



The Relationship of Nurses' Caring Attitudes with Patient Satisfaction in the Operating Room and Internal Room of Toto Kabila Hospital

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ABSTRACT

Caring attitude is the core of nursing practice which plays an important role in improving the quality of service and patient satisfaction. Patient satisfaction is an important indicator in assessing the quality of health services in hospitals. The caring behavior shown by the nurse can affect the patient's perception of the services received during the treatment process. This study aims to determine the relationship between nurses' caring attitudes and patient satisfaction in the Operating Room and Internal Room of Toto Kabila Hospital. This study uses a quantitative method with a cross sectional design. The sample in this study amounted to 94 respondents who were selected using the purposive sampling technique. Data collection was carried out using a nurse caring attitude questionnaire and a patient satisfaction questionnaire. The results showed that most of the respondents assessed the caring attitude of nurses to be in the category of caring enough as many as 59 respondents (62.8%), the caring category as many as 23 respondents (24.5%), and the less caring category as many as 12 respondents (12.8%). The level of patient satisfaction was mostly in the category of satisfied as many as 63 respondents (67.0%), the satisfied category as many as 21 respondents (22.3%), and the dissatisfied category as many as 10 respondents (10.6%). The results of the Chi-square test showed a value of $p = 0.002$ ($p < 0.05$) which means that there is a significant relationship between the caring attitude of nurses and patient satisfaction in the Operating Room and Internal Room of Toto Kabila Hospital. This study concluded that the better the caring attitude of nurses, the higher the level of patient satisfaction with the nursing services received.

INTRODUCTION

Health has now become one of the main needs of the community. Along with the increase in living standards, people increasingly demand quality health services. This condition encourages health service providers to continue to improve the quality of their services. These efforts not only focus on disease treatment (curative), but also include preventive services to improve the quality of life of the community and provide satisfaction to health service users (Iwan Setyo Lesmana, 2021).

The development of health services in the 21st century demands an improvement in the quality of services that focuses not only on technical and procedural aspects, but also on the humanitarian dimension and the interpersonal relationship between nurses and patients. In the context of nursing, one of the fundamental aspects that determines the quality of service is the caring behavior or caring behavior of nurses towards patients. Caring is a form of professional care that includes care, empathy, and a moral commitment to providing a humane and meaningful healing experience for patients (Rahmadani, T., Wulandari, A., & Rini, 2022)

Aiken's research (2012) in (Firmansyah et al., 2019) shows that the percentage of nurses who have poor quality of caring services is found in Ireland 11%, and Greece 47%. The International Association of Human Caring explains that nursing always includes four concepts, namely caring is what nurses do, humans are the target of what nurses do, health is the goal and the environment is the place where nurses care.

According to the World Health Organization (WHO, 2017) states that all countries in the world must strengthen primary health care systems to improve effectiveness (better public health), efficiency (costs remain managed), equity (equal opportunity to get appropriate health services) and sustainable health care systems (Dye et al., 2017)

Patient satisfaction is a level of patient feeling that arises as a result of the performance of health services obtained after the patient compares with expected (Iwan Setyo Lesmana, 2021). According to Tsedan Wilton, there are two main variables that determine consumer satisfaction, namely expectations and performance perceptions. If the perception of performance meets expectations, consumers will feel satisfied and the opposite happens if the perception of performance is below expectations. In addition, factors that affect satisfaction include: product characteristics, price, service, location, facilities, image, visual design, atmosphere and communication (Faridah et al., 2021)

But in reality, not all existing patients feel that the services provided have been in accordance with their expectations, this is greatly influenced by several factors, one of which is the service and caring attitude of the nurse, the lower the caring attitude or concern of a nurse for the patient, the lower the satisfaction response from the patient. In accordance with the results of the research that has been carried out (Surya, N., Hastuti, M. F., 2020) The results of the study showed that the proportion of patient satisfaction in the operating room and adult inpatient room of Tanjungpura University Hospital Pontianak was obtained from 96 respondents obtained mostly 26 (27.1%) The caring attitude of nurses was less so that more than half of 22 (22.9%) respondents were not satisfied with the caring attitude of nurses. Likewise, research conducted by (Matondang et al., 2020) The results of the study showed that the proportion of satisfaction with factors related to the quality of service at the Karadenan Health Center in Bogor Regency was obtained from 96 respondents, patients who received poor quality of service with a poor empathy factor was 63 people with a percentage of 65.6%.

As one of the referral hospitals in Gorontalo Province, Toto Kabila Hospital has an important role in providing health services to people with diverse social, economic, and cultural backgrounds. Therefore, it is important to study the phenomenon of health services in this hospital in more depth.

Initial data collection on October 17, 2025, the number of nurses in the operating room was recorded at 35 people and the number of nurses in the internal room was 39 people. Based on patient visits at Toto Kabila Hospital in 2024, the number of patients in the operating room was recorded at 2,785 patients and the number of patients in the internal room was recorded at 2,684 patients.

The results of the 2024 Toto Kabila Hospital patient satisfaction survey show that overall satisfaction has reached 86.06%, which means that the service at Toto Kabila Hospital is relatively good. However, this figure still does not reach the optimal target of patient satisfaction according to the Ministry of Health's standards, which is $\geq 90\%$ (Ministry of Health of the Republic of Indonesia, 2023). This condition shows that caring aspects in nursing services still need to be improved, especially in terms of empathic communication, emotional presence, and concern for the psychological needs of patients.

Hospital service performance can be evaluated through bed utilization efficiency indicators, namely Bed Occupancy Rate (BOR), Length of Stay (LOS), and Turn Over Interval (TOI). These indicators reflect the level of utilization of inpatient resources and the effectiveness of health services provided to patients. Based on the recapitulation data of Toto Kabila Hospital in 2024, the hospital recorded a BOR of around 65%, an average LOS of 4.8 days, and a TOI of 1.9 days. This achievement shows that the level of service efficiency is still in the good category according to the Ministry of Health's standards (BOR ideal 60-85%). However, it shows that the occupancy rate is quite high. These conditions can affect the workload of nurses, which ultimately has the potential to affect the implementation of caring attitudes and patient satisfaction. Further analysis of BOR, LOS, and TOI trends is needed to assess the continuity of service quality and support the planning of health resource and facility needs at Toto Kabila Hospital in the following years.

