

The Relationship Of Nurse's Caring Behavior With Level Of Patient Satisfaction In The Inpatient Room: Literature Review

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ABSTRACT

Nurse care behavior is one of the important aspects in fulfilling patient satisfaction, care covers human relationships that are one of the quality indicators of home service It hurts. No. rarely conflict between nurses and patients as a result of the lack of care given to patients so that disappointment and discontent and low trust Patient. Level. Satisfaction is a function of the difference between performance felt with hope. The aim of this literature review is to identify and describe research that investigates the relationship between caregiver behavior and patient satisfaction in the living room. The method used in writing this article is literature review with searches sourced from an electronic data base including Google Scholar, DOAJ, and Garuda portal with the keywords nurse caring behavior and patient satisfaction. Researchers only selected articles published in the period 2015-2020 with 15 related journals. The data obtained were analyzed, arranged systematically, compared with each other and discussed related literature. The results of the literature review showed that there was a relationship between nurses' caring behavior and the level of patient satisfaction in the inpatient room.

Keywords: Nurse Caring Behavior, Patient Satisfaction

Introduction

Patients as users of nursing services demand nursing services in accordance with their rights, namely quality and complete services. Patients will complain if the perceived caring behavior does not provide satisfaction for him. Caring behavior is the most important part in nursing practice which involves the nurse-client relationship in providing psychological and emotional support to clients and families, both verbally and nonverbally in the nursing service process so as to increase the client's sense of security and safety (Sumarni 2016).

Technological advances in various fields have had many impacts on human life, one of which is an increase in health problems that have an impact on public health status. This encourages an increase in the need for health services, one of which is nursing services. Nursing is part of the health care system related to humans, and provides comprehensive services to all aspects of life, namely bio-psycho-social and spiritual. Caring gives nurses the ability to understand and help clients. A nurse must have awareness about nursing care, in providing assistance to clients in achieving or maintaining health (Nursalam 2014)

Watson (2012) in Theory of Human Care revealed that there are ten carative factors that can reflect the caring behavior of a nurse. The ten factors are forming a humanistic-altruistic value system, instilling beliefs and expectations, developing sensitivity for oneself and others, fostering a relationship of mutual trust and mutual assistance, increasing and accepting the expression of positive and negative feelings, using systematic problem solving methods in decision making. making decisions, improving interpersonal teaching and learning processes, providing a supportive, protecting, and/or improving mental, sociocultural and spiritual environment, assisting in fulfilling basic human needs, developing phenomenological existential strength factors (Firmansyah 2019).

Watson, 2008 in (Rahayu 2018) states that caring is an act of nurses who show affection, empathy and sincerity in caring for patients. This nurse caring behavior aims to provide nursing care through an approach that is oriented towards caring for the client, where the caring behavior of this nurse is in accordance with the demands of the community who expect good and quality health services. So if this caring behavior is implemented properly then the client will feel satisfied and will have an impact on improving the quality of nursing services.

Nursing services are a form of health service that is unique and different from health services provided by doctors or other professions. The philosophy of nursing is humanism, holism and care (Nursalam 2014).

Perry & Potter, 2005 in (Rahayu 2018) caring is generally defined as a person's ability to be dedicated to others, to feel what others feel. Caring affects a person's way of thinking, feeling and acting, besides that caring also studies various philosophical and ethical perspectives (Rahayu 2018).

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

Nurses as implementers of health services should have good behavior towards patients. Allah SWT has confirmed in the Qur'an Surah Ali-Imran verse 159 which means: "So it is because of Allah's mercy that you are gentle with them. If you were hard-hearted and harsh-hearted, they would have distanced themselves from those around you" (Al-Qur'an Surah Ali-Imran verse 159).

The linkage of the Qur'anic verses above underlies the implementation of Islamic nursing care provided by a Muslim nurse, so that is the true concept of "caring" in Islamic nursing, not only gentle humanitarian care based on professional standards and ethics, but caring based on faith. to Allah by carrying out his orders through the verses of the Qur'an with the ultimate goal of getting the pleasure of Allah SWT.

Nurses are the largest group of health service providers in hospitals, which amount to 40%-60%, do almost 90% of hospital health services through nursing care and are very influential on patient outcomes. patient satisfaction, especially inpatients (Hernanto 2019). In addition, in the inpatient room there is more interaction between patients and nurses, making it easier for caring behavior to occur. A service is considered satisfactory if the service can meet customer needs and expectations (Wirajaya 2020).

