna 3rd Floor	245
3	3rd Floor Surgery	164
4	Interna 4th Floor	247
5	4th Floor Surgery	244
	Total	1.108

The data collection technique uses questionnaires and direct observation observations of researchers at the Sheikh Yusuf Hospital. The analysis technique used is (*path analysis*) using spss software. Before conducting a *path analysis*, it is necessary to carry out several tests, including; validity test, according to (Ghozali, 2009) states that validity tests are used to measure the validity of a questionnaire or not; reliability test, according to (Ghozali, 2009) reliability is an alat used to measure a questionnaire that is an indicator of a variable or construct.

3. RESULTS AND DISCUSSIONS

Validity Test

In this study, the validity test was carried out three times, this is because in this study there are three variables. To see the results of the validity test of the three variables in this study, you can see below:

Table 2. Results of the validity test of caring behavior variables

Variable	Question Number	r calculate (n=294)	r table (n=294)	Value Validity	Information
Know	X1	0,636	0,114	0,000	Valid
	X2	0,715	0,114	0,000	Valid
Self-Existence	X3	0,430	0,114	0,000	Valid
	X4	0,600	0,114	0,000	Valid
Taking the Right Action	X5	0,745	0,114	0,000	Valid
	X6	0,760	0,114	0,000	Valid

Based on table 2, it shows that the results of the validity test of 6 statements in the Nurse's Caring Behavior Variabe on the Indicators of Knowing, Self-Existence, Taking Appropriate Action, Ability, and Maintaining Trust, the questionnaire of this study has an r-count value of each statement greater than the r-table value of 0.114 with a significant value of <0.05. So it shows that the instrument used in this study is valid.

Table 3. Results of validity test of patient satisfaction variables

Variable	Question Number	r calculate (n=294)	r table (n=294)	Value Validity	Information
Speed of Service	X1	0,669	0,114	0,000	Valid
	X2	0,692	0,114	0,000	Valid
Employee Friendliness	X3	0,677	0,114	0,000	Valid
Employee Knowledge	X4	0,670	0,114	0,000	Valid
Available Services	X5	0,569	0,114	0,000	Valid
Formal Look	X6	0,761	0,114	0,000	Valid

Based on table 3, it shows that the results of the validity test of 6 statements in the Patient Satisfaction variety on the indicators of Service Speed, Employee Friendliness, Employee Knowledge, Available Services, Formal Display, in this research questionnaire has an r-count value of each statement is greater than the value of the r-table 0.114 with a significant value of <0.05 . So it shows that this study has been tested for validity.

Table 4. Results of the validity test of service quality variables

Variable	Question Number	r calculate (n=294)	r table (n=294)	Value Validity	Information
Physical Facilities	X1	0,641	0,114	0,000	Valid
	X2	0,741	0,114	0,000	Valid
Reliability	X3	0,673	0,114	0,000	Valid
Responsiveness	X4	0,753	0,114	0,000	Valid
Certainty	X5	0,704	0,114	0,000	Valid
Empathy	X6	0,712	0,114	0,000	Valid

Based on table 4, it shows that the results of the validity test of 6 statements in the Quality Variable of Peiadaan on the Indicators of Physical Facilities, Reliability, Responsiveness, *Certainty*, and *Empathy*, in this research questionnaire have an r-count value of each statement greater than the r-table value of 0.114 with a significant value of <0.05 . So it shows that this study has been tested for validity.

Reliability Test

If the results of the analysis show a Cronbach alpha value ≥ 0.60 , then the instrument is considered reliable. If the value of the analysis results is *Cronbach's alpha* $<$. At 0.60, the instrument is considered unreliable.

Table 5. Results of reliability test of variables of seeking behavior, patient satisfaction, service quality

Variable	Number of Items	Cronbac's Alpha	Information
Caring Behavior	6	0,705	<i>Reliable</i>
Service Quality	6	0,796	<i>Reliable</i>
Patient Satisfaction	6	0,707	<i>Reliable</i>

Based on table 5, regarding the results of the reliability test on the variables above, it shows that all *reliabel statements* because *Cronbah'c Alpha* ≥ 0.60 can be summed as statements of Nurse Care, Patient Satisfaction, Service Quality are good or reliable.

Classical Assumption Test

1. Normality Test, this test is carried out to check whether the residue is normally and independently distributed. If the significance value ≥ 0.05 , then the residual value is normally distributed, if the significance value is < 0.05 , then the residual value is not normally distributed.

