

## ABSTRACT

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Relationship between nurses *caring* behavior and patients level of satisfaction. The patient participants were those who stayed at the hospital for intensive medical treatment with BPJS as the health insurance provider in Myria Hospital, Palembang.

### SKRIPSI

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Key words : *Caring*, satisfaction

(xv + 75 pages +2 charts+ 7 tables + 8 appendices)

**Background:** *Caring* refers to a pure attention bestowed from a nurse to a patient. With care, empathy, gentle communication and affection from a nurse to a patient, a therapeutic relationship between the two will be well maintained. *Caring* is the main factor affecting a patient level of satisfaction.

**Purpose:** This research aimed was to finding out the relationship between nurses' *caring* behavior and patients level of satisfaction. The patient participants were those who stayed at the hospital for intensive medical treatment with BPJS as the health insurance provider in Myria Hospital, Palembang.

**Methodology:** This is a quantitative research using analytic survey with cross sectional design by collecting 108 respondents for samples.

**Result:** The result known that there were 13 (12%) respondents who said that nurses had a low level of *caring* behavior and 95 (88%) respondents who stated that nurses had a high level of *caring* behavior. Meanwhile, for the patients' level of satisfaction, 97 (89.8%) respondents were satisfied, and 11 (10.2%) respondents were unsatisfied. Testing using Kendal Tau  $p = 0,001$  ( $p < 0,05$ ), therefore hypothesis is accepted. In conclusion, there is a significant relationship between nurses *caring* behavior and patients' level of satisfaction as observed towards the patients with BPJS health insurance who were hospitalized at Myria Hospital, Palembang in 2017.

**Suggestion:** It is expected that more efforts are needed to be done in order to maintain and improve the nurses *caring* behavior by joining or taking part in trainings that are specifically prepared to nurture that particular behavior to result in nurses who are skillful and professional in *caring* services and give patients satisfaction after given *caring* treatment in Myria Hospital, Palembang

References 36 (2008-2016.)