



ISLAMIC CARING BEHAVIOR BY NURSES ON PATIENT SATISFACTION: A SCOPING REVIEW

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ABSTRACT

Caring behavior in nursing has an important role in improving patient satisfaction. Islamic caring behavior is not only limited to technical and professional aspects, but also includes spiritual and emotional dimensions in accordance with Islamic values. Purpose: The aim of this study is to explore how Islamic caring behavior is applied in nursing practice and its impact on patient satisfaction. Method: This study used a scoping review method by analyzing and synthesizing data from six relevant journal articles. The articles were selected based on specific inclusion criteria and analyzed to identify key themes related to Islamic caring behaviors in nursing. The databases used were PubMed, CINAHL, Scopus, and google scholar search engine. Results: The authors found 7 articles that discussed Islamic caring on patient satisfaction. Islamic caring behavior includes aspects of professionalism, empathy, patience, and spirituality. Factors that influence the implementation of Islamic caring behavior include nurse motivation, institutional support, and work environment. Specific activities such as prayer, recitation, and dhikr were also found to be integral to the practice of Islamic caring. In terms of impact, Islamic caring contributes to increased patient satisfaction through a more holistic approach to care. Conclusion: Integration of Islamic values in caring behavior can increase patient satisfaction in nursing services. The implication is that there needs to be greater recognition and support for the application of Islamic caring in nursing practice, both in terms of nurse education and health institutional policies.

Keywords: islamic caring; nursing; patient satisfaction

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INTRODUCTION

Islamic Caring in nursing is an approach to care that integrates Islamic values into nursing practice, paying special attention to the spiritual and emotional needs of Muslim patients. (Abdurrouf et al., 2013). This concept is based on Islamic teachings that emphasize empathy, compassion, and concern for others, which are implemented in daily interactions between nurses and patients. The Islamic caring approach not only focuses on the physical and medical aspects of patient care, but also emphasizes the importance of spiritual and psychological support (Cruz et al., 2017; Hikmat et al., 2024). This includes actions such as communicating in a way that respects the patient's customs and beliefs, making space for religious practices, and listening attentively to the patient's concerns. (Kartini et al., 2022). Islamic Caring also recognizes the importance of harmony between medical interventions and the patient's religious values, asserting that effective and holistic health care should pay attention to the wholeness of the physical, mental, and spiritual aspects of human beings. This approach is

particularly important in a multicultural context and in an increasingly globalized healthcare environment, where understanding and respect for cultural and religious diversity is key to providing sensitive and effective care (Mittermaier, 2021).

The implementation of Islamic caring in nursing practice faces several challenges. One of them is the lack of in-depth understanding of Islamic caring principles among nurses, which can result in care practices that are less thorough and not in line with the spiritual needs of Muslim patients. (Kartini et al., 2019). In addition, the lack of training and education related to Islamic caring in the nursing curriculum is also a barrier to the effective implementation of Islamic caring. Other challenges include differences in interpretation in the application of Islamic values, which can vary depending on the individual nurse's cultural and educational background (Komariah et al., 2020). The urgency of Islamic caring in healthcare cannot be ignored. This relates to the increasing need to provide holistic and inclusive care, which considers aspects of the patient's spirituality and beliefs (Oluma & Abadiga, 2020; Sarafis et al., 2016). Care that does not take into account spiritual needs has the potential to lead to patient dissatisfaction and lower quality of care (Bakar et al., 2018). Therefore, integrating Islamic caring in nursing practice is crucial to meet the needs of Muslim patients as a whole.

Several key factors influence the effectiveness of Islamic caring. These factors are due to the nurses' educational background and training, their level of understanding of Islamic teachings, and their ability to communicate and empathize with patients (Bakar et al., 2018; Loghmani et al., 2014). Other factors include the work environment, such as support from management and availability of resources, as well as patients' attitudes and perceptions towards Islamic caring. These factors collectively determine how well Islamic values can be integrated in nursing practice (Jacobsen, 2021; Yosep et al., 2023). Islamic Caring has a significant impact on patient satisfaction and quality of care (Mediani et al., 2019). Patients who feel that their spiritual and religious needs are understood and respected tend to have a more positive experience of care (Lutfi, 2022). It can also lead to better clinical outcomes, such as increased adherence to treatment plans and decreased anxiety levels. Islamic caring practices can increase job satisfaction and strengthen the nurse-patient relationship (Clark, 2016; Kartini et al., 2019). This study brings a new approach by conducting a thorough scoping review of Islamic caring practices in nursing. Analyzing existing literature and new perspectives from empirical research, this study aims to identify, analyze, and synthesize various aspects of Islamic caring. The purpose of this study is to explore how Islamic caring behavior is applied in nursing practice and its impact on patient satisfaction