Patient satisfaction or dissatisfaction is the patient's response to the nurse's behavior in accordance with the patient's expectations while patient dissatisfaction arises when the results obtained by health services do not meet expectations, therefore nursing services must be in accordance with the nursing paradigm to achieve excellent service. The impact of patient dissatisfaction causes patients who come to the hospital or health center to decrease (Hernanto 2019).

Patient satisfaction with the quality of health services according to the order of their relative importance, namely (1) Physical evidence (tangible) includes physical facilities, equipment, employees and communication facilities (2) Reliability is the ability to provide the promised service accurately and is also the ability of the staff. provide services to consumers in a timely manner (3) Responsiveness (responsiveness) the availability of service providers in assisting consumers in responding to consumer requests immediately (4) Assurance related to avoiding high risks, mistakes and avoiding the doubts felt by the patient (5) Empathy (Empathy) the ability to establish good communication, give attention, and try to understand the needs and feelings of the patient even without being asked (Safitri 2019).

Caring behavior towards patients is the essence of nursing that can contribute positively to patient satisfaction in receiving nursing services. Therefore, the authors are interested in conducting research on "The Relationship of Nurse Caring Behavior with Patient Satisfaction Levels in Inpatient Rooms".

Objective

The purpose of this literature review article is to identify and describe research that examines the relationship between nurses' caring behavior and the level of patient satisfaction in inpatient rooms.

Method

The method used in this study is a literature review with searches sourced from electronic databases including google scholar, DOAJ and the Garuda portal with keywords: nurse caring behavior, and patient satisfaction level. Researchers found 170 articles, then researchers only collected articles published in the period 2016-2020 as many as 120 articles. Then the articles in Indonesian and English were 45 articles and the articles that were successfully selected were included in journal inclusions with full text pdf were 30 articles. Articles included in the inclusion answer the research questions of at least 15 articles. The data obtained were then analyzed, compiled systematically, compared with each other and discussed related literature.

Results

The results of the literature review found that there was a relationship between the caring behavior of nurses and the level of patient satisfaction in the inpatient room. The related journals are as follows:

No	Title and Author	Research concepts and objectives	Method	Sample	Results
1.	The Relationship of Nurse Caring Behavior with BPJS Patient Satisfaction Levels at RSUD Dr. Rasidin Padang (Mailani, 2017)	Nurse caring behavior is an action based on caring, compassion, skill, empathy, responsibility, and support. Caring behavior of nurses is very important in meeting patient satisfaction, this is one indicator of service quality in a hospital. The purpose of the study was to determine the relationship between nurses' caring behavior By level BPJS patient satisfaction at RSUD Dr.Rasidin Padang	The research design is a descriptive analytic study with a cross sectional study approach	The population in this study were 507 BPJS patients at RSUD Dr.Rasidin Padang, the sample was taken by purposive sampling with a time limit of 2 weeks, the sample was 84 people.	The results showed that most of the 39 (46.4%) nurses' caring behavior was bad, more than half 50 (59.5%) respondents are not satisfied with caring behavior nurses, there is a significant relationship between the caring behavior of nurses and satisfaction level for BPJS patients (p value = 0.002)
2	The Relationship between Nurse Attitudes and Satisfaction Levels of Inpatients at Regional Health Centers Sidoarjo (Hernanto 2019)	Attitude is a reaction to one's feelings towards an object, the attitude of nurses in responding to caring has an influence on attitudes to patients. Patient satisfaction is the patient's response to the nurse's behavior in accordance with the patient's expectations. This study aims to analyze the relationship between nurses' attitudes and satisfaction of inpatients at the Sidoarjo Regional Public Health Center	The research method used by the researcher is descriptive analytic with a cross sectional approach	The population is inpatients and nurses at the health center in Sidoarjo area with a large population of 30 patient respondents and 10 nurse respondents with a sampling technique using Nonprobability sampling with a Consecutive	The results showed that patients were less satisfied with the service (80%) and the description of the attitude of nurses was not assertive (60%) with the Spearman correlation test $p = 0.000$ meaning that there was a significant relationship between the attitude of nurses and the level of satisfaction of

