

## The Correlation Between Nurses Caring Attitudes And The Implementation Of Holistic Nursing Care In Patient Care In The Inpatient

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<p>Kata Kunci:          Asuhan Keperawatan, <i>Holistic Nursing care</i>, Perawat, Sikap, <i>Caring</i></p>	<p>Sikap peduli merupakan inti dari praktik keperawatan yang membangun hubungan terapeutik dan meningkatkan kualitas layanan. Perawatan keperawatan holistik mencakup aspek fisik, psikologis, sosial, dan spiritual pasien. Lokasi penelitian dipilih karena karakteristik pasien yang beragam. Studi pendahuluan pada 7 Juli 2025 dengan observasi dan wawancara, menemukan variasi dalam persepsi pasien terhadap perawat yang peduli, terutama dalam hal komunikasi dan dukungan emosional. Studi ini bertujuan untuk menganalisis hubungan antara sikap peduli perawat dan penerapan perawatan keperawatan holistik pada pasien rawat inap. Desain kuantitatif cross-sectional dengan sampling purposif (n=90 responden berdasarkan kriteria inklusi). Instrumen: Kuesioner Caring Behavior Inventory-24 (CBI-24) dan Holistic Care Quality Assessment Scale-Patient (HCQAS-P) (adopsi tanpa modifikasi; validitas 0,69-0,78 dan 0,446-0,799, p&lt;0,01). Analisis menggunakan uji Chi-square (p&lt;0,05). Sebagian besar responden adalah laki-laki (58,9%), berusia 60 tahun (42,2%), berpendidikan dasar (41,1%), dan pekerja swasta (95,6%). Sikap peduli dinilai tinggi (73,3%), dan implementasi perawatan holistik dinilai baik (76,7%). Terdapat hubungan yang signifikan (p=0,001). Temuan ini konsisten dengan studi sebelumnya, menekankan perlunya pelatihan kepedulian berkelanjutan dan dukungan kebijakan untuk rumah sakit regional.</p>
<p>Keywords:          Nursing Care, <i>Holistic Nursing Care</i>, Nurse, <i>Caring Attitude</i>.</p>	
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<p>Date revised:          25 January 2026</p>	<p>Caring attitudes form the core of nursing practice, fostering therapeutic relationships and enhancing care quality. Holistic nursing care encompasses patients' physical, psychological, social, and spiritual aspects. The research location was chosen because of the diverse characteristics of the patients. A preliminary study on July 7, 2025, using observation and interviews, found variations in patient perceptions of nurse caring, particularly in communication and emotional support. This study aimed to analyze the relationship between nurses' caring attitudes and the implementation of holistic nursing care among inpatients. It employed a quantitative cross-sectional design with purposive sampling (n=90 respondents based on inclusion criteria). Instruments: CBI-24 and HCQAS-P questionnaires (adapted without modification; validity 0.69–0.78 and 0.446–0.799, p&lt;0.01). Data were analyzed using the Chi-square test (p&lt;0.05). Most respondents were male (58.9%), aged 60 years (42.2%), elementary-educated (41.1%), and private sector workers (95.6%). Caring attitudes were rated high by 73.3%, and holistic nursing care implementation was good by 76.7%. A significant relationship was found (p=0.001). These findings align with prior studies, emphasizing the need for ongoing caring training and hospital policy support in regional hospitals.</p>
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## Introduction

According to *World Health Organization (WHO)*, (2020), hospitals are important institutions in the public health system that provide complete services, ranging from curative, preventive, to comprehensive nursing care. Nursing care is provided professionally, based on knowledge, skills, and effective therapeutic approaches between nurses and patients (Alina & Suroso, 2024). Attitude *Caring* nurses are at the heart of this relationship because they involve technical, intellectual, *interpersonal*, and *empathetic*, which directly affect the quality of service and patient satisfaction (Scott, 2020), (Suroso et al., 2023). Research in Indonesia shows that the behavior of *Caring* nurses are still low. For example, 46.4% of actions *Caring* was poor and 59.5% of patients were dissatisfied (Permana & Nuramalia, 2023). Another study shows that more than 50% of nurses do not apply an attitude *Caring*, and the patient experiences a lack of communication, emotional support, and attention in care (Nurhayati et al., 2024; Rika Widianita, 2023; Gulo et al., 2021). This confirms that the application of *Caring* in Indonesia is not optimal.

