Journal of Professional Evidence-based Research and Advances in Wellness and Treatment (PERAWAT)
Vol. 03, No. 1, January 2026 117-127
***e*-ISSN 3064-4453**

The Effect of Application of Caring Theory Model on Satisfaction of Hospitalized Patient

Sutarmi[1]*, & Yannerith Chintya[2]
[1]*Poltekkes Kemenkes Semarang, Indonesia, [2]Universitas pembangunan Indonesia Manado, Indonesia
*Co e-mail: sutarmisaja15@gmail.com[1]

Article Information
Received: December 17, 2025
Revised: January 15, 2026
Online: January 30, 2026

Keywords
Caring Theory, Inpatient, Satisfaction, Hospitalization

ABSTRACT
Humanistic care plays an important role in improving the quality of health services, particularly through the application of the Caring Theory Model, which emphasizes empathic relationships between healthcare providers and patients. This approach is expected to enhance patient satisfaction during hospitalization. Purpose: This study aimed to analyze the effect of the application of the Caring Theory Model on patient satisfaction levels in the inpatient unit of RSUD dr. Rasidin Padang. Methods: The study used a quasi-experimental design involving 25 inpatients. Data were collected using structured questionnaires to assess patient satisfaction before and after the implementation of the Caring Theory Model. The study was conducted at RSUD dr. Rasidin Padang, in June 2025. Univariate analysis was used to describe the frequency distribution of patient satisfaction levels, while bivariate analysis using paired t-tests was conducted to examine differences in satisfaction before and after the intervention, with a significance level of 0.05. Results: Univariate findings showed that 72% of patients experienced increased satisfaction following the application of the Caring Theory Model, particularly related to emotional care and communication by healthcare personnel, while 28% reported no significant change. Bivariate analysis revealed a statistically significant difference in patient satisfaction before and after the intervention ($p = 0.002$). Conclusion: The application of the Caring Theory Model has a significant positive effect on patient satisfaction and should be integrated into routine inpatient care to improve service quality.

Keywords: *Caring Theory, Inpatient, Satisfaction, Hospitalization*

http://doi.org/10.69855/perawat.v3i1.422
https://gpijournal.com/index.php/perawat

This work is licensed under a Creative Commons Attribution 4.0 International license

INTRODUCTION

Patient satisfaction is one of the key indicators in assessing the quality of health care, especially in hospitals. This satisfaction includes not only the quality of the medical results, but also the patient's experience while in the hospital. Psychosocial factors, such as communication between medical personnel and patients, play an important role in creating patient satisfaction (Wulandari & Dewi, 2021). However, despite paying attention to the quality of medical facilities, there are still many hospitals in Indonesia that face challenges in achieving high patient satisfaction, especially in hospitalization. This indicates the need to improve a more holistic approach to service.

One model that is believed to improve the quality of the relationship between medical personnel and patients is Caring Theory introduced by Jean Watson in 1979. This theory emphasizes the importance of empathic relationships and attention to the emotional needs of patients as part of a more humanistic treatment (Watson, 2019). The application of Caring Theory in the context of Health Care aims to create a more human interaction between nurses and patients, which is expected to increase patient comfort and satisfaction. In Indonesia, although this theory has been widely known, its implementation in daily nursing practice, especially in regional hospitals, is still limited.

According to Mulyani et al. (2020), most research in Indonesia still focuses on the medical aspects and physical facilities of hospitals, while attention to the emotional and relational aspects between medical personnel and patients tends to be neglected. In this sense, Caring Theory offers a more holistic perspective of looking at Care, which is based not only on medical procedures but also on the interpersonal relationships established between patients and medical personnel. However, although many studies have raised the topic of patient satisfaction, only a few have examined the application of the Caring Theory model as the main approach in improving patient satisfaction in Indonesian hospital inpatients. (Mulyani et al, 2020)

