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## Research Article

# The Relationship Between Nurse's Caring Behavior and BPJS Patient Satisfaction in the Tulip Inpatient Ward, Bekasi Regency Hospital

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### Abstract

**Aims:** Caring is critical in increasing patient satisfaction with nursing care. There are nine difficulties, according to the conclusions of a study survey conducted by Indonesia Corruption Watch (ICW) (2015) in five major cities in Indonesia. One of them, 65.4% of BPJS patients, has complained about the nurse's uneducated, inattentive, and arrogant approach.

**Methods:** This study employs an analytic with cross-sectional technique, with the sample consisting of all BPJS patients in Tulip's room at RSUD Kabupaten Bekasi. There were 30 (30,9%) respondents who indicated that nurse caring behavior was good, and 67 (69,1%) respondents who stated that nurse caring behavior was negative out of 97 respondents. There were 27 (27,8%) respondents who were satisfied with nurse care conduct and 70 (72,2%) who were dissatisfied.

**Results:** The study's findings revealed a link between nurse caring conduct and BPJS patient satisfaction in Tulip's room at RSUD Kabupaten Bekasi in March 2019. To all nurses at RSUD Kabupaten Bekasi who work in Tulip's room to develop nurse caring behavior.

**Conclusion:** Nurses should increase their caring conduct during the nursing process by responding to patient complaints, offering support and encouragement, and remaining by the patient's side when necessary. This will boost the nurse's reputation.

### Keywords:

**Nurse caring of Kristen Swanson behavior and BPJS satisfaction**

## INTRODUCTION

Caring is one of the instruments included in the concept of nursing. Caring is a sense of caring, respect, and mutual respect. Patients who are treated with caring will feel safe and comfortable during treatment at the hospital (1). The benefits of caring behavior include the achievement of all optimal health services and quality holistic nursing care so that patient satisfaction will be felt and encourage accelerated healing processes. Patients will complain if the implementation of nursing care they receive is not in accordance with their expectations, so that this will also affect the level of patient satisfaction (2).

The level of patient satisfaction in inpatient units is of growing importance because it has a direct bearing on the number of times patients will use those services. A decline in service facilities, patient satisfaction, and visits can occur if the service is not satisfactory in terms of either the facilities or the nurse's attitude. Patients who are unhappy will typically submit a formal complaint to the medical facility. If patients' concerns are not addressed right away, they may develop negative impressions of the hospital's care. Therefore, unsatisfied patients frequently transfer out of the inpatient unit (3). The Ministry of Health sets the national benchmark for client satisfaction with healthcare providers. If

health services are found with patient satisfaction levels below 95%, it is considered that the health services provided do not meet the minimum standards or are not of good quality (Ministry of Health RI, 2016). This is in accordance with a regulation issued in 2016 by the Ministry of Health of the Republic of Indonesia concerning minimum service standards for patient satisfaction, which is above 95%.

Article 28 H paragraph (1) of the Republic of Indonesia's 1945 Constitution stipulates that everyone has the right to health care. The poor also have the same rights as other groups of people in obtaining health services. However, to get quality health services, the costs are quite expensive, so it is difficult for the poor to achieve this. Therefore, the government is making efforts to fulfill the community's rights that they should get, namely the Jamkesmas program, Askes, and so on. However, this program has been transferred to a new government program, namely the National Health Insurance (JKN) program which starts from 2014 to 2019.

According to (4) stated that research in the ICU room in the United States found that the caring behavior of nurses was not only given to patients but their family members as well. The nurse's caring behavior found was the right combination of skills, knowledge and attitudes. Tanking 2010 in (5) states that there are differences in the caring behavior of nurses in the West and Taiwan. Providing patients with advance information for action plans to mentally prepare themselves is common in the West but not in Taiwan. There are no meeting hours in Taiwan except in the ICU, so nurses use the patient's family to monitor infusions, help with BAK and defecate. If the patient does not have a family who can accompany them, they will look for volunteers.

Various causes that make the Caring behavior of nurses not good in nursing services, one of which is still found the behavior of nurses who are not friendly, the tone of voice is rather high when talking to

patients, the lack of communication between nurses and patients in carrying out nursing actions, nurses do not care about patients when patients need them. help. Nurses do not respond quickly to complaints from patients, nurses are unsatisfactory in answering questions posed by patients. Impressions like this indirectly can also lead to bad perceptions of patients about the nursing services provided (6). In 2016, complaints concerning unsatisfactory nursing care for BPJS patients were still being reported to the Indonesian Ministry of Health (Depkes RI). Based on data collected from multiple hospitals in Indonesia, we know that 67% of BPJS patients are unhappy with the level of care they receive from nurses. The findings of a study conducted by Indonesia Corruption Watch (ICW) (7), which surveyed a total of 23 hospitals (both public and private) and 738 inpatients. Sixty-four percent of BPJS patients surveyed in five major Indonesian cities said nurses' lack of friendliness, empathy, and smiles were among the top nine issues they encountered.

