

## The relationship between nurses' caring behavior and the level of patient family satisfaction in the intensive care unit of PKU Muhammadiyah Hospital, Yogyakarta

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### Abstract

**Purpose:** The general objective of this study was to identify the relationship between nurses' caring behavior and the level of patient family satisfaction in the Intensive Care Unit of PKU Muhammadiyah Hospital Yogyakarta. The specific objective was to identify the caring behaviors performed by and the level of patient family satisfaction in the Intensive Care Unit of PKU Muhammadiyah Hospital Yogyakarta.

**Method:** Quantitative research type with cross-sectional design was applied in the study. The population was 24 families of ICU patients at PKU Muhammadiyah Hospital Yogyakarta with accidental sampling. Nurses' caring behavior was the independent variable while patient family satisfaction was the dependent variable. Data collection was performed using the Caring Behavior Inventory (CBI) questionnaire and the Patient Satisfaction Questionnaire (PSQ) questionnaire. Then the data was analyzed using the Spearman rank test.

**Results:** Most nurses behaved positively caring (75%) and most of the patient family satisfaction levels were good (75%). Based on the Spearman rank test, a p value of 0.03 was obtained. The results obtained p value <0.05 (Sig. 95%) then  $H_0$  is rejected and  $H_a$  is accepted; thus, there is a relationship between nurse caring behavior and patient family satisfaction in the ICU room of PKU Muhammadiyah Hospital Yogyakarta. There is a significant relationship between nurse caring behavior and patient family satisfaction in the ICU room of PKU Muhammadiyah Hospital Yogyakarta. From the results of the analysis, an r value of 0.424 was also obtained, meaning that there is a close positive relationship with a moderate level between nurse caring behavior and patient family satisfaction, the more positive nurse caring behavior will increase patient family satisfaction, the better. The ICU room of PKU Muhammadiyah Hospital Yogyakarta is expected to continue to improve optimal and professional nursing services by implementing nurse caring behavior as a foundation in carrying out every nursing practice action. As positive nurse caring behavior continues to run for patients and families, the level of patient family satisfaction will improve, so that standardized service quality and guaranteed service are created.

**Keywords:** caring; nurse; patient family satisfaction

### 1. Introduction

Hospitals are health service institutions that provide comprehensive health services, including outpatient care, inpatient care, emergency care, and critical care. Hospitals provide quality services according to the needs and desires of patients who are entitled to receive quality care in accordance with professional standards and operational procedure standards (Kemenkes, 2020). The development or increase in the number of government and private hospitals in various regions in Indonesia has intensified competition in the healthcare service industry (Rustini, 2023). This has led the public to

become more critical in choosing quality health services (Widyaningsih, 2018).

According to Nursalam, there are five dimensions of patient satisfaction regarding nursing care provided, namely the dimension of tangibles (physical evidence), the dimension of reliability (trust), the dimension of responsiveness (responsiveness), the dimension of assurance (guarantee), and the dimension of empathy (caring). The higher the satisfaction obtained by the patient, the better the image of the hospital (Nursalam, 2016).

The nurse stated that there were complaints from the family of the patient regarding the Caring behavior (empathy) of the nurses; some families requested referrals to higher-level hospitals to receive better services. Based on the background above, the researcher wants to understand the relationship between the Caring behavior of nurses and the level of family satisfaction of patients in the Intensive Care Unit at RS PKU Muhammadiyah Yogyakarta.

A nurse is someone who has graduated from nursing education, either domestically or abroad, in accordance with the provisions of the law. The primary duty of a nurse is to provide nursing services in the form of care to individuals, families, groups, and the community. Nursing care is a series of interactions between the nurse and the client and their environment to meet the needs and achieve the independence of the client in Providing care.

The central service in the hospital is the Intensive Care Unit (ICU). ICU The patient's family goes through the steps of assessing, diagnosing, planning, implementing, and evaluating the nursing process according to the client's problems to meet the client's needs and desires that do not conflict with their health, involving the client and family in determining nursing problems, establishing plans, and conducting nursing evaluations with the involvement of the client and family (Romatullo C Haryani, 2018).

The benefits of Caring behavior can enhance the quality of nursing care, increase patient satisfaction with the services provided, as well as increase income (Abdul et al., 2013). Research on the Relationship between Nurses' Caring Behavior and Patient Family Satisfaction in the Intensive Care Unit of Sari Asih Hospital Cipondoh (Ulfa, 2024). The number of respondents was 62, with the majority of nurses' Caring behavior classified as high (90.3%) and the majority of patient satisfaction classified as high (95.2%), resulting in a significant value of 0.01 ( $p < 0.05$ ). professional assessment, personality, self-development, community socialization, Islam, Muhammadiyah, performance assessment, and employee coaching.

