



## THE RELATIONSHIP BETWEEN NURSES' CARING BEHAVIOR AND PATIENT SATISFACTION

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### Abstract

*Caring* in nursing is practice professional nursing, knowledge, awareness, values and satisfaction patient from performance service health benefits after patient compare what you get with what is expected. Research This aim For want to know connection between behavior *caring* nurse patients at Jailolo Regional General Hospital with level satisfaction respondents. Research This is study descriptive correlative with approach quantitative research done in the room care Jailolo Regional General Hospital in June - July 2022 with amount sample of 90 respondents. The instrument used For measure satisfaction is instrument *Patient Satisfaction Questionnaire* (PSQ), meanwhile behavior *caring* nurse by patient measured with *Questionnaire Caring Nurses*. Research This describe that that part big 61 respondents (67.8%) rated that behavior *caring* nurse at Jailolo Regional General Hospital Already good, 25 people (27.8%) in category enough, 4 respondents (4.4%) in category less. Image results satisfaction patient very satisfied 45 people (50%), satisfied 36 people (40%), no satisfied 4 people (4.4%) and enough satisfied 5 people (5.6%) against service nurses there. Correlation test using Pearson, obtained results that  $p\text{-value} = 0.000$  and  $r\text{ value} = 0.597$  (correlation medium) there is correlation between caring nurses with satisfaction patient  $p\text{-value} = 0.000$  and  $r\text{ value} = 0.597$  (correlation moderate). From the research this, can concluded that behavior *caring* nurse influence satisfaction patients in the Inpatient Ward of Jailolo Regional General Hospital. Increasingly tall the caring value of nurses, then the more high satisfaction patient.

**Keywords:** Caring, Nurses, Patient Satisfaction

### Introduction

Nursing is something form service health special help good and healthy or those who are sick, which is proven with do related activities with health, healing, or healing of the sick, so client can rest with calm so that client capable get his independence return with good and long term fast time (1,2). In the Law number 38 of 2014 concerning nursing, nursing is definition from giving care nursing care performed to individuals, families, and the group that is Sick and healthy. Second definition the explain draft nursing as something professional care provided by nurses to clients who are individual as well as family Good in sick condition or Healthy.

Service process professional nursing must done with notice role nurse in the process of giving care nursing. According to Doheny, 1992 in Wirentanus 2019) there are 8 roles nurse in House sick, namely : 1) giving care nursing (care giver), 2) protecting client as advocate (client advocate), 3) provide counseling (counselor), 4) educating and providing education to client (educator), 5) part from team health that can collaborate and work The same with power other health (collaborator), 6) coordinate abilities possessed client (coordinator), 7) hold renewal or innovation change agent and 8) provide

information as settlement problem client (consultant). Nurse can play a role For strengthen the patients, reduce action medical that is not need, relieve absence comfort patients, and even act as protector to service health that is not adequate (3–6).

In running roles said, a nurse No only sued For show skills profession his knowledge, but also his caring attitude and behavior which becomes essence from nursing and is focus main in practice nursing) (7). Nurse expected capable own sensitivity and ability in support trust and well-being patient with combine between science, technology, and background behind patient (8–11).

Rhodes et al. (2011 and Kusnanto, 2019) stated that competencies possessed by a person nurse in give maintenance Give patients feel safe and comfortable and caring behavior can increase quality nursing during undergo care. Patients and families want nurses who serve with good attitude, smile, patient, easy understand and be understood, and highlight attitude sincere in help as well as value patients and families (12). Caring according to Oxford Languages (2010) is defined as as attitude that shows kindness and caring towards other people. Meanwhile, the Big Indonesian Dictionary (KBBI) defines care as something attitude pay attention, or attitude notice something that happens around him. Caring in nursing is as the core of practice professional nursing, where knowledge theoretical just No enough, but must accompanied by with knowledge self and awareness will mark self Alone as well as the attitude of others that will responsible answer For No bring somebody in suffering (3,13,14).

