



THE RELATIONSHIP BETWEEN CARING PEDIATRIC NURSES AND THE LEVEL OF SATISFACTION OF PARENTS OF PATIENTS AT INPATIENT WARD PKIA

Endah Dessirya^{1*}, Dina Novenda Sari¹, Mustaqimah¹, Rusana², Dewi Rezeki¹, Erlin Fitria Yusliana¹

¹Rumah Sakit Umum Pusat Nasional Dr. Cipto Mangunkusumo, Jl. Pangeran Diponegoro No.71, Kenari, Senen, Jakarta Pusat, Jakarta 10430, Indonesia

²Nursing Science Study Program, Faculty of Health Sciences, Universitas Al-Irsyad Cilacap, Jl. Cerme No.24, Wanasari, Sidanegara, Cilacap Tengah, Cilacap, Central Java 53223, Indonesia

*endahazzahra17@gmail.com

ABSTRACT

Patient satisfaction is a reflection of the quality of health services. Caring behavior toward patients is the essence of nursing, and it can positively contribute to patient satisfaction in receiving nursing services. Caring for patients in the pediatric ward is very important so they can feel more comfortable during their treatment. This study aims to determine the relationship between caring pediatric nurses and the level of parental satisfaction and to determine the characteristics that most influence the satisfaction of parents of patients at RSUPN Dr. Cipto Mangunkusumo Jakarta. This descriptive correlation study uses a cross-sectional approach involving 113 parents of patients in the pediatric inpatient ward at Dr. Cipto Mangunkusumo Hospital, Jakarta. The instruments used were the CBI-24 (Caring Behavior Inventory-24) questionnaire and the PSNCQQ (Pediatric Short-Form Neurological Care Quality Questionnaire). The results of the univariate analysis show a high caring rate of 58.41% and a low caring rate of 41.59%. The description of patient satisfaction shows 58.41% satisfied and 41.59% dissatisfied. The results of the bivariate analysis using the chi-square test obtained a p-value of <0.001 (OR 95% CI (0.165; 0.072-0.377)), which indicates a significant relationship between caring nurses perceived by patients and the satisfaction of the pediatric patient's parents. These results recommend evaluating the performance of nurses' communication, formal and informal education, and motivating caring behavior to create a higher quality and patient-centered health service environment.

Keywords: caring; communication; satisfaction

First Received 28 Juni 2024	Revised 30 Juni 2024	Accepted 30 July 2024
Final Proof Received 07 August 2024	Published 01 December 2024	
How to cite (in APA style) Sari, D. N., Dessirya, E., Mustaqimah, M., Rusana, R., Rezeki, D., & Yusliana, E. F. (2024). The Relationship Between Caring Pediatric Nurses and The Level of Satisfaction of Parents of Patients at Inpatient Ward PKIA. Indonesian Journal of Global Health Research, 6(6), 3889-3896. https://doi.org/10.37287/ijghr.v6i6.3946 .		

INTRODUCTION

Health issues are currently a primary concern for society. The increase in the community's standard of living has led to a rise in public demand for quality health. This condition makes health service providers improve the quality of providing satisfaction for consumers as users of health services. Caring behavior toward patients is the essence of nursing, and it can contribute positively to patient satisfaction in receiving nursing services (Potter Perry, 2009). Caring is a manifestation of nurses' concern for patients, which is reflected in attention, appreciation, and efforts to fulfill patient needs (Firmansyah et al., 2019). Patient satisfaction is a reflection of patient's active participation in healthcare decision-making and their collaborative role in enhancing service quality. It serves as a critical indicator of patient-provider communication and patient adherence to health recommendations (Al-Abri & Al-

