

The Overview of Nurses' Caring Behavior Toward Patients in the Polyclinic Room of Eka Family Mother and Child Special Hospital in North Jakarta in 2025

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ABSTRACT

Overview of Nurses' Caring Behavior Toward Patients in the Outpatient Department at Eka Family Mother and Children's Specialty Hospital, North Jakarta 2025. Caring refers to the wholehearted attention that nurses give to their patients. Concern, empathy, gentle communication, and the compassion shown by nurses contribute to the formation of a therapeutic nurse-client relationship. Nurses' caring behavior is closely related to the quality of care and directly impacts patient satisfaction. When caring behavior is implemented effectively, patients tend to feel satisfied with the services they receive. However, even though data indicate that nurses demonstrate caring behavior, some patients still report that the services do not meet their expectations. Nursing is a holistic service that encompasses biological, psychological, social, and spiritual aspects—within which caring behavior is an essential component. The aim of this study was to explore the overview of nurses' caring behavior toward patients in the outpatient department at Eka Family Mother and Children's Specialty Hospital, North Jakarta. This research employed a descriptive quantitative design. The sampling technique used was non-probability sampling with a consecutive sampling approach, involving 34 respondents. The results showed that 24 respondents (70.6%) perceived nurses' caring behavior as excellent. It is recommended that nurses continue to maintain and enhance their caring behavior in every interaction with patients, particularly in aspects such as communication, empathy, and attention to both the emotional and physical needs of patients.

Keywords : Caring behavior, nursing

ABSTRAK

Gambaran Perilaku *Caring* Perawat pada Pasien di Ruang Poliklinik Rumah Sakit Khusus Ibu dan Anak Eka Family Jakarta Utara Tahun 2025. *Caring* adalah perhatian perawat dengan sepenuh hati terhadap pasien. Kepedulian, empati, komunikasi yang lemah lembut dan rasa kasih sayang perawat terhadap pasien akan membentuk hubungan perawat-klien yang terapeutik. Perilaku *caring* perawat sangat erat kaitannya dengan mutu pelayanan yang mempengaruhi kepuasan pasien. Ketika perilaku *caring* diterapkan maka pasien puas dengan pelayanan yang diberikan. Namun dengan angka yang menunjukkan bahwa perawat memiliki perilaku *caring* masih terdapat tanggapan pasien bahwa pelayanan yang diberikan tidak sesuai dengan harapan mereka. Keperawatan merupakan suatu pelayanan yang holistik yang melingkupi Bio, Psiko, Sosio dan Spiritual yang didalamnya terkandung perilaku *caring*. Tujuan penelitian ini untuk Mengetahui Gambaran Perilaku *Caring* Perawat pada Pasien di Ruang Poliklinik Rumah Sakit Khusus Ibu dan Anak Eka Family. Jenis penelitian ini adalah rancangan penelitian deskriptif kuantitatif. Pengambilan sampel pada penelitian ini menggunakan teknik *Non Probability Sampling* dengan pendekatan *Consecutive sampling*, responden sebanyak 34 orang. Hasil penelitian menunjukkan perilaku *caring* perawat dalam kategori sangat baik sebanyak 24 responden (70,6%), Diharapkan para perawat dapat mempertahankan dan meningkatkan perilaku *caring* dalam setiap interaksi dengan pasien, termasuk aspek komunikasi, empati, dan kepedulian terhadap kebutuhan emosional maupun fisik pasien.

Kata Kunci: Perilaku *Caring* Perawat, Keperawatan

INTRODUCTION

Background

According to Edgar et al. (2020), nursing is defined as both a science and an art that focuses on promoting the quality of life as defined by individuals or families, throughout the entirety of their life experiences, from birth to end-of-life care. Nursing services are holistic in nature, encompassing biological, psychological, social, and spiritual dimensions, within which caring behaviors are embedded.

One of the most essential aspects of nursing is the caring attitude of nurses. Indonesia is known to have a large proportion of nurses who demonstrate caring behaviors. For instance, a study conducted in Manado, Sulawesi, reported that 58.9% of nurses displayed caring attitudes (Belladonna et al., 2020). Another study by Puspita Pratiwi et al. (2023) found that in Makassar, 77.8% of nurses demonstrated caring attitudes. Similarly, in Java, a study conducted in Semarang reported that 60% of 50 nurses exhibited caring behaviors. However, despite these findings, patients have still expressed dissatisfaction, stating that the care provided often does not meet their expectations. The quality of nursing services, particularly the caring behavior of nurses, significantly influences patient satisfaction levels.