Caring behavior is A embodiment service professional nursing to patient (15,16). Gustiwiyana (2020) combines Jean Watson's Theory of Human Caring and Kristen M. Swanson's Theory of Caring into seven actualization caring behavior that can applied by a nurse in give service health that is (17): caring, responsibility responsible, friendly, patient and calm, readiness and willingness, giving motivation and attitude empathy as well as show sympathy. In Indonesia it has a survey was conducted which showed that in some area nurse has show good caring behavior in the process of giving service care nursing, with data namely in Jakarta as many as 64.2% of 81 people, in Semarang as many as 60% of a total of 50 people, in Sulawesi as many as 81.3% of a total of 157, and in Manado as many as 56.4% of nurses.

Satisfaction patient is the feeling that is obtained patient from giving service health after compare what has been achieved with what to expect (18–20). Satisfaction be one of things that influence succeed or whether or not giver service in serve its consumers, including House Sick as giver service health for society. Measuring satisfaction patient has become an integral part of management strategy House Sick For see whether there is gap between expected service with experiences experienced by patients, because quality service and satisfaction patient is indicator House Sick assessed succeed or No in organize the service (21).

Jailolo Regional General Hospital is A House Sick public standing since year 1997, with capacity of 100 places Sleep care inpatient. With a variety of services health consisting of from service care road, care hospitalization, emergency room, ICU/NICU room surgery, radiology, laboratory, services nutrition, rehabilitation medical and pharmaceutical. The number power health who work at home Sick This as much as as many as 118 nurses and 35 medical staff midwife. Based on the data obtained from Hospital Quality Committee, average level satisfaction patients at Jailolo Regional General Hospital in 2023 is of 92.96%, and satisfaction patient in 2024 increase to 96.7%. Although number satisfaction the show very good indication, however Still the presence of negative comments and suggestions submitted through website page is still must get attention especially related with services provided at Jailolo Regional General Hospital, including : unclear information conveyed during the registration process, delays in the service process, and unfriendliness services that are general No in a way specific discussed and detailed, so that the process or effort improvement quality services achieved through level satisfaction patient Not yet can determined with clear.

Based on description background behind said, said writer interested For know in a way special connection between caring behavior of nurses to level satisfaction patients undergoing treatment at

Jailolo Regional General Hospital. Apart from that, reason dissatisfaction patients who have not can in a way specific determined, also because Not yet Once There is research that looks at caring behavior by nurses connected with level satisfaction patient during undergo maintenance.

## **Method**

### **Research Design**

Types of research This is study descriptive correlative with approach quantitative. The purpose of study This is For know existence connection between behavior *caring* nurse to satisfaction patient in service care stay overnight.

### **Research Population and Sample**

In research this, population use total number of patients treated in the wards care Jailolo Regional General Hospital, West Halmahera, North Maluku in the month of January- July 202 5 with a total of 577 people. Meanwhile sample in study This use *accidental sampling* or everyone who becomes patients and treated in rooms care inpatients at Jailolo Regional General Hospital, West Halmahera, North Maluku in July 2025. The sample size used in this study This namely 90 people.

### **Variables Study**

Variables independent in study This is behavior caring nurse. Whereas variable dependent in study This is level satisfaction patient.

### **Place and Time of Research**

Place implementation study This conducted in the Inpatient Ward of Jailolo Regional General Hospital, West Halmahera, North Maluku. Time of implementation study This started from preparation of research proposals and data collection on March 30 – July 30, 2025.

### **Data Collection Techniques**

Data collection techniques used writer is with method survey use instrument study in the form of questionnaire demographics, and a questionnaire containing statement For know behavior *caring* nurse as well as level satisfaction patient.

*Questionnaire Caring Behaviors* Used is *caring professional scale (CPS)* refined by Swanson, consisting of from subscale analytic that is *compassionate healer* and *competent practitioner* who comes from of 5 components *caring* Swanson namely knowing, being with, doing action (*doing for*), enabling, and maintaining trust (*Maintenancing Believe*), (Kusnanto, 2019). CPS consists of of 17 items with 3 Likert scales, namely always worth three, sometimes worth 2 and not Once worth 1. With three category namely Good with value 41 to 51, enough Good with grades 31 to 40, and less Good with values 17 to 29. The instruments used in study This has diverted language by Ellina (2019) and will done modification and validity and reliability tests repeat (22,23).

