



The Effect of Nurses' Caring Behavior Education on the Satisfaction of Chemotherapy Patients in the St. Marta and Andrea Wards at Rumah Sakit Santa Elisabeth Medan in 2025

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Abstract. Introduction: Satisfaction is a psychological in which patients feel that their needs, expectations, and experiences during the chemotherapy process are met both in terms of service, communication, and emotional comfort. Caring behavior refers to the actions and attitudes of nurses that demonstrate empathy, attention, compassion, and sensitivity to patient needs. When caring is provided optimally, patients feel valued, supported, and secure, thereby enhancing their satisfaction during chemotherapy. Method: The objective of this study is to determine the effect of nurse caring behavior education on the satisfaction of chemotherapy patients. The research design used a pre-experimental method with a one-group pre-posttest design. The sampling technique in this study is purposive sampling, with a sample of 15 patient respondents and 23 nurse respondents. This study utilized a satisfaction questionnaire and a caring behavior questionnaire to measure patient satisfaction and nurse caring behavior. Result: Based on the results of the pre-test and post-test conducted, the statistical analysis using the Wilcoxon Signed Rank Test obtains a P-value = 0.001 ($p < 0.05$). Conclusion: Therefore, there is a significant effect of nurse caring behavior education on the satisfaction of chemotherapy patients. It is recommended that nurses consistently apply caring behavior in their daily practice to enhance patient satisfaction during chemotherapy.

Keywords: Satisfaction, Education, Caring Behavior

INTRODUCTION

Patient satisfaction is a crucial indicator of the quality of care at a hospital. Patients can be considered satisfied when the healthcare services provided exceed their expectations (Wijaya et al., 2023). The level of patient satisfaction indicates the extent to which patients evaluate the services provided by medical staff; this satisfaction plays a highly influential role in building a reciprocal relationship with the hospital and reinforcing a positive image among the broader community. Satisfied patients are more likely to return to use those services and also recommend the hospital to their close relatives and friends (Goodrich and Lazenby, 2023).

Patient satisfaction is an expression of happiness that arises when patients feel the care they received met their prior expectations. Patient satisfaction is also the result of healthcare services that demonstrate quality. This level of satisfaction arises because patients assess or evaluate the performance of the healthcare services they received based on what they actually received. Patient satisfaction can be influenced by several factors, such as physical evidence (tangibles), reliability, responsiveness, assurance, and empathy (Christanto et al., 2024).

According to the World Health Organization (WHO, 2021), more than 6 million patient feedback responses have been collected from 25 countries. The countries with the lowest satisfaction rates are Kenya at 40.4% and India at 34.4%. The 2023 Patient Satisfaction Survey by the Indonesian Ministry of Health (Kemenkes) indicates that 91% of patients reported being satisfied with the care provided by nurses, while 9% expressed dissatisfaction with the care received (Kemenkes, 2023).

Internal data from Santa Elisabeth Hospital in Medan obtained in 2024 showed a patient satisfaction rate of 84%. Although this met the hospital's internal standard of 80%, it remained

below the national standard set by the Ministry of Health in 2016, which is 95% (Putra et al., 2024).

The results of a preliminary survey conducted via questionnaire among chemotherapy patients in the Santa Marta Ward and the Chemotherapy Ward at Rumah Sakit Santa Elisabeth Medan in 2025 were used as the basis for this study. With a total of 10 respondents, the following results were obtained: 3 respondents (30%) stated they were very satisfied with the nursing care, and 7 respondents (70%) stated they were satisfied. Based on the author's analysis of the 10 respondents, the following was found: Respondent No. 6 had 3 statements indicating dissatisfaction, specifically that nurses did not assist clients during urination/defecation and that nurses contributed to the bathroom and toilet being unclean; Respondent No. 7 had 2 statements indicating dissatisfaction, specifically that the nurse did not assist the client during urination/defecation; Respondent No. 8 had 3 statements indicating dissatisfaction, specifically that the nurse did not assist the client during urination/defecation and that the nurse showed insufficient attention; Respondent No. 9 made 2 statements expressing dissatisfaction regarding the nurses' failure to assist clients during urination and bowel movements, and Respondent No. 10 made 2 statements expressing dissatisfaction regarding the nurses' failure to assist clients during urination and bowel movements.

Patient dissatisfaction during treatment can be caused by several influencing factors, namely a mismatch between expectations and the quality of service provided, waiting times that do not align with scheduled times, healthcare staff exhibiting rude or unfriendly behavior, insufficient duration of patient contact, and inadequate healthcare support facilities that fail to meet standards. These factors can pose risks that lead to patient dissatisfaction (Solikhah et al., 2025).