Application *holistic nursing care*, which includes meeting the biological, psychological, social, and spiritual needs of patients, has proven to be important in improving the quality of nursing care (*American Nurses Association*, 2020; Alina & Suroso, 2024). International studies show a variation in practice: 79% of nurses in Southern Ethiopia are rated as poor in holistic practice, only 5% of patients in Germany receive holistic care, and 67% of patients in the United States do not receive it (Ambushe et al., 2023). This indicates that culture, resources, and health systems have a significant impact on implementation *holistic nursing care*. In Indonesia, similar challenges arise due to limited resources, high workloads, and lack of specialized training (Inca, 2024).

Preliminary studies at Ajibarang Hospital show a variety of patient experiences: some are satisfied with the hospital's friendliness and explanations, while others are dissatisfied with limited communication, lack of emotional support, and procedures of action that are not clearly explained. This shows the gap in *the practice of caring* and the implementation of *holistic nursing care* in regional hospitals, and emphasizes the need for local research to identify real conditions and factors that affect them. The data collection technique in this study used a *caring behavior inventory-24* questionnaire containing 24 items to measure caring attitudes and *the Holistic Care Quality Assessment Scale-Patient (HCQAS-P)* containing 15 items to measure the

application of *holistic nursing care*. And the analysis was carried out univariate for the description of respondents and variables, and bivariate using the Chi-Square ( $\chi^2$ ) test with  $p < 0.05$  to describe the relationship between the caring attitude of nurses and the application of *holistic nursing care*. The gap between theory and practice emphasizes that although the concept *Caring* and *holistic nursing care* It is well known, its application in Indonesia is still low compared to developed countries, and is influenced by local culture that emphasizes harmony between body, mind, and soul (Scott, 2025).

This research presents novelty because it was carried out at Ajibarang Hospital, provides new insights related to the condition of nursing practice in regional hospitals, and highlights contextual factors that affect attitudes *Caring* nurses, such as working conditions, institutional support, and cultural challenges. This study uses a sample that was selected by *purposive sampling* based on inclusion criteria (patient  $\geq 18$  years old, fully conscious, hospitalized  $\geq 2$  days, willing to be a respondent), namely respondents who are directly involved in the implementation of *holistic nursing care* at the Ajibarang Hospital. The results of this study can be implemented for other Regional Hospitals, especially for nurses by prioritizing aspects of communication, emotional support, and educational clarity. Therefore, health facilities are obliged to strengthen the fostering of empathic communication and holistic practices, while nurses are expected to continue to improve attitudes *Caring* to the patient.

In countries with rapidly developing nursing systems, as explained by Hynnekleiv et al., (2024), the main focus in caring has shifted from just a technical procedure to a relational presence. While there are still challenges related to workload, the region's model of caring places great emphasis on acknowledging the dignity and vulnerability of patients as individuals, which is the gold standard in contemporary healthcare. Researchers in Greece found that parenting behavior is still heavily influenced by a stressful work environment. Nurses tend to direct their energy to maintaining the dignity of patients, while patients rely more on the technical skills of nurses due to feelings of insecurity caused by the limitations of healthcare facilities (Alikari et al., 2023). Against this background, this study aims to describe the relationship between nurses' *caring* attitudes and the application of *holistic nursing care* in grade 3 inpatients, as well as provide practical recommendations to improve the quality of nursing care. The results of the

study are expected to be the basis for designing more effective nurse training interventions, strengthen holistic nursing theory, and improve patient satisfaction in regional hospitals.