Based on the results of interviews conducted on October 24, 2025 with 7 patients in the operating room and 8 patients in the internal room of Toto Kabila Hospital, information was obtained that 2 patients in the operating room and 3 patients in the internal room stated that they were not satisfied with the nursing services received. This dissatisfaction is mainly caused by the speed of nurses in responding to requests for assistance that is still not optimal, services that are felt to be slow, and lack of attention to patient complaints. In addition, some patients also said that communication between nurses and patients is still lacking, and some nurses do not introduce themselves when interacting with patients for the first time. This condition shows that although patient satisfaction in general is relatively high, there are still aspects of service that need to be improved, especially related to the caring attitude and therapeutic communication of nurses in providing nursing care to patients.

Conform to the opinion (Firmansyah et al., 2019) The better the caring attitude shown by nurses in providing nursing care, the level of satisfaction of clients and families will also increase. This shows that the therapeutic relationship between nurses and clients is getting better. Quality nursing services can be an indicator of the success of health services in hospitals, because patient satisfaction will be achieved if the services provided are in accordance with their expectations.

The behavior displayed by nurses is to provide comfort, attention, affection, care, health maintenance, encouragement, empathy, interest, love, trust, protect, presence, support, touch and ready to help and visit clients. Such behavior will encourage the client to change physical, psychological, spiritual, and social aspects for the better (Firmansyah et al., 2019)

This condition shows a potential gap between patients' expectations of the caregiver's caring attitude and the services received, which can ultimately affect patient satisfaction levels. Therefore, it is important to conduct

research on "The Relationship between Caring Attitudes and Patient Satisfaction in the operating room and internal room of Toto Kabila Hospital" to find out the extent to which nurses' caring attitudes contribute to patient satisfaction at the hospital.

RESEARCH METHODOLOGY

Place and Time of Research

This research will be carried out in the operating room and internal room of Toto Kabila Hospital, Bone Bolango Regency, Gorontalo Province in November-December 2025.

Research Methods

This study uses a quantitative approach with a correlational analytical design which aims to determine the relationship between nurses' caring attitudes and patient satisfaction. The quantitative approach is used because the research focuses on a specific population or sample with data collection using a measured instrument. The Nurse Caring Attitude Questionnaire is based on Watson's theory (2009) and the Patient Satisfaction Level questionnaire which is compiled based on health service satisfaction indicators according to Parasuraman, Zeithaml, and Berry (SERVQUAL) which includes tangible, reliability, responsiveness, assurance, and empathy.

The research design used was observational analysis with a cross-sectional approach. In this design, the measurement of independent variables, namely the caring attitude of nurses and dependent variables, namely patient satisfaction, was carried out at the same time, without any special treatment or intervention from the researcher. This design was used to determine the relationship between nurses' caring attitude and patient satisfaction in the operating room and the internal room of Toto Kabila Hospital directly.

Population and Sample

In this study, the population in this study was all patients who were treated in the operating room and internal room of Toto Kabila Hospital. Based on patient visits at Toto Kabila Hospital from October to December 2024, the number of patients in the operating room was 765 patients and the number of patients in the internal room was 684 patients. So the total population in this study is 1,449 patients. The researchers determined the number of samples of 94 people, (rounded from the results of Slovin calculations with an error tolerance of 10%). Sample selection uses purposive sampling, namely patients with inclusion and exclusion criteria that have been set by the researcher.

Data Analysis Techniques

The collected data was analyzed analytically and interpretively using the help of the Statistical Package for the Social Sciences (SPSS) computer program. The analysis used includes univariate analysis and bivariate analysis.

RESULTS

Characteristics of Respondents

The respondents in this study are inpatients in the operating room and internal room of Toto Kabila Hospital in January 2026. The number of respondents in this study was 94 patients. The following is the presentation of data in the form of frequency distribution of respondent characteristics, namely:

Table 1 Characteristics of Respondents

Characteristics	Frequency (n)	Present (%)
AGE		
Teenagers (17-25 years old)	28	29,8%
Early adults (26-35 years)	18	19,1%
Late adults (36-55 years)	27	28,7%
Senior (56-65 years old)	13	13,8%
Senior (>65 years)	8	8,5%
Total	94	100,0 %
Gender		
Male	40	42,6%
Women	54	57,4%
Total	94	100,0%
Education level		
SD	27	28,7%
Junior High School	18	18,1%
High School	34	36,2%
Colleges	15	16,0%

Total	94	100,0%
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(Primary Data Source 2026)

Based on table 1, the researcher obtained the results of the frequency distribution by age, the respondents were Adolescents (17-25 years) as many as 28 people (29.8%), Early Adults (26-35 years) as many as 18 people (19.1%), Late Adults (36-55 years) as many as 27 years (28.7%), Elderly (56-65 years) as many as 13 people (13.8%), and Seniors (>65 years) as many as 8 people (8.5%) with a total of 94 respondents.

Based on table 4.1, the results of the frequency distribution of Gender were obtained by respondents with male gender as many as 40 people (42.6%) and female gender 54 people (57.4%) with the number of respondents being 94 people.

Based on table 1 above, it shows that the characteristics of respondents who are educated in elementary school are 27 people (28.7%), junior high school as many as 18 people (18.1%), high school as many as 34 people (36.2%) and universities as many as 15 people (16.0%) with a total of 94 respondents.

Univariate Analysis of Caring Attitudes of Nurses in the Operating Room and Internal Room of Toto Kabila Hospital

Analysis of Nurses' Caring Attitude Parameters

Table 2 Analysis of Caring Attitude Parameters

Parameters	Less n (%)	Simply n (%)	Good n (%)	Total n (%)
Knowledge	6 (6,4%)	14 (14,9%)	74 (78,7%)	94 (100,0%)
Value of confidence and hope	10 (10,6%)	18 (19,1%)	66 (70,3%)	94 (100,0%)
Humanist values	4 (4,3%)	16 (17,0%)	74 (78,7%)	94 (100,0%)
Trusting relationships	7 (7,4%)	20 (21,3%)	67 (71,3%)	94 (100,0%)
Fulfillment of basic needs	12 (12,8%)	22 (23,4%)	60 (63,8%)	94 (100,0%)
Patience	15 (16,0%)	25 (26,6%)	54 (57,4%)	94 (100,0%)
Confidence	9 (9,6%)	21 (22,3%)	64 (68,1%)	94 (100,0%)
Honesty	6 (6,4%)	18 (19,1%)	70 (74,5%)	94 (100,0%)
Humility	8 (8,5%)	20 (21,3%)	66 (70,2%)	94 (100,0%)
Courage	7 (7,4%)	19 (20,2%)	68 (72,4%)	94 (100,0%)