Balushi, 2014). A variety of factors can influence how satisfied patients are with nursing care. Understanding these factors can help nurses identify the strengths and weaknesses of nursing services. By addressing these areas, nurses can improve the quality of care and increase patient satisfaction. Ultimately, patient satisfaction is a crucial indicator of the overall quality of nursing services. Nursing leaders and staff can use this information to enhance services and meet patient expectations (Soliman & Kassem, 2015). Caring for patients in pediatric rooms is very important so that children feel comfortable undergoing treatment (Hockenberry et al., 2017)). Research conducted by (Wolf, et al., 2003) showed a positive relationship between nurses' caring behavior and patient satisfaction. Other research says there is a negative correlation between nurses' caring behavior (performance) and patient satisfaction. (Anggoro et al., 2018) study indicated that older age and longer working years were positively correlated with nurses' level of caring. Nurses who are experienced and more mature show a more caring attitude. Healthcare organizations play a crucial role in fostering a caring culture by providing nurses with adequate training and support (Suweko et al., 2019).

Based on the results of the 2021 Community Satisfaction Survey taken from all service units of RSUPN Dr. Cipto Mangunkusumo (RSCM) consisting of 1756 respondents who filled out the questionnaire, the results obtained with the highest average value of 3.50 but in the element of service speed with an average value of 2.94 (not good). An imbalance in the ratio of patients to service providers can cause this condition. In addition, based on the survey results from January to June 2022, three complaints were found related to unclear nurse communication, incomplete information, and the attitude of nurses who were rude and did not care about patients. Several factors, including the unbalanced ratio of patients and nurses and the high workload, can cause declining nurses' caring behavior. An unbalanced ratio between nurses and patients can reduce caring, according to research conducted by (Mufarokah, L., 2018), which states that the high workload of nurses in providing services affects caring behavior. BOR data in one of the paediatric inpatient rooms at RSCM in 2021 averaged 88.188%.

Several studies in various hospitals have been conducted to identify the effect of caring on hospital services, but only a few have examined the relationship between caring for paediatric nurses and parental satisfaction level. Pediatric nurses have challenges providing nursing services because children and parents are inseparable, so the care provided uses a family-centred care approach. As a national referral centre hospital that handles complex cases with high BOR (Bed of Range) and LOS (Length of Stay), caring nurses are needed so that patients get safe and comfortable care and do not cause trauma to children in the future. Based on the above phenomenon, researchers are interested in identifying the level of parental satisfaction, the level of caring for pediatric nurses based on parental perceptions, the relationship between caring for pediatric nurses and the level of satisfaction of parents of patients, and determining the characteristics that most influence the satisfaction of parents of patients at RSUPN Dr. Cipto Mangunkusumo Jakarta.

METHOD

This study is a descriptive correlation type using a cross-sectional approach involving 113 parents of patients in the PKIA inpatient room of Dr Cipto Mangunkusumo Hospital Jakarta, namely in the BcH room, paediatric haemodialysis, infection room, non-infection room, perinatology, PICU, PTK and Thalasemia. The technique of determining the number of samples in this study was purposive sampling. The instruments used were the CBI-24 (Caring Behaviors Inventory) and PSNCQQ (Patient Satisfaction with Nursing Care Quality Questionnaire) questionnaires. The CBI-24 instrument has been tested for validity and reliability. The test

results were comparable to the original version, so it can be used for this research. While the PNSCQQ instrument has been translated into Indonesian and has been tested for validity with an r table of 0.444. The reliability results of the questionnaire with a Cronbach's Alpha value of 0.949 indicate that the questionnaire used in the study is highly reliable (Rahmawati, et.al., 2020).The univariate analysis consisted of patient parent characteristics, pediatric nurse caring scores, and patient satisfaction. Meanwhile, the bivariate analysis used Kai Kuadrat to see the relationship between the independent variable (pediatric nurse caring) and the dependent variable (patient-parent satisfaction in the inpatient room). Meanwhile, the relationship between respondent characteristics becomes a confounding variable.

RESULTS

Characteristics of Respondents in PKIA Inpatient Room RSCM

Table 1.