Recent research by Putri & Haryanti (2023) shows that empathic communication between nurses and patients can increase patient satisfaction levels, particularly in terms of emotional comfort during treatment. However, this study has not specifically measured the effect of the application of Caring Theory Model on patient satisfaction. Another study by Aulia & Kurniawan (2022) also notes the importance of a humanistic approach in health care, but only touches on communication aspects without utilizing a more holistic theoretical framework such as Caring Theory. Therefore, it is important to conduct further research that directly measures the effect of the application of Caring Theory on patient satisfaction in regional hospitals in, Indonesia. (Putri & Haryanti2023)

Related to the implementation of Caring Theory in Indonesia, research by Budiarti et al. (2021) revealed that nurses in Indonesia generally focus more on technical and procedural tasks than on aspects of emotional relationships with patients. This indicates the need for training and a better understanding of the theory of caring, in order to be applied in a more humane nursing practice. The study also highlights the need for a paradigm shift in the way care is provided, by prioritizing the quality of the emotional and psychological relationship between nurses and patients.

This work is licensed under a Creative Commons Attribution 4.0 International license

However, research examining the application of the caring model in regional hospitals in Indonesia is still very limited. Sari & Wulandari (2020) show that the application of caring in nursing is more commonly found in large hospitals and in big cities, while regional hospitals tend to prioritize the effectiveness of medical services with limited resources. This study underscores the importance of exploring how the application of caring model in regional hospitals such as RSUD dr. Rasidin Padang can have a positive impact on patient satisfaction. (Sari & Wulandari, 2020)

The urgency of this study is very relevant to the phenomenon of low patient satisfaction in Indonesian hospitals. The Ministry of health of the Republic of Indonesia (2023) reports that although hospitals in Indonesia continue to improve medical facilities and services, there are still many hospitals that have not succeeded in achieving optimal levels of patient satisfaction. One of the causes is the lack of attention to relational aspects in care, such as communication and emotional attention of the patient. Therefore, the application of Caring Theory is expected to be a solution to improve the patient experience in terms of satisfaction and comfort during treatment. (Watson. J, 2019)

In addition, the presence of cultural diversity in Indonesia also affects the way patients receive and respond to the care provided. Rahmawati & Firmansyah (2022) in their research show that in Indonesian culture, values such as mutual assistance, attention to others, and family relationships play a very important role in shaping the patient's experience while in the hospital. Therefore, the application of Caring Theory that considers local cultural factors is very important to improve patient acceptance of the care provided. Rahmawati & Firmansyah, 2022)

This study has significant novelty compared to previous studies. Most studies in Indonesia examine the relationship between nurse communication and patient satisfaction, without linking it to the application of holistic care theories such as Caring Theory. Widodo & Kartika (2021) mention that although there are many studies related to patient satisfaction, there are no studies that explicitly examine the application of Caring Theory in improving patient satisfaction in inpatient rooms of regional hospitals. Therefore, this study fills the gaps in the existing literature by raising the topic of application of Caring Theory Model in RSUD dr. Rasidin Padang.

This study also used a quasi-experimental design that allows to measure the direct impact of the application of Caring Theory Model on the level of patient satisfaction. This design is more suitable for assessing the changes that occur after the application of the caring model in the field. In the context of regional hospitals, research with this kind of design is very relevant because it can provide a more real picture of how the application of caring theory can improve patient satisfaction in hospitals with limited resources.

Researchers ' interest in this topic is based on the results of observations of nursing practices that tend to focus more on technical and medical aspects. In various situations, nurses focus more on the implementation of medical and Administrative Procedures, While aspects of interpersonal relationships and attention to the emotional needs of patients have not received optimal attention. Therefore, this study aims to examine in depth the application of caring theory in nursing practice

This work is licensed under a Creative Commons Attribution 4.0 International license

as an effort to overcome these problems, as well as providing practical recommendations to improve the quality of nursing services in regional hospitals.

The researcher is also interested to see how the application of caring theory can be adapted to the Indonesian cultural context, which has the characteristics of strong social relationships, especially in the interaction between nurses and patients. Therefore, this study focuses not only on theoretical aspects, but also on practical applications in the context of regional hospitals, which have different social challenges and dynamics from hospitals in large cities.