METHOD

Study Design

This study used a scoping review design. The aim was to map the scope and type of evidence available regarding Islamic caring in nursing. This approach enabled an initial assessment of the size and scope of the existing literature, as well as the identification of potential research gaps. This scoping review follows the framework proposed by Arksey and O'Malley, which is a structured methodological approach to mapping the relevant literature (Arksey & O'Malley, 2005). The stages in this scoping review included: (1) Identifying the Research Question, where the purpose and scope of the review were clearly defined, namely to understand how Islamic caring is implemented in healthcare practice and its effects on patients and nurses. (2) Identifying Relevant Studies, using a comprehensive search strategy across multiple databases to find literature relevant to the topic. (3) Study Selection, involving the process of screening titles and abstracts, followed by full-text review to select studies that met the predefined inclusion and exclusion criteria. (4) Data Mapping, which involves extracting key data and

categorizing findings based on relevant variables and themes. (5) Summarizing and Reporting Results, where the results of the scoping review will be organized systematically, often using tables or flowcharts.

Search Strategy

The authors searched for articles through three databases, namely Scopus, PubMed, and CINAHL. In addition, the author also searched on the google scholar search engine. The keywords used were Islamic caring OR caring Islamic AND patient satisfaction OR satisfaction AND nurse OR nurses OR ners. The PRISMA flowchart was used to report the results of the article search (Figure 1). This research question is how Islamic caring by nurses towards patients with scoping review. The research question is how does Islamic caring by nurses affect patient satisfaction? The author used PCC's (Population, Concept, Context) framework in this study: Population: This study focused on two main groups: nurses and patients. The nurse population includes nursing practitioners working in various health settings, ranging from hospitals to long-term care facilities, who apply or are interested in the concept of Islamic caring. The patient population includes Muslim individuals receiving health care, with no restrictions on age, gender, or health condition.

Concept: The main concept explored is 'Islamic Caring' in nursing. It includes understanding how Islamic values-based caring is integrated in nursing practice, including aspects such as empathy, respectful communication, attention to spiritual and cultural needs, and implementation of nursing practice in accordance with Islamic teachings. The concept also includes nurses' and patients' perceptions and experiences of Islamic caring, as well as its impact on care outcomes and patient satisfaction. Context: The context of this study includes various healthcare environments where Islamic caring can be applied, including hospitals, clinics, primary care facilities, and home healthcare environments. The context also includes various cultural and geographical backgrounds, to understand how Islamic caring is practiced and influenced by different cultural and social factors in different regions and communities.

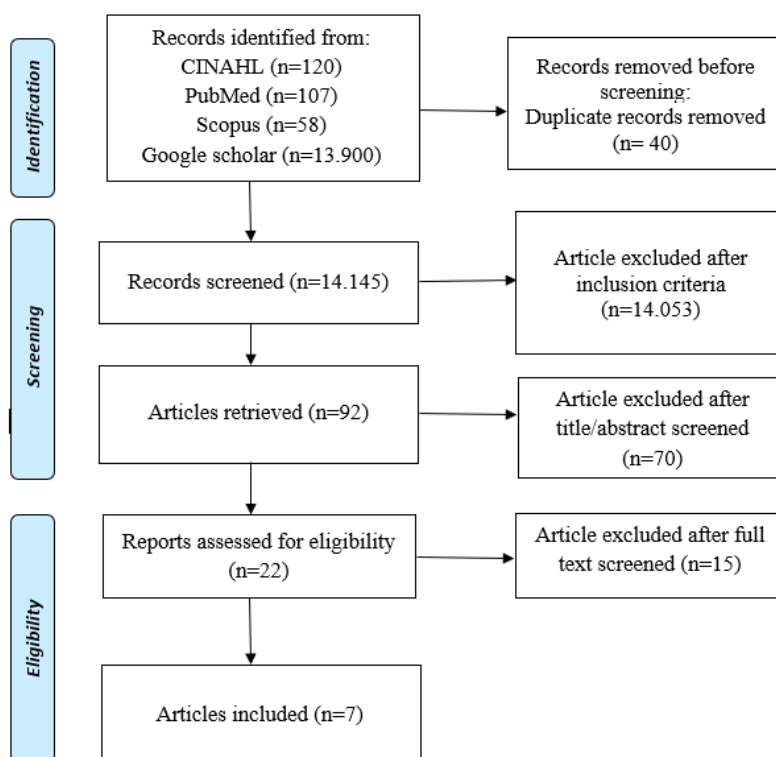


Figure 1.