Distribution of Respondent Characteristics by Age, Gender, Education, Occupation, and Visit History at Dr Cipto Mangunkusmo Hospital Jakarta (n=113)

Respondent Characteristics	f	%
Age		
≤ 35 yo	53	46.9
36-45 yo	58	58
46-55 yo	1	1
>55 yo	1	1
Gender		
Male	14	12.4
Female	99	87.6
Education		
Elementary	7	6.2
Junior High	11	9.7
Senior High	50	44.2
College	45	39.8
Work status		
Unemployee	81	71.7
Employee	32	28.3
Patient's status		
Readmitted	87	77
New	26	23
Pediatric Ward		
BcH	9	8
Haemodialysis	12	10.6
Infection	10	8.8
Non infection	18	15.9
Perinatology	25	22.1
PICU	6	5.3
PTK	5	4.4
Thalassemia	28	24.8

The characteristics of the respondents in Table 1 show that the majority of respondents were female (87.6%), over 35 years old (60%), with the last education level of high school (44.2%), and most were not working (77.7%). In addition, 77% of respondents were existing patients, and 23% were new patients. Most respondents were parents of patients from the thalassemia ward (24.8%), followed by respondents from the perinatology ward (22.1%) and non-infection ward (15.9%).

Overview of the Caring Behaviour of Pediatric Nurses in the PKIA Inpatient Room of RSCM

The level of caring by paediatric nurses as perceived by parents is illustrated in Table 2, where 58.41% of respondents rated paediatric nurses as having high caring behaviour, and 41.59% rated their caring behaviour as low.

Table 2.

Frequency distribution of Caring Nurses in Research on the Relationship of Caring Pediatric Nurses to the Level of Patient Parent Satisfaction at PKIA Dr. Cipto Mangunkusumo

Variables	Category	f	%
Caring behaviour	Low	47	41.59
	High	66	58.41

An Overview of Patient Parent Satisfaction in the PKIA Inpatient Room RSCM

Table 3 illustrates that the satisfaction of parents of patients is mostly in the high satisfied category, namely 58,41%.

Table 3.

Frequency Distribution of Patient Parents' Satisfaction in the Study of the Relationship between Caring Pediatric Nurses and the Level of Patient Parents' Satisfaction at PKIA Dr Cipto Mangunkusumo

Variables	Category	f	%
Kepuasan	Rendah	47	41.59
	Tinggi	66	58.41

Relationship between Pediatric Nurse Caring Behaviour and Patient Parent Satisfaction

The results of the analysis shown in Table 4 show that there is a significant relationship ($p=0.001$) between the caring behaviour of paediatric nurses and the satisfaction of parents of patients in the PKIA inpatient room of Dr. Cipto Mangunkusumo Hospital (OR 95% CI (0.165;0.072-0.377)).

Tabel 4.

The relationship between pediatric nurses' caring behaviour and patient parent satisfaction in the study Relationship between pediatric nurses' caring behaviour and patient parent satisfaction level at PKIA RSUPN Dr Cipto Mangunkusumo.

Variabel	Patient parents satisfaction		number	p	OR
	High	Low			
Nurses's caring behaviour				<0.001*	0.165 (0.072;0.377)
1. Low	16 (30.0%)	31 66.0%	47 100%		
2. High	50 75.8%	16 24.2%	66 100%		

Relationship between Patient Parent Characteristics and Patient Parent Satisfaction

Table 5 shows a significant association ($p=0.019$) between the visit history variable and the level of parental satisfaction. In addition, the variable of the treatment room also showed a significant relationship with the level of satisfaction ($p=0.002$). Other variables, such as age, gender, education, and employment status, did not show a significant relationship ($p>0.05$).

Table 5.
Relationship between Patient Parent Characteristics and patient parent satisfaction
on the study of the Relationship between Pediatric Nurse Caring and the Level of Patient
Parent Satisfaction