### **Method**

This study uses a non-experimental quantitative method with a cross-sectional design, This study uses a cross-sectional design because it aims to identify the relationship between variables at one measurement time. The limitation of this design is its inability to determine causal relationships, so the results of the study only show statistical relationships between variables without concluding direct cause-and-effect. This research was conducted on September 15 - October 15, 2025. The population is all class 3 inpatients at Ajibarang Hospital (860 patients) from three rooms: Eagle, Seagull, and Eagle, which were chosen because they are representative for class 3. Samples were taken using purposive sampling based on the inclusion criteria (patient  $\geq 18$  years old, fully conscious, hospitalized  $\geq 2$  days, willing to be a respondent) and exclusion (communication disorders, critical condition, refusal to participate), so that 90 respondents were obtained using the Taro Yamane formula with *a margin of error* of 10%. The technique of selecting respondents used a random method via lottery based on documenting medical record data according to their inpatient room. The study variables consisted of caring attitude of nurses (independent) and the application of Holistic Nursing Care (dependent), measured using CBI-24 and HCQAS-P with the adoption method without testing validity or reliability again and distributing directly to the core respondents, The results of validity and reliability conducted by the previous researcher were obtained in the good category ( $r = 0.69-0.78$ ;  $\alpha = 0.90-0.929$ ). The analysis was carried out univariate for respondent and variable descriptions, as well as bivariate using the Chi-Square ( $\chi^2$ ) test with  $p < 0.05$ . Test requirements were examined, including the minimum frequency in cells  $\geq 5$ , and confounding factors such as age and length of treatment were descriptively controlled. If a significant relationship is found, a follow-up test (odds ratio) is carried out to measure the strength of the association. This study uses data collection techniques in the form of primary data, namely data obtained directly from respondents through filling out questionnaires and interviews, questionnaires of a number of forms containing written closed questions to the research subjects to provide answers when asked about their opinions or experiences, as well as secondary data obtained from documents,

archives, records at Ajibarang Hospital and literature books relevant to the research topic this, as well as the internet and literature related to the research topic.

## Research Results

Table 1. Frequency distribution of respondent characteristics by Gender, Age, Education, Occupation

Features	Frequency	Presentase (%)
Gender		
Male	53	58.9
Women	37	41.1
Total	90	100
Age		
Teenagers (15-19 years old)	3	3.3
Early Adult (20-29 years old)	14	15.6
Late Adult (30-59 years)	35	38.9
Early Elderly (60 years old)	38	42.2
Total	90	100
Education		
SD	37	41.1
SMP	18	20.0
SMA	20	22.2
Bachelor	15	16.7
Total	90	100
Jobs		
Not working	3	3.3
Private	86	95.6
ASN	1	1.1
Total	90	100

Referring to table 1, it appears that most of the respondents in the 3rd grade Inpatient Room of Ajibarang Hospital are male, namely (58.9%) The age group, the most respondents are in the early elderly category, namely 60 years old (42.2%). Based on Education, most of them are educated in elementary school (SD), namely (41.1%) and the majority of renters work in the private sector (95.6%).

Table 2. Caring attitude of nurses in the inpatient room of Ajibarang Hospital

The Caring Attitude of the Nurse	F	P (%)
Low	0	0
Medium	24	26.7
Height	66	73.3
Total	90	100

Referring to table 2, it can be seen that the nurses in the class 3 Inpatient Room, namely the Seagull, Eagle, and Eagle Room who have a low caring attitude are absent, *there is a moderate caring attitude* (26.7%) and those who have a high *caring attitude* (73.3%).

Table 3. Implementation of *holistic nursing care* in the inpatient room of Ajibarang Hospital

Application of <i>Holistic nursing care</i>	F	P (%)
Less	0	0
Enough	21	23.3
Good	69	76.7
Total	90	100

Referring to the results of the study, respondents' assessment of the implementation of *holistic nursing care* in grade 3 inpatient rooms (Seagull, Eagle, and Eagle) showed that there were no respondents in the poor category, as many as 23.3% rated it adequate, and most (76.7%) rated it good.

Table 4. The relationship between *nurses' caring attitudes* and the implementation of *holistic nursing care* in the inpatient room of Ajibarang Hospital

Variabel	Implementation of <i>holistic nursing care</i>		Total (%)	<i>P value</i>
	Enough	Good		
The <i>Caring Attitude</i> of the Nurse				
Medium	18 (75)	6 (25)	24	0.001
Height	3 (4.5)	63 (95.5)	66	
Total(%)	21	69		

Referring to the data above, there is a significant correlation between *the caring attitude* of nurses and the implementation of *holistic nursing care* ( $p = 0.001$ :  $p < 0.05$ ). In nurses with a moderate caring attitude, most respondents (75%) rated the implementation of *holistic nursing care* adequate, while in nurses with a high *caring attitude*, the majority of respondents (95.5%) rated the implementation of *holistic nursing care* as good. These results show that the higher *the caring attitude* of nurses, the better the implementation of *holistic nursing care* felt by patients.

