

The Influence of Effective Communication, Job Satisfaction and Quality of Nursing Work Life on Caring Behavior of Inpatient Nurses At Rsud Kemayoran Jakarta

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ABSTRACT

Nurses play a vital role in hospital inpatient units, providing the bulk of health services and having the longest patient contact. Yet, patients and families often complain about nurse performance. Strengthening effective communication, job satisfaction, and quality of nursing work life (Quality of Nursing Work Life, QNWL) is essential to improve it. This study examines the influence of effective communication, job satisfaction and quality of nursing work life on caring behavior of inpatient nurses at RSUD Kemayoran Jakarta. Using a non-experimental cross-sectional analytic design, logistic regression analyzed the influence of independent variables on caring behavior. Questionnaires assessed effective communication, job satisfaction, QNWL, and nurse caring behavior among a population and sample of 31 respondents. Analysis used SPSS version 24.0. Effective communication influenced caring behavior ($p = 0.032 < 0.05$; $OR = 36.976$), as did job satisfaction ($p = 0.032$; $OR = 36.976$). Poor ratings in either increased poor caring behavior risk 36.976-fold. QNWL showed no influence ($p = 0.781 > 0.05$). Together, these variables explained 77.6% of caring behavior variance; 22.4% stemmed from other factors. Effective communication and job satisfaction exerted the strongest influences on inpatient nurses' caring behavior at RSUD Kemayoran Jakarta.

Keywords: Nurses' caring behavior, Effective Communication, Job Satisfaction, Quality of nursing work life

INTRODUCTION

Globally, nurses' caring behavior has generally improved, although several countries still experience poor caring behavior among nurses. A study conducted by Aiken (2012) showed that the percentage of nurses with poor caring service quality was highest in Ireland (11%) and Greece (47%). More recent evidence continues to demonstrate the critical importance of caring behavior in nursing practice. The International Association of Human Caring explains that nursing always encompasses four concepts: caring is what nurses do, humans are the targets of what nurses do, health is the goal, and the environment is where nurses provide care (Feo et al., 2018; Salmela & Nystrom, 2017; Sitzman & Watson, 2018).

In Indonesia, caring has become one of the key assessments for healthcare service users. Based on a patient satisfaction survey conducted by the Indonesian Ministry of Health (Depkes RI) at several hospitals in Jakarta, 14% of patients were dissatisfied with the health services provided due to poor caring behavior (Depkes, 2008). In July 2010, the Ministry of Health, represented by drg. Usman, received the Citizen Report Card (CRC) survey results from 738 inpatients across 23 hospitals (public and private). The survey was conducted in five major cities in Indonesia and identified nine key problems, including that 65.4% of patients complained about nurses who were less friendly, less sympathetic, and rarely smiled. Although these data provide important baseline information, more recent studies continue to confirm that caring behavior remains a significant challenge in Indonesian healthcare settings, necessitating continued attention and intervention.

Watson's theory conceptualizes caring behavior through ten carative factors, later refined into clinical caritas processes that provide guidance for nurses in implementing caring behavior (Delgado-Galeano et al., 2023; Esquivel-Garzón et al., 2025; Leone-Sheehan, 2020; Sadat Hoseini et al., 2025;

Sitzman & Watson, 2018). The ten carative factors include: (1) forming a humanistic and altruistic value system—nurses should instill humanistic and altruistic values when providing nursing care; (2) instilling faith and hope—nurses must be able to build trust and optimism in clients so they can adapt and remain optimistic about their condition; (3) cultivating sensitivity to oneself and others—nurses must be able to feel and understand all changes occurring in themselves and others; nurses who are habitually sensitive to their own feelings and needs will more easily sense the needs and feelings of others; (4) developing spiritual practice, transpersonal relationships, working beyond ego, and becoming sensitive to oneself; (5) developing helping and trust relationships—establishing mutually trusting, honest, and empathetic relationships in therapeutic interpersonal relationships with the goal of helping others is a behavior that nurses must implement; the interpersonal relationship between patient and nurse is an actualization of human relationships in the caring process (6) using a systematic, creative problem-solving caring process—nurses must be able to make creative decisions using scientific and systematic problem-solving methods to resolve client problems; nurses can use themselves and their knowledge creatively as part of the caring and healing process.