				sampling approach.	inpatients at the Sidoarjo Health Center.
3	The Relationship between Caring Behavior and Nurse Motivation with Geriatric Patient Satisfaction at I.A Moeis Hospital Samarinda (Safitri 2019)	Caring behavior is a concern for the needs of others. Caring behavior greatly affects the motivation of nurses because motivation can encourage someone to behave in achieving a goal, namely taking nursing actions. Satisfaction is subjective data based on experience, so that caring for nurses can affect service quality and patient satisfaction. The purpose of the study was to determine the relationship between caring behavior and nurses' motivation with geriatric patient satisfaction at I.A Moeis Samarinda Hospital.	This study uses a descriptive correlation method with a cross sectional design	The population in this study were elderly patients treated at I.A Moeis Hospital with a sample of 94 people and nurses working in the inpatient room at I.A Moeis Samarinda Hospital, totaling 95 respondents.	The results of the analysis of the motivation of nurses with geriatric patient satisfaction using Chi Square then obtained pValue 0.000 which is smaller than $\alpha = 0.05$ meaning the null hypothesis (H_0) is rejected, namely there is a relationship between nurse motivation and satisfaction of geriatric patients at I.A Moeis Samarinda Hospital.
4	Relationship between Nurse Caring Behavior and Patient Satisfaction Level at Permata Bunda Hospital, Medan (Yunita and Hariadi, 2019)	Nurse caring behavior is one of the determinants of patient satisfaction. Patient satisfaction is a very important factor to evaluate the quality of nursing services performed by nurses in hospitals and the caring behavior of nurses is one aspect that relates to humans and affects patient satisfaction. The purpose of this study was to determine the relationship between the caring behavior of nurses and the level of patient satisfaction at Permata Bunda Hospital, Medan.	This type of research uses a descriptive correlation method and the design of this study uses a cross sectional design	The population in this study were all patients who were hospitalized in the Emerald II room which in one month the average number of patients was 420 people, so the sample was taken 10%. So the sample in this study was 42 people.	The results showed that the majority of caring behavior was always 37 respondents (88.1%), the majority of patient satisfaction was very satisfied as many as 37 respondents (88.1%). The results of the statistical test with chi square obtained a value of 0.000 < 0.05 , meaning that there is a relationship between caring behavior and the level of patient satisfaction at Permata Bunda General Hospital in 2019

5	The Relationship between Patient Satisfaction Levels with Caring Attitudes of Implementing Nurses at Warakas Health Center, North Jakarta in 2016 (Sitinjak & Elisabet, 2017)	The level of satisfaction is a function of the difference between perceived performance and expectations. Caring is a universal phenomenon that affects how a person thinks, feels, and behaves in relation to others. The performance and service quality of nurses by applying a high caring attitude is the most important factor in achieving patient satisfaction. The purpose of this study was to identify the level of patient satisfaction in the service area of the North Jakarta Public Health Center towards the caring attitude of the implementing nurses in 2016.	The research design used is descriptive research using a cross sectional approach	The sampling technique used is In this study the researchers took a total sample of sampling, the sample, which was determined was all patients about the level of satisfaction with a total of 28 respondents.	Overall, the average patient satisfaction with the caring attitude of the implementing nurses at the Warakas Health Center, North Jakarta, is High: 64%, meaning that there is a relationship between the level of patient satisfaction and the caring attitude of the implementing nurses at the Warakas Health Center, North Jakarta in 2016.
6	The Relationship between Nurse Caring Behavior and Patient Satisfaction Level of BPJS in the Inpatient Room of RSUD Dr. Rasidin Padang Tahun. (Ramadini 2018)	Caring behavior is defined as everything regarding the verbal and nonverbal actions of nurses in carrying out work related to patients. The level of satisfaction is the difference between perceived performance and expectations. The purpose of this study was to determine the relationship between nursing behavior of nurses and patient satisfaction levels in the inpatient room of dr. Rasidin Hospital, Padang.	This type of research uses a descriptive correlative method with a cross-sectional study design	The population in this study were all patients in the inpatient room at RSUD dr. Rasidin Padang with a population of 965 and a sample of 90 respondents with a sampling technique using proportional sampling	The results showed that more than half (60%) of nurses had caring behavior and less than half (35.6%) of patients were satisfied. The results of the bivariate study based on statistical tests showed that there was a significant relationship ($p = 0.043$) between the caring behavior of nurses and patient satisfaction in RSUD dr. Rasidin Padang
7	The relationship between nurse caring behavior and patient	Nurse caring behavior is one of the factors that affect patient satisfaction. Watson	The research design used is an analytic survey with a cross	The population in this study was inpatient Caesarean section	The results showed that the caring behavior of nurses was in good category