(8) conducted a survey of patients in the Wijaya Kusuma inpatient room at the Bekasi City Hospital and found that 72.2% of them were unhappy with the nurses' level of care, while only 27.8% were happy with the service they received. Patient satisfaction as measured by the BPJS is significantly correlated with nurses' demonstrations of compassion ( $p=0.008 = 0.05$ ). According to (9), a commission 5 West Java DPRD member, patient lines, the caring demeanor of nurses, and a lack of health facilities are still important obstacles to the degree of community satisfaction with services despite the addition of BPJS partners. Public approval of BPJS has plummeted as a result. These findings suggest that hospital administrations in Indonesia and elsewhere face a challenge in raising patient satisfaction rates.

Based on data from the HR section of the Bekasi District Hospital in the Tulip Inpatient Room regarding BPJS patient

satisfaction, it was found that in 2016 it was 642 (44.83%), in 2017 it was 475 (35.66%), and in 2018 it was 348 (28, 04%).

## METHODS

### Research design

The research design used was an analytic study with a cross-sectional approach, namely taking measurements at the same time and looking for a relationship between the independent variable, namely nurse caring behavior, and the dependent variable, namely BPJS patient satisfaction at one time. This research design has the advantage of being easy to implement, simple, economical, and the results can be obtained quickly. The data used is primary data through a questionnaire regarding the caring behavior of nurses with BPJS patient satisfaction (10).

### Population And Sample

#### Population

The population is the entire object of research (11). The population in this study

were all BPJS patients in the Tulip inpatient room at the Bekasi District Hospital.

### Sample

The research sample consists of the complete object under investigation and is thought to reflect the entire population (Notoadmojo, 2015). The Tulip inpatient BPJS patients in the Bekasi District Hospital in March 2019 at the time of questionnaire distribution were the subjects of this study. The entire sampling strategy was used in this investigation.

## RESULTS

### Univariat Analysis

This univariate analysis will explain descriptive demographic data (BPJS patient satisfaction and nurse caring behavior). Variables - study variables consisting of independent variables (nurse caring behavior) and dependent variables (BPJS patient satisfaction); data is displayed as a frequency distribution.

**Table 1. Frequency Distribution of Nurses' Caring Behavior in the Tulip Inpatient Room of Bekasi District Hospital**

| No    | Nurse Caring Behavior | Frequency | Percentage |
|-------|-----------------------|-----------|------------|
| 1     | Positive              | 30        | 30,9%      |
| 2     | Negative              | 67        | 69,1%      |
| Total |                       | 97        | 100%       |

According to table 1, the distribution of nurse caring behavior in the Tulip inpatient room of the Bekasi Regency Hospital shows that out of 97 respondents, 30 (30.9%) stated positive nurse caring behavior, while 67 (69.1%) stated negative nurse caring behavior.

**Table 2. Frequency Distribution of BPJS Patient Satisfaction in the Tulip Inpatient Room at the Bekasi District Hospital**

| No    | Patient Satisfaction Bpjs | Frequency | Percentage |
|-------|---------------------------|-----------|------------|
| 1     | Satisfied                 | 27        | 27,8%      |
| 2     | Not satisfied             | 70        | 72,2%      |
| Total |                           | 97        | 100%       |

According to table 2, which illustrates the distribution of BPJS patient satisfaction in the Tulip inpatient room at the Bekasi District Hospital, 27 persons (27.8%) stated they were satisfied, while the majority of respondents (72.2%) said they were unsatisfied.