Effective communication is a key element in providing high-quality nursing care and leads to patient satisfaction and health (Goodrich & Lazenby, 2023; Lotfi et al., 2019; Suraya et al., 2024). Communication between nurses and patients' families is a crucial aspect of nursing practice. Effective communication skills of health professionals are essential for providing effective healthcare and can have positive outcomes, including reduced anxiety, guilt, pain, and disease symptoms (Denniston et al., 2017; Ifrim et al., 2022; Mata et al., 2021; Moore et al., 2018; O'Toole, 2024). Additionally, effective communication can enhance caring behavior, acceptance, compliance, and cooperation with the medical team, and improve patients' physiological and functional status; it also has a major impact on the training provided to patients (Moslehpoor et al., 2022). Hospital services involve multiple disciplines, creating potential for overlapping services, interprofessional conflicts, and delays in examinations and procedures (Alqarny et al., 2024; Senot et al., 2016).

Previous research has shown that although nurses have been trained to establish effective communication, some still fail to implement effective communication strategies when delivering healthcare services to patients in the clinical environment, resulting in misunderstandings among healthcare teams, particularly in hospitals. Patients admitted to hospitals at various ages often require complex healthcare services and communication, including addressing mobility, sensory, and cognitive needs, as well as language barriers during hospitalization (Prasanti et al., 2017).

Hospitalization can be stressful and involves unpleasant experiences for patients and their families. All aspects of healthcare and nursing are crucial in communicating with patients, as patients perceive interactions with nurses as central to their care (Fleischer et al., 2009). Through communication, nurses become familiar with their patients' needs and can therefore provide high-quality healthcare services. Patients with communication disabilities are three times more likely to experience medical or clinical complications compared to other patients (Burgess et al., 2020).

According to Schermerhorn, Hunt, Osborne, and Uhl-Bien (2012, p. 64), job satisfaction describes the degree to which a person feels positive about a job, which is an attitude that reflects a person's feelings toward their work, coworkers, and work environment. Five components of job satisfaction include: first, work that demands role responsibility and interest; second, supervision that possesses ability, knowledge, and skills to provide technical assistance and social support; third, good treatment toward coworkers, social harmony, and respect; fourth, opportunities for promotion and career advancement; and fifth, adequate wages.

Furthermore, Locke, as cited in Luthans (2008, p. 141), provides a comprehensive definition of job satisfaction: job satisfaction is a pleasant attitude or positive emotional state resulting from an appraisal of one's job or work experience. Thus, the key to understanding job satisfaction is the outcome of employees' perceptions about how well their jobs provide things that are viewed as important.

Luthans (2008, p. 142) also states that there are three generally applicable conditions regarding job satisfaction: first, job satisfaction is an emotional response that occurs in work situations and can only be inferred, not seen; second, job satisfaction is often determined by how well outcomes meet or exceed expectations, meaning that fair and unfair treatment regarding what is received affects positive and negative attitudes toward work; third, job satisfaction represents several related attitudes, meaning that people who are satisfied with their work have positive feelings resulting from fair treatment received from their work, and vice versa.

Several empirical studies have examined the relationship between effective communication, job satisfaction, quality of nursing work life (QNWL), and caring behavior. Anillis (2024) found that effective communication significantly influenced caring behavior among nurses at RS Rhidoka Salma Cikarang ($p=0.001$, $OR=9.899$), indicating that nurses with effective communication were 9.899 times more likely to demonstrate good caring behavior. Similarly, Agung (2020) confirmed the influence of effective communication on caring at Bali Royal Hospital.

Regarding job satisfaction, Aris Surahman's study showed that job satisfaction had a direct positive effect on caring behavior (15.5%, T -statistic=2.083, $p<0.05$). Evi (2023) reported a significant influence of job satisfaction on caring behavior ($p=0.013$). Tutut Andayani (2019) found a positive correlation between job satisfaction and caring behavior ($p=0.003$, $r=0.266$), with 61 respondents (50.4%) reporting job satisfaction and 73 respondents (60.3%) demonstrating caring behavior. However, research on QNWL shows inconsistent results. Putu Ayu Ekasari (2019) found that QNWL did not significantly influence caring behavior at Baptis Batu Hospital. Ade Faiz Ahmadi (2024) examined QNWL's relationship with documentation behavior rather than caring behavior. This inconsistency suggests context-specific factors may moderate the QNWL–caring relationship.