	<p>satisfaction in the postoperative cesarean section (SC) at Grandmed Lubuk Pakam Hospital (Rahmad Garusinga, 2017)</p>	<p>stated that caring is an interpersonal characteristic that is learned through education as a professional culture. Patient satisfaction is an outcome (outcome) of health services that are assessed by the level of patient feelings that arise as a result of the performance of health services obtained with what is expected. The purpose of this study was to determine the relationship between the caring behavior of nurses with inpatient cesarean section (SC) patient satisfaction.</p>	<p>sectional approach</p>	<p>(SC), with a total sample of 60 patients</p>	<p>(60.0%), for patient satisfaction the category was satisfied (55.0%). Based on data analysis, obtained p value = 0.001, this indicates that there is a relationship between the caring behavior of nurses and the satisfaction of inpatients with caesarean section (SC).</p>
8	<p>The Relationship between Nursing Services and BPJS Patient Satisfaction at Inpatients at Herna General Hospital Medan</p>	<p>Nursing services have a close relationship with patient satisfaction because nurses provide real nursing services and have a direct impact on patients. The purpose of this study was to analyze the relationship between nursing services and satisfaction of inpatient BPJS patients at Herna General Hospital Medan</p>	<p>The method used in this research is descriptive correlation research</p>	<p>The population in this study were all BPJS Inpatients as many as 150 people. The sampling technique using the Slovin formula is as many as 60 people</p>	<p>The results obtained from 60 patients showed that the majority of nursing services at Herna Medan General Hospital were not good as many as 28 people (46.7%), poor service was found in the responsiveness component, and the results of patient satisfaction research showed that the majority were satisfied as much as 44 people (73.3%). There is a relationship between nursing services and satisfaction of inpatient BPJS patients at Herna Hospital Medan</p>



9	The Relationship of Nurse Caring Behavior with the Satisfaction Level of Foreign Patients Undergoing Hospitalization (Wirajaya 2020)	Caring for nurses is a dynamic approach, where nurses work to increase their care for patients in order to meet the basic needs of patients, so that satisfaction as an indicator of the quality of health services can be achieved. This study aims to determine the relationship between nurse caring behavior and the level of satisfaction of foreign patients undergoing hospitalization	The research method used is descriptive correlation with a cross sectional approach	The population used in this study is the population of foreign patients who are hospitalized in one month and the number of samples in this study is 30 people	The results showed that the nurse's caring behavior was classified as good and the patient satisfaction shown by the patient to the nurse tended to be satisfied. There is a very significant relationship between the caring behavior of nurses and satisfaction level of foreign patients undergoing hospitalization as evidenced by the value (P-value < 0.001, r = 0.967)
10	The Relationship of Nurse Caring Behavior With Patient Satisfaction Levels In Wardah Inpatient Ward, PKU Muhammadiyah Gamping Hospital (Umayah 2017)	Caring behavior towards patients is the essence of nursing that can contribute positively to patient satisfaction in receiving nursing services. The level of customer/patient satisfaction is highly dependent on a service that is said to be of high quality for someone if the service can meet their needs. The purpose of this study was to determine the relationship between the caring behavior of nurses and the level of patient satisfaction in the Wardah inpatient ward of PKU Muhammadiyah Gamping Hospital.	This research uses correlational quantitative descriptive method with cross sectional approach	The population in this study were nurses who worked and patients who were hospitalized at PKU Muhammadiyah Gamping Hospital with a total sample of 57 respondents.	The results showed that the majority of nurses' caring behavior in the high classification were 44 people (77.2%) and the majority of the patient satisfaction levels were in the high classification as many as 50 people (87.7%). The results of the Kendall tau analysis obtained a significant value of 0.022 (p <0.05). So there is a relationship between the caring behavior of nurses and the level of patient satisfaction in the Wardah inpatient ward of PKU Muhammadiyah Gamping Hospital