**Table 3. Relationship between Nurse Caring Behavior and BPJS Patient Satisfaction Level in the Tulip Inpatient Room**

| Nurse Caring Behavior | Patient Satisfaction Bpjs |       |               |       | Total |      | P.Value |
|-----------------------|---------------------------|-------|---------------|-------|-------|------|---------|
|                       | Satisfied                 |       | Not satisfied |       | F     | %    |         |
|                       | F                         | %     | F             | %     |       |      |         |
| Positive              | 14                        | 46,7% | 16            | 53,3% | 30    | 100% | 0,012   |
| Negative              | 13                        | 19,4% | 54            | 80,6% | 67    | 100% |         |
| Total                 | 27                        | 27,8% | 70            | 72,2% | 97    | 100% |         |

According to table 3, of the 30 (100%) respondents who reported favorable nurse care behavior, 14 (46.7%) stated they were satisfied, while 16 (53.3%) stated they were unsatisfied. Of the 67 (100%) respondents who reported bad nurse caring behavior, 13 (19.4%) were satisfied, while 54 (80.6%) were dissatisfied. The cross tabulation results suggest that there is a strong association between nurses' caring conduct and the satisfaction of BPJS patients in the inpatient room of the Bekasi District General Hospital in March 2019. The Chi-Square statistical test findings of  $= 0.012$  (value 0.05) show that  $H_0$  is rejected and  $H_a$  is accepted, indicating that there is a relationship between nurse caring behavior and BPJS patient satisfaction.

## DISCUSSION

### Nurse Caring Behavior

Nursing is a profession with a commitment to caring, maintaining human dignity, and improving health, and nurses' ability to integrate knowledge, self, focus on humanity, and caring is enhanced by the existence of transactions between nursing, every nurse, and clients (12). There is a strong correlation between nurses' demonstrations of compassion and BPJS outcomes. Researchers at Bekasi District Hospital's Tulip inpatient ward revealed that out of 97 participants, 30 (or 29.1%) reported positive nurse caring conduct and 67 (or 69.1%) reported negative.

In the opinion of researchers on respondents in the Tulip inpatient room, 30 bpjs patients stated positive nurse caring behavior in the

knowledge and information provided to patients and families about the condition of the disease and its development. However, most of the BPJS patients stated that the nurse's caring behavior was not good. Among them, not doing their job in a timely manner so that the patient waits too long, carrying out treatment actions without explaining the procedure and purpose and doing it carelessly and in a hurry, nurses who are bitchy and ignorant of patient complaints so they do not support the patient's recovery, and still many nurses tend to speak curtly without thinking about the feelings of patients and families. The results of the study are in line with Laschinger, Gilbert & Smith's theory in the 2011 caring nursing book in (12), namely the appearance of caring attitudes is important in increasing patient satisfaction with the nursing services provided. Research conducted by (13) on the perceptions of BPJS patients on nurse caring behavior showed that 92.1% of 32 respondents said that patients and their families were dissatisfied with the nursing services of nurses who were bitchy, snappy, inattentive, and unsatisfactory when answering questions. In this case the researchers argue that the number of respondents who said the caring behavior of nurses was not good was still high and there was a relationship between the caring behavior of nurses and BPJS patient satisfaction.

### Patient Satisfaction Bpjs

The percentage of people who answered each question correctly was used to determine how satisfied people were in this

study. If the overall percentage is greater than 50%, respondents are considered content; if it is less than 50%, they are considered dissatisfied. Seventy-two percent (72%) of the 97 respondents in table 2 expressed dissatisfaction, while just twenty-seven percent (27.2%) expressed complete satisfaction. According to the findings of this study, BPJS patients are unhappy with the level of care they receive from nurses. Consistent with the notion put forth by (2), the findings of this study suggest that caring behavior is associated with improved health outcomes, more patient satisfaction, and a more rapid recovery time. If the nursing care a patient receives is not carried out to their satisfaction, the patient will likely make a complaint about it. One measure of nursing quality is the degree to which the patient is satisfied with those services. (14) found a correlation between nurses' caring actions and their patients' satisfaction with in-hospital BPJS, which is consistent with the findings of the present study. The study's findings suggest that nurses' compassionate actions contribute to happy patients.

### **Correlation Between Nurse Caring Behavior and Bpjs Patient Satisfaction in the Tulip Inpatient Room at Bekasi District Hospital**

The survey indicated that 67 patients (100%) reported that the nurse's caring conduct was bad, while 54 patients (80.6%) reported being unsatisfied and 13 patients (19.4%) reported being satisfied. While all 30 respondents who noted positive nurse caring behavior reported satisfaction, only 16 (53.3% of the total) expressed dissatisfaction, while 14 (46.7% of the total) reported being satisfied. Cross-tabulation results for the Wijaya Kusuma inpatient room at Bekasi City Hospital revealed a positive correlation between nurses' caring attitudes and the satisfaction of BPJS patients. A Chi-Square statistic of 0.012 (p value 0.05) indicates that there is a correlation between nurses' caring attitudes and their patients' satisfaction on the BPJS,