Patient dissatisfaction during hospital care can be influenced by many factors, one of which is ineffective communication between healthcare staff and patients throughout the care period. Patient satisfaction is directly influenced by the quality of care received. Satisfaction is achieved when the quality of care meets or exceeds expectations. Conversely, dissatisfaction arises when healthcare services do not align with the patient's initial expectations. Essentially, patient satisfaction is formed when their expectations are met through the experiences they have had (Lestari et al., 2021).

Efforts to improve patient satisfaction can be achieved through the caring behavior of nurses provided to patients during care, which can foster patient trust. Patient and family satisfaction with healthcare services is greatly influenced by the quality of nursing care. The most important aspect of this service is the nurse's caring behavior, where a friendly attitude combined with responsiveness to the patient's needs during the care period serves as the primary indicator (Christianingsih et al., 2022).

A solution to improve patient satisfaction involves enhancing nurses' caring behavior, which enables patients to express their views and feelings about the nursing care provided accurately; consequently, satisfaction with the service also improves (Belladonna et al., 2020). Nurses' caring behavior plays a crucial role in meeting patient satisfaction and serves as a benchmark for the quality of care provided at the hospital. Nurses deliver care with compassion, respect, love, empathy, and a spirit of mutual respect (Suweko and Warsito, 2019).

To enhance patient satisfaction, hospitals can implement Patient-Centered Care (PCC). Patient-Centered Care is an approach designed to foster a respectful interaction or relationship between patients, their families, and healthcare providers. This approach aims to facilitate open and transparent communication, thereby preventing potential conflicts that often arise due to a lack of information. Consequently, patients will feel satisfied as they have an equal right to know about their health condition (Murharyati et al., 2023).

A nurse who is skilled in interpersonal communication will be highly effective in promoting patient recovery. Through interpersonal communication, nurses can help patients better understand their own thoughts, thereby alleviating some of the emotional burden they carry. Effective communication also enables nurses to take more appropriate actions for patients; however, if nurses cannot establish communication that makes patients feel comfortable or speak clearly, patients may feel dissatisfied with the care they receive. Therefore, nurses' interpersonal

communication is closely related to patient satisfaction, as there is a positive correlation between patient satisfaction and interpersonal communication that enhances patient satisfaction (Wijaya et al., 2023).

Patient satisfaction is enhanced by the consistency of nursing care during patient examinations; the nurses' diligence, attitude, and treatment—which address patients' needs and requests—can influence patient satisfaction. Scheduled and routine examinations can provide a sense of peace and comfort to patients because they feel assured that nurses will consistently monitor their condition. Therefore, the consistency of nurses in providing care plays a crucial role in improving the quality of healthcare services. Additionally, it helps minimize the risk of complications, reduce patients' stress levels during their stay, ensure the success of the treatment provided, and optimize the use of available resources within the hospital (Marpaung, 2025).

To enhance patient satisfaction, hospitals can implement the principles of Good Corporate Governance, which include providing fair care to all patients (fairness), transparency in service information (transparency), healthcare workers' accountability for their duties (accountability), and the hospital's commitment to fulfilling social obligations and service standards (Rizki et al., 2023).

Based on the above description, the researcher was motivated to investigate the influence of education on nurses' caring behavior in the Santa Marta and Andrea wards Rumah Sakit Santa Elisabeth Medan in 2025.

METHODS

This study is a quantitative pre-experimental study using a one-group pre-posttest design. The study population consisted of 152 chemotherapy patients and 23 nurses. Sampling was conducted using purposive sampling, with a sample size of 15 respondents. Data collection utilized a satisfaction questionnaire (Nursalam, 2020) and a caring behavior questionnaire (Karo, 2019).

RESULTS AND DISCUSSION

Satisfaction (Before intervention)	<i>f</i>	%
Very satisfied	9	60.0
satisfied	6	40.0
Total	15	100.0

Table 1. Frequency Distribution of Patient Satisfaction Before Receiving Caring Behavior Education in the Santa Marta and Andrea Wards at Rumah Sakit Santa Elisabeth Medan in 2025

Table 1 shows that, prior to receiving education on nurses' caring behavior, 9 respondents (60.0%) were in the "very satisfied" category and 6 respondents (40.0%) were in the "satisfied" category.

Satisfaction (after intervention)	<i>f</i>	%
Very satisfied	13	60.0
Satisfied	2	40.0
Total	15	100.0

Table 2 Frequency Distribution of Patient Satisfaction Following Education on Nurses' Caring Behavior in the Santa Marta and Andrea Wards in 2025

Table 5.4 shows that, following the nurses' caring behavior education, 13 respondents (86.7%) reported being very satisfied, while 2 respondents (13.3%) reported being satisfied.