11	The Relationship between Therapeutic Communication and Caring with Patient Satisfaction with Nurses in the Inpatient Illness Room at Multazam Medika General Hospital, East Bekasi (Pratiwi and Pertiwi, 2018)	Therapeutic and caring communication will enable a harmonious interpersonal relationship between nurse-client to help and fulfill the client's needs so as to provide satisfaction to the client. This study aims to determine the relationship between therapeutic communication and patient satisfaction and to determine the relationship between caring and patient satisfaction in the internal medicine ward at Multazam Medika General Hospital, Bekasi Timur.	The design of this study is a quantitative research using a descriptive analytic research design with a cross sectional study approach. research instrument in the form of a questionnaire	The population in this study were patients who were treated in the inpatient room for internal medicine, with a total target of 40 respondents using a total sampling technique	The results showed that there was a relationship between therapeutic communication and patient satisfaction with H_a accepted and H_o rejected with p value = $0.005 < = 0.05$, while for the caring relationship with patient satisfaction, H_a was accepted and H_o was rejected with $p = 0.001 < = 0.05$ means that there is a significant relationship between caring and patient satisfaction
12	The Relationship between the Quality of Nurse Services and the Level of Patient Satisfaction in the Class III Inpatient Room at PKU Muhammadiyah Bantul Hospital, Yogyakarta (Fariyah 2016)	The quality of nursing services provides the most intense cognitive and emotional interactions with patients so that they play a role in determining the subjective assessment of patients and play a role in determining positive and negative experiences in hospitalization. The quality of nursing services itself affects patient satisfaction in this study. The purpose of this study is the relationship between the quality of nursing services with the level of patient satisfaction in the Class III Inpatient Room at PKU Muhammadiyah Bantul Hospital, Yogyakarta.	Analytical descriptive research method with cross sectional research design	The research sample was 83 patients who were taken by accidental sampling technique	The results showed that there was a significant relationship with a moderate level of closeness between the quality of nurse services and the level of patient satisfaction in the Class III Inpatient Room at PKU Muhammadiyah Bantul Hospital, Yogyakarta.

13	Relationship between Caring Nurses and Patient Satisfaction (Utami 2019)	Caring is a dynamic approach, in which nurses work to increase their care for clients. Patient satisfaction is the result of the patient's assessment of the health services provided. expected according to reality. Patient satisfaction depends on performance in providing a service, if the performance is much lower than the patient's expectations, the patient is dissatisfied and if the service is in line with expectations, the patient will feel very satisfied. This study aims to determine the relationship between nurse caring and patient satisfaction	This type of research uses quantitative correlation method with cross sectional approach	The population in this study 236 patients with purposive sampling technique totaling 24 patients	The results showed that the nurses' caring obtained was in the good category (37.5%), sufficient (41.7%), less (20.8), and bad (0%). The level of patient satisfaction in the category of very satisfactory (41.7%), satisfactory (33.3%), unsatisfactory (25.0), and unsatisfactory (0%). There is a significant relationship between nurse caring with the level of patient satisfaction
14	Relationship between Nurse Caring Behavior and Patient Satisfaction Level at Irina C2 RSUP Prof Dr R. D Kandou Manado	Caring for nurses is one aspect related to nursing services, because caring includes relationships between humans and affects the quality of service and patient satisfaction. Patient satisfaction is a very important factor to evaluate the quality of nursing services performed by nurses in hospitals. The purpose of this study was to determine the relationship between the caring behavior of nurses and the level of patient satisfaction in Irina C2 RSUP Prof. Dr. R.D Kandou Manado	This study uses a descriptive analytic method with a cross-sectional study approach	The population in this study were patients who were treated in room C2 RSUP. Prof. DR. R.D. Kandou Manado, the sample in this study amounted to 47 respondents	The results showed that caring nurses in room C2 RSUP. most of the patient satisfaction is still not good in room C2 RSUP most of the respondents feel satisfied with nursing services. There is a relationship between the caring behavior of nurses and the level of patient satisfaction in Irina C2 RSUP Prof. Dr. R.D Kandou Manado

15	The Relationship between the Quality of Nursing Services and the Satisfaction Level of Inpatients at the Poigar Health Center, Bolaang Mongondow Regency	Quality nursing services can be observed from the nursing practice carried out by nurses when performing nursing actions on patients in accordance with professional standards and ethics. Patient satisfaction will be fulfilled if the services provided are in accordance with their expectations. The purpose of this study was to determine the relationship between nursing services and the level of satisfaction of inpatients at the Poigar Health Center, Bolaang Mongondow Regency.	This type of research is descriptive analytic with a cross-sectional study design	The population in this study were all inpatients at the Poigar Health Center, Bolaang Mongondow Regency with a sample of 36 patients per month.	From the research results, the value of $p = 0.000$ is smaller than the value of $p = 0.05$, thus H_0 is rejected and H_a is accepted. There is a relationship between the quality of nursing services and the level of satisfaction of inpatients at the Poigar Health Center, Bolaang Mongondow Regency
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Discussion

From the results of the literature review that has been analyzed regarding the relationship between nurses' caring behavior with the level of patient satisfaction in the inpatient room, overall using different methods. Among them are: descriptive, quantitative, analytical descriptive, correlation descriptive, quantitative descriptive, and survey analytic. Then the method of data collection or the instrument used is the same, namely a questionnaire. The results of giving questionnaires regarding nurse caring behavior and patient satisfaction questionnaires were obtained on average which showed nurses' caring behavior was still lacking or even bad so that most patients felt dissatisfied as many as 9 articles and 6 articles showing nurse caring behavior were said to be good so that patients were satisfied with the nursing services provided. received.

