

## Abstrak

UNIVERSITAS MUHAMMADIYAH JEMBER  
PROGRAM STUDI S1-ILMU KEPERAWATAN  
FAKULTAS ILMU KESEHATAN

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Hubungan Penerapan Perilaku *Caring* Oleh Perawat Dengan Tingkat Kepuasan Pasien Di UPT Puskesmas Semboro, 2026

xi + 129 halaman + 2 bagan + 13 tabel + 2 gambar + 16 lampiran

## Abstrak

**Latar Belakang:** Kepuasan pasien menjadi indikator dasar untuk mengukur kualitas pelayanan kesehatan. UPT Puskesmas Semboro masih menghadapi keluhan masyarakat yang menunjukkan pelayanan belum optimal, terutama pada perilaku *caring* perawat. Perilaku *caring* meliputi *assurance, knowledge and skill, respectfull, dan connectedness* berfungsi penting untuk meningkatkan kepuasan pasien. Penelitian ini bertujuan untuk menganalisis hubungan antara perilaku *caring* perawat dengan tingkat kepuasan pasien di UPT Puskesmas Semboro. **Metode:** Metodologi penelitian untuk studi ini adalah desain korelasional *cross-sectional*. Terdapat 60 pasien dalam populasi penelitian, dan 53 di antaranya dipilih secara acak menggunakan metode *purposive sampling*. Data dianalisis menggunakan uji korelasi *Spearman Rho* setelah diperoleh menggunakan kuesioner. **Hasil:** Temuan penelitian yang ada menjabarkan perilaku *caring* perawat mayoritas ada dalam kategori *caring* (66%) dan tingkat kepuasan pasien berada dalam kategori tidak puas dan puas (39,6%). Uji analisis *Spearman Rho* menjabarkan *p value* 0,000 ( $p < 0,05$ ) dengan skor koefisien korelasi  $r = 0,688$  maka ada hubungan signifikan antara perilaku *caring* perawat dengan tingkat kepuasan pasien yang menunjukkan tingkat korelasi kuat dan arah hubungan positif. **Diskusi:** Semakin perawat menunjukkan perilaku *caring*, maka tingkat kepuasan pasien semakin tinggi. Penurunan perilaku *caring* perawat menyebabkan menurunnya kepuasan pasien karena berkurangnya empati, komunikasi terapeutik, responsivitas dan hubungan saling percaya.

Kata Kunci: Pasien, Perilaku *Caring*, Tingkat Kepuasan  
Daftar Pustaka: 45 (2013-2025)

**Abstract**

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*The Relationship Between The Demonstration Of Caring Behaviour By Nurses And Patient Satisfaction Levels At The Semboro Community Health Centre, 2026*

*xi + 129 pages + 2 chart + 13 tables + 2 figures + 16 appendices*

**Abstract**

**Introduction:** Patient satisfaction is a key indicator in assessing the quality of healthcare services. The Semboro Community Health Centre continues to face complaints from the public suggesting that services are not yet optimal, particularly regarding nurses' caring behaviour. Caring behaviour which encompasses assurance, knowledge and skills, respectfulness, and connectedness plays a vital role in enhancing patient satisfaction. This study aims to analyse the relationship between nurses' caring behaviour and patient satisfaction levels at the Semboro Community Health Centre. **Method:** The research methodology for this study was a cross-sectional correlational design. There were 60 patients in the study population, and 53 of them were randomly selected using a purposive sampling method. Data were analyzed using the Spearman Rho correlation test after being obtained using a questionnaire. **Result:** The results of the study show that the majority of nurses' caring behaviour falls within the 'caring' category (66%) and that patient satisfaction levels fall within the 'dissatisfied' and 'satisfied' categories (39.6%). The Spearman Rho analysis yielded a p-value of 0.000 ( $p < 0.05$ ) with a correlation coefficient of  $r = 0.688$ , indicating a significant relationship between nurses' caring behaviour and patient satisfaction levels, demonstrating a strong correlation and a positive direction of the relationship. **Discussion:** The more caring nurses are, the higher the level of patient satisfaction. A decline in nurses' caring behaviour leads to a decrease in patient satisfaction due to a reduction in empathy, therapeutic communication, responsiveness and mutual trust.

*Keywords: Patients, Caring Behaviour, Satisfaction Levels*

*References: 45 (2013–2025)*