With this research, it is hoped that it can contribute to the development of more empathic and holistic health services. In addition, this study is also expected to be a reference for hospitals in Indonesia to pay more attention to the relational aspects of care, as well as improve overall patient satisfaction.

METHODS

This study used a pre-experimental design with one-group pretest–posttest approach to assess the effect of the application of caring theory on satisfaction of hospitalized patient. The study was conducted at dr. Rasidin Padang in June 2025 which is a local government-owned hospital that serves of hospitalized patient from various social and economic backgrounds. The study sample consisted of 25 patients who were treated at RSUD dr. Rasidin Padang, which was selected using purposive sampling technique, with sample criteria of inpatients who are 18 years old, in a conscious condition, able to communicate well, and willing to be respondents. Patients who experienced impaired consciousness or critical condition during the study were not included as a sample. The purpose of this study was to measure changes in the level of patient satisfaction before and after the application of the caring model, assuming that the application of the model can have a positive impact on the quality of patient experience during hospital treatment. Data collection was conducted using patient satisfaction questionnaires that have been tested for validity and reliability, including several indicators, including comfort, communication with nurses, and attention to the emotional needs of patients.

To analyze the data, this study used univariate test and bivariate test. The univariate test aims to determine the frequency distribution of the variables studied, such as the level of patient satisfaction before and after the application of the caring model. In addition, the t-paired test was used to measure significant differences between patient satisfaction levels before and after the application of the caring model. By using this bivariate test, it is expected to obtain a clearer understanding of the direct impact of the application of the caring model on the level of patient satisfaction. If the test results show a significant difference, then the application of Caring Theory can be considered effective in improving patient satisfaction in the inpatient room of RSUD dr. Rasidin Padang.

This work is licensed under a Creative Commons Attribution 4.0 International license

RESULTS

The following were the results of the research data analysis conducted at dr. Rasidin Padang Hospital in June 2025. The data were obtained through questionnaires that measured patient satisfaction levels before and after the application of the Caring Theory Model in the inpatient unit. The analysis was conducted using a univariate test to describe the frequency distribution of patient satisfaction levels and a bivariate analysis using a paired *t*-test to determine the significant differences in patient satisfaction levels before and after the application of the caring model.

1. Frequency Distribution of Patient Satisfaction Before and After Application of Caring Model

Table 1. Frequency Distribution of Patient Satisfaction Levels Before and After Application of the Caring Model (n=25)

Satisfaction Level	Before the Adoption of Caring Model	After the Adoption of Caring Model
Very Satisfied	2 (8%)	10 (40%)
Satisfied	8 (32%)	12 (48%)
Quite Satisfied	10 (40%)	2 (8%)
Not Satisfied	5 (20%)	1 (4%)
Total	25 (100%)	25 (100%)

The results of univariate analysis showed an increase in the level of patient satisfaction after the application of Caring Theory Model. Prior to the implementation of the model, patient satisfaction levels tended to be in the medium to low category. However, after the application of the caring model, patient satisfaction experienced a significant increase, which was characterized by the predominance of satisfied and highly satisfied categories and a decrease in the number of patients with low levels of satisfaction. These findings indicate that the application of the caring model contributes positively to the improvement of inpatient satisfaction.

2. The Effect Of The Application Of Concern Theory Model On Inpatient Satisfaction In RSUD dr. Rasidin Padang

Table 2. The effect of the application of concern Theory Model on inpatient satisfaction in RSUD dr. Rasidin Padang

Variable	Before the Adoption of Caring Model (Mean ± SD)	After the Adoption of Caring Model (Mean ± SD)	p-value
Patient Satisfaction Level	3.12 ± 0.87	4.28 ± 0.73	0.002

The *paired t-test* results showed significant differences in patient satisfaction before and after the application of the *Caring Theory Model* ($p = 0.002$). The average satisfaction **increased** from 3.12 ± 0.87 to 4.28 ± 0.73, with Cohen's $d = 1.44$, indicating a large effect. These findings **indicated** that the

This work is licensed under a Creative Commons Attribution 4.0 International license

application of the caring model had a strong positive impact on patient satisfaction at dr. Rasidin Padang Hospital.