## Discussion

### Characteristics of Respondents in the inpatient room of Ajibarang Hospital

Referring to the results of the study, most of the respondents were male (58.9%) and female (41.1%). This inequality is in line with the report of Pratiwi et al. (2024) which revealed that perceptions of caring for nurses can vary between men and women due to variations in health experiences, service expectations, and communication interactions. Men tend to assess

the results of treatment in a concrete way, while women emphasize the emotional and relational aspects more *interpersonal* (Fauzi et al., 2025).

Based on age, most respondents were in the early elderly group (42.2%), followed by adults (38.9%), young adults (15.6%), and adolescents (3.3%). This situation shows that most of the respondents come from the age group that has more experience in receiving health services. Some elderly people feel uncomfortable and even refuse to be cared for by nurses of different genders for personal, cultural, or religious reasons (Fauzi et al., 2025). According to Sabil et al., (2022), older ages tend to value nurses' care and empathy more due to increased emotional and psychosocial needs. In terms of education, the majority of respondents had primary (41.1%) and secondary education (20.0% and high school 22.2%), while only 16.7% had higher education. The level of education affects patients' perception of nursing services, respondents with low education rate the quality of services more in terms of empathy and communication than technical (Hayani et al., 2024)

Most of the respondents worked in the private sector (95.6%), while ASN was 1.1% and 3.3% were unemployed. This condition illustrates the dominance of formal workers who demand efficient, communicative, and timely health services. This is corroborated by studies Azzahra et al., (2023) which suggests that working individuals, especially in the private sector, tend to want efficient and responsive services, related to their time and productivity.

#### Caring attitude of nurses in the inpatient room of Ajibarang Hospital

Referring to the data processing, it was identified that most of the respondents appreciated the caring attitude of nurses at the 'high' level, namely 66 individuals (73.3%). Meanwhile, 24 participants (26.7%) assessed that the caring attitude of nurses was at a 'moderate' level, and no participants were found who rated caring nurses at a 'low' level. Attitude analysis results *Caring* with the category of "moderate" is strengthened by the respondents' assessment on several questions such as returning to see the patient voluntarily without being asked, spending quality time with the patient, providing clear direction or education. Attitude analysis results *Caring* with this "high" category according to the patient's view is evidenced in several statements from respondents such as Providing opportunities for patients to express their feelings regarding the disease and their treatment, responding to patient requests promptly, and

helping to alleviate patient discomfort. The statement from the patient indicated that the whole, especially the nurses in the Seagull Room, Eagle Room, Eagle Room of the Ajibarang Hospital inpatient Room, had shown their attitude *Caring* which is excellent.

This reflects that the nurses in the Gulber, Eagle, and Elang Room of Ajibarang Hospital have shown behavior *Caring* which is consistently good. These findings are in line with the study (Afriliana, 2022), that indicates that the *Caring* nurses have a significant positive relationship with patient satisfaction, which is increasingly *Caring* nurses that patients feel, the higher their level of satisfaction with nursing services, as well as research (Nurhayati et al., 2024) that shows the relevance *Caring* with the level of preoperative patient anxiety. *Caring* as the core of nursing, as Watson argues, includes empathy, communication, and full presence that can build patient comfort and trust. The absence of an assessment in the low category indicates that the quality of the relationship *interpersonal* nurses with patients are at a good level and reflect quality *soft skills* adequate nursing services.

According to Jean Watson, (2008) in Harahap et al., (2025), *Caring* is a fundamental aspect of the therapeutic relationship between nurse and patient. *Caring* Not only does it include nursing actions that are technical in nature, but it also extends to full attendance, respect for the patient's self-esteem, and an empathetic and compassionate attitude. *Caring* Good can create a sense of security, increase trust, and speed up the patient's overall healing process. Watson also highlighted that in the *Caring* These ten carative elements should be seen that stem from a combination of Watson's human values and basic knowledge in Aeni & Sutioso, (2019).

The results of this study are in line with the theory *Caring* and previous research confirming *Caring* as the core of nursing practice which includes humanistic aspects and professional competence. The novelty of this research lies in the empirical contribution in uncovering differences in perceptions *Caring* between nurses and patients in the context of regional hospitals in Indonesia. The gaps in findings that emerge can be influenced by workload and organizational factors, indicating that *Caring* influenced not only by individuals but also by service systems. These findings have practical implications for strengthening nursing training and policy as well as theoretical implications in the development of the concept *holistic nursing care*, although the limitations of cross-sectional design and sample coverage need to be considered in subsequent studies.