PRISMA Flow Diagram

Inclusion and Exclusion Criteria

The inclusion criteria for selecting articles in this study comprise various aspects related to Islamic caring within the nursing context. Firstly, eligible articles must explicitly discuss Islamic caring, providing insights into its application within the field of nursing. Additionally, studies considered for inclusion should involve Muslim participants or explore nurses' practices concerning Muslim patients, ensuring a direct connection to Islamic care practices. Furthermore, selected articles need to be in the English language and have been published since the year 2012. Full-text articles are prioritized to ensure comprehensive coverage of the relevant content. Conversely, exclusion criteria have been established to maintain the focus and relevance of the study. Articles not specifically addressing Islamic caring will be excluded, emphasizing the need for a direct and explicit connection to the topic of interest. Studies unrelated to nursing practice, regardless of their thematic content, will also be excluded to maintain the study's targeted scope. Furthermore, articles published before 2012 will not be considered, aligning with the aim to include the most recent and updated information within the specified timeframe. These inclusion and exclusion criteria serve as guidelines to systematically identify and select articles that align with the objectives of this research.

Data Extraction and Analysis

Data extraction will be done using a manual table that includes information such as title, author, year of publication, study objectives, methodology, population, main results, and conclusions. Data will be extracted by two researchers independently to ensure accuracy. The extracted data will be analyzed descriptively to present an overview of the existing literature. Thematic analysis will be used to identify key themes, patterns and research gaps in the literature. Findings will be presented in the form of narratives, tables, and PRISMA flowcharts for the scoping review.

RESULTS

Based on the core research, there were 285 articles from three databases namely CINAHL, PubMed, and Scopus and a search on Google Scholar found 13,900 articles. After that, the author eliminates articles based on duplication of articles, the author gets 40 duplication articles. Then the author eliminates based on the inclusion criteria set by the author, remaining 92 articles. Then the author eliminates articles based on titles and abstracts by reading titles and abstracts, the author eliminates 70 articles. The author read 22 articles in fulltext. The results of the author's discussion after reading the full-text article, obtained 7 articles that are in accordance with the research objectives. The author then extracted data from the 7 articles obtained (Table 1). Based on the results of the scoping review, the authors found 7 articles according to the inclusion criteria that discuss the Islamic caring behavior of nurses to improve patient satisfaction. There are three themes found, namely Characteristics of Caring Behavior in Islamic Nursing, Factors Affecting the Application of Islamic Caring, and Specific Activities in the Application of Islamic Caring. The following is an explanation of the three themes found:

Characteristics of Caring Behavior in Islamic Nursing

Islamic caring behavior is articulated through a set of attributes that include professionalism, diligence, friendliness, security, trust (*amanah*), consistency (*istiqomah*), patience, sincerity (*ikhlas*), empathy, confidence, compassion, professional competence, and responsiveness. These attributes not only reflect technical ability in the delivery of medical care, but also emphasize the human and spiritual aspects of nursing care. This approach reflects the core

values in Islam that emphasize the importance of holistic attention to patients, where nurses are not only responsible for the physical well-being of patients but also their emotional and spiritual well-being.

Factors Affecting the Application of Islamic Caring

The application of Islamic caring in nursing practice is influenced by various factors, including nurses' internal motivation, the role of leadership in the nursing organization, and objective assessment of nurses' performance. Nurses' motivation in implementing Islamic caring may stem from their personal beliefs and professional commitments. Meanwhile, the role of leaders in the nursing environment is very important in shaping an organizational culture that supports and facilitates the application of Islamic caring, including recognition and assessment of aspects of nurse performance that are in line with the principles of Islamic caring.

Specific Activities in the Implementation of Islamic Caring

Activities undertaken in the implementation of Islamic caring include obligatory religious practices such as praying and reciting the Quran, as well as sunnah practices such as fasting on Mondays and Thursdays, performing night prayers, and dhikr. These practices are not only an expression of nurses' spiritual commitment, but are also considered a means to enhance their sensitivity, patience and empathy towards patients. Through these activities, nurses can improve the quality of their care, which in turn is expected to increase patient satisfaction.