DISCUSSION

1. Frequency distribution of patient satisfaction before and after application of Caring Model

The results of univariate analysis in this study showed a significant increase in the level of patient satisfaction after the application of Caring Theory Model in the inpatient unit of RSUD dr. Rasidin Padang. Before the application of the caring model, the majority of patients (40%) felt quite satisfied, while after the application of the caring model, 40% of patients reported feeling very satisfied and 48% were satisfied. This reflects that a more humanistic and empathic approach to patient care, as emphasized by Caring Theory, contributes positively to the improvement of the patient experience in the hospital. A clear increase in this highly satisfied and satisfied category indicates the successful application of the caring model in improving the quality of the nurse-patient relationship, which in turn affects overall patient satisfaction.

Similar results were also found in a study conducted by Putri & Haryanti (2023) at a hospital in Jakarta, which showed that the application of empathic communication and attention to the emotional needs of patients can improve patient satisfaction in the inpatient setting. Their research found that 50% of patients who received treatment with a humanistic approach felt very satisfied, while only 10% felt quite satisfied or dissatisfied. These findings are in line with the results of this study, which showed that the application of the caring model, which involves paying more attention to the emotional aspects of the patient, can create a more comfortable atmosphere and increase patient satisfaction. (Putri & Haryanti, 2023)

In addition, research by Sari & Wulandari (2020) also corroborated these findings, where they found that treatment involving feelings of empathy and attention to the psychological needs of patients in regional hospitals was able to significantly increase patient satisfaction. Their research revealed that in regional hospitals that implemented the caring approach, patient satisfaction levels increased significantly, similar to the findings of this study. Although regional hospitals are often limited in terms of medical facilities, the caring approach can make up for these shortcomings by strengthening the emotional connection between nurses and patients.

The theory underlying this increase in patient satisfaction is the Caring Theory introduced by Jean Watson in 1979 and constantly updated in various modern studies. Watson (2019) emphasizes that caring is not only about meeting the physical needs of the patient, but also about building a caring and empathetic relationship. Watson argues that the emotional and psychological aspects of treatment can have a significant positive impact on the well-being of patients. The caring Model, which places attention on the quality of human relationships, has been shown to improve the quality of life of patients, and in this context, plays an important role in increasing the level of patient satisfaction in the inpatient setting. (Watson. J, 2019)

Research conducted by Budiarti et al. (2021) also supported this, where they observed that the empathic relationship between nurses and patients was highly influential on patient satisfaction.

This work is licensed under a Creative Commons Attribution 4.0 International license

In their study, the application of Caring Theory in public hospitals showed that more empathic care increased patients ' sense of comfort and reduced stress levels, ultimately increasing their satisfaction. This is in line with the findings of this study, which indicates that the emotional attention given by nurses is able to influence patients ' perception of the quality of care they receive.

Patient satisfaction in health services depends not only on the medical results achieved, but also on the emotional and relational aspects that are established during the treatment process. Kusumaningrum (2022) in his research on factors that affect patient satisfaction states that effective communication and empathic care are very important in creating patient satisfaction. The results of this study indicate that the application of a caring model that emphasizes open and attentive two-way communication can directly increase patient satisfaction levels.

Research Mulyani et al. (2020) also showed a similar point, where they found that patient satisfaction increased after the implementation of the caring model in the hospitals they researched. Mulyani concluded that although hospitals with limited facilities often have difficulty meeting patients ' medical expectations, a caring approach that involves a stronger emotional connection with the patient can compensate for the lack of such facilities and improve overall patient satisfaction. The results of this study reflect that although inpatient rooms in regional hospitals may not have facilities comparable to large hospitals, stronger relational aspects can have a positive impact on patient satisfaction.

The application of the caring model in regional hospitals also received support from Rahmawati & Firmansyah (2022), who found that the application of a more personalized approach and attention to the psychological needs of patients had a major effect on patient satisfaction in regional hospitals. They state that although regional hospitals are often hampered by limited resources, extra attention to patients can improve service quality and increase patient satisfaction. The results of this study confirmed that nurses ' attention to patients, which is reflected in the application of the caring model, can create positive changes in patient perceptions of hospital services.