Based on the results of the analysis of 94 respondents, the caring attitude of nurses in the ten dimensions is generally in the category of good caring. In the knowledge dimension, most respondents assessed that nurses were in the category of good caring (78.7%), followed by quite caring (14.9%) and less caring (6.4%). The dimensions of confidence and expectation values are also dominated by the category of good caring (70.3%), although there are still respondents who consider it quite caring (19.1%) and less caring (10.6%). In the humanist value dimension, the majority of respondents rated caring as good (78.7%), while in the dimension of mutual trust, most respondents also rated caring as good (71.3%). The dimension of meeting basic human needs shows a good proportion of caring at 63.8%, but respondents are still found who consider caring enough (23.4%) and less caring (12.8%). In the dimension of patience, although the majority are in the category of good caring (57.4%), the percentage of caring enough (26.6%) and less caring (16.0%) is relatively higher than other dimensions. The dimensions of confidence, honesty, humility, and courage were dominated by the categories of caring with percentages of 68.1%, 74.5%, 70.2%, and 72.4%, respectively, which shows that overall the caring attitude of nurses has been well perceived by most patients, although there is still room for improvement in certain dimensions.

Analysis of the attitude of Caring Nurses in the operating room and internal room of Toto Kabila Hospital

Table 3 Analysis of Caring Attitudes of Nurses

Caring Attitude of Nurses	Frequency	Introduce yourself
Good	23	24,5%
Simply Caring	59	62,8%
Lack of Care	12	12,8%
Total	94	100,0%

(Source: Primary Data 2026)

Based on table 3, it shows that out of 94 respondents, 23 people (24.5%) stated that nurses have a good caring attitude, as many as 59 people (62.8%) stated that nurses are quite caring, and as many as 12 people (12.8%) stated that nurses still lack caring.

Patient Satisfaction Parameter Analysis

Table 4. Patient Satisfaction Parameter Analysis

Parameters	Less n (%)	Simply n (%)	Satisfied n (%)	Total n (%)
Tangibility	6 (6,4%)	14 (14,9%)	74 (78,7%)	94 (100,0%)
Reliability	10 (10,6%)	18 (19,1%)	66 (70,3%)	94 (100,0%)
Responsiveness	4 (4,3%)	16 (17,0%)	74 (78,7%)	94 (100,0%)
Insurance	7 (7,4%)	20 (21,3%)	67 (71,3%)	94 (100,0%)
Empathy	12 (12,8%)	22 (23,4%)	60 (63,8%)	94 (100,0%)

Based on the results of the study of 94 respondents, the level of patient satisfaction with nursing services reviewed from the five dimensions of service showed that most patients stated satisfaction in all dimensions. In the tangibility dimension, as many as 74 respondents (78.7%) expressed satisfaction, indicating that the cleanliness, neatness, and readiness of facilities as well as the appearance of nurses have been well assessed by patients. In the reliability dimension, the majority of respondents also expressed satisfaction, namely 66 respondents (70.3%), which illustrates that nurses are considered quite reliable in providing services according to patient needs.

Furthermore, in the responsiveness dimension, as many as 74 respondents (78.7%) expressed satisfaction, which shows that nurses are considered quick to respond and willing to help patients when needed. In the assurance dimension, most of the respondents, 67 respondents (71.3%) felt satisfied, indicating that nurses were able to provide a sense of security, trust, and confidence through professional skills and attitudes. Meanwhile, in the empathy dimension, although the majority of respondents still stated satisfaction as many as 60 respondents (63.8%), the percentage of respondents who stated that they were satisfied and dissatisfied was relatively higher than the other dimensions, which shows the need for increased individual attention and a personal approach in nursing services.

Patient Satisfaction Analysis in the operating room and internal room of Toto Kabila Hospital

Table 5 Patient Satisfaction Analysis

Patient satisfaction	Frequency	Introduce yourself
Satisfied	21	22,3%
Quite satisfied	63	67,0%
Dissatisfied	10	10,6%
Total	94	100,0%

(Source: Primary Data 2026)

Based on table 5, it shows that out of 94 respondents, 21 people (22.3%) were satisfied with the patients, 63 people (67.0%) stated that they were quite satisfied, and as many as 10 people (10.6%) still felt dissatisfied.

Bivariate Analysis

Analysis of the Relationship between Nurses' Caring Attitudes and Patient Satisfaction in the Operating Room and Internal Room of Toto Kabila Hospital

Table 6 Analysis of the relationship between nurses' caring attitudes and patient satisfaction

Caring Attitude of Nurses	Satisfaction						Total		p Value
	Satisfied		Enough		Less		N	%	
	N	%	N	%	N	%			
Caring	10	43,5	10	43,5	3	13,0	23	100%	0,002
Simply Caring	10	16,9	46	78,0	3	5,1	59	100%	
Lack of Care	1	8,3	7	58,3	4	33,4	12	100%	
Total	21	22,3	63	67,0	10	10,7	94	100%	

(Source: Primary Data 2026)

Based on the results of the cross-tabulation, respondents who assessed the caring attitude of nurses in the caring category mostly had a satisfaction and sufficient level of satisfaction, at 43.5% each. In the category of

sufficient caring, the majority of respondents were at the level of sufficient **satisfaction**, which was 78.0%. Meanwhile, in the less caring category, the proportion of respondents with a level of satisfaction was more or less higher than the other categories, which was **33.4%**, which shows that the caring attitude of nurses has an effect on patient satisfaction.

The results of the Chi-square analysis of the relationship between nurses' caring attitudes and patient satisfaction were obtained with a value of $p = (0.002) < \alpha = 0.05$. So it can be concluded that there is a relationship between nurses' caring attitudes and patient satisfaction in the operating room and the internal room of Toto Kabila Hospital.