Test Statistics ^a	
	Kepuasan - PretestPoste st
Z	-4.785 ^b
Asymp. Sig. (2-tailed)	<.001
a. Wilcoxon Signed Ranks Test	
b. Based on positive ranks.	

Table 3. The Effect of Nurses' Caring Behavior Education on the Satisfaction of Chemotherapy Patients in the Santa Marta and Andrea Wards at Rumah Sakit Santa Elisabeth Medan in 2025

Table 3 shows that the results of the Wilcoxon signed-rank test yielded a p-value of 0.001 ($p < 0.05$), indicating that there is an effect of nurses' caring behavior education on the satisfaction of chemotherapy patients in the Santa Marta and Andrea wards at Rumah Sakit Santa Elisabeth Medan in 2025; therefore, the hypothesis is accepted.

Patient Satisfaction Before Receiving Education on Nurses' Caring Behavior in the Santa Marta and Andrea Wards at Rumah Sakit Santa Elisabeth, Medan, 2025

Figure 5.1 shows that, prior to receiving education on nurses' caring behavior, 9 respondents (60.0%) fell into the "very satisfied" category and 6 respondents (40.0%) into the "satisfied" category.

According to the researcher's assumption, patient satisfaction is a state in which patients' expectations regarding healthcare services are met as they desire, thereby fostering a sense of safety, comfort, and being valued throughout the care process. Patients will feel satisfied if the nursing care provided aligns with their expectations, such as nurses who are friendly, caring, responsive, and capable of providing clear explanations and assistance. Nursing care provided with full attention and responsibility can make patients feel cared for, safe, and valued, thereby increasing patient satisfaction.

The researcher's assumption is also supported by Dewi (2023), who states that patient satisfaction is the patient's evaluation of the care received while in the hospital. Patients will feel satisfied if the care provided meets their expectations, particularly regarding the quality of care delivered—specifically the quality of healthcare staff, their friendly attitude, attentiveness, and the staff's ability to provide care promptly and accurately. This journal states that high-quality care significantly influences patient satisfaction, as patients evaluate not only treatment outcomes but also their overall experience during care.

The researcher's assumption is supported by Lintresa (2021), who explains that patient satisfaction is the result of patients' evaluations of the care they received during their treatment. Patients assess satisfaction based on how care is delivered, including staff attitudes, attention to patient complaints, and comfort during the treatment process. Thus, patient satisfaction is influenced not only by the outcomes of medical procedures but also by the quality of interactions and the care directly experienced by the patient.

The researchers' assumption is supported by Sulhastiiawati (2024), who states that patient satisfaction does not arise by chance but is shaped by various aspects of care experienced during treatment. Patient satisfaction is also influenced by the condition of the hospital facilities and environment—which should be clean, comfortable, and safe—so that patients feel at ease during the treatment process. Cost considerations also play a role, particularly the clarity of cost information and the alignment between the services received and the expenses incurred. Thus, the better the quality of service, the treatment environment, and cost transparency, the higher the level of patient satisfaction will be.

The researchers' assumption is supported by Sari et al. (2024), who found that the quality of healthcare professionals' communication influences patient satisfaction; specifically, therapeutic communication—both verbal and nonverbal—conducted by nurses has a significant impact on patient satisfaction levels. Specifically, clear, informative, and empathetic verbal communication can improve patients' understanding of their health condition and care procedures, thereby fostering trust and satisfaction. Meanwhile, nonverbal communication—such as eye contact, smiles, open body language, and prompt responses—also plays a crucial role in creating a more humane and comfortable care experience.

Patient Satisfaction Following Education on Nurses' Caring Behavior in the Santa Marta and Andrea Wards at Rumah Sakit Santa Elisabeth Medan in 2025

Figure 5.2 shows that patient satisfaction following education on nurses' caring behavior was in the "very satisfied" category for 13 respondents (86.7%) and in the "satisfied" category for 2 respondents (13.3%).

The researchers assume that patient satisfaction is a form of evaluation of the quality of care they received during their hospital stay, based on the fulfillment of their expectations, needs, and comfort. There is a positive correlation between healthcare providers' caring behavior and the level of satisfaction among chemotherapy patients; the higher the intensity and quality of the caring behavior demonstrated—such as empathy, attentiveness, clear communication, and a respectful attitude—the higher the level of patient satisfaction. This is not solely determined by the accuracy of the diagnosis or the success of medical procedures, but is significantly influenced by the experience of human interaction throughout the treatment process. Therefore, this assumption positions caring behavior as a key variable that significantly contributes to shaping patients' perceptions of the overall quality of healthcare services.