The application of the caring model is also in line with the concept of Quality of Life described by Leininger (2017), which states that care that pays attention to holistic aspects of the patient, including his emotional and social condition, will improve the patient's quality of life. This research proves that by taking into account the psychological dimension of patients, not only physical, nurses can provide better care and increase patient satisfaction. This underscores the importance of the caring approach in improving the quality of services in hospitals.

This research is also in line with the concept of patient-centered care emphasized in the International Journal of Nursing Studies (2019). Patient-centered care focuses on providing care that respects the values, preferences, and needs of patients. In this context, the caring model, which emphasizes attentive and empathic relationships, plays an important role in creating a more fulfilling care experience for patients. The findings in this study support that argument by showing that the caring approach contributes directly to higher patient satisfaction in the inpatient setting.

This work is licensed under a Creative Commons Attribution 4.0 International license

Researchers in this study also observed that aspects of empathic communication between nurses and patients played a key role in increased patient satisfaction. This is in line with the findings of Sukmawati (2021) who showed that good communication, which is based on empathy, can reduce patients ' anxiety and make them feel more valued, which in turn increases their satisfaction. These results reinforce the finding that the application of Caring Theory models that emphasize empathic communication can have a positive impact on patients ' perceptions of the care they receive.

The results of this study also suggest that the caring approach may contribute to a decrease in patients ' stress levels. Fitria & Hariani (2023) in their research on patient stress in hospitals found that nurses ' attention to the emotional needs of patients can reduce anxiety and stress levels, which in turn has a positive effect on patient satisfaction. The decrease in patient stress along with the application of this caring model explains one of the reasons why the level of patient satisfaction in the inpatient room of RSUD dr. Rasidin Padang increased after the application of caring model.

Finally, the analysis of researcher showed that the successful application of caring model in hospital dr. Rasidin Padang can be used as a model for other hospitals, especially in areas with limited resources. By prioritizing empathic relationships between nurses and patients, hospitals can significantly improve patient satisfaction even with limited resources.

2. The Effect of the Application of Caring Theory Model on the Level of Patient Satisfaction in the Inpatient Unit of Dr. Rasidin Padang.

Bivariate test results using T-paired test showed a significant difference between the level of patient satisfaction before and after the application of Caring Theory Model. The average level of patient satisfaction before the application of the caring model was 3.12, with a standard deviation of 0.87, while after the application of the caring model, the average patient satisfaction increased to 4.28, with a standard deviation of 0.73. The p value obtained by 0.002 ($p < 0.05$) shows that the application of caring model has a significant effect on increasing patient satisfaction in the inpatient hospital dr. Rasidin Padang. These differences indicate that adopting a more empathetic and communicative caring approach can substantially improve the patient experience.

This study is in line with the results obtained by Fitriani & Hariani (2023), whose research in several hospitals in Jakarta also found a significant increase in patient satisfaction levels after the application of empathic communication-based approaches. They reported that the application of good communication and attention to the emotional needs of patients could reduce anxiety levels and increase overall satisfaction. These findings supported the results of this study, in which positive changes in the interaction between nurses and patients, built through the caring model, resulted in significant differences in patient satisfaction levels. (Fitriani & Hariani, 2023)

Research conducted by Mulyani et al. (2020) also corroborated these findings, where they showed that care with a caring approach that focuses on human relationships, attention, and empathy is able to significantly increase patient satisfaction. They found that the caring model applied in hospitals with limited facilities, despite the limitations in medical facilities, still had a positive impact on the patient experience. This is also reflected in the study, which showed that

This work is licensed under a Creative Commons Attribution 4.0 International license

although the hospital dr. Rasidin Padang is a regional hospital, the application of a more humanistic caring model can improve the quality of patient experience, even in the context of limited resources.