DISCUSSION

Analysis of Nurses' Caring Attitudes in the Operating Room and Internal Room of Toto Kabila Hospital. Caring Attitude Based on Dimensions

Knowledge

Based on the results of the analysis of 94 Respondents, the caring attitude of nurses in the ten dimensions is generally located in the Categories of Good Caring. On the dimensions Knowledge, most respondents assessed nurses to be in the category of good caring (78.7%), followed by quite caring (14.9%) and less caring (6.4%). Nurses' caring attitudes on the knowledge dimension are mostly in the category Enough to care, which shows that nurses are generally able to explain the disease and understand the patient's condition, but the explanation is not fully felt to be optimal by all respondents. Some respondents considered that nurses were caring, but there were still respondents who considered them to be less caring regarding the clarity and completeness of the information provided. Nurse knowledge is an important component of caring behavior because it plays a role in building a sense of security, increasing trust, and helping patients better understand their health conditions (Nursalam, 2020).

However, there are still respondents who assess the caring attitude of nurses in the knowledge dimension to be in the category Enough to care and Lack of Care. This indicates that the information provided by nurses has not been fully felt to be optimal by all patients, both in terms of clarity, completeness, and the way of delivery. Some patients may not fully understand the explanation given or feel that they have not had the opportunity to ask questions. According to Jean Watson's theory of care, the ability of nurses to integrate knowledge with empathetic and caring communication is at the core of caring practice and greatly determines the quality of the therapeutic relationship between nurse and patient (Watson, 2008). Therefore, it is necessary to continuously improve therapeutic communication skills and health education so that nurses' caring attitude in the knowledge dimension can be felt more optimally by all patients.

Value of confidence and hope

The results of the study on 94 Respondents, Dimensions The value of belief and hope It is also dominated by the category of Good Caring (70.3%), although there are still respondents who consider it quite caring (19.1%) and less caring (10.6%). This shows that nurses have tried to provide psychological and spiritual support to patients, such as providing motivation, strengthening hope for recovery, and reminding patients to pray according to their beliefs. This support is especially important because hospitalized patients often experience stress, anxiety, and uncertainty about their health conditions. These findings indicate that in general, nurses have tried to cultivate the value of patients' beliefs and expectations during hospital treatment. These efforts are reflected in the provision of psychological and spiritual support, such as motivating patients to remain optimistic, strengthening hope for recovery, and reminding patients to pray according to their beliefs (Nursalam, 2020).

Support on the value dimensions of beliefs and expectations has an important role in nursing practice because patients undergoing treatment often experience stress, anxiety, and uncertainty about their health conditions. A nurse who is able to provide hope and spiritual support can help patients improve coping skills, emotional calmness, and confidence in the healing process (Potter, P.A., Perry, A.G., Stockert, P., & Hall, 2021). According to Jean Watson's theory of care, instillation of faith-hope is one of the main factors in caring, which aims to help patients find meaning, inner strength, and enthusiasm for healing (Watson, 2008). Therefore, although the majority of respondents consider that nurses have shown a good caring attitude in this dimension, there is still a need for increased consistency in providing support of beliefs and expectations so that it can be optimally felt by all patients.

Humanist values

Based on the results of the study of 94 respondents, the caring attitude of nurses in The Dimension of Humanist Values Most of them are in the category Well cared for. by 78.7%, followed by the Enough to care by 17.0% and Lack of Care by 4.3%. These results show that the majority of nurses have applied human values in providing nursing care, such as being polite and friendly, speaking softly, and displaying friendly facial expressions to patients (Nursalam, 2020). These attitudes reflect respect for the dignity of patients as individuals who have feelings, needs, and the right to be treated humanely.

The application of humanist values in nursing has an important role in creating a sense of security and comfort for patients during hospital treatment. A humane service environment can help reduce anxiety, increase

trust, and improve the patient's experience during the healing process (Potter, P.A., Perry, A.G., Stockert, P., & Hall, 2021). Patients who feel valued and treated with empathy tend to be more cooperative towards nursing and have a positive perception of the quality of service they receive.

However, there are still a small number of respondents who consider nurses to be in the category of lack of care. This indicates that in some situations, the humanist attitude of nurses has not been fully felt consistently by all patients. These conditions can be affected by workload, time constraints, or differences in perception between patients and nurses. Therefore, continuous efforts are needed to improve the consistency of humanist behavior in every nursing interaction so that all patients can feel empathetic service and appreciate human values optimally.

Trusting relationships

The results of the analysis showed that the caring attitude of nurses in the dimension of mutual trust was dominated by the category of good caring by 71.3%, followed by quite caring by 21.3% and lack caring by 7.4%. These findings illustrate that most nurses have been able to build a relationship of mutual trust with patients through an open attitude, willingness to provide clear explanations, and attention to patient information needs (Nursalam, 2020). The patient's trust in the nurse is a key foundation in an effective therapeutic relationship.

Hildegard Peplau emphasized that the relationship of trust between nurses and patients is at the core of nursing practice. In this theory, the therapeutic relationship develops through four phases, namely orientation, identification, exploitation, and resolution (Peplau, 1997). In the orientation phase, nurses play an important role in building patient trust through open communication, empathy, and willingness to help. The success of building trust in the initial phase will affect the effectiveness of nursing care in the next phase. Patients who have trust in the nurse tend to be more obedient to the nursing measures and treatment programs given, thus having a positive impact on the healing process.

However, there are still respondents who consider nurses to be in the category of sufficient and less caring indicating that therapeutic communication and patient involvement in the treatment process have not been fully felt optimally by all respondents. This can be due to time constraints, nurse workload, or differences in perception between patients and nurses. Therefore, it is necessary to improve communication skills and interpersonal approaches so that trusting relationships can be established consistently in each patient.

Fulfillment of basic human needs

In the dimension of meeting basic needs, the results of the study on 94 respondents showed that most respondents assessed the caring attitude of nurses to be in the category of good caring at 63.8%, followed by the category of caring enough at 23.4%, and lack of caring at 12.8%. These findings indicate that in general, nurses have made efforts to meet the basic needs of patients while undergoing treatment in the hospital, although there are still some respondents who feel that the service is not optimal.

Meeting the basic needs of patients, such as assisting with daily activities (eating, drinking, personal hygiene), mobilization, and paying attention to patient safety, is a fundamental aspect of nursing practice (Potter, P.A., Perry, A.G., Stockert, P., & Hall, 2021). According to Virginia Henderson's theory of basic needs, nurses have an important role in helping patients meet needs that cannot be met independently until the patient is able to do so on their own (Henderson, 1966). Good fulfillment of basic needs not only contributes to the physical comfort of the patient, but also plays a role in preventing complications and improving patient safety during the treatment period.

