

ABSTRACT

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Nurses Caring Behaviors relationship with Inpatient Satisfaction BPJS User Services in the Public Eye Specialist Hospital South Sumatra in 2016.

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Background : Caring is a form of attention wholeheartedly nurse to the patient. caring, empathy , communication gentleness and compassion of nurses to patients would establish nurse-client relationship is therapeutic, Caring is a factor that affects patient satisfaction .

Objective : This study aims to determine the relationship between nurse caring behaviors inpatient satisfaction user services special hospital BPJS in society 's eyes South Sumatra 2016.

Methods : This research is a quantitative research using analytical survey method with cross sectional design and the sample consisted of 63 respondents

Result : The results of this study, 11 (17.5 %) respondents said that caring nurse pretty good , 33 (52.4 %) respondents said that caring nurses , as well as 19 (30.1 %) respondents said that caring nurses are very good . For a patient satisfaction rate of 24 (38.1 %) of respondents said they were satisfied , and 39 (61.9 %) of respondents expressed great satisfactions . The results of chi square test $p = 0.040$ ($p < 0.05$) then the hypothesis is accepted , so that at last get the nurse caring behaviors relationship with patient satisfaction levels of service users BPJS in Special Hospital Community Eyes South Sumatra in 2016.

Suggestion : For caring nurse in the hope that is maintained and improved by nurses in the public eye Special Hospital of South Sumatra

Bibliography : (2003-2014)