Tabel 1.
Extraction Data

Author, year	Country	Outcome	Population	Design	Intervention	Results
(Abdurro uf et al., 2013)	Indonesia	The purpose of this article is to explain the effect of the Islamic caring model on increasing patient satisfaction in hospitals.	31 respondents in the treatment group who were given Islamic caring and 31 respondents in the control group.	pre-experiment (the static group comparison)	The practice of applying Islamic caring by nurses to patients with guidance or assistance by researchers and teams alternately in 3 shifts for 1 week. The application of Islamic caring in the treatment group starts from the patient's admission until the patient goes home	The results showed that there was a significant effect of Islamic caring on perceived disconfirmation (p=0.000), there was a significant effect of perceived disconfirmation on patient satisfaction (p=0.000), there was a significant effect of Islamic caring on patient satisfaction in the treatment group with the control group (p=0.001).
(Yousriatin et al., 2024)	Indonesia	The purpose of this article is to determine the relationship between	88 people from RSU YARSI Pontianak	Cross-sectional study	caring behavior in the Islamic context, and the RATER (Reliability, Assurance,	There is a positive relationship between nurses' caring behavior in the Islamic

		nurses' caring behavior in an Islamic context with patient satisfaction.			Tangible, Emphaty, Responsiveness) questionnaire to measure patient satisfaction.	context and patient satisfaction with a significance value of 0.005 (p < 0.05).
(Yustini et al., 2022)	Indonesia	The purpose of this article is to determine the relationship between the role of leaders and nurse motivation with Islamic Caring behavior of nurses working in hospitals.	118 respondents	cross-sectional	questionnaire about nurse motivation, the role of the leader, and decision-making. observation sheet for assessing Islamic caring behavior which consists of "knowing, being with, doing for, enabling, maintaining belief"	The role of the leader is in the good category of 88.2%, nurse motivation is in the high category of 87.3%, and Islamic Nurse Caring behavior is in the good category of 93.2%.
(Kartini et al., 2022)	Indonesia	to analyze the factors that influence Islamic Caring behavior	100 respondents	observational analytic	The questionnaire on Islamic Caring was designed by the researcher referring to Swanson's Caring theory by making modifications, including Islamic values.	This study shows that 51% of respondents have good Islamic Caring behavior. Factors that influence Islamic Caring behavior from organizational characteristics are; 1) vision and mission (p = 0.001), 2) reward system (p = 0.001), 3) selection (p = 0.002), 4) organizational structure and culture (p = 0.003), from job characteristics are 1) performance goals (p = 0.000), 2) work schedule (p = 0.001), 3) job design (p = 0.041), 4) correction (p = 0.002), and 5) feedback (p = 0.002), from

						individual characteristics of nurses is attitude (p = 0.028).
(Bakar et al., 2018)	Indonesia	to develop an Islamic care model for the psychospiritual comfort of coronary heart disease patients.	70 respondents	cross-sectional study	Islamic Caring Variable includes aspects of the nurse herself, service, patient, Islamic care, and psychospiritual comfort.	The results showed that there was an influence of nursing and service factors on the quality of care. Islamic care with a value of t = 7.79; 2.06. There is an effect of Islamic care on psychospiritual comfort with a value of t = 2.85.
(Musviro et al., 2017)	Indonesia	to analyze the effect of Islamic nursing care in the orientation, work, and termination phases on the level of patient satisfaction at Lumajang Islamic Hospital.	92 respondents	cross sectional study	Islamic nursing care here includes three phases; orientation, employment, termination and patient satisfaction questionnaire	The results of the ordinal regression test showed that there was a significant influence on all phases of Islamic nursing care, namely orientation, work, and termination on the level of patient satisfaction at Lumajang Islamic Hospital where p < 0.05 and wald > 3.84 / df (in orientation p = 0.000 and wald 14.274; work p = 0.000 and wald 12.230; termination p = 0.000 and wald 20.850).
(Isgandarov, 2012)	Canada	to explore the effectiveness of Islamic spiritual and religious caregiving based on ethnographic research of 15 Muslim spiritual	Muslim spiritual caregivers	Qualitative study	interview	1. The most effective Muslim spiritual care is rooted in the Qur'an and Hadith. 2. Effective Muslim spiritual care also means creating a caring relationship with the patient. 3. Muslim scholars are one of

caregivers.

the important sources of effective Islamic spiritual care.
4. Insights from psychology and social sciences are an important part of effective Islamic spiritual care.
5. The need for continuing education.
6. Effective Muslim spiritual care styles vary