Variables	Patient's parent Satisfaction		number (n)	P	OR
	High	Low			
Age					
≤ 35	28 (52.8%)	25 (47.2 %)	53 (100%)	0.196	5.412
36-45	38 (65.5%)	20 (34.5%)	58 (100%)		
46-55	0 (0%)	1 (100%)	1 (100%)		
>55	0 (0%)	1 (100%)	1 (100%)		
Gender					
Male	6 (42.9%)	8 (57.1%)	14 (100%)	0.207	1.565
Female	60 (60.6%)	39 (39.4%)	99 (100%)		
Education					
Elementary	4 (57.1%)	3 (42.9%)	7 (100%)	0.535	2.222
Junior High	8 (72.7%)	3 (27.3%)	11 (100%)		
Senior High	31 (62.0%)	19 (38.0%)	50 (100%)		
College	23 (51.1%)	22 (48.9%)	45 (100%)		
Work Status					
Unemployee	51 (63.0%)	30 (37.0%)	81 (100%)	0.118	2.422
Employee	15 (46.9%)	17 (53.1%)	32 (100%)		
Patient's status					
readmitted	56 (64.4%)	31 (35.6%)	87 (100%)	0.019	5.473
New	10 (38.5%)	16 (61.5%)	26 (100%)		
Pediatric Ward					
BCH	4 (55.6%)	4 (44.4 %)	9 (100%)	0.002	24.316
Haemodialysis	9 (75.0%)	3 (25.0%)	12 (100%)		
Infection	1 (10.0%)	9 (90.0%)	10 (100%)		
Non Infection	16 (83.3%)	3 (16.7%)	18 (100%)		
Perinatology	9 (36.0%)	16 (64.0%)	25 (100%)		
PICU	4 (66.7%)	2 (33.3%)	6 (100%)		
PTK	3 (60.0%)	2 (40.0%)	5 (100%)		
Thalassemia	20 (71.4%)	8 (28.6%)	28 (100%)		

DISCUSSION

The distribution of the characteristics of respondents in the PKIA ward of RSCM showed that the majority were women aged over 35 years with a last education level of high school. Most of them were not working. In addition, there was a significant proportion of respondents who were old patients. Most respondents were in the Thalassaemia room. This study shows that 58.41% of respondents rated the level of caring nurses in the high category. This indicates that most parents feel that nurses care or pay attention to and concern for children undergoing treatment in the PKIA RSCM inpatient room. It also shows that the level of satisfaction of parents of patients with services at PKIA RSCM is high (58.41%). The results showed a statistically significant relationship ($p = 0.001$) between the variable of nurse caring behaviour and the variable of patient parent satisfaction at PKIA RSCM. These results align with research conducted by (Rahmadewi, 2022), which shows a relationship between nurses' caring behaviour and patient satisfaction. When the nurse's behaviour is more qualified, the level of patient satisfaction also increases. Therefore, good caring behaviour will put patient satisfaction in a positive direction because patients have high trust in assessing health services, so that it has an impact on patient repeat visits and trust in health services (Ambarika & Wardani, 2021)

This study revealed that 77% of respondents had a history of previous visits. Bivariate analysis showed a statistically significant association ($p = 0.019$) between visit history and parents' satisfaction level. This condition indicates that old patients tend to have a higher level of satisfaction than new patients. The researcher believes that the admission process has a vital role in determining patient satisfaction levels, especially for new patients. The relatively low level of new patient satisfaction (61.5%) indicates that the current admission process needs improvement to provide a more positive patient experience. New patient admission is the process by which a hospital accepts the arrival of a patient with responsibility for the patient's care. The admission procedure is the earliest form of health service received by patients before they receive services for healing and recovery, so this is the initial impression that patients get and can affect patient satisfaction (Ashari Putri et al., 2021). Good quality nursing services at the beginning of the visit can increase satisfaction. However, as a national referral center, RSCM can also be a consideration for parents who want to make repeat visits. The results of this study also show that the patient's treatment room also influences the level of satisfaction of the patient's parents. Statistical test results showed that there was a significant difference ($p = 0.002$) between the level of satisfaction of parents of patients treated in non-infectious rooms (83.3% highly satisfied) and infectious rooms (90% low satisfied).

