

PROGRAM STUDI D III KEPERAWATAN

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Hubungan *Nurse Caring* (Dilihat Dari Perspektif Pasien) Dengan *Patient Satisfaction* Terhadap Pelayanan Keperawatan Di Ruang IRNA Penyakit Dalam RSUD Arifin Achmad Pekanbaru

viii + 95 halaman + 12 tabel + 1 Gambar + 10 lampiran

ABSTRAK

Kepuasan pasien merupakan salah satu indikator mutu pelayanan keperawatan yang dapat dipengaruhi oleh perilaku nurse caring. Perawat yang menunjukkan sikap peduli, empati, komunikasi yang baik, dan responsif terhadap kebutuhan pasien dapat memberikan pengalaman pelayanan yang positif sehingga dapat meningkatkan kepuasan pasien. Penelitian ini bertujuan untuk mengetahui hubungan nurse caring yang dilihat dari perspektif pasien dengan patient satisfaction terhadap pelayanan keperawatan di Ruang IRNA Penyakit Dalam RSUD Arifin Achmad Pekanbaru. Penelitian ini menggunakan metode kuantitatif dengan desain deskriptif korelatif dan pendekatan cross sectional. Sampel penelitian berjumlah 161 responden yang dipilih menggunakan teknik accidental sampling. Data dikumpulkan menggunakan kuesioner perilaku nurse caring dan kuesioner patient satisfaction. Hasil penelitian menunjukkan bahwa sebagian besar responden menilai nurse caring dalam kategori baik sebanyak 97 responden (60,2%), sedangkan patient satisfaction sebagian besar berada dalam kategori sangat puas sebanyak 103 responden (64,0%). Hasil uji statistik Chi-Square menunjukkan nilai p-value $<0,001$ ($p < 0,05$), yang berarti terdapat hubungan yang signifikan antara nurse caring berdasarkan perspektif pasien dengan patient satisfaction terhadap pelayanan keperawatan di Ruang IRNA Penyakit Dalam RSUD Arifin Achmad Pekanbaru.

Kata kunci: *Nurse Caring, Kepuasan Pasien, Pelayanan Keperawatan, Perspektif Pasien.*

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The Relationship Between Nurse Caring (From the Patient's Perspective) and Patient Satisfaction with Nursing Care Services in the Internal Medicine Inpatient Ward of Arifin Achmad Regional General Hospital, Pekanbaru

viii + 95 pages + 12 tables + 1 figure + 10 appendices

ABSTRACT

Patient satisfaction is one of the indicators of nursing service quality that can be influenced by nurses' caring behavior. Nurses who demonstrate caring attitudes, empathy, effective communication, and responsiveness to patients' needs can provide a positive care experience and contribute to patient satisfaction. This study aimed to determine the relationship between nurse caring, as perceived by patients, and patient satisfaction with nursing care services in the Internal Medicine Inpatient Ward of Arifin Achmad Regional General Hospital, Pekanbaru. This study employed a quantitative method with a descriptive correlational design and a cross-sectional approach. The sample consisted of 161 respondents selected using the accidental sampling technique. Data were collected using a nurse caring behavior questionnaire and a patient satisfaction questionnaire. The results showed that the majority of respondents assessed nurse caring as good, with 97 respondents (60.2%), while patient satisfaction was predominantly categorized as very satisfied, with 103 respondents (64.0%). The Chi-Square statistical test showed a p-value of <0.001 ($p<0.05$), indicating a significant relationship between nurse caring from the patient's perspective and patient satisfaction with nursing care services in the Internal Medicine Inpatient Ward of Arifin Achmad Regional General Hospital, Pekanbaru.

Keywords: *Nurse Caring, Patient Satisfaction, Nursing Services, Patient Perspective.*