supporting the conclusion that  $H_0$  is rejected and  $H_a$  is accepted. The findings of this study corroborate a theory put up by in their book *Caring for Nursing*, which states that the higher the cost of treatment, the higher the patient's expectations are. The capacity to deliver the promised service in a timely, thorough, precise, accurate, and satisfactory manner. Then, in order to develop effective communication between staff and customers, it is important to give each customer individual attention and have an understanding of their specific demands. Trust in nurses can be attributed to their expertise, professionalism, courtesy, friendliness, and reliability with patients. This is in line with the theory proposed by (15), which states that patient satisfaction is based on a number of factors, one of which is the consistency of the services provided, which means that the services are always the same on each and every occasion.

This is consistent with the findings of a previous study (13) that examined the connection between nurses' caring attitudes and patients' satisfaction while they were hospitalized for BPJS at RSUD Dr. Rasidin Padang. In that study, researchers found that 46.4% of nurses exhibited poor caring attitudes, and that 59.5% of respondents were unsatisfied with their nurses' care. Fourteen (46.7%) of the 30 BPJS patients who reported a caring nurse were happy with their care. To ensure their patients' comfort and safety, nurses never rush through their work and always inform patients and their families in advance of any planned changes. In addition, the nurse is quick to respond to the patient's calls for assistance and address any concerns they may have.

Nurses are trained to constantly motivate and encourage their patients to speed up their healing process. When a patient or family member requests information about a condition or course of treatment, a good nurse responds promptly and thoroughly, explaining the situation in terms that are easy to grasp. This prompts positive

feedback from the patient to the nurse. While 30 respondents praised the nurses' attentiveness, 16 individuals with BPJS responded negatively (53.3% of the total). Nurses in this study frequently displayed compassionate behavior toward patients only upon their initial introduction to the inpatient setting. Thus, some BPJS patients complain that the caring behavior of nurses who are given is inconsistent in their nursing actions. Among them in completing tasks, nurses are always in a hurry and are not careful, nurses also do not explain the actions to be given so that patients feel uncomfortable. In addition, nurses are not responsive to patient complaints. So that many patients protest or are dissatisfied with the caring behavior of the nurses given. (15) regarding aspects of patient satisfaction includes privileges, namely where patients feel treated special by nurses during the service process. Privileges will affect patient satisfaction itself, and vice versa. This research is also in line with Kotler's theory in Sunyoto's book (2015) that consumer satisfaction is the level of one's feelings after comparing (performance and results) that are felt compared to their expectations. If the performance is below expectations, the consumer will feel disappointed, but if the performance exceeds expectations, the customer will feel very satisfied or happy. The following is the theory of (14) regarding factors that influence satisfaction, one of which is cost. Patients who do not need to incur additional costs or do not need to waste time getting these services regardless of the caring behavior of nurses or the services provided by the hospital.

(16) conducted research on the connection between nurses' caring actions and BPJS patients' satisfaction at De M. Djoen Hospital in West Kalimantan. She found that nurses' "maintaining belief" about their patients' satisfaction ( $p = 0.002$ ), "knowing" about their patients' satisfaction ( $p = 0.006$ ), "being with" their patients' satisfaction ( $p = 0.000$ ), and "doing for" their patients' satisfaction ( $p = 0.000$ ) all contributed That nurses' demonstrations of compassion

significantly impact patients' feelings of well-being According to K.M. Swanson, the degree to which patients feel cared for depends on how nurses act. Nurses, across the board, need to get better at showing compassion and keep it up. 54 (80.6%) patients bpjs were dissatisfied with the nurse's caring attitude, out of a total of 67 respondents. Nursing was not taken seriously, according to most bpjs patients. Patients feel that the services supplied are not in accordance with their wishes, and that they are not being given particular treatment by nurses at any point in the treatment process. In contrast, 13 (19.4%) BPJS patients reported feeling content despite the nurse's unfavorable caring conduct.

## CONCLUSION

During the treatment process, nurses behave irresponsibly and do not obtain prior consent from patients or their families. In addition, when patients need assistance or information about their treatment, nurses are unresponsive to patient complaints and do not offer appropriate solutions, causing patients to feel uneasy. The researcher recommends that the Tulip inpatient nurse improve the nurse's compassionate behavior during the nursing process in order to enhance the nurse's reputation. Nurses must respond to patient complaints with both information and action. Ensure that the nurse is always by the patient's side when the patient requires assistance, and that the nurse provides the patient with constant support and encouragement throughout the nursing process.

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