Several factors can make the level of satisfaction of parents-patients in the infection room low, including high nurse workload, stress, and burnout. This sign made by an unbalanced nurse-patient ratio and the complexity of infectious patient cases. In addition, in the infectious children's room, the proportion of new patients is higher than old patients, and the isolation room design requires minimisation of direct contact between nurses and patients. Such working conditions have the potential to trigger burnout in nurses, which in turn can reduce the quality of nurse-patient interactions and negatively impact the level of patient parent satisfaction (Suryani, et al., 2010). Every patient admitted to the hospital expects to get fast, precise, and safe service. Nurses as part of the service team play a role in meeting patient expectations for immediate service forms of nurse behaviour they are always ready to help patients' needs, always pay attention to patients, and the ability of officers who are always fast and precise in helping patients are dimensions of tangibles and assurance (Lei & Jolibert, 2012). Nurses who are always available when needed by patients, always provide good information to patients and families and guarantee that quality services are already included in the assurance quality dimension.

According to Kotler and Keller (2012) in the book by (Elliyana, et al., 2022.), patient complaints that need to be addressed can cause customers to complain on social media, which also impacts the hospital's reputation. Low patient satisfaction will cause patients to be less able to cooperate in undergoing treatment and care, cause complaints, and tell complaints to others so that eventually to other service facilities. Conversely, patients who are satisfied with the health services they receive will become loyal customers and recommend them to others (Armstrong, 2009). Patients who are satisfied with the services received will increase patient compliance in undergoing treatment and care (Burtson & Stichler, 2010). The difference in satisfaction in the RSUPN Dr. Cipto Mangunkusumo inpatient ward is mainly due to workload, stress, and burnout. The workload is influenced by the conditions and atmosphere of the workplace, such as noise, monotonous work, an uncomfortable environment, and co-workers' conditions that do not support completing work ((Carayon & Gürses, 2005). There is a strong and negative correlation between workload and nurses' caring behaviour, where the higher the workload, the lower the nurses' caring behaviour (Ramadhan et al., 2019). Burnout is a condition when a person experiences physical and emotional exhaustion and reduced

attention to other people and work due to prolonged work pressure experienced in a work situation, especially in social service work (Widanti, et al., 2010). Burnout has a significant relationship with nurses' work motivation, as shown in research by (Wirawati, et. al., 2020), which shows that the higher the level of burnout, the lower the nurses' work motivation.

CONCLUSION

More than half of the patient's parents' perceptions of caring nurses and satisfaction with services at PKIA RSUPN, Dr Cipto Mangunkusumo Jakarta are included in the high category. A significant relationship exists between caring nurses and patient parent satisfaction with $p < 0.001$. However, in the confounding variables, the characteristics most related to patient satisfaction are visit history and treatment room. Suggestions in this research include increasing formal and informal knowledge in the form of training on communication and caring, continuous supervision of caring behaviour and further research to explore clients' perceptions of caring nurses by conducting in-depth interviews (qualitative).

REFERENCES

- Al-Abri, R., & Al-Balushi, A. (2014). Patient Satisfaction Survey as a Tool Towards Quality Improvement. In Oman Medical Specialty Board Review Article Oman Medical Journal (Vol. 29, Issue 1).
- Ambarika, R., & Wardani, L. K. (2021). Analysis of the Relationship between Caring Behavior and Level of Health Service Satisfaction. *The Indonesian Journal of Health Science*, 13(1), 53–60. <https://doi.org/10.32528/ijhs.v13i1.5273>
- Armstrong, M. (n.d.). *Armstrong's Handbook Of Management And Leadership A Guide To Managing For Results 2nd Edition*.
- Ashari Putri, R., Haskas, Y., Nani Hasanuddin Makassar, S., Perintis Kemerdekaan VIII, J., & Makassar, K. The influence of nurse performance and health facilities on patient satisfaction in the emergency room. *Student Scientific Journal & Nursing Research*, 3, 2023. <https://doi.org/10.20956/ijas>
- Burtson, P. L., & Stichler, J. F. (2010). Nursing work environment and nurse caring: Relationship among motivational factors. *Journal of Advanced Nursing*, 66(8), 1819–1831. <https://doi.org/10.1111/j.1365-2648.2010.05336.x>
- Carayon, P., & Gürses, A. P. (2005). A human factors engineering conceptual framework of nursing workload and patient safety in intensive care units. *Intensive and Critical Care Nursing*, 21(5), 284–301. <https://doi.org/10.1016/j.iccn.2004.12.003>
- Elliyana, Ela., et al. (2020). *Marketing Basics*. Publisher: ahlimedia press. www.ahlimediapress.com
- Firmansyah, C. S., Noprianty, R., & Karana, I. (2019). Caring Behavior of Nurses Based on Jean Watson's Theory in the Inpatient Room. *Journal of Vocational Health*, 4(1), 33. <https://doi.org/10.22146/jkesvo.40957>
- Hockenberry, M., Wilson, D., Rodgers., C.C. (2017). *Wong's Essentials of Pediatric Nursing*. Elsevier. St.Louis, Missouri.
- Lei, P., & Jolibert, A. (2012). A three-model comparison of the relationship between quality, satisfaction and loyalty: An empirical study of the Chinese healthcare system. *BMC Health Services Research*, 12(1). <https://doi.org/10.1186/1472-6963-12-436>