### Implementation of *holistic nursing care* in the inpatient room of Ajibarang Hospital

Based on the results of the research, it was revealed that the majority of respondents, namely 69 individuals (76.7%), evaluated the implementation of *Holistic Nursing Care (HNC)* in the "good" category, while 21 respondents (23.3%) rated it as "adequate", and no party was found to give an assessment of "less". The results of the category are quite sufficient to be stated from the assessment of the respondents from several questions such as Nurses do not provide encouragement and support and Nurses have enough time to interact and communicate with patients. A high "good" rating indicates that most patients feel the nurse's care as a whole, not only in medical measures but also in psychosocial care and support. For example, the nurse guided me to be more positive and mentally prepared, the nurse was friendly to the patient, the nurse had a good relationship with the patient, and involved the family in the treatment process. The absence of the "Less" assessment also indicates that the implementation of *Holistic Nursing Care (HNC)* in the inpatient room of Ajibarang Hospital has at least met the basic standards of service that this study is in line with other research by Ambushe et al., (2023) that indicates that nurses who successfully apply *Holistic Nursing Care (HNC)* Being able to improve the quality of the relationship between nurses and patients, and these conditions have a positive impact on patient recovery and increased service satisfaction.

Implementation *holistic nursing care* Good is important because it helps patients feel valued, understood, and emotionally supported, reduces anxiety, stress, and tension during treatment, increases the patient's motivation to heal and follow therapy, and encourages the patient's and their family's cooperation in the healing process (Albaqawi et al., 2021). Thus, there are (23.3%) respondents who assess *holistic nursing care* as "adequate" indicates the need for improvement in the consistency of service. Nurses are not fully optimal in paying attention to the emotional and spiritual aspects of patients due to time constraints, high workloads, or lack of training in holistic practice.

The results of this study are in line with previous theories and literature that views *holistic nursing care* as an integrated approach that includes the physical, psychological, social, and spiritual aspects of patients, as well as providing new empirical contributions from the context of regional hospitals that are still limited to study. The differences or variations in

findings that emerge can be influenced by contextual factors such as workload, resource limitations, and organizational support, which suggests that the implementation of *holistic nursing care* is influenced by individual factors and service systems. However, the limitations of cross-sectional design and study site coverage limit the drawing of causality and generalization conclusions, so further research is recommended to use longitudinal design or a blended approach in a more diverse healthcare context.

The relationship between *nurses' caring* attitudes and the implementation of *holistic nursing care* in the inpatient room of Ajibarang Hospital

By attitude category *Caring* nurses. The results of the research data show that the attitude of *Caring* Nurses have a significant influence on how patients assess the application *holistic nursing care*. Respondents with attitudes *Caring* Nurses Higher Give "Good" Ratings To Applications *holistic nursing care* as many (95.5%), while in the attitude group *Caring* Meanwhile, only (25%) rated it "good" and the majority (75%) rated it "adequate". Test statistical test results *chi-square* with *p-value*  $0.001 < 0.05$ , emphasizing the existence of a meaningful relationship between attitudes *Caring* Nursing and Applications *holistic nursing care*. If the two variables have significance so that the alternative hypothesis ( $H_a$ ) is recognized and the null hypothesis ( $H_0$ ) is refuted, which indicates that the *Caring* nurses in contact with the application *holistic nursing care*.

This study shows that the attitude variable *Caring* Higher nurses have a positive impact on the quality of holistic services that patients receive. Attitude *Caring* itself is the main element in the implementation of *holistic nursing care*, where the nurse not only performs clinical actions, but also provides undivided attention, empathy, and emotional support to the patient. Widyawati et al, (2021) give the opinion that nurses should have a strong character in order to be more effective in providing nursing services. The characteristics that nurses need to have when serving patients include excellent physical condition and health, attractive appearance, honesty and humility, cheerful and friendly attitude, sportsmanship, loyalty, and ethics and courtesy to patients.

Research by Yaşar & Yıldırım, (2024) found that nurses who exhibited behavior *Caring* high is able to increase patient satisfaction and positive perception of the overall quality of care. In addition, Nurbaeti et al., (2024) emphasizes that the spiritual and *mindfulness* in nursing