### **Satisfaction Level Questionnaire Patient**

Study This use instrument *Patient Satisfaction Questionnaire (PSQ)* developed by Biering, Becker, Calvin, and Grobe (2006) and licensed For used. Document This adapted by Gurusinga (2013) and translated to in Indonesian. Questionnaire Satisfaction Patient consists of of 3 subscale (Risser, 1975), 26 propositional items based on expert technical, numbers 12, 14, 15, 18, 22, 23, 12, 14, 15, 18, 22, 23, 25, including in trust. Numbers 3, 4, 5, 6, 9, 10, 11, 13, 17, 20, 21, instruments study this is on parental (19).

Research Data Analysis use analysis Pearson use SPSS 26.0 application

## Results

Based on analysis univariate to description *caring* nurse in the room care Jailolo Regional General Hospital, West Halmahera, West Maluku obtained results description *caring* nurses who can seen in Table 1 categorization *caring* nurse based on the formula statistics Sudjana (2005) where score 21-30 is accepted in range less, range Enough with value 31-40, and range mark Good with value 41-51.

**Table 1: Overview of Nursing Care in the Inpatient Ward of Jailolo Regional General Hospital**

Caring Level	Frequency	Percentage (%)
Not enough	4	4.4%
Enough	25	27.8%
Good	61	67.8%

From the results analysis written univariate in Table 7 is obtained description that part big respondents has Good evaluate *caring* nurse with amount respondents reach 61 or around 67.8%. Furthermore, as many as 25 people (27.8%) respondents evaluate enough, and as many as 4 respondents (4.4%) assessed it *caring* nurse Still not enough.

Based on analysis univariate analysis was performed to description satisfaction patient in the room care stay Jailolo Hospital, obtained results the image displayed in Table 8. Categorization satisfaction patient based on with Dissatisfied criteria with range 48-61, Enough satisfied with range 62-75, Satisfied with range 76-89, and Very satisfied with range 90-104.

**Table 2. Satisfaction Overview Patients in the Inpatient Room of Jailolo Regional General Hospital**

Satisfaction	Frequency	Percentage (%)
Not Satisfied (48-61)	4	4,4
Enough Satisfied (62-75)	5	5,6
Satisfied (76-89)	36	40,0
Very Satisfied (90-104)	45	50,0

From the results analysis, obtained results satisfaction very satisfied 45 people (50%), satisfied 36 people (40%), not satisfied satisfied 4 people (4.4%), enough 5 people (5.6%) satisfied. Can be given conclusion that in study this, respondents has satisfied with quality service medical treatment given, factors the fees offered, as well as comfort services provided by the provider in -room service care Jailolo Regional General Hospital, West Halmahera, North Maluku.

### Correlation Test between *Caring* Nurse with Satisfaction Patient

Correlation test done For see whether *caring* nurse relate with satisfaction patient. Before the correlation test done, necessary normality test was carried out For see whether the data from each variable (nurse *caring* and satisfaction) patients) are normally distributed or no. Normality test done with compare mean value with median and mean and standard deviation values. Data is said to be normal if the mean divided by the median is obtained mark more from 0.9 and less from 1.1 and if standard deviation divided by the mean value maximum obtained is 0.3. The results of the normality test displayed in table following :

**Table 3 Normality Test Results Variables (N=90)**

Variables	Mean ± SD	Median
Caring nurse	42.73 ± 6,430	44.00
Satisfaction patient	88.22 ± 11.931	89.50
r	0.597	
p-value	0.000	

From the normality test displayed in table obtained that the data is normally distributed with Mean/Median results 0.971 and 0.975 while Standard deviation / Mean is 0.150 and 0.133 so that *Pearson* test is used for know correlation between caring nurses with satisfaction patient.

Correlation test using the *Pearson* test used For know correlation, degree relationships, as well as form connection between 2 variables. Based on the *Pearson* test, the results of the correlation test displayed in Table 3. From the results correlation test table with using *Pearson*, obtained results that  $P = 0.000$  or there is correlation between caring nurses with satisfaction patient with degrees connection correlation currently which is 0.597 and is in the form positive. Positive relationship means the more tall mark *caring* nurse, then the more high satisfaction patient.