Table 6. Normality test

		Unstandardized Residual
N		294
Normal Parameters	Mean	0,000
	Std. Deviation	1,074
Asymp. Sig. (2-tailed)		0,200

Based on the normity test table above, a significance value of 0.200 was obtained. This significance value > 0.05 can be concluded to be normal distributed data of litian.

2. Linearity Test, the *linearness test* is used to determine the linearity of the data, namely whether two variables (between independent variables and dependent variables) have a linear relationship or not.

Table 7. Linearity test

Variable	Linearity	Deviation from Linearity
Caring Behavior	0,000	0,82
Patient Satisfaction	0,000	0,85

Based on the results of the linearity test, the value of the linearity probability for the caring behavior of the data is $0.000 < 0.05$ and the probability value of the deviation from linearity of the data is $0.82 > 0.05$. Meanwhile, the results of the linearity test for patient satisfaction obtained the probability value of the data is $0.000 < 0.05$ and the probability value of deviation from linearity of the data is $0.85 > 0.05$. From the results of the analysis, it can then be concluded that the data used for each predictor variable (behavioral variables of *caring* and patient satisfaction) has a linear relationship with the data on the *criterion variable* (service quality).

3. Multicollinearity Test, *mucicoliniarity* is a state in which a regression model finds a perfect or near-perfect correspondence between independent variables.

Table 8. Multicollinearity

Model	Collinearity Statistics	
	Tolerance	BRIGT
1 Caring Behavior	0,839	1,192
1 Service Quality	0,839	1,192

Based on the SPSS output above, it is analyzed that each variable has a VIF value of 1.192 and a Toerance value of 0.839. Because the VIF value ($1.192 < 10$) and the tolerance value ($0.839 > 0.1$), it can be concluded that the research data does not experience symptoms of multikolinearity (the assumption of multicollinearity is fulfilled).

Path Analysis

1. Coefficient of Determination, the determination coefficient (R Square) aims to measure the ability of independent variables to explain dependent variables in regression models. The R Squared value for the Perilaku *Seeking jalur* and the quality of service for patient satisfaction are depicted in the table below, following the results of the determination coefficient analysis.

Table 9. Model 1 and 2 determination coefficients

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,402a	,161	,158	2,339
2	,664a	,440	,436	1,078

The value used to calculate the coefficient of determination in this analysis is *Adjusted R Square* (R_2). This is because the R Square value is susceptible to change if there is an addition to the independent variable side. Based on the table above, the total R_2 value can be calculated in the following way: a) Calculate e_1 in the structural equation 1 by: $\sqrt{(1-R_2)} = \sqrt{(1-0.158)} = 0.918$; b) Calculate e_2 on the equation of structure 2 by: $\sqrt{(1-R_2)} = \sqrt{(1-0.436)} = 0.750$.

$$\text{Total } R_2 = 1 - (e_1 \times e_2)$$

$$\text{Total } R_2 = 1 - (0.918 \times 0.750) = 1 - 0.665 = 0.312$$

Based on the results of the R Square calculation, the R_2 value of 0.312 means that the Caring Behavior Variable (X) and Service Quality (Z) are able to achieve the Patient Satisfaction Variable (Y)

by 31.2%. Meanwhile, the remaining 68.8% were explained by variabel/other factors that were not included in the study model.

2. Direct Influence, the first stage of the path analysis test was carried out to determine the direct influence of each variable in this study. To see the results of the direct impact test, please see the table below:

Table 10. Direct influence

Type	Unstandardizer Coefficients	Significance
Caring Behavior – Patient Satisfaction	0,486	0.000
Caring Behavior – Quality of Service	0,624	0.000
Quality of Service – Patient Satisfaction	0,115	0.000

Based on the test results for the direct influence between each variable in the path analysis figure above, it is described below:

- a. The value of *Unstandardizer coefficient* on the variabel of *caring* behavior on patient satisfaction was 0.486 with a nilai critical ratio of 11.585 at the level of artistic significance of 0.000. Because *the Unstandardizer coefficient* has a positive value at the significance level of $0.000 < 0.05$ and *the critical ratio value* > 1.96 , it can be decided that H_0 is taken and accepts H_a . This means that the research hypothesis "Caring behavior has a positive effect on patient satisfaction" can be accepted.
 - b. The value of *the Unstandardizer coefficient* in the variable of caring for service quality was 0.624 with a *critical ratio* value of 7.487 at a significance level of 0.000. Because *the unstandardizer coefficient* is positive at a significance level of $0.000 < 0.05$ and a critical ratio value > 1.96 , it can be decided that H_0 is rejected and accepted H_a . This means that the research hypothesis "Caring behavior has a positive effect on service quality" can be accepted.
 - c. The value of *the unstandardizer coefficient* on the variable of service quality on patient satisfaction was 0.115 with a *critical ratio* value of 4.267 at a significance level of 0.000. Because *the Unstandardizer coefficient* has a positive value at the significance level of $0.000 < 0.05$ and the critical ratio value > 1.96 , it can be decided that H_0 is rejected and H_a is accepted. This means that the hypothesis that "service quality has a positive effect on patient satisfaction" can be accepted.
3. Indirect Influence, to determine the level of significance of this relationship, use the Sobel test calculation by using the Sobel test calculator. The results of the Sobel test are shown in the following figure.

Input:	Test statistic:	Std. Error:	p-value:
a 0.624	Sobel test: 3.7058576	0.01936394	0.00021068
b 0.115	Aroian test: 3.68128681	0.01949318	0.00023206
s _a 0.083	Goodman test: 3.73092704	0.01923383	0.00019078
s _b 0.027	Reset all	Calculate	

Figure 1. Test sobel

Based on the results of *the Sobe* test, a p-value of 0.000, a *t-statistic* value of 3.705, and a securities value of 0.027 were obtained. Nilai positive regression coefficient at a significance level of 0.000 indicates that H_0 is rejected and H_a is accepted. Therefore, from the results of the non-langsung relationship and the results of the sobel test in this article, it shows that the hypothesis proposed earlier, namely that the concern of *caring* has a positive effect on patient satisfaction and the quality of service is accepted.

Discussion

The Effect of Caring Nurse Perilaku on Patient Satisfaction

Based on the results of the study, the standardized coefficient of the caring behavior variable on patient satisfaction was 0.486, and the critical ratio value was 11.585 (p-value 0.000). Since the *standard coefficient* is marked positively with p-value $0.000 < 0.05$ and nilai *critical* > 1.96 , it can be concluded that H_0 is rejected and H_a is accepted. This means that the research hypothesis that states that caring behavior has a positive impact on patient satisfaction is accepted. Therefore, the more nurses practice caring behavior towards patients, the more patients will feel truly valued and appreciate the improvement of physical health and good health.

Based on the respondents' answers to variabel Caring Behavior Towards Patient Satisfaction, it was stated that the application of caring behavior of nurses at Sheikh Yusuf Hospital was in the good category. This is because the patient's beliefs and expectations towards the nurse can be fulfilled such as the nurse providing information about the possibilities that will happen, the nurse showing a patient attitude when with the patient, and the nurse being careful in taking treatment actions on the patient. The existence of patient-focused services will increase patient satisfaction. However, there were several respondents and the results of langsung's observation stated that they were not satisfied with the services received because nurses lacked jelas in informing the right time and way to take medication and some officers were not polite and friendly in providing services. However, the h_{al} is not able to reduce the value of the variable of good *caring* in nurses, so that this makes patient satisfaction increase.

The results of this study are in line with the results of the study (Lukmenda, 2024) this study uses the Man Whitney test with a marked value = $0.009 < \alpha = 0.05$, so it can be concluded that the Caring based Discharge Planning is related to the satisfaction of pulmonary tuberculosis inpatients at Amina Hospital, Tangerang City. The Relationship between Nurse Caring Behavior and Patient Satisfaction in the Inpatient Room of Labuang Baji Hospital Makassar This study found that most of the respondents stated that nurses had caring behavior (77.8%) and were satisfied with nurse services (86.7%). There was a significant relationship between nurses' caring behavior and patient satisfaction with a value of $p=0.001$ (Prativi, I. K., Haskas, Yasir., Darmawan, 2023). The Relationship between Nurses' Caring Behavior and Patient Satisfaction Level in the Inpatient Room of Bhayangkara Hospital Level III Manado This study shows a relationship between nurses' caring behavior and patient satisfaction levels, with a value of $p=0.005$ and a correlation strength of $r=0.428$ (Immanuel Wuisan, 2024). Nurses' Caring Behavior on Patient Satisfaction: A Literature Review. This study concluded that nurses' caring behavior is closely correlated with patient satisfaction. The higher the caring behavior shown by the nurse, the higher the level of patient satisfaction with the nursing services received (Octaviani, 2020).