## 2. Methods

This research is a type of quantitative research, which uses numbers, starting from the data collection process, data analysis, and data presentation (Siyoto C Sandu, 2015). This research uses a CrossSectional approach. Primary data collection employs NonProbability Sampling conducted with accidental sampling using questionnaires.

The study was conducted in the ICU of Muhammadiyah Yogyakarta Hospital from May 9 to June 8, 2025, with 24 respondents. Analysis of the variables was performed through hypothesis testing and Spearman rank test to determine the relationship between nurses' Caring behavior and the level of satisfaction of patients' families in the ICU of Muhammadiyah Yogyakarta Hospital. The inclusion criteria are patients' families whose relative is hospitalized for more than or equal to 24 hours up to 36 hours. and willing to become respondents. Exclusion criteria were patient's family who were not willing to become respondents, children, hearing impairment, and illiteracy.

This study received approval and had passed the Ethical Clearance test from the Ethics Committee of PKU Muhammadiyah Yogyakarta Hospital with No.00149/KT.7.4/V/2025. This research complies with the rules of scientific research, the results of the research are processed to prepare reports and manuscripts to be submitted to the Faculty of Health Sciences, 'Aisyiyah University Yogyakarta.

## 3. Results

Data collection was carried out by researchers assisted by research assistants for one month from May 8 to June 7, 2025. Researchers obtained data results from 24 respondents as follows.

### 3.1. Respondent Characteristics

Respondents in this study were family members of patients in the ICU room as many as 24 people.

**Table 1.** Distribution of Respondent Characteristics

No	Characteristics	Category	Frequency	Percentage (%)
1.	Age	21–30 year	3	12,5
		31–40 year	9	37,5
		41–50 year	10	41,7
		51–60 year	2	8,3
2.	Gender	Male	10	41,6
		Female	14	58,4
3.	Education	SD	0	0
		SMP	6	25
		SMA	5	20,8
		PT	13	54,2
4.	Work	Not working	1	4,3
		Farmer	2	8,3

No	Characteristics	Category	Frequency	Percentage (%)
		Trader	2	8,3
		Self-employed	9	37,5
		Civil Servant	2	8,3
		Other	8	33,3

Source: Primary Data 2025

Respondents based on age were mostly 41-50 years old (41.7%). Respondents based on gender were mostly female 14 people (58.4%). Respondents based on education were mostly 13 people (54.2%) with the latest education at university. Respondents based on occupation can be known that most respondents 9 people (37.5%) are self-employed.

### 3.2. Overview of Caring Behavior of Nurses

**Table 2.** Frequency of Caring Behavior of Nurses

No	Caring Behavior of Nurses	Frequency	Percentage (%)
1	Negative	6	25
2	Positive	18	75
	Total	24	100

Source: Primary Data, 2025

Based on Table 2, the results showed that 18 respondents (75%) nurses had positive Caring behavior.

The results of this study showed that the Caring behavior of nurses according to 23 respondents was "Nurses show attention to the patient's family by asking about conditions or complaints", while the non-caring behavior according to 14 respondents was "Nurses show competent nursing skills when caring".

### 3.3. Overview of Patient Family Satisfaction Level

**Table 3.** Frequency of Patient Family Satisfaction Level

Patient Family Satisfaction Level	Frequency	Percentage (%)
Poor	0	0
Fair	6	25
Good	18	75
Total	24	100

Source: Primary Data 2025

Based on table 3, the frequency of the patient's family satisfaction level obtained good research results as many as 18 respondents (75%).

The results of the study according to the patient's family were very satisfied as many as

15 respondents on: “As soon as you arrive in the ICU room, the nurse immediately handles the patient”, the patient's family was dissatisfied as many as 9 respondents on: “Nurses try to make patients and their families feel satisfied and ICU patient care services are carried out well”.

### 3.4. Tabulation of Nurses' Caring Behavior with Patient Family Satisfaction

**Table 4.** Cross Tabulation of Nurses' Caring Behavior with Patient Family Satisfaction

Patient Family Satisfaction Level		Spearman rank				P value	r
		Poor	Fair	Good	Total		
Caring Behavior of Nurse	Negative	0(0%)	2(8,3%)	4(16,7%)	6(25%)	0,03	0,424
	Positive	0(0%)	4(16,7%)	14(58,3%)	18(75%)		
	Total	0(0%)	6(25%)	18(75%)	24(100%)		

Source: Primary Data 2025

The table above shows that according to respondents, the Caring behavior of nurses is positive with the level of satisfaction of the patient's family in the good category, 14 respondents (58.3%) and the level of satisfaction of the patient's family in the good category, 4 respondents (16.7%).