### Discussion

Behavior *caring* nurse can explained become behavior give help, assistance, and service towards others in need help in fulfil need basically (5). Based on distribution data frequency, there were 25 respondents feel that nurse give service and show attitude sufficient *caring*, and 61 respondents feel *caring* behavior of nurses in the ward care Jailolo Hospital inpatient good. It can be interpreted that respondents feel behavior nurse has understand client, appreciate sensitivity feeling client so that bring up feeling more sensitive in self nurse, pure, and behave reasonable to patients who are treated (11,16). In research this, according to with theory *caring* by Swanson, that nurse at Jailolo Regional General Hospital has do the concept of caring in service care nursing, with notice aspect *knowing, being with, doing for, enabling and maintaining belief* (24).

Assumptions Writer condition This happen Because nurse has notice his attitude and behavior in give something services at the Jailolo Regional General Hospital unit. Nurses has get various training that focuses on service with consider behavior *caring* by nurses. Nurses in the ward care Jailolo Regional General Hospital inpatient assumed has capable give service and care nursing in accordance with draft *caring* that should be, where patient considered as One complete unity from aspect biological, physiological, and psychological.

Based on The results of the *Pearson* correlation test presented in Table 3, obtained p value = 0.000 ( $p < 0.05$ ) and coefficient correlation ( $r$ ) = 0.597. This result show existence significant relationship between *caring* nurses and satisfaction patient with degrees connection **currently** as well as **directional** positive. This means that the more tall behavior *caring* shown by nurses, the more high level satisfaction patient to services received. Findings This show that quality interaction and attention nurse to patient own role important in form perception positive patient to quality service home nursing Sick.

In a way distribution frequency, has stated that part big respondents own level High satisfaction is possible obtained from success interpersonal communication between nurse with patients, as well as skills nurse in give service care nursing (25). Good satisfaction results in the study this, namely reach 90% with criteria satisfied and very satisfied give description success giving service nursing professional in the room care Jailolo Regional General Hospital inpatient. With explanation more, that

in space care Jailolo Regional General Hospital inpatient has in accordance between hope patient to services provided with appearance or product *outcomes* perceived service in a way real.

The results can explained through theory *Human Caring* was proposed by Jean Watson (2008), who stated that essence nursing is action *caring* that emphasizes relationships humanistic and transpersonal between nurses and patients. In theory this, *caring* No just action physique or technical, but rather form involvement emotional, spiritual, and empathetic that can give comfort and sense of security to patient. When the nurse capable show care and attention sincere, patient will feel valued as man intact, not only as sick individuals. This ultimately increase satisfaction patient to services provided.

Research findings This in line with results a study conducted by Kurniati (2022) which found existence connection positive between *caring* nurse with satisfaction patient with mark correlation  $r = 0.61$ . Similar results were also found by Rahmawati et al. (2019) who reported that behavior *caring* nurse own influence significant to level satisfaction patient care stay at home Sick general. Research the strengthen that aspects *caring* like empathy, communication effectiveness, sincerity, and personal attention become factor key in increase satisfaction patient.

Correlation positives found in study This signify that satisfaction patient No only depending on the results action medical, but also greatly influenced by how the treatment process is carried out. given. Patients who feel support emotional and personal attention from nurse tend own perception more positive to service health in a way as a whole. In the context of service nursing, *caring* can seen as bridge between aspect technical and aspects humanistic, both of which important For build experience satisfactory care.

Assumptions writer satisfaction patients who have Good This due to aspects from satisfaction has capable given to patient in the room care Jailolo Regional General Hospital inpatient facilities. House sick also has maximized so that capable give convenience service and comfort for patient as consumers. In addition, the service process provided nurses have also fulfil caring aspect according to with results study this, so that level satisfaction patients are also in line with factor This.

There were 4.4% of patients who stated No satisfied can influenced by factors demographics respondents in accept service nurses. Research conducted by Singgih (2012) said that a patients in good health used to life with full service focused on satisfaction desire, when treated will demand Lots treat more in accordance with his life daily life. The majority of respondents ' education is high school/vocational school and bachelor's degree are also assumed influence evaluation this. Notoadmojo (2005) explains that level education somebody close relation with possibility more understand and comprehend disease, so that more notice aspect service with more comprehensive. Lumenta (1989) also stated that the more increase level education someone, will result in improvement demands and expectations service health provided.