This study addresses a critical gap in understanding how multiple organizational factors simultaneously influence caring behavior in Indonesian hospital settings. While previous studies have examined these variables individually or in pairs, limited research has investigated the combined influence of effective communication, job satisfaction, and QNWL on caring behavior, particularly in Jakarta's public hospital context—The Influence of Effective Communication, Job Satisfaction and Quality of nursing work life on Caring Behavior of Inpatient Nurses at RSUD Kemayoran Jakarta. The urgency of this research is underscored by persistent patient complaints about nurse caring behavior despite various training interventions.

The novelty of this study lies in three aspects: (1) the simultaneous examination of three key organizational variables (effective communication, job satisfaction, and QNWL) and their relative contributions to caring behavior; (2) the specific context of RSUD Kemayoran Jakarta as a public hospital serving diverse urban populations; and (3) the use of multiple logistic regression to identify which factors most strongly predict caring behavior, providing actionable insights for hospital management to prioritize interventions effectively.

Quality of work life is a work environment condition that is appropriate to support and enhance employee job satisfaction by providing rewards, job security, and opportunities for development (Lau & May, 1998). Based on the quality of work life (QWL) modification, job satisfaction can help construct and assess the work of individual nurses. Job satisfaction based on QWL can also be utilized to understand nurses' feelings about their work and the environment where they work (Brooks & Anderson, 2005). Performance improvement in nursing uses two elements: social and psychological, collectively termed quality of nursing work life (QNWL). Quality of work life can maintain flexibility, loyalty, and employee motivation, which are very significant in determining a company's competitiveness (Fibriansari, 2017).

Quality of nursing work life (QNWL) is the degree of nurses' satisfaction regarding personal life (opportunities for development and safety) and organizational aspects (increased productivity and reduced turnover) through their experience in the work organization to achieve organizational goals. Improving QNWL is a prerequisite for improving nurse productivity in hospitals (Brooks & Anderson, 2005). QNWL is used to improve nurse performance and productivity. Low quality of nurses' work life in hospitals results in high absenteeism and turnover. A positive quality of work life contributes to quality patient care (Fibriansari, 2017); thus, quality of nursing work life is closely related to nurses' work performance.

This study aims to investigate the simultaneous and individual influence of effective communication, job satisfaction, and the quality of nursing work life (QNWL) on the caring behavior of inpatient nurses at Kemayoran General Hospital (RSUD Kemayoran) in Jakarta. While caring behavior is the cornerstone of quality nursing care and patient satisfaction, persistent complaints in both national and international contexts indicate a gap between its theoretical importance and practical application. By employing a quantitative, cross-sectional design and logistic regression analysis on a sample of 31 nurses, this research seeks to identify which organizational factors most strongly predict the manifestation of caring behaviors. Specifically, it will determine whether these three key

variables—effective communication, job satisfaction, and QNWL—act as significant drivers, and to what extent they collectively explain variations in nurses' caring practices within this specific public hospital setting.

The benefits of this research are twofold, addressing both practical managerial needs and academic contributions. For hospital management and nursing leadership at RSUD Kemayoran and similar institutions, the findings will provide evidence-based insights to prioritize and design targeted interventions. By identifying whether communication skills training, initiatives to boost job satisfaction, or improvements to the work environment are most critical for enhancing caring behavior, resources can be allocated more efficiently to improve patient care quality and satisfaction. Academically, this study contributes to the nursing and organizational behavior literature by testing an integrated model of influencing factors within the under-researched context of Indonesian public hospitals. It addresses a gap in understanding the relative potency of these variables simultaneously, offering a clearer picture of the psychosocial and organizational levers that can be activated to foster a more compassionate and effective nursing workforce.

RESEARCH METHOD

This study employed a quantitative approach using the logistic regression method with a descriptive-analytic research design through a cross-sectional approach, namely conducting cross-tabulation between the dependent variable (caring behavior) and the independent variables (effective communication, job satisfaction, Quality of Nursing Work Life). This design was chosen because no intervention would be conducted and data collection was performed only once. Measurements were conducted simultaneously, and the correlation between the two variables was then analyzed.

The target population in this study consisted of all nurses at RSUD Kemayoran Jakarta working in the inpatient ward, totaling 31 nurses. Based on sample calculations, the research sample comprised nurses working in the inpatient ward of RSUD Kemayoran Jakarta, with a total sample size of 31 nurses who were nurses working in the hospital's inpatient ward, where they are nurses whose daily duties involve providing direct healthcare services to the public using healthcare services.