The researchers' assumption is supported by Susanti and Apriana (2024), who view nurses' caring behavior as a crucial factor in enhancing both service quality and patient satisfaction. Caring grounded in humanistic values, respect, empathy, and effective communication skills has been proven to foster positive interpersonal relationships between nurses and patients, making patients feel valued, cared for, and safe during the care process. When nurses consistently understand and practice caring behavior, patient satisfaction tends to increase because the care received aligns with their needs, expectations, and comfort.

The researcher's assumption is supported by Pudjiastutik (2025), who states that patient satisfaction is influenced by several key factors, particularly nurses' caring behaviors, which include communication, empathy, presence, professional skills, and attention to patients' needs. Additionally, patient characteristics such as age, gender, and education level have also been shown to influence how patients evaluate the care provided.

The researcher's assumption is supported by Fahrezy et al. (2025), whose study demonstrated that nurses' caring behavior has a significant impact on patient satisfaction. The findings indicate that the majority of nurses were rated as having good caring behavior, which was accompanied by a high percentage of patients reporting satisfaction. Furthermore, the statistical analysis revealed a significant relationship between caring and patient satisfaction ($p=0.001$) with a correlation coefficient of $r=0.504$, indicating that the better the nurses' empathy, attention, and communication, the higher the patients' satisfaction with the care they receive.

The researcher's assumption is supported by Nur (2024), who, in a literature review, analyzed how nurses' caring attitudes in journals are manifested through a series of concrete behaviors that directly shape patients' experiences. This attitude is not abstract but manifests in the form of empathetic communication, such as listening carefully to complaints and responding gently; expressions of concern through sincere smiles and respectful eye contact; and responsive actions, such as being quick to help and attentive to patients' basic needs, such as personal hygiene.

Caring Behavior Perawat Sesudah Diberikan Edukasi Caring Behavior Perawat Di Ruang Santa Marta Dan Andrea Rumah Sakit Santa Elisabeth Medan Tahun 2025

Figure 5.4 shows that, following the training on caring behavior, 9 respondents (60.0%) rated

their caring behavior as “good” and 6 respondents (40.0%) rated it as “very good.”

The researchers assumed that respondents’ ratings of nurses’ caring behavior in the “very good” and “good” categories were influenced by the education provided. This education enables nurses to be more consistent in demonstrating attention, empathy, and appropriate responses to patients’ needs. This heightened awareness encourages the application of caring principles in every interaction with patients. Consequently, patients experience a deeper sense of care, which ultimately increases their satisfaction levels.

The researchers assume that nurses’ caring behavior—marked by empathy, attention, and responsiveness to patients’ holistic needs can create a supportive therapeutic environment. Caring behavior is believed to foster a sense of comfort and trust that can reduce anxiety, enhance a sense of safety, and make patients feel valued as human beings, not merely recipients of medical procedures. Therefore, caring behavior is not merely an adjunct but a key determinant shaping patients’ perceptions of service quality.

The researchers’ assumption is supported by Trisnawati (2021), who notes that nurses’ caring behavior is closely linked to the nursing care provided to patients undergoing chemotherapy. Examples of such behavior—such as offering attention, listening empathetically, explaining treatment procedures, and fostering effective communication—constitute tangible forms of nursing care that influence patient compliance and satisfaction. When nurses demonstrate caring and responsive attitudes, patients feel more supported, comfortable, and motivated to follow their chemotherapy schedule with discipline.

The researcher’s assumption is supported by Wuisan and Pondaag (2024), who demonstrate that nurses’ caring behaviors—such as providing sincere care, respect, responsibility, and comprehensive support to patients—directly influence patient satisfaction levels. When nurses demonstrate caring, empathetic, and responsive attitudes, patients feel more valued, comfortable, and satisfied with the care they receive. The better the nurses’ caring behavior, the higher the patients’ satisfaction with nursing care at the hospital.

The researchers’ assumption is supported by Nofriadi (2021), who found that nurses’ therapeutic communication has a strong relationship with caring behavior. Nurses who are able to communicate effectively—such as introducing themselves, listening to complaints, and explaining procedures with empathy—tend to more easily demonstrate caring, attention, and respect toward patients. In other words, effective communication serves as the foundation for nurses to optimally apply caring behavior, thereby making patients feel valued, trusted, and more satisfied with the nursing care they receive.