Based on Pearson correlation test results obtained mark  $p = 0.000$  ( $p < 0.05$ ) with coefficient correlation ( $r$ ) = 0.597, which shows existence connection significant and positive between *caring* nurse with satisfaction patient. Correlation value the including in category connection moderate, which means the more tall level *caring* nurses, increasingly high level satisfaction patient to service nursing. This fact show that behavior *caring* shown by nurses own influence real to perception patient to quality service, especially in matter comfort, attention, and trust to nurse.

Findings This in line with theory *Human Caring* from Jean Watson (2008) who emphasized that *caring* is the core of practice nursing and becoming base connection therapeutic between nurses and patients. According to Watson, *caring* covers attention sincere, empathetic, and respectful to values humanity patient in a way whole — physically, emotionally, socially, and spiritually. When nurses capable display attitude *caring* in interaction daily, patient will feel noticed and appreciated, so grow feeling satisfied to services received. With thus, *caring* No only functioning as moral aspects in profession nursing, but also as element important in increase quality experience patient during treated.

Study this is also consistent with findings Kurniati (2022) as well as Rahmawati et al. (2019) who showed that *caring* nurse own connection positive and significant with level satisfaction patients. Patients who feel attention and empathy from nurse tend own level more satisfaction tall compared to those who receive service in a way mechanical without approach emotional. Correlation positive This confirm that satisfaction patient No only determined by the results action medical, but also by quality interpersonal relationships between nurses and patients. In other words, the aspect emotional in service nursing own the same role importance with aspect technical in create satisfaction patient.

Research result This own implications important for improvement quality service nursing. Attitude *caring* should become culture and values base in every action nurse, not just behavior moment. Hospital need give training sustainable For strengthen ability communication empathy and intelligence emotional nurses. In addition, the system evaluation performance need evaluate aspect *caring* as part from professionalism nurse. With build culture work based on values *caring*, service nursing will more humanistic, effective, and ultimately capable increase satisfaction as well as trust patient to facility health. In addition for management House pain and energy nursing to continue strengthen culture *caring* in every aspect services. Training and development interpersonal competence is necessary improved so that nurses capable interact with patient in a way empathetic and professional. In addition, the evaluation performance nurse should No only based on skills technical, but also on the ability they show attitude sustainable *caring*. These efforts can help increase image House Sick at a time increase loyalty and trust patient to service nursing.

Jailolo Regional General Hospital has make an effort increase Keep going services provided to patient as consumer from the Hospital. The number of aspects to be considered in giving service always evaluated with use number satisfaction provided client or patient. One of the standards that are observed besides related with facilities, namely about service maintenance myself who has attempted in accordance with draft *caring* so that care provided always notice client as man in a way intact. Research result This supported Potter *et. Al.'s* (2009) theory states that that attitude nurses in charge with *caring* can explained as presence, touch love love, and attitude always listen client. Touch *caring* is form nonverbal communication that will influence comfort client until the repair orientation client about reality. According to with study This that the more Good behavior *caring* nurse felt by the patient, then patients and families will the more happy and joyful so that capable give connection therapeutic between nurse with patient.

## Conclusion

Based on results research that has been done, obtained p value = 0.000 ( $p < 0.05$ ) with coefficient correlation ( $r$ ) = 0.597, which shows existence significant and positive relationship between *caring* nurses and satisfaction patient with degrees connection moderate. This is means that the more tall behavior *caring* shown by nurses, then the more high level satisfaction patient to services provided. The results show that nurse at Jailolo Regional General Hospital has apply draft *caring* in practice nursing, especially in the aspect empathy, communication effective, and attention to need physical and psychological patient. Condition This participate contribute to the high level satisfaction patients who show that service nursing has walk in a way professional, humanistic, and needs - oriented patient in a way holistic.

Jailolo Regional General Hospital recommended For Keep going maintain and improve behavior *caring* nurse in service nursing through training, supervision, and evaluation periodic. Strengthening culture work that emphasizes mark empathy, communication therapeutic, as well as award to dignity patient need made into priority. In addition, nurses expected For always integrate values *caring* in every aspect service, good in action direct and in interpersonal communication with patients and their families. Development ability empathy, sensitivity emotional, as well as skills communication

therapeutic need improved through activity training and reflection practice nursing. With apply *caring* in a way consistent, nurse No only increase quality service, but also strengthen connection trust between patients and staff health.

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