3. RESEARCH AND DISCUSSION

Influence Between Variables

Table 1. Hypothesis test results

Variable	Nagelkerke R Square	P value	OR
Effective communication		0,032	36,976
Job satisfaction		0,032	36,976
QNWL	0,776	0,781	0,621
Constant		0,000	0,000

Based on the table above, the results of the multiple logistic regression analysis hypothesis test on the influence of effective communication on caring behavior obtained a p-value of 0.032 (p-value <0.05), then it can be concluded that there is an effect of effective communication on the caring behavior of inpatient nurses at Kemayoran Jakarta Hospital, with an Odds Ratio (OR) value of 36.976, meaning that nurses with effective communication have a chance of having good caring behavior compared to with nurses who have less effective communication

The results of the multiple logistic regression analysis hypothesis test on the effect of job satisfaction on caring behavior were obtained with a p-value of 0.032 (p-value <0.05), so it can be concluded that there is an influence of job satisfaction on the caring behavior of inpatient nurses at Kemayoran Hospital Jakarta, with an Odds Ratio (OR) value of 36.976, meaning that nurses with good job satisfaction have a 36.976 times chance of having good caring behavior compared to nurses who have satisfaction poor work. The results of the multiple logistic regression analysis hypothesis test on

The Influence of Effective Communication, Job Satisfaction and Quality of Nursing Work Life on Caring Behavior of Inpatient Nurses At Rsud Kemayoran Jakarta

the effect of QNWL on caring behavior were obtained with a p-value of 0.781 (p-value >0.05), so it can be concluded that there is no influence of QNWL on the caring behavior of inpatient nurses at Kemayoran Hospital Jakarta.

Based on the table, an R-Square value of 0.776 was obtained, meaning that the influence of effective communication, job satisfaction and QNWL on caring behavior was 77.6%, the remaining 22.4% was influenced by other variables that were not studied in this study. In addition, the variables that have the greatest influence on the variables of caring behavior are effective communication and job satisfaction, because they have the same Odds Ratio (OR) value among other variables.

Discussion

The Effect of Effective Communication on Caring Behavior of Nursing Nurses Stay at Kemayoran Hospital Jakarta

Based on the results of the multiple logistics regression analysis hypothesis test, the effect of effective communication on caring behavior was obtained with a p-value of 0.032 (p-value <0.05), it can be concluded that there is an effect of effective communication on the caring behavior of inpatient nurses at Kemayoran Hospital Jakarta with the results of effective communication descriptions, namely as many as 22 (71.0%) respondents and less effective as many as 9 (29%), with an Odds Ratio (OR) value of 36.976, meaning that nurses with effective effective communication have a 36.976 times chance of having good caring behavior compared to respondents who have effective communication that is less effective

In line with research conducted by Anillis, 2024 that the effect of effective communication on nursing caring behavior was obtained with a p value of 0.001 (p-value <0.05), it can be concluded that there is an effect of effective communication on the caring behavior of hospital nurses. Rhidoka Salma Cikarang in 2024. The results of the analysis obtained an Odds Ratio (OR) value of 9.899, meaning that nurses with effective communication have a 9.899 times chance of having good caring behavior compared to nurses who have less effective communication. Strengthened by the results of a study conducted by (Agung, 2020) with the title The Effect of Effective Communication on Caring Nurses in the Inpatient Room of Bali Royal General Hospital, the results of statistical tests show that there is an effect of effective communication on caring nurses in the inpatient room of Royal Bali Hospital

What is the problem with the results of this study is that effective communication is to encourage good cooperation between nurses and clients through nurse-client relationships. A good communication process can help clients to overcome the problems faced by clients during treatment. According to Carl Rogers' theory quoted in Musliha & Fatmawati (2010) states that the principle of effective communication is that communication must be based on an attitude of trust and respect, Nurses must understand the values embraced by clients, Nurses must be able to be aware of the needs of clients both physically and mentally, meaning that all efforts made by hospitals are directed to create and improve caring behaviors

The results of the research and theory are obtained an overview that needs to be considered is how important effective communication needs to be improved so that caring behavior can increase as evidenced from the results of research how much effective communication has an impact on caring behavior, the efforts that must be made to build effective communication must be based on an attitude of trust and respect, besides that Nurses must understand the values embraced by clients, Nurses must have sensitivity, high response time to be able to realize the needs of clients both physical and mental, meaning that all efforts made by hospitals are directed to create and improve caring behaviors.