- Made Nopita Wati ners, N., Putu Raka Wirati, N., Made Nopita Wati, N., Luh Gede Intan Saraswati, N., Wangaya Denpasar, R., & Wiramedika Stikes Nursing Science Study Bali, P. (2020). The Relationship between Burnout and Work Motivation of Executive Nurses. *Journal of Nursing Leadership and Management*, 3(1). <https://doi.org/10.26594/jkkm.v3.i1.468>
- Mufarokah, L., et al. (2018). relationship between nurse work load with caring behavior at anwar medika hospital krian sidoarjo.
- Potter. Perry. (2009). *Fundamentals of nursing book 1*. Salemba Medika
- Rahmawati, K. Ardiana, Anisah., Kurniawan, D.E., (2020). Description of BPJS Patient Satisfaction with The Quality of Nursing Service at The Hospital Jember Regency. In *Journal of Health Literature* (Vol. 8, Issue 2).
- Rahmadewi, T. (2022). The relationship between caring nurses and patient family satisfaction in the Cempaka ward of Wates Regional Hospital. *Jurnal Informasi Kesehatan & Administrasi Rumah Sakit (IKARS)*, 1(1), 19–21. <https://doi.org/10.55426/ikars.v1i1.180>
- Ramadhan, G., Mahfud, M., & Zulpahiyana, Z. (2019). The Relationship of Nurse's Workload and Caring in Internal Disease Ward and Surgery Ward in Regional Public Hospital. *Indonesian Journal of Nursing and Midwifery*, 6(1), 65. [https://doi.org/10.21927/jnki.2018.6\(1\).65-71](https://doi.org/10.21927/jnki.2018.6(1).65-71)
- Soliman, H. M., & Kassem, A. (n.d.). Correlation between Patients' Satisfaction and Nurses' Caring Behaviors. <https://www.researchgate.net/publication/353051645>
- Suryani, M. 2010. The relationship between the work environment and the caring behavior of nurses at PGI Cikini Hospital, Jakarta. Tesis. FIK UI
- Suweko, H., Warsito, B. E., Jurnal, /, Keperawatan, I., Kebidanan, D., Magister, M., Universitas, K., Semarang, D., & Keperawatan, D. M. (2019). The relationship between nurses' caring behavior and patient satisfaction in the inpatient room: literature review (Vol. 10, Issue 1).
- Tri Anggoro, W., Aeni, Q., Studi Ilmu Keperawatan, P., & Tinggi Ilmu Kesehatan Kendal, S. (2018). The relationship between nurse characteristics and caring behavior. In *Journal of Psychiatric Nursing* (Vol. 6, Issue 2).
- Widanti, budi, Zainal. (2010). Burnout level among nurses at "X" Hospital Surabaya. *Poseidon: Scientific Journal of Marine-Maritime Psychology & Psychology*. Vo.4 No.1
- Wolf, Z. R., Miller,. P.A., Devine, M. (2003). Relationship between nurse caring and patient satisfaction in patients undergoing invasive cardiac procedures. *Medsurg nursing* Vol 12/no.6