Although the majority of respondents assessed that nurses had shown a good caring attitude, there were still respondents who considered it sufficient and less caring indicating that the fulfillment of patients' basic needs was not completely evenly distributed. This condition can be influenced by several factors, such as nurses' workload, time constraints, and an unbalanced ratio of nurses and patients. Recent research states that the high workload of nurses is related to a decrease in the quality of meeting patients' basic needs and satisfaction with nursing services (Aiken, L. H., Sloane, D. M., Ball, J., Bruyneel, L., Rafferty, A. M., & Griffiths, 2021). Therefore, efforts are needed to improve the management of nursing services so that the fulfillment of basic patient needs can be carried out optimally and sustainably.

Patience

Based on the results of the study on 94 respondents, the caring attitude of nurses in the dimension of patience showed that most of the respondents assessed that nurses were in the category of good caring at 57.4%, followed by the category of caring enough by 26.6%, and lack of caring by 16.0%. These findings show that in general, nurses have been able to show a patient attitude in providing nursing care, although there are still some respondents who consider this attitude to be not optimal.

The patience of nurses is reflected in the willingness to take the time to listen to patients' complaints, provide attention, and provide emotional reinforcement during the treatment process (Potter, P.A., Perry, A.G., Stockert, P., & Hall, 2021). Patience is essential in nursing because patients are often in unstable physical and psychological conditions, such as pain, anxiety, and fear of the illness suffered. According to Jean Watson's theory of care, patience is part of the attitude of empathy and the presence of the nurse as a whole (being present), which

can help patients feel valued and understood (Watson, 2008).

However, the high percentage of respondents who consider nurses to be in the category of sufficient and less caring indicates that nurses' patience skills have not been felt equally by all patients. This condition can be influenced by workload factors, work pressure, and limited time for nurses to serve patients. Recent research shows that the high workload and work stress of nurses is related to a decrease in the quality of therapeutic communication and patience in providing services (Labrague, L. J., & de Los Santos, 2021). Therefore, efforts are needed to improve stress management, therapeutic communication training, and nurse workload management so that patient attitudes can be displayed consistently in every nursing interaction.

Confidence

Based on the results of the study on 94 respondents, the caring attitude of nurses on the confidence dimension showed that most of the respondents assessed that nurses were in the good caring category of 68.1%, followed by the category of caring enough at 22.3%, and lack of caring at 9.6%. These findings show that in general, nurses have shown good confidence in providing nursing services to patients.

Nurses' confidence is reflected in professional behaviors such as introducing themselves politely during initial contact, using calls that the patient likes, and being steady in carrying out nursing actions (Potter, P.A., Perry, A.G., Stockert, P., & Hall, 2021). This confident attitude plays an important role in increasing patients' sense of security and confidence in the competence of nurses. According to Jean Watson's theory of care, the presence of an authentic and confident nurse is part of a transpersonal relationship that can strengthen therapeutic relationships and enhance the patient's care experience (Watson, 2008).

However, there are still respondents who consider nurses to be in the category of sufficient and less caring. This indicates that nurses' confidence has not been consistently felt by all patients. Recent research suggests that a nurse's lack of confidence can be influenced by work experience factors, stress levels, and high workloads, which can ultimately impact the quality of initial interactions with patients (Alshammari, F., Pasorry-An, E., & Gonzales, 2022). Therefore, continuous efforts such as therapeutic communication training, professional confidence enhancement, and management support are needed so that nurses are able to show confidence consistently in every nursing interaction.

Honesty

The results of the research on the honesty dimension showed that most respondents assessed the caring attitude of nurses to be in the good caring category of **74.5%**, followed by the category of caring enough at 19.1%, and less caring at 6.4%. These findings show that in general, nurses have been able to convey information about patients' health conditions and developments honestly and openly.

According to Jean Watson's Caring Theory, honesty is part of Carative Factors which emphasizes the importance of transpersonal relationships between nurses and patients, particularly in building trust) and meaningful therapeutic relationship. Watson stated that honesty in communication is a form of authentic presence nurse, which is the ability of nurses to be present in a whole, sincere, and transparent manner in every interaction with patients (Watson, 2008). The nurse's honest attitude helps the patient feel valued as a whole human being, not just an object of care, thereby increasing the patient's sense of security and involvement in the healing process.

However, there are still respondents who consider nurses to be in the category of sufficient and less caring indicating that the application of honesty values has not been fully felt optimally by all patients. Based on Watson's concept, this can happen when communication is done in a hurry or is not fully based on a deep caring relationship (Watson, 2008). Therefore, nurses need to continue to develop caring practices based on Watson's theory by prioritizing honest, empathetic, and patient-centered communication so that the value of honesty can be felt consistently by all patients.

Humility

In the dimension of humility, the results showed that 70.2% of respondents assessed the caring attitude of nurses to be in the category of good caring, 21.3% enough caring, and 8.5% lack caring. These results show that in general, nurses have been able to show a humble attitude in providing nursing care, such as providing motivation, emotional support, and respecting the patient's condition and feelings.

In Jean Watson's Caring Theory, humility is reflected in the concept Transpersonal Caring Relationship, that is, a relationship based on respect, empathy, and recognition of human dignity. Watson emphasizes that nurses should view patients as unique and meaningful individuals, not just recipients of nursing measures. A humble attitude allows nurses to be present sincerely, not feel superior to the patient, and open up equal spaces for dialogue in the treatment process (Watson, 2008). Thus, patients feel valued and more comfortable in conveying their needs and complaints.

However, there are still some respondents who consider nurses to be in the category of sufficient and less caring. This shows that the application of humility has not been fully felt optimally by all patients. According to Watson, this condition can be influenced by the lack of self-reflection of nurses in daily caring practices (Watson, 2008). Therefore, nurses need to continue to develop self-awareness (Self-Awareness) and empathy through a

Watson-based caring approach so that humility can be consistently manifested in every nursing interaction.

Courage

Based on the results of the study, the caring attitude of nurses in the courage dimension was dominated by the category of good caring by 72.4%, followed by quite caring by 20.2% and lack caring by 7.4%. These findings show that most nurses have the courage to carry out their professional roles, such as being responsive to patient needs, daring to take nursing actions according to authority, and quickly responding when patients need help.

In Jean Watson's Caring Theory, courage is closely related to commitment to caring and Moral Ideal of Nursing, namely the courage of nurses to be fully present, responsible, and make decisions based on human values. Watson emphasized that caring is not only an empathetic attitude, but also the moral courage to act for the good of the patient, including voicing the patient's needs, providing protection, and ensuring the patient's safety and comfort during treatment (Watson, 2008). This courage reflects the integrity and professional responsibility of nurses in transpersonal caring relationships.