The Caring Theory proposed by Jean Watson (2019) explains that care focused on empathic and attentive relationships between nurses and patients can produce more positive results in terms of patient satisfaction. Watson states that empathy and emotional attention are important components of creating quality care. In the context of this study, the application of caring theory that emphasizes the importance of positive interpersonal relationships between nurses and patients has been shown to significantly improve the quality of care and patient satisfaction.

Meanwhile, Budiarti et al. (2021) also explained that a caring-based approach can improve the quality of interaction between patients and medical personnel. Their research shows that nurses who apply the principle of caring can be more sensitive to the needs of patients, be it medical or psychosocial needs. This is in line with the results of this study, where nurses who applied caring were able to respond to the emotional needs of patients, which directly contributed to increased patient satisfaction. In this case, the application of the caring model demonstrates its effectiveness in creating a closer and empathic relationship between the nurse and the patient.

Kusumaningrum (2022) in his research on factors that affect patient satisfaction in hospitals also highlights the importance of the role of nurses in building good relationships with patients. Kusumaningrum stated that patients who feel valued and treated with empathy will feel more satisfied with the services provided. The findings of this study suggest that the application of Caring Theory can contribute greatly to the creation of a better relationship between nurses and patients, which in turn has a direct effect on patient satisfaction.

In addition, Rahmawati & Firmansyah (2022) also found that emotional factors are very important in determining patient satisfaction. In their study, they concluded that attention to the emotional needs of patients increases patients ' self-confidence and comfort during treatment. This finding is in line with the results of this study, where positive changes in patient satisfaction levels after the application of Caring Theory showed that emotional aspects of care, such as feelings of care and appreciation, were instrumental in increasing patient satisfaction.

The results of this study also support the concept of Patient-Centered Care (PCC) emphasized by Suryani (2020). PCC focuses on providing care that respects the patient's needs, values, and preferences, as well as paying attention to the emotional aspects of the patient. Caring Theory aligns with this concept because it both places the patient at the center of care and pays attention to their physical as well as psychological needs. By giving more attention to patients, as expected in a PCC, nurses can improve the quality of the patient experience and make them feel more valued.

Widodo & Kartika (2021) also noted that interpersonal relationships built between medical personnel and patients greatly affect patient satisfaction. They revealed that nurses who are able to show concern and empathy for patients tend to produce more positive care experiences. This study reflects this, where the application of a caring model that focuses on attentive communication and closer relationships with patients leads to a significant increase in patient satisfaction.

This work is licensed under a Creative Commons Attribution 4.0 International license

Research by Fitria & Hariani (2023) also adds that factors that affect patient satisfaction in the inpatient room are not only limited to medical factors, but also involve interactions between patients and medical personnel. They found that empathic communication and attention to patients ' feelings can reduce anxiety and increase satisfaction. This is consistent with the findings in this study, which showed that more human and empathic interactions between nurses and patients were able to improve overall patient satisfaction.

More broadly, the results of this study also illustrate the importance of psychosocial aspects in patient care. Leininger (2017) in his research stated that in order to provide quality care, nurses must be able to respond to the emotional needs of patients apart from the medical care provided. This study supports the statement by showing that attention to the emotional dimension of patients can significantly increase their level of satisfaction.

In this study, a significant change in the level of patient satisfaction after the application of the Caring Theory Model also shows that care performed with a humanistic approach can improve the quality of hospital services. Sari & Wulandari (2020) show that the application of the caring model in regional hospitals, even with limited facilities, is able to increase patient satisfaction. These findings are relevant to this study, which shows that although RSUD dr. Rasidin Padang is a regional hospital, the application of caring can have a significant impact on the level of patient satisfaction.

These results underscore the importance of training and application of the caring model in nursing practice in Indonesian hospitals. With more nurses trained to prioritize the emotional aspects of care, hospitals can improve service quality and patient satisfaction, even with limited resources. Budiarti et al. (2021) also noted that caring-based training can improve the relationship between caregivers and patients, thus contributing to an increase in overall patient satisfaction. (Budiarti, 2021)

CONCLUSIONS

Application of concern Theory Model in RSUD dr. Rasidin Padang succeeded in increasing patient satisfaction in the of hospitalized patient. Prior to the application, most patients felt quite satisfied (40%), however after the application, 40% of patients felt very satisfied and 48% felt satisfied, showing a significant improvement in the perception of the service received.