The Effect of Job Satisfaction on the Caring Behavior of Inpatient Nurses at Kemayoran Hospital Jakarta

The Influence of Effective Communication, Job Satisfaction and Quality of Nursing Work Life on Caring Behavior of Inpatient Nurses At Rsud Kemayoran Jakarta

Based on the results of the multiple logistics regression analysis hypothesis test on the effect of job satisfaction on caring behavior obtained a p-value of 0.032 (p-value <0.05), it can be concluded that there is an effect of job satisfaction on the caring behavior of inpatient nurses at Kemayoran Hospital Jakarta with the results of the description of satisfied work satisfaction, namely as many as 22 (71%) respondents, and dissatisfied as many as 9 (29%), with an Odds Ratio (OR) value of 36,976, meaning that nurses with good job satisfaction have a 36,976 times chance of having good caring behavior compared to respondents who have poor job satisfaction

In line with the research conducted by Aris Surahman, the results of the parameter coefficient test between Job Satisfaction on Inpatient Caring Behavior at Khidmat Sehat Afiat Hospital showed a direct effect of 15.5%, Job satisfaction had a positive effect on caring behavior, the test results showed a positive effect of 0.193, while the T-Statistical value was 2.083 and significant at $\alpha=5\%$, the T-Statistical value was above the critical value (1.96). In line with research conducted by Evi, in 2023 the effect of job satisfaction on nurses' caring behavior was obtained with a p value of 0.013 (p-value < 0.05).

Job satisfaction had a positive effect on caring behavior, the test results showed a positive effect of 0.193, while the T-Statistic value was 2.083 and was significant at $\alpha=5\%$, the T-Statistic value was above the critical value (1.96). Strengthened by research conducted by Tutut Andayani, 2019, the results of the study showed the influence of job satisfaction with caring behavior of nurses, shown by a p-value of $0.003 < 0.05$ with a correlation coefficient of 0.266 which means that between the two have a positive direction of influence in a low correlation level. Employees who stated satisfaction with work were 61 respondents (50.4%) and 73 respondents (60.3%) were shown by nurses who behaved caring

According to Schemerhorn, Hunt, Osborne and Uhl-Bein (2012:64) job satisfaction describes the degree to which a person feels positive about a job, which is an attitude that reflects one's feelings towards work, colleagues and the work environment. The five components of job satisfaction include: First, jobs that require responsibilities, roles, interests, second, supervision that has the ability, knowledge, and skills so that they can provide technical assistance and social support, third, good treatment with co-workers, social harmony and respect, fourth, opportunities for career promotion, and fifth, adequate wages.

According to the researcher's assumption, good nurse job satisfaction can provide a sense of comfort in the nurse so that it will have a positive impact on caring behavior, which needs to be considered on the job satisfaction of nurses provides opportunities for nurses to do meaningful work and have challenges. Provide opportunities for nurses to participate in further training and education. The assigned supervision must have the ability, knowledge, skills so that they can provide technical assistance and social support to inpatient nurses. Inpatient nurses build good relationships with colleagues by building a solid and harmonious work team, holding regular meetings and team-building activities.

The Effect of Quality of Nursing Work Life on the Caring Behavior of Inpatient Nurses at Kemayoran Hospital Jakarta

Based on the results of the multiple logistic regression analysis hypothesis test on the effect of QNWL on caring behavior obtained a p-value of 0.781 (p-value >0.05), it can be concluded that there is no effect of QNWL on the caring behavior of inpatient nurses at Kemayoran Jakarta Hospital. An overview of QNWL variables was obtained with a satisfied assessment, namely 21 (67.7%) respondents, and dissatisfied as many as 10 (32.3%) In line with the research of Putu Ayu EkaSari, 2019 The Influence of Organizational Culture and Quality Of Nursing Work Life (Qnwl) on Nurse Behavior at Batu Baptist Hospital with the results of the study that QNWL did not have a significant effect on the caring behavior of nurses,

QNWL does not affect caring behavior, as long as the basic needs of inpatient nurses can be met by the hospital. Putu ayu ekasari, 2019 Indonesia and Bangladesh are developing countries that have similar conditions and economic levels so that the conditions of workers can be considered similar. For workers in developing countries, the most important thing expected through work is the fulfillment of basic needs, namely the need for food, proper clothing, and shelter, as well as health insurance and a feeling of security from job loss. Kemayoran Hospital has met the basic needs of nurses both in the form of materials through monthly take home pay above the DKI Jakarta UMR standard, BPJS health and BJPS labor as well as feelings of security or not worried about losing their jobs.