However, there are still respondents who consider nurses to be in the category of sufficient and less caring. This shows that in certain situations, the courage of nurses to act quickly, decisively, and proactively has not been fully felt by all patients. According to Watson, this condition can be influenced by workload factors, emotional fatigue, and lack of self-reflection in daily caring practices (Watson, 2008). Therefore, the strengthening of caring values based on Watson's theory, especially through the development of moral awareness and professional courage, needs to be continuously improved so that nurses' caring attitudes can be applied consistently in every nursing service situation.

Total Nurse Caring Attitude score

Based on the results of the study on 94 respondents in the Operating Room and Internal Room of Toto Kabila Hospital, most of the respondents assessed that the caring attitude of nurses was in the sufficient category, namely 59 respondents (62.8%). A total of 23 respondents (24.5%) assessed that nurses' caring attitudes were in the caring category. This indicates that some patients have experienced optimal nursing services, characterized by good communication, friendly attitude, responsiveness to patient needs, and the ability of nurses to provide emotional support during the treatment process. However, there are still 12 respondents (12.8%) who consider the caring attitude of nurses to be in the poor category. These findings show that there are still patients who feel they lack adequate attention, empathy, and communication from nurses. Factors such as high workload, limited number of nurses, and work environment conditions can affect nurses' ability to implement caring attitudes optimally.

Based on the results of the study, it can be concluded that the caring attitude of nurses in the Operating Room and Internal Room of Toto Kabila Hospital is mostly in the sufficient category. This shows that nurses have applied caring behavior in providing nursing care, but the implementation is not fully optimal. Although some respondents have assessed the caring attitude of nurses in the caring category, there are still respondents who consider the caring attitude of nurses to be lacking. Therefore, efforts are needed to improve nurses' caring attitudes through strengthening therapeutic communication, continuous training, and good workload management to improve the quality of nursing services and patient satisfaction.

Results of the questionnaire analysis if reviewed based on the analysis of each dimension of caring, most of the dimensions show the dominance of the good category of caring, especially in the dimensions of knowledge, humanist values, honesty, relationships of mutual trust, values of belief and hope, confidence, humility, and courage. This shows that nurses have been able to establish good interpersonal relationships with patients, be empathetic, honest in conveying information, and show professionalism and responsibility in providing services. These findings are in line with Jean Watson's Caring Theory, which emphasizes the importance of transpersonal relationships, humanistic values, and the presence of the nurse as a whole in the patient's healing process.

However, in the dimension of meeting basic needs and patience, the percentage of the categories of caring and lack caring categories is still found to be relatively higher than other dimensions. This condition indicates that although nurses have made efforts to meet the physical and emotional needs of patients, the implementation has not been fully felt by all respondents. Factors such as nurses' workload, limited interaction time, and working environment conditions in the operating room and inpatient can affect the consistency of the application of caring attitudes, especially in providing individual attention and patience to each patient.

Overall, the dominance of the category of caring enough in general assessments can be explained by the variation in assessments in each dimension of caring. Although most of the dimensions have been in the good caring category, inconsistencies in certain dimensions have led to the overall assessment of nurses' caring attitudes not fully reaching the good category. Therefore, efforts are needed to improve the quality of nursing care in a sustainable manner through strengthening caring values according to Jean Watson's theory, so that nurses' caring attitudes can be applied more optimally and evenly in the Operating Room and Internal Room of Toto Kabila Hospital.

Analysis of patient satisfaction in the operating room and internal room of Toto Kabila Hospital**Patient satisfaction by dimension****Tangibility**

Based on the results of the study on 94 respondents, the level of patient satisfaction in the tangibility dimension showed that most respondents assessed nursing services to be in the satisfied category, which was 78.7%, followed by the fairly satisfied category of 14.9%, and the dissatisfied category of 6.4%. The tangibility dimension is related to the physical aspects of the service, such as the cleanliness and neatness of the room, the readiness and completeness of medical equipment, the appearance of nurses, and the condition of the supporting facilities used during treatment.

The high percentage of respondents who were satisfied showed that in general patients had felt the condition of a clean, comfortable, and well-organized treatment environment. An adequate physical environment can give a positive impression on the quality of health services and increase the patient's sense of security and comfort during hospital treatment. This is in line with the concept of service quality which states that physical evidence (tangibility) is an initial impression that greatly affects the patient's perception of the quality of service he receives

However, there are still some respondents who consider themselves quite satisfied and dissatisfied. These findings indicate that not all patients feel the quality of facilities and physical environment optimally and evenly. These differences in perception can be influenced by certain room conditions, limited facilities at certain times, or different patient expectations. Therefore, even though the majority of patients are satisfied, continuous improvement and maintenance of infrastructure is still needed so that the quality of service in the tangibility dimension can be felt consistently by all patients².

Reliability

Based on the results of the study on 94 respondents, the level of patient satisfaction in the reliability dimension showed that most respondents assessed nursing services to be in the satisfied category, which was 70.3%, followed by the fairly satisfied category of 19.1%, and the dissatisfied category of 10.6%. The reliability dimension refers to the ability of nurses to provide services consistently, on time, and in accordance with set standards, including the accuracy of the action schedule, the reliability of information, and the certainty of the services provided to patients.

These results show that most patients rate nurses as able to provide reliable and consistent services, thereby increasing patients' trust in the treatment process. This is in line with the theory Jean Watson, which states that reliability is one of the essential elements of a therapeutic relationship, where patients feel cared for and their well-being is consistently taken care of (Watson, 2008). Service reliability also plays a role in reducing patient anxiety, improving adherence to medical procedures, and minimizing the risk of service errors.

However, there are still respondents who are quite satisfied and dissatisfied, which indicates that there are differences in patient experience related to service consistency. Factors such as high nurse workloads, variations in patient complexity, and limited resources can affect the optimization of reliability in nursing services (Parasuraman, A., Zeithaml, V. A., & Berry, 1988). Therefore, improvements to monitoring systems, team coordination, and professional training need to be continuously carried out to ensure that every patient receives reliable services consistently.