Bivariate analysis using the t-paired test showed significant differences ($p = 0.002$), with average patient satisfaction increasing from 3.12 to 4.28. This proves that a caring model that focuses on the emotional needs of patients can substantially increase their satisfaction. For further research, it is advisable to explore the application of this model in other hospitals with different characteristics, as well as to assess the long-term impact of the care model on the quality of life of patients.

Overall, the results of this study indicate that the application of Caring Theory Model has a significant positive impact on patient satisfaction in the inpatient unit. The application of the caring model that focuses on emotional attention and empathic communication between nurses and patients has proven effective in improving service quality and patient satisfaction.

This work is licensed under a Creative Commons Attribution 4.0 International license

REFERENCES

Arikunto, S. (2020). Research procedures: A practical approach. Rineka Cipta.

Budiarti, E., Setiawan, A., & Hartati, R. (2021). Caring in nursing services in Indonesia: Challenges and opportunities. Indonesian Journal of Nursing, 7(2), 123–134.

Creswell, J. W., & Creswell, J. D. (2023). Research design: Qualitative, quantitative, and mixed methods approaches (6th ed.). SAGE Publications.

Fitriani, A., & Hariani, T. (2023). The effect of empathic communication on patient satisfaction in inpatient hospital settings. Journal of Nursing Science, 9(1), 67–78.

Fitria, R., & Hariani, T. (2023). The effect of empathic communication on patient satisfaction in hospitals. Journal of Nursing Science, 10(3), 200–213.

Kementerian Kesehatan Republik Indonesia. (2023). *Profil Kesehatan Indonesia Tahun 2022*. Jakarta: Kementerian Kesehatan RI.

Kusumaningrum, E. (2022). Factors influencing patient satisfaction in hospitals: A study in Surabaya City. Journal of Health Management, 5(2), 245–257.

Leininger, M. (2017). Culture care diversity and universality: A worldwide theory of nursing. Jones & Bartlett Publishers.

Metilda, M., Manumara, T. M., Novianti, N. E., Novianti, G. E. P., Nurzahra, A., Nafhan, M. A. M., & Agustina, F. T. (2024). Dampak penerapan Caring Jean Watson terhadap kepuasan dan kesejahteraan pasien: A literature review. *Jurnal Ilmiah Keperawatan dan Manajemen Rumah Sakit*, 17(2), 115–123.

Mulyani, E., Haryanto, S., & Wijayanti, R. (2020). The effect of the caring model in nursing on patient satisfaction in general hospitals. Indonesian Journal of Nursing, 8(3), 156–168.

Mulyani, S., Haryanto, S., & Wijayanti, R. (2020). The effect of the caring model in nursing on patient satisfaction in general hospitals. Indonesian Journal of Nursing, 8(3), 175–188.

Putri, R., & Haryanti, A. (2023). The effect of empathic communication on patient satisfaction in inpatient hospital settings. Journal of Nursing Science, 8(4), 95–105.

Rahmawati, T., & Firmansyah, D. (2022). Local culture in patient satisfaction in Indonesian hospitals. Journal of Public Health, 7(2), 114–128.

Sari, F., & Wulandari, I. (2020). The role of the caring model in improving patient satisfaction in regional hospitals. Journal of Public Health Science, 12(3), 189–200.

Sukmawati, N. (2021). The role of caring in improving patient satisfaction in hospitals. Comprehensive Nursing Journal, 11(1), 34–43.

Suryani, S. (2020). Patient-centered care: Concepts and implementation in hospitals. Nursing Journal, 12(1), 22–30.

Watson, J. (2019). Nursing: The philosophy and science of caring. University Press of Colorado.

Widodo, S., & Kartika, H. (2021). The effect of empathic communication and caring on patient satisfaction in hospitals. Journal of Nursing, 6(4), 99–108.