DISCUSSION

Islamic Caring in nursing is a concept that integrates Islamic values in health care practice. It is rooted in Islamic principles that emphasize the importance of empathy, compassion, and responsibility towards others. The urgency of Islamic caring in nursing arises from the need to provide care that is not only clinically effective but also emotional and spiritual for patients (Yustini et al., 2022). This is based on the understanding that human health is a wholeness that includes physical, mental, and spiritual aspects. (Jacobsen, 2021). The benefits of Islamic caring in nursing include improving the quality of interactions between nurses and patients. Islamic caring practices encourage nurses to be more sensitive to patients' needs, creating a supportive and empathic environment (Wardaningsih & Oktariza, 2021). This contributes to increased patient satisfaction and can accelerate the healing process (Jacobsen, 2021; Mittermaier, 2021). Study by Mittermaier (2013) shows that nurses who practice Islamic caring tend to create stronger therapeutic relationships with patients, which significantly improves health outcomes.

The characteristics of caring behavior in Islamic nursing include a range of attitudes and actions that reflect Islamic values (Jafri et al., 2012). These include professionalism, empathy, patience, sincerity, and compassion (Isgandarova, 2012; Oweidat et al., 2023). According to a study conducted by Komariah et al., (2020), nurses who apply these values in their nursing practice tend to provide more holistic care, paying attention to both the physical and psychosocial aspects of the patient. Factors that influence the application of Islamic caring in nursing include nurse motivation, work environment, and organizational policies. Nurses' internal motivation to practice Islamic caring is often related to their personal beliefs and values (Gufon et al., 2019). Meanwhile, a supportive work environment and organizational policies that facilitate the practice of Islamic caring can improve the quality of care provided (Abolghasemi & Asadzandi, 2018). Research by Musviro et al., (2017) found that institutional support plays an important role in integrating Islamic caring into nursing practice.

Specific activities in the implementation of Islamic caring include the performance of compulsory worship such as prayer and recitation of the Quran, as well as sunnah practices such as Monday-Thursday fasting and night prayers (Anum & Dasti, 2016). These activities not only support the spirituality aspect of nurses but also influence the way they provide care. As expressed by Lutfi (2022) these spiritual activities assist nurses in developing patience, calmness, and sensitivity to patients' needs. The implementation of Islamic caring behavior, which includes aspects of professionalism, empathy, patience, and spirituality, has been

proven to significantly enhance patient satisfaction (Wardaningsih & Oktariza, 2021). This is due to a more holistic approach that integrates spiritual values into nursing practice (Kartini et al., 2019). Patients feel more valued and understood, not only from a medical standpoint but also emotionally and spiritually, creating a more comprehensive and satisfying care experience overall (Wardaningsih & Oktariza, 2021).

Furthermore, the study highlights the crucial role of institutional support and the work environment in the implementation of Islamic caring behavior. Nurses' motivation to apply Islamic values in their care is greatly influenced by the support from the institutions they work for and a conducive work environment (Yustini et al., 2022). Specific activities such as prayer, recitation, and dhikr, which are integral to Islamic caring practices, also play a crucial role in building stronger relationships between nurses and patients (Mittermaier, 2021). Thus, the application of Islamic caring behavior not only enriches the quality of care but also strengthens the trust relationship between nurses and patients, ultimately positively impacting patient satisfaction (Bakar et al., 2018). Islamic Caring has a significant impact on patient satisfaction. Research by Abudari et al., (2016) showed that patients who received care from nurses who applied Islamic caring reported higher levels of satisfaction. This was attributed to the holistic approach taken by the nurses, where the emotional, spiritual, and physical aspects of the patient were thoroughly attended to (Khamida & Mastiah, 2018).

The limitation of this research is that the study is limited to Islamic caring behavior, so the articles obtained are too segmented. In addition, this study was also limited to reviewing articles published from 2012. This causes this scoping review to be unable to discuss findings outside the publication year. Then, the limitation in this study is also that Islamic caring is limited to what nurses do, the possibility of other co-founding factors such as caring performed by other health workers can be a factor that affects patient satisfaction.

CONCLUSION

This study explores findings on Islamic caring in nursing and its impact on patient satisfaction. The findings show that Islamic caring, which is integrated with Islamic values such as empathy, patience, and sincerity, plays an important role in improving the quality of patient care. The characteristics of caring behavior in Islamic nursing, the factors that influence its implementation, and the specific activities performed by nurses all contribute to the improvement of the therapeutic relationship between nurses and patients. Implications for health institutions to recognize and support the integration of Islamic caring in nursing practice. This can be achieved through the development of training programs that promote Islamic caring values and the establishment of policies that support the implementation of Islamic caring by nurses. In addition, further research is needed to identify how Islamic caring can be integrated with modern nursing practice across different cultural and religious contexts.

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