The Influence of Nurses' Caring Behavior on the Quality of Care.

Based on the results of the study, the standardized coefficient value of the caring factor on service quality was 0.624, and the critical *I ratio* value was 7.487 (p-value 0.000). Since the standard coefficient is marked positively with a p-value of $0.000 < 0.05$ and a critical value of > 1.96 , it can be concluded that H_0 is ditolak and H_a is accepted. This means that the research hypothesis that states that "caring behavior has a positive impact on service quality" is accepted. This means that the better the implementation of nurse Caring Behavior, the better the quality of health services at Sheikh Yusuf Hospital.

Based on the respondents' answers to the variables of caring behavior related to service quality, it is proven to be in the good category. This means that the authorities find solutions to the concerns and feelings expressed by the patient, the medical staff provides timely and timely services as promised, and the nursing staff respects or appreciates the patient's decision regarding the treatment he receives, the better the caring behavior, the better the quality of service will improve.

The results of this study are in line with the research conducted by (Haskas, 2020) on the relationship between Caring Nurses and the Level of Satisfaction of Class III Inpatients of Barru Hospital, where based on the results of the *Chi Square test*, results were obtained with a value of

$\rho=0.003 < \alpha=0.05$ which shows that there is a meaningful relationship between caring nurses and the level of patient satisfaction in the inpatient room of Class III Barru Hospital. Another study entitled "Nurse Caring Behavior with Patient Satisfaction in the Inpatient Room of the Private Care Centre of Dr Wahidin Sudirohusodo Hospital Makassar" found that most of the patients rated the nurse's caring behavior as good (82.5%) and were satisfied with nursing services (75.0%). There was a significant relationship between nurses' caring behavior and patient satisfaction ($p=0.006$) (Ilkafah & Harniah, 2027). The Relationship between Nurse Caring Behavior and Inpatient Satisfaction Level, This study found that there was a significant relationship between nurse caring behavior and inpatient satisfaction level with a value of $p = 0.000$; OR = 209 (Assembly, No, 2023). The Relationship between Nurse Caring Behavior and Patient Satisfaction This study shows a relationship between nurse caring behavior and patient satisfaction, with a significance value of $p=0.016$ (Pratiwi, Prada.F & Saparwati, Mona, 2023).

The Effect of Service Quality on Patient Satisfaction

Based on the results of the study, the value of the standardized coefficient of service quality variabel to patient satisfaction was and 0.155, and the value of *the critical ratio* was 4.267 (p -value 0.000). Since the standard *coefficient* is marked positively with a p -value of $0.000 < 0.05$ and a *critical* value of > 1.96 , it can be concluded that H_0 is rejected and H_a is accepted. This means that the research hypothesis that "service quality has a positive impact on patient satisfaction" is accepted. This means that the higher the quality of the service, the better the response given by patients to the services at Sheikh Yusuf Hospital. One of the positive impacts of this is that patients will feel satisfied when receiving treatment at the Sheikh Yusuf Hospital because of the good quality of service.

Based on the respondents' answers to the service quality variable on patient satisfaction stated in the good category, this is possible because the speed of health services provided, the appearance of clean and neat medical staff affects the comfort of patients and pharmacy staff inform the length of the drug administration process, nurses are responsive to what the client needs. However, there are some respondents who are dissatisfied with the services received because nurses rarely notify if there is a delay in patient examination, thus having an impact on patient satisfaction and service quality. However, this is not able to reduce the value of the service quality variable on patient satisfaction so that the service quality variable still affects patient satisfaction.

The results of this study are in line with the research conducted by (Rosidah, 2024) Data analysis uses *chi-Square* test and multivariate logistic regression. The results of the study showed that there was a relationship between *tangible* (p value 0.010), *reliability* (p value 0.023), *responsiveness* (p value 0.017), *insurance* (p value 0.05), and *empathy* (p value 0.047) to inpatient satisfaction at Regional General Hospitals in 2024. The most dominant factor with inpatient satisfaction at Regional General Hospitals in 2024 is *tangible* (p value 0.006), (OR 0.289). In conclusion, there is a *tangible, reliability, responsiveness, assurance and empathy* relationship with inpatient satisfaction at Regional General Hospitals in 2024. The Relationship between Service Quality and Patient Satisfaction at the Tanah Grogot Health Center in 2020. This study found that 57.1% of patients expressed satisfaction with the services provided, and 82.4% of patients rated the quality of services as good. Although the results of the statistical test did not show a significant relationship between service quality and patient satisfaction ($p=0.130$), the majority of patients judged good service quality to be correlated with their satisfaction (Rahmi, 2022). The Relationship between Health Service Quality and Inpatient BPJS Patient Satisfaction at Sultan Agung Islamic Hospital Semarang. This study showed that 76.1% of respondents rated the quality of health services in the good category, and 65.2% of respondents were satisfied with the services provided. Statistical tests showed that there was a meaningful relationship between the quality of health services and patient satisfaction ($p=0.001$), with a weak positive correlation ($r=0.386$) (Dewi, 2023).