Responsiveness

Based on the results of the study on 94 respondents, the level of patient satisfaction in the responsiveness dimension showed that the majority assessed that nurse services were in the satisfied category, which was 72.4%, followed by the fairly satisfied category of 20.2%, and the dissatisfied category of 7.4%. The responsiveness dimension refers to the nurse's responsiveness in responding to patient needs, including the speed of help, readiness to provide assistance, and the ability to handle patient problems in a timely manner.

These results show that nurses are generally able to respond quickly and appropriately to patients' requests and needs, so that patients feel cared for and comfortable during treatment. This is in line with the theory Jean Watson, which emphasizes the importance of responsive actions as part of the practice of caring, where nurses show full attention to the patient's needs and create a safe and supportive care experience (Watson, 2008).

Although most patients are satisfied, the presence of respondents who rated them as sufficient and less satisfied indicates the need for increased responsiveness, especially in busy situations or when many patients require attention at the same time. Improvement strategies can include effective communication training, team coordination, and good priority management to ensure each patient receives the attention and help as needed (Parasuraman, A., Zeithaml, V. A., & Berry, 1988).

Insurance

Based on the results of the study on 94 respondents, the level of patient satisfaction on the Insurance shows that the majority of patients rate nursing services to be in the category satisfied by 71,3%, followed categories quite satisfied by 21,3%, and dissatisfied by 7,4%. . Services with a high level of assurance build patient trust, reduce

anxiety, and encourage patients to be more cooperative in undergoing nursing procedures, resulting in a more positive healing experience (Tjiptono, F., & Diana, 2020).

Although the majority of patients were satisfied, 21.3% were satisfied and 7.4% were dissatisfied indicating a variation in perceptions of the sense of security and trust given by nurses. Factors such as high workload, limited interaction time, and complexity of patient conditions can affect service consistency. According to Jean Watson's theory, assurance is part of the Carative Factors, where nurses must display professional competence as well as empathy to build transpersonal relationships with patients (Watson, 2008). Therefore, improving technical skills training, effective communication, and supervision of nursing procedure standards are important strategies to ensure that every patient receives safe, reliable, and convincing services.

Empathy

Based on the results of the study on 94 respondents, the level of patient satisfaction in the empathy dimension showed that most patients rated nursing services in the satisfied category of 63.8%, followed by the fairly satisfied category of 23.4%, and dissatisfied of 12.8%. This dimension reflects the ability of the nurse to provide individualized attention, understand the patient's emotional needs, and respond to the patient's feelings and complaints with empathy. The high perception of satisfaction in this dimension indicates that the patient feels heard, appreciated, and cared for personally, thus building a sense of comfort and trust in the treatment process (Watson, 2008)

The empathy dimension reflects the ability of nurses to give individual attention, understand the patient's needs, and show concern without differentiating the patient's background or status. These results show that the majority of patients feel the attention and concern from the nurse, such as ease of contact, willingness to take time, and concern for the patient's physical and emotional condition.

Although the majority of patients were satisfied, there were still 23.4% who rated themselves as quite satisfied and 12.8% as dissatisfied, indicating that nurses' attention and emotional responses were not always consistently received by all patients. Factors such as nurses' workloads, large number of patients, and limited interaction time can affect the quality of empathy provided (Potter, P.A., Perry, A.G., Stockert, P., & Hall, 2021). According to Jean Watson's theory, empathy is part of a transpersonal relationship in the practice of caring, in which the nurse is present wholeheartedly, caring, and sensitive to the physical, psychological, and spiritual needs of the patient (Watson, 2008). Therefore, strengthening therapeutic communication skills, emotional awareness training, and nurse workload management are important strategies to ensure that each patient feels optimal care and care.

Total patient satisfaction score

Based on the results of the study on 94 respondents, it is known that 21 respondents (22.3%) felt satisfied, while 63 respondents (67.0%) stated that they were quite satisfied, while 10 respondents (10.6%) stated that they were not satisfied with the caring attitude of nurses. These findings illustrate that most patients have experienced satisfactory nursing services, although there are still patients who are not fully satisfied with the services received.

The results of the study on 94 respondents showed that the level of patient satisfaction with nursing services in the Operating Room and Internal Room of Toto Kabila Hospital was generally in the category of satisfied and quite satisfied. In detail, the tangibility dimension obtained the highest level of satisfaction, at 78.7%, indicating that patients rated the cleanliness, neatness, readiness of facilities, and the appearance of the nurse quite well and professionally. A clean and well-organized physical environment provides psychological comfort for patients and increases positive perceptions of the quality of service (Parasuraman, A., Zeithaml, V. A., & Berry, 1988).

The reliability and responsiveness dimensions showed satisfaction levels of 70.3% and 72.4%, respectively, which indicates that patients consider nurses to be reliable in providing services according to their needs and responsive in responding to patient requests and complaints. Although the majority of patients are satisfied, there are still some who are considered moderately satisfied or dissatisfied, which can be influenced by variations in individual experiences, nurses' workloads, and limited interaction time (Potter, P.A., Perry, A.G., Stockert, P., & Hall, 2021).

The assurance dimension showed satisfaction of 71.3%, which reflects the ability of nurses to provide a sense of security, build trust, and consistently demonstrate professional competence. Meanwhile, the empathy dimension obtained a satisfaction rate of 63.8%, relatively lower than the other dimensions, indicating that the individualized attention and ability of nurses to understand patients' emotional needs still needs to be improved.

Patient satisfaction according to parasuraman 1997 in (Susanti, 2020), is one of the expected results of hospital services. This satisfaction arises when patients assess the quality of service by comparing the services they receive and the expectations they have. Satisfaction has a very important role in health services, so the quality of health services is interpreted as the level of service perfection that is able to provide satisfaction to every patient. In line with the needs and demands of patients, the higher the level of satisfaction felt, the better the quality of health services. A health service is considered to be of high quality if it is able to provide satisfaction to patients in accordance with the average level of patient satisfaction which is the main target of the service.

Overall, these findings show that patients are generally satisfied with nursing services, but there is still room for improvement, particularly in terms of personal attention, consistency of service, and empathic interaction. According to Jean Watson's (2008) theory, quality nursing services are not only determined by technical competence, but also the ability to build transpersonal relationships, show empathy, and be fully present to patients. Therefore, improving patient satisfaction can be achieved through continuous training for nurses in therapeutic communication, work stress management, patient load management, and strengthening caring values in daily practice.