The analysis in this study used the Spearman rank test with a significant level of  $\alpha$ : 0.05 and the calculation was carried out using a computer application obtained a Sig (2-tailed) value: 0,03. Because  $p$ : 0.03 < 0.05,  $H_0$  is rejected, meaning that there is a relationship between the nurse's Caring behavior and the level of satisfaction of the patient's family, with an  $r$  value of 0.424 indicating a positive relationship direction with a moderate level of closeness.

## 4. Discussion

This study aims to determine the nurse's Caring behavior, the level of satisfaction of the patient's family, and the relationship between the nurse's Caring behavior and the level of satisfaction of the patient's family in the Intensive Care Unit of PKU Muhammadiyah Yogyakarta Hospital in 2025.

### 4.1. Characteristics of Respondents

Respondents based on age in the family members of patients in the ICU Room can be known most respondents aged 31-50 years 78.2%. These results are in line with research with respondents aged 31-50 years 68.7% (Purwanto, 2023). Respondents based on gender can be known family members of patients in the ICU room PKU Muhammadiyah Yogyakarta Hospital 14 people (58.4%) are female and 10 people (41.6%) are male. These results are in line with Hasbi's research (2023) which is

almost balanced between male respondents 54.3% and female respondents 45.7% (Hasbi et al., 2023).

The results of this study in terms of gender are representative and can be generalized that the assessment of Caring and satisfaction is balanced between male and female respondents. Differences in abilities between men and women in human relations, where women have higher sensitivity compared to men (Edyana, 2019). This psychology should make women have higher caring than men.

Respondents based on their latest education can be seen that the highest number of 13 people (54.2%) of respondents' latest education is tertiary, this shows that all respondents are a category that is able to fill out and understand the questionnaire properly and be able to assess the nurse's Caring behavior. Individuals who have higher education will think more critically and rationally about services, so the higher a person's education, the better their mindset (Paramansyah, 2020).

#### **4.2. Caring Behavior of Nurses**

Based on the results of the study, most according to 18 respondents (75%) nurses have positive Caring behavior. These results are in line with Ulfa's research (2024) which shows that out of 62 respondents 41 respondents (66.1%) received good caring behavior from nurses. These results are in line with the results of Purwanto's research (2023) as many as 76.6% of nurses have high Caring behavior (Purwanto, 2023). Another study showed the results of the Caring behavior of ICU nurses in the good category of 86% (Fitriani et al., 2022).

Nurses provide Caring means that nurses show attention, responsibility for the care provided to patients and families carried out sincerely and sincerely. Caring behavior is a manifestation of attention to others, person-centered, respect for self- esteem and humanity. Caring has a commitment to preventing something bad from happening, giving attention and concern, respecting other people and human life (Erita, 2021).

Based on the results of the study, it was found that most ICU nurses can listen patiently to what complaints from patients and families, nurses can provide full attention which is very useful for families and patients who are in critical condition and need support from any party, nurses are able to explain the procedure for actions taken for patients and can explain to the patient's family, before explaining a procedure, nurses introduce themselves, Before explaining a procedure, the nurse introduces herself, speaks politely to the patient's family, the nurse also facilitates the patient's family to be able to meet with the patient even though the patient's visiting hours are limited under certain conditions, the nurse also provides solutions to the family so that



the patient can return to health and carry out activities as before, the environment and the patient's room are also still considered by the duty nurse, this is done so that the room conditions remain clean and do not forget the nurse always asks the patient's family to always pray.

#### **4.3. Patient Family Satisfaction Level**

The results of this study showed that most of the 18 respondents (75%) had a good level of patient family satisfaction. The level of satisfaction of the patient's family is not all good, it could be because it happens that the respondent interacts with a nurse with Caring behavior that is not evenly positive, it is possible that a nurse with a negative level of Caring meets the respondent who then expresses dissatisfaction with the nurse's Caring behavior.

The results of this study are in line with Frida's research (2020) that the majority of respondents as many as 26 people (86.7%) stated that they were satisfied and 4 people (13.3%) stated that they were sufficient (Frida et al., 2020). Also in line with Yuliana's research (2019) the level of patient family satisfaction reached 58.6% (Yuliana, 2019). In line with Ulfa's research (2024), the level of patient family satisfaction was 58.1% (Ulfa, 2024).

#### **4.4. The relationship between the Caring Behavior of Nurses with the Satisfaction Level of the Patient's Family in the ICU Room of PKU Muhammadiyah Yogyakarta Hospital in 2025**

The results of this study indicate that Caring behavior is positive with the level of satisfaction of the patient's family with a good category 14 respondents (58.9%) and positive Caring behavior with the level of satisfaction of the patient's family with a sufficient category 4 respondents (16.7%).