The Effect of Nurses' Caring Behavior on Patient Satisfaction through Service Quality

The results showed that the direct influence between caring behavior variables on service quality was 0.624, while the direct influence between service quality variables on patient satisfaction

was 0.115, so the indirect influence between caring behavior variables on patient satisfaction through service quality was 0.072. Based on the results of the Sobel test, a p-value of 0.000, a *t-statistic* of 3.705, and an effect value of 0.072 were obtained. A positive regression coefficient value with a significance level of 0.000 indicates that H_0 is rejected and H_a is accepted.

This is because previous analyses of the direct relationship between caring behavior variables and service quality, and the direct relationship between service quality variables and patient satisfaction, showed a positive and significant relationship. This is also because there is an indirect relationship between caring behavior and patient satisfaction also shows a significant relationship. The relationship concluded that the service quality variable played a role as an intervening (mediating) variable. Therefore, the value of the indirect relationship and the results of the Sobel test show that the hypothesis proposed earlier that caring behavior has a positive effect on patient satisfaction through the quality of service received. This means that the more caring behavior of nursing staff for patients is carried out, the better the quality of medical services at Sayek Yusuf Hospital will be and will further affect patient satisfaction.

The results of this study are in line with research (Harwati, 2022). The results of the research are that leadership can have an indirect influence on job satisfaction through work motivation. The results of the path analysis in this study obtained a value of the leadership regression coefficient on job satisfaction of 0.213, while the value of the leadership coefficient on job satisfaction with work motivation as an intervening variable was 0.337. Hubungan Perilaku Caring Perawat dengan Kepuasan Pasien di Rumah Sakit. This study found that nurses' caring behavior has a significant impact on patient satisfaction. The implementation of good caring behavior by nurses can improve the quality of nursing services, which in turn increases patient satisfaction (Arnike, Gita & Kadir, 2023). Caring Behavior of Nurses with Patient Satisfaction at GMIM Pancaran Kasih General Hospital Manado. This study found a significant relationship between nurse caring behavior and patient satisfaction. The results showed that the caring behavior shown by nurses played an important role in meeting patient satisfaction, which is one of the indicators of hospital service quality (Belladonna et al., 2020). The Relationship between Nurse Caring Behavior and Patient Satisfaction in Hospitals, this study highlights that nurse caring behavior is very important in meeting patient satisfaction, which is one of the indicators of service quality in hospitals. It is emphasized that nurses are one of the determinants in fulfilling patient satisfaction through the caring behavior shown (Suwoko, Hadi & Warsitu, 2019).

4. CONCLUSION

The results of the study showed that the caring behavior of nurses had a positive and significant influence on patient satisfaction and service quality at Sheikh Yusuf Hospital. Nurses who show attention, patience, and good communication with patients can increase their sense of appreciation, which ultimately contributes to increased patient satisfaction.

In addition, the quality of service has also been proven to have a positive impact on patient satisfaction. Factors such as the speed of service, the appearance of medical personnel, the accuracy of providing information, and the responsiveness to patient needs play an important role in shaping the patient's perception of the quality of the services provided. Furthermore, this study confirms that service quality plays a mediating variable between nurses' caring behavior and patient satisfaction. This means that the better the nurse's behavior, the better the quality of service provided, which ultimately increases patient satisfaction.

Overall, the results of this study confirm that improving nurses' caring behavior must be a priority in efforts to improve service quality and patient satisfaction. Therefore, hospitals need to continue to encourage and develop a culture of caring-based service to create a better care experience for patients.

These findings confirm that nurses' caring behavior has a crucial role in improving patient satisfaction and service quality in hospitals. To implement it on a wider scale, including in hospitals with different characteristics, a flexible and sustainable approach is needed, such as empathy training

for nurses, the development of SOPs that focus on caring, the use of technology, the implementation of service-based leadership, and regular evaluation and monitoring.

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