The Effect of Nurses’ Caring Behavior Education on the Satisfaction of Chemotherapy Patients in the Santa Marta and Andrea Wards at Rumah Sakit Santa Elisabeth Medan in 2025

In this study, the results obtained from 15 respondents indicated that there was a difference before and after the implementation of the educational intervention on nurses’ caring behavior. Analysis using the Wilcoxon Signed-Rank Test yielded a P-value of 0.001 ($p < 0.05$), indicating that the provision of nursing caring behavior education significantly influenced the satisfaction of chemotherapy patients in the Santa Marta and Andrea wards at Santa Elisabeth Hospital in Medan in 2025.

The researcher assumes that nurses’ caring behavior directly increases the satisfaction of chemotherapy patients. Nurses play a crucial role not only in the medical aspects of care but also in fostering a humane and positive care experience. When nurses demonstrate genuine concern, clear and empathetic communication, and responsiveness to patients’ physical and emotional needs, patients feel more heard, supported, and valued as individuals. Caring interactions, such as patiently listening to complaints and explaining procedures in a friendly manner, are key. This support is further strengthened by the involvement of family members and fellow patients, creating a more comfortable and personalized care environment. Ultimately, nurses’ caring behavior not only supports clinical aspects but also serves as a key factor in shaping patients’ overall satisfaction with their chemotherapy experience.

The researchers' findings are supported by Fransiska (2023), who demonstrated that nurses' caring behavior significantly influences how satisfied patients are with the care they receive in the hospital. When nurses demonstrate genuine care—such as listening patiently, responding promptly, being friendly, and providing clear and empathetic explanations—patients tend to feel more valued, comfortable, and supported during their care. This caring behavior is not merely superficial but constitutes a direct experience that shapes patients' perceptions of service quality. In other words, caring is not merely an adjunct to a nurse's duties but a determining factor that directly impacts patient satisfaction. Therefore, developing and maintaining caring behavior in nursing practice is not only ethically important but also a strategic approach to improving service quality and building patient trust.

The researcher's assumption is supported by Jusamaliah (2024), who states that nurses' caring behavior is closely linked to the satisfaction of patients undergoing care. This caring attitude is not merely perceived as part of a nurse's duties but genuinely shapes patients' positive experiences regarding the care they receive. Caring is not merely a supplementary component of nursing care but serves as the primary determinant of patients' assessments of service quality. Therefore, efforts to continuously maintain and enhance caring attitudes among nurses are not only crucial for therapeutic relationships but also strategic in building patient trust and loyalty toward the hospital.

The researcher's view is supported by Senofia (2025), who states that caring behavior influences patient satisfaction; for instance, a nurse's friendly, responsive, and attentive attitude is not merely a formality but something genuinely felt by patients, shaping their impression of service quality. Satisfaction is not solely determined by the accuracy of medical procedures but is significantly influenced by the human touch and empathetic interactions from nurses. Thus, fostering a culture of caring within the nursing team is not merely an ethical matter but a practical strategy to enhance service quality and maintain patient trust.

Based on the above statements, it can be concluded that there is a positive impact of educating nurses on caring behavior on the satisfaction of chemotherapy patients in the Santa Marta and Andrea wards at Rumah Sakit Santa Elisabeth Medan in 2025. Therefore, caring behavior should be applied both when caring for patients and in daily life.

CONCLUSIONS

Based on the results of a study involving 15 respondents on the effect of nurses' caring behavior education on the satisfaction of chemotherapy patients, it can be concluded that:

1. Chemotherapy patient satisfaction was very high among 9 respondents (60.0%) out of 15 respondents before receiving education on nurses' caring behavior in the Santa Marta and Andrea Wards at Santa Elisabeth Hospital in Medan in 2025.
2. Chemotherapy patient satisfaction was very high among 13 respondents (86.7%) out of 15 respondents after receiving education on nurses' caring behavior in the Santa Marta and Andrea Wards at Santa Elisabeth Hospital, Medan, in 2025.
3. Chemotherapy patient satisfaction was very high among 13 respondents (86.7%) out of 15 respondents after receiving education on nurses' caring behavior in the Santa Marta and Andrea Wards at Santa Elisabeth Hospital, Medan, in 2025.
4. Nurses' caring behavior after receiving education on caring behavior was good, with 9 respondents (60.0%) out of 15 respondents in the Santa Marta and Andrea Wards at Santa Elisabeth Hospital, Medan, in 2025.
5. Based on the results of the Wilcoxon Signed-Rank Test, a P-value of 0.001 ($p < 0.05$) was obtained, indicating that nursing caring behavior education has an effect on the satisfaction of chemotherapy patients in the Santa Marta and Andrea Wards at Santa Elisabeth Hospital, Medan, in 2025.

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