Survey data obtained via Google Forms from Eka Family Women and Children’s Hospital, North Jakarta, between January and March 2025 revealed several patient complaints regarding nursing services. These included issues such as nurses being insufficiently informative, lack of attentiveness, inappropriate attitudes, and unresponsiveness. Such circumstances indicate that patient dissatisfaction with nursing services remains a persisting problem.

Similarly, Widiyanti (2019) reported that patient satisfaction data from a regional general hospital in Indonesia revealed that 70% of patients were dissatisfied with the nursing care provided. Data from a hospital in an ASEAN country in 2016 showed a patient satisfaction rate of 79%, while the established standard was set at >80%, with 4–5 complaints reported per month.

Nurses’ caring behaviors are closely related to the quality of nursing services, which in turn influence patient satisfaction. When caring behaviors are implemented, patients are more likely to feel satisfied with the care received. Morrison (2009), as cited in Anitarini et al. (2020), stated that the provision of caring in nursing can have a positive impact, such as improving patient recovery, since patients feel that their physical, emotional, and spiritual needs are met, and they experience comfort with the services

provided. Conversely, the absence of caring behaviors may negatively impact patient satisfaction.

When nurses fail to demonstrate caring attitudes, patients may experience fear, anxiety, loss of control, and discomfort, which can hinder the healing process and alter the interpersonal relationship between nurses and patients (Hayat, 2020).

METHODS

This study employed a quantitative research design. The measurement process in this quantitative research utilized a descriptive method. The approach adopted was a descriptive quantitative approach, whereby data were analyzed systematically. The analysis technique used was percentage analysis. The type of descriptive research applied was a survey study, employing questionnaires as the primary data collection tool.

The study will be conducted at Eka Family Women and Children’s Hospital, North Jakarta. The research is scheduled to be carried out in May 2025.

RESULTS

Table 1. Characteristics of Respondents Based on Demographic Data (Age) at the Outpatient Clinic, Eka Family Women and Children’s Hospital, North Jakarta, 2025.

Table 1. Characteristics of Respondents by Age

Characteristics	Frequency (n)	Percentage (%)
Age		
17 – 25 Year Old	3	8,8
26 – 35 Year Old	20	58,8
36 – 45 Year Old	11	32,4
Total	34	100

Based on Table 1, the data show that out of 34 respondents, the majority were aged 26–35 years, totaling 20 respondents (58.8%), while the minority were aged 17–25 years, totaling 3 respondents (8.8%).

Table 2. Characteristics of Respondents Based on Demographic Data (Education) at the Outpatient Clinic, Eka Family Women and Children’s Hospital, North Jakarta, 2025.

Table 2. Characteristics of Respondents by Education

Characteristics	Frequency (n)	Percentage (%)
Education		
Elementary School	0	0%
Junior High School	0	0%
Senior High School	13	38,2
Higher Education	21	61,8
Total	34	100

Based on Table 2, the data show that out of 34 respondents, the majority had a higher education background, totaling 21 respondents (61.8%), while the minority had a senior high school education, totaling 13 respondents (38.2%).

Table 3. Frequency Distribution of Nurses' Caring Behavior Toward Patients at the Outpatient Clinic, Eka Family Women and Children's Hospital, North Jakarta, 2025.

Table 3. Characteristics of Respondents Based on Caring Behavior

Characteristics	Frequency (n)	Percentage (%)
Poor	0	0
Fair	2	5,9
Good	8	23,5
Very good	24	70,6
Total	34	100

Based on Table 3, the data indicate that nurses' caring behavior toward patients at the Outpatient Clinic, Eka Family Women and Children's Hospital, North Jakarta, in 2025 was categorized as follows: very good in 24 respondents (70.6%), good in 8 respondents (23.5%), and fair in 2 respondents (5.9%).

DISCUSSION

Age is one of the internal factors influencing patient satisfaction. The findings of this study revealed that the majority of respondents were in the age group of 26–35 years, totaling 20 respondents (58.8%), making it the dominant category. Adult patients are generally more open, and thus their demands and expectations tend to be lower compared to younger patients. Similarly, Arifin et al. (2019) reported a relationship between age and patient satisfaction. In line with this, Sari et al. (2024) stated that the older a person is, the more psychologically mature they become, making it easier for them to feel satisfied with the healthcare services they receive.

Another factor that influences an individual's attitude in accepting caring behavior is knowledge. This study found that patients with a higher education background were the dominant group, totaling 21 respondents (61.8%). The researcher assumes that the higher the level of education, the higher the expectations for satisfaction with healthcare services. This finding aligns with research by Lufianti et al. (2020), who stated that individuals with higher education levels tend to have greater demands regarding the quality of services they receive, whereas those with lower education levels are more accepting and often consider recovery alone to be sufficient.

This study also found that nurses' caring behavior in nursing services at the Outpatient Clinic of Eka Family Women and Children's Hospital was predominantly in the very good category, with 24 respondents (70.6%). This finding demonstrates that the implementation of nursing care through caring behavior has received a satisfactory response. Nurses' caring behavior serves as a strategic indicator for implementing nursing interventions to patients.

Similar findings were also reported by Karo et al. (2022), who observed that the majority of nurses' caring behaviors were categorized as very good. Caring behavior is essential in nursing practice, particularly when nurses provide direct care to patients. Nursing services inherently involve direct interaction with individuals, and therefore depend on how nurses deliver care while maintaining caring behavior. This includes creating a personal connection with patients, being responsive to their needs, patiently listening to complaints, providing support and presence, showing attentiveness, compassion, and empathy toward patients.

In line with the study by Cosma et al. (2020), professional nursing care can be carried out by demonstrating caring behavior. Nurses play a pivotal role in ensuring patient satisfaction, as they are the

healthcare professionals who directly interact with patients. One of the key actions that nurses can take to enhance patient satisfaction in healthcare services is the application of caring behavior. When nursing care is delivered with empathy, patients feel comfortable and valued, as nurses are able to place themselves in the position of the patients. Consequently, patients perceive that their physical, emotional, and spiritual needs are being met.

This is supported by Karo et al. (2022), who emphasized that caring behavior is an essential component of nursing. Nurses' attentiveness and compassion not only bring comfort and satisfaction to patients and their families but also generate positive impacts for both the hospital and the nursing profession.

According to Rasu et al. (2024), caring behavior is highly important and necessary in nursing services, although in practice it is sometimes not fully optimized due to various factors, including differences in nurses' skills and knowledge. Therefore, it is crucial to implement caring consistently, as some nurses may lack adequate understanding of caring behavior. Hospital leadership is expected to place greater emphasis on enhancing nurses' competencies in providing nursing care, particularly in the area of caring. Caring behavior in nursing care delivery also significantly supports the overall nursing process, ultimately contributing to patient satisfaction.

The researcher assumes that the favorable caring behavior observed in this study may be attributed to internal training programs implemented by the hospital. This assumption is in line with Agung Ayu Sri Suwitri et al. (2020), who asserted that caring behavior is not innate but can be learned by all nurses. Communication serves as a fundamental element of caring behavior, making it essential to provide effective communication or therapeutic communication training for all nurses. Communication training is one of the mandatory programs in hospital settings, usually delivered as in-house training sessions lasting four to eight hours and conducted regularly on an annual basis.

CONCLUSION

Based on the findings from 34 respondents regarding the description of nurses' caring behavior toward patients at the Outpatient Clinic of Eka Family Women and Children's Hospital, North Jakarta, in 2025, it can be concluded that:

1. The majority of respondents were aged 26–35 years, totaling 20 respondents (58.8%).

2. The majority of respondents had higher education backgrounds, totaling 21 respondents (61.8%).
3. Nurses' caring behavior toward patients in the outpatient clinic was predominantly categorized as very good, with 24 respondents (70.6%).

RECOMMENDATIONS

1. For Nurse

Nurses are encouraged to continuously maintain and improve caring behavior in every interaction with patients, including aspects of communication, empathy, and attentiveness to both emotional and physical needs. Such practices have a direct impact on patient satisfaction and comfort, while also reflecting the ethical values and principles of nursing.

2. For Hospital Management

Hospital management is expected to consistently support the enhancement of nursing service quality, particularly in the aspect of caring, by providing regular training, conducting performance evaluations, and fostering a work environment that promotes humanistic and professional nursing practice.

3. For Future Researchers

This study may serve as a reference for further research on nurses' caring behavior using more in-depth approaches, such as qualitative methods or more specific measurement instruments, and by involving different hospital units or settings to broaden the scope and generalizability of findings.

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