The analysis in this study used the Spearman rank test with a significant level  $\alpha$ : 0.05 and the calculation was carried out using a computer application obtained a Sig (2- tailed) value: 0,03. Because the p value: 0.03 < 0.05,  $H_0$  is rejected, meaning that there is a relationship between the nurse's Caring behavior and the level of satisfaction of the patient's family. From the results of the analysis, the r value is 0.424, meaning that there is a close relationship in a positive direction with a moderate level between the nurse's Caring behavior and the patient's family satisfaction.

The results of this study are in line with research that there is a Relationship between Nurses' Caring Behavior and the Satisfaction Level of ICU Patient Families at Graha Husada Singgahan Tuban Hospital in 2023 (Purwanto, 2023). These results are in line with research that there is a Relationship between Nurses' Caring Behavior and

Patient Family Satisfaction in the ICU Room at Merauke Hospital (Yuliana, 2019). The results of the study are in line with research by Hasbi, Wiyadi, and Amirudin in 2023 that there is a Relationship between the quality of Care Services and the Satisfaction Level of Patient Families in the Intensive Care Unit (ICU) of RSD. dr. H. Soemarno Sosroatmodjo Tanjung Selor in 2023 (Hasbi et al., 2023).

Other parallel studies in several Indonesian hospitals have found a relationship between the quality of care services and the level of patient family satisfaction in the Intensive Care Unit of the RSD. Dr. H. Soemarno Sosroatmodjo Tanjung Selor (Hasbi et al., 2023). Research with the title “The relationship between the quality of nursing services and the level of patient family satisfaction in the ICU room of Dharmais Cancer Hospital Jakarta” there is a significant relationship between patient perceptions of the dimensions of nursing service quality with patient family satisfaction (Hasanah et al., 2024).

Patient satisfaction can be influenced by the nurse's Caring behavior. Nurses who have concern in providing nursing care to hospital patients are nurses who have a caring attitude. This is supported by the theory put forward (Potter C Perry, 2019) that caring is the nurse's wholehearted attention to the patient. The nurse's concern, empathy, gentle communication and compassion for the patient will shape the nurse's relationship with the patient and family.

Nursing services as an integral part of health services, the position of nurses with other health professions is the same as partners with recognition and respect for the nursing profession. The duties and functions of nurses in general provide assistance or services to patients from the individual, family to community level, both in sick and healthy conditions, in order to achieve optimal health status through nursing services (Susanto et al., 2023).

Caring behavior of nurses is one of the indicators of service quality in a hospital. Nursing practice by implementing nurses' Caring behavior as a dynamic approach so that nurses increase their concern for patients and families. Caring behavior of nurses has an influence on quality service to patients, because the better the nurse's Caring behavior, the better the level of satisfaction of the patient's family. Patient satisfaction can be influenced by nurses' Caring behavior. Nurses who have a caring attitude have concern in providing nursing care to hospital patients. Caring is a nurse's wholehearted attention to the patient (Potter C et al, 2019). Patients who feel comfortable, safe from stress due to the disease suffered are reduced so that patient satisfaction can be realized, but the reality in practice is still found nurses lacking Caring behavior towards patients.



The level of satisfaction is related to reliability, namely reliability, the ability to provide services appropriately and satisfactorily (Adhari, 2019). Families of intensive care patients who receive nursing care services have very varied conditions and it is possible with a lack of knowledge of the criteria for good service outcomes, so that the patient's family cannot feel satisfaction from the nurse's skills in serving patients.

## 5. Conclusion

From the results of this study it can be concluded that: there is a relationship between the Caring behavior of nurses with the level of satisfaction of the patient's family in the Intensive Care Unit room of PKU Muhammadiyah Yogyakarta Hospital in 2025 obtained a p value of 0.03 ( $<0.05$ ) with a positive r value of 0.424 indicating a close relationship towards positive in a moderate level.

Most of the nurses in the Intensive Care Unit of PKU Muhammadiyah Yogyakarta Hospital Year 2025 according to respondents showed positive Caring behavior by 75%. The level of satisfaction of the patient's family in the Intensive Care Unit of PKU Muhammadiyah Yogyakarta Hospital Year 2025 showed a good level of satisfaction at 75%.

It is expected that from this study, nursing managers make policies to increase satisfaction in the ICU room with training or workshops for the application of nurses' Caring behavior such as: role play of nurses' Caring behavior during education, care actions in each room once a month.

For future researchers to take respondent data on how long to wait for patients, background of religious organizations, and identification of the status of the first time hospitalized or re-admitted.

For Intensive Care Unit nurses to improve Caring behavior, nurses show competent nursing skills when caring, and for patient family satisfaction, nurses try to make patients and patient families feel satisfied with good care, and ICU patient care service procedures are carried out properly.

## 6. Acknowledgment

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## 7. Author Contributions

1. Erwin Fuzianto: Research planning, data collection, analysis, writing, and revision of

the manuscript

2. Deasti Nurmaguphita: Supervision and direction
3. Mamnuah: Thesis examiner and Reviewer

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