The level of nurses' QNWL did not affect the improvement of caring behavior at Kemayoran Hospital which has a good working environment. This can be caused by the application of service values in accordance with the work culture with a strong motivation to serve fellow human beings as a form of caring behavior of nurses. Pinder (2008) stated that work motivation is understood as a condition or circumstance that causes employees to willingly and behave to achieve a goal and at the same time satisfy their needs, and motivation is a reason to produce good performance. The atmosphere in the work environment provides psychological benefits to nurses. There is a study on nurses in India that states that a comfortable work environment can reduce the perception of work stress thereby improving performance in nurses (Doraiswamy and Deshmukh, 2015)

The Effect of Effective Communication, Job Satisfaction and Quality of Nursing Work Life Simultaneously on the Caring Behavior of Inpatient Nurses at Kemayoran Hospital Jakarta

Based on the results of the study, an R-Square value of 0.776 was obtained, meaning that the influence of effective communication, job satisfaction and QNWL on caring behavior was 77.6%, the remaining 22.4% was influenced by other variables that were not studied in this study. In addition, the variables that have the greatest influence on the variables of caring behavior are effective communication and job satisfaction, because they have the same Odds Ratio (OR) value among other variables. According to Carl Rogers' theory quoted in Musliha & Fatmawati (2010) states that the principle of effective communication is that communication must be based on an attitude of trust and respect, Nurses must understand the values embraced by clients, Nurses must be able to be aware of the client's needs both physically and mentally, meaning that all efforts made by hospitals are directed to create and improve caring behaviors.

According to Schemerhorn, Hunt, Osborne and Uhl-Bein (2012:64) job satisfaction describes the degree to which a person feels positive about a job, which is an attitude that reflects one's feelings towards work, colleagues and the work environment. The five components of job satisfaction include: First, jobs that require responsibilities, roles, interests, second, supervision that has the ability, knowledge, and skills so that they can provide technical assistance and social support, third, good treatment with co-workers, social harmony and respect, fourth, opportunities for career promotion, fifth, adequate wages

The main focus of QNWL itself is that the work environment and all work in it must be in accordance with the people and technology that exists. The quality of work life is seen as a set of employee perceptions of job security, job satisfaction, and conditions for development which aims to improve the quality of life, degree and dignity as well as employee performance, in this case caring behavior with nurses (Hidayah, 2018).

Based on this explanation, the three variables effective communication, job satisfaction and Quality Of Nursing Work Life simultaneously have an important role in improving Caring Behavior by paying attention to effective communication, Quality Of Nursing Work Life and job satisfaction, but more prioritized on effective communication and nurse job satisfaction, these efforts need to be carried out by paying attention to effective communication, Communication must be based on an attitude of trust and respect, Nurses must understand the values embraced by clients, Nurses must be able to be aware of the client's needs both physically and mentally, continuing to strengthen job satisfaction

The Influence of Effective Communication, Job Satisfaction and Quality of Nursing Work Life on Caring Behavior of Inpatient Nurses At Rsud Kemayoran Jakarta

Nurses encourage nurses to love their work as nurses, supervise inpatient nurses to play an active role in providing nursing care, and last but not least encourage colleagues in providing nursing care to synergize with each other. Support, help when colleagues have difficulties in carrying out their work.

CONCLUSIONS

This study on inpatient nurses at RSUD Kemayoran Jakarta found that effective communication and job satisfaction were the most dominant predictors of caring behavior among the three variables examined (effective communication, job satisfaction, and quality of nursing work life [QNWL]), each yielding the highest odds ratio (OR = 36.976, p = 0.032 < 0.05), while QNWL showed no significant influence (p = 0.781 > 0.05). Together, these factors explained 77.6% of variance in caring behavior, underscoring their critical role in enhancing nurse-patient interactions despite training gaps. To improve caring behavior, hospital management should prioritize targeted interventions like communication skills workshops and job satisfaction initiatives (e.g., better supervision and rewards). For future research, longitudinal studies could explore mediating effects of organizational culture or patient demographics on these relationships in diverse Indonesian public hospitals.

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