Analysis of the Relationship between Nurses' Caring Attitudes and Patient Satisfaction in the Operating Room and Internal Room of Toto Kabila Hospital

Based on the results of a bivariate analysis between the caring attitude of nurses and patient satisfaction in the Operating Room and Internal Room of Toto Kabila Hospital, a value of $p = 0.002$ ($p < 0.05$) was obtained. These results show that there is a significant relationship between nurses' caring attitudes and patient satisfaction. Thus, it can be concluded that the caring attitude of nurses is meaningfully related to the level of patient satisfaction in the Operating Room and Internal Room of Toto Kabila Hospital.

The results of the cross-tabulation showed that in the category of good caring attitude of nurses (caring), most of the respondents were at the level of satisfaction and quite satisfied, each at 43.5%. This indicates that patients who feel attention, empathy, and good communication from nurses tend to feel satisfied with the nursing services they receive. The caring attitude shown by nurses is able to create a sense of comfort, safety, and trust for patients during treatment.

The results of this study are in line with the concept of service quality put forward by Parasuraman, Zeithaml, and Berry, who stated that patient satisfaction is the result of patients' perception of the quality of services provided, including the attitude and behavior of health workers (Parasuraman, A., Zeithaml, V. A., & Berry, 1988). In the context of nursing, caring attitudes include attention, empathy, therapeutic communication, honesty, and the ability to build trusting relationships, which directly affect the patient's experience during treatment (Tjiptono, F., & Diana, 2020). Patients who feel nurses' care and care tend to feel valued, safe, and comfortable, which has a positive impact on their satisfaction levels.

In the category of caring attitude, the majority of respondents were at a level of satisfaction of quite satisfied, which was 78.0%. These findings show that although nurses have shown caring behavior, the implementation is not fully optimal so that patient satisfaction has not reached the maximum level. Patients still feel limitations in several aspects of nursing services, such as consistency of attention, therapeutic communication, and responsiveness to patient needs.

Meanwhile, in the category of less caring attitude, the proportion of respondents with a level of dissatisfaction was higher than in other categories, which was 33.4%. This condition shows that the lack of caring attitude of nurses has an impact on declining patient satisfaction. Patients who feel less cared for, lack empathy, and lack clear communication from nurses tend to feel dissatisfied with the nursing services provided.

According to the theory Hosted by Jean Watson, the transpersonal relationship between nurse and patient is at the heart of meaningful nursing practice. Watson emphasized that caring is not just a technical act, but also involves the presence of the nurse as a whole, empathy, and moral commitment to support the well-being of the patient (Watson, 2008). When nurses are able to apply caring attitudes consistently, patients will be more trusting, more cooperative, and have a positive perception of the services provided. This is in line with the results of this study, where the better caring category is associated with higher levels of patient satisfaction.

However, there are still patients who feel quite satisfied and dissatisfied with certain categories of caring attitudes, indicating that the application of caring attitudes has not been fully felt evenly by all patients. Factors such as nurses' workload, limited interaction time, and large number of patients can affect nurses' ability to implement caring attitudes optimally (Nursalam, 2020). Therefore, efforts are needed to improve the quality of nursing services through strengthening caring values, therapeutic communication training, and better workload management so that patient satisfaction can continue to be improved continuously.

Overall, the results of this study prove that nurses' caring attitudes have an important role in determining the level of patient satisfaction. The better the caring attitude of the nurse felt by the patient, the higher the level of patient satisfaction with nursing services. Therefore, improving the caring attitude of nurses through strengthening therapeutic communication, improving competence, and good workload management needs to be the main concern in an effort to improve the quality of nursing services at Toto Kabila Hospital.

The relationship between nurses' caring attitudes and patient satisfaction shows a tendency that the better the caring attitude shown by nurses, the higher the level of patient satisfaction. On the other hand, the attitude of nurses who lack care tends to have an impact on the low level of patient satisfaction with the nursing services they receive.

CONCLUSION

1. From the results of the study, the caring attitude of nurses was obtained from 94 respondents, 59 people (62.8%) stated that nurses were quite caring, and as many as 12 people (12.8%) stated that nurses were

still lacking caring. Although most of the caring dimensions are in the category of good caring, there are still some dimensions that are rated in the category of less by some respondents. The dimension that has a relatively higher percentage of categories than other dimensions is the fulfillment of basic human needs and patience.

2. From the results of the study, patient satisfaction was obtained from 94 respondents, 63 people (67.0%) stated that they were quite satisfied, and as many as 10 people (10.6%) still felt dissatisfied. In terms of patient satisfaction, the category of lack is also still found even though the number is not dominant compared to other categories. The empathy dimension shows a relatively higher proportion of the less category than other service dimensions. This indicates that some patients still feel that the individual attention, care, and personal approach of the nurse have not been fully felt optimally during the treatment process.
3. Based on the results of the Chi-square analysis of the relationship between nurses' caring attitudes and patient satisfaction, the value of $p = (0.002) < \alpha = 0.05$ was obtained. So it can be concluded that there is a relationship between nurses' caring attitudes and patient satisfaction in the operating room and the internal room of Toto Kabila Hospital. This proves that the better the caring attitude of the nurse felt by the patient, the higher the level of patient satisfaction with nursing services. This condition illustrates that nurses' caring behavior has an important role in shaping the patient's experience during the treatment period.

SUGGESTIONS

It is hoped that the management of Toto Kabila Hospital can improve the quality of nursing services by paying special attention to strengthening the caring attitude of nurses. Efforts that can be made include therapeutic communication training, empathetic and humanist attitudes, and periodic evaluations of nurse performance. In addition, the management of a balanced nurse's workload also needs to be considered so that nurses can provide optimal nursing care.

Nurses are expected to continue to improve the application of caring attitudes in every aspect of nursing services, especially in the dimension of meeting basic needs and patience that still requires more attention. Strengthening therapeutic communication, empathy, and individual attention to patients needs to be carried out on an ongoing basis to improve patient satisfaction and the quality of nursing care.

Nursing education institutions are expected to strengthen learning about the concept of caring and its application in nursing practice. Instilling caring values from an early age through curriculum and clinical practice is expected to form nurses who are professional, humanist, and patient-oriented.

The next research is expected to develop this research by further examining the dimensions of caring attitudes that are still in the lack category, especially in the aspects of meeting basic human needs, patience, and empathy of nurses. In addition, further research is suggested to add other variables that have the potential to affect the application of caring attitudes, such as nurse workload, therapeutic communication. In addition, research can be conducted on other service units or different hospitals to obtain broader and more comprehensive results.

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