The results of identifying and analyzing 15 research journals that examined the relationship between nurse caring behavior and patient satisfaction level, all journals said that there was a significant relationship between nurse caring behavior and patient satisfaction level. Because a nurse who has caring behavior in nursing care services to patients will have a positive impact on patient satisfaction.

Patient satisfaction is measured from the subjective level, be it from the emotional state or the necessary needs, where one of the levels of patient satisfaction can be measured through speed, accuracy of service, friendliness of nursing staff. This patient satisfaction can be created with good nurse caring, the caring behaviors include caring, friendship, empathy, and sympathy.

From the 15 journals that have been review found 9 journals that said caring behavior was lacking or bad. This is evidenced by the attitude of nurses who do not respond to patient



calls quickly, nurses are often late when patients call, many nurses are not friendly (judes), nurses rarely greet patients, nurses rarely provide solutions to patient complaints, nurses rarely give encouragement. and the motivation for the success of the patient's treatment, when the patient asks about the problem that is the patient's anxiety about the illness the nurse does not respond, then sometimes the patient does not know clearly about the disease he is experiencing, due to lack of information and good communication to the patient so that the patient feels not served properly, this results in a low level of patient satisfaction.

Then 6 journals that show good nurse caring behavior, as evidenced by the attitude of nurses who always use gentle language when communicating with patients, nurses quickly respond when patients need something, nurses often interact with patients, nurses are friendly to patients and families, so that Patients are satisfied with the nursing services provided.

This is in line with the theory of Nursalam (2014) in research (Yunita and Hariadi 2019) which says Caring is a form of paying attention to others, being people-centered, respecting people's self-esteem and humanity, commitment to prevent deteriorating health status, paying attention to others. and respect others.

Nurses as implementers of health services should have good behavior towards patients. Allah SWT has emphasized in the Qur'an Surah At-Taubah verse 71 which means: "And those who believe, male and female, some of them (are) helpers for others. They command (do) what is right, prevent what is evil" (Al-Qur'an Surah Attaubah verse 71).

The verse explains that God requires that whatever profession we are in, we must help each other in terms of goodness, including providing good care, accompanied by sincerity and sincerity as to our own brothers because this behavior is included in the main worship to fellow human beings.

Nurses have a duty to provide caring to patients, which can be realized by nurses providing empathy, sympathy, to patients. Potter theory, (2009) in research (Utami 2019) which says that caring is a nursing practice where nurses help clients recover from illness. The presence, eye contact, body language, tone of voice, listening attitude and having a positive and enthusiastic attitude by the nurse to the client will form an atmosphere of openness and mutual understanding, and friendly and agile treatment when carrying out nursing procedures will provide a sense of security for the client.

The theory of Potter and Perry (2009) in (Pratiwi and Pertiwi 2018) also suggests that the caring behavior of nurses greatly affects patient satisfaction, if the services provided are in accordance with the patient's needs and are provided in a friendly way when they are treated according to the resources they have, then Patients will feel high satisfaction.

According to Nursalam (2016) there are five indicators that determine nursing services, namely responsiveness, assurance, physical evidence, empathy and reliability. In responsiveness there is an element of quality that is needed to support the services received, such as providing explanations wisely, clearly, transparently, briefly and responsibly (Frida and Putri 2019).

From several journals, the results of research on nurse caring behavior with patient satisfaction are very closely related because the treatment of nurses as providers where nurse services must be felt and have a positive impact on patients as service customers in hospitals, especially in inpatient rooms. Patient satisfaction is one of the goals of improving health services.

Conclusion

Based on the research above, it was found that the caring behavior of nurses had a strong influence on patient satisfaction in the inpatient room. Because the better the caring behavior of nurses in providing nursing care services, the more happy patients or families are in receiving nursing services so that the level of patient satisfaction is high. Conversely, if the caring behavior of nurses is not good or bad in providing nursing care services, the level of patient satisfaction will be low.

Based on 15 journals that have been reviewed, it can be concluded that the caring behavior of nurses has a close relationship with the level of patient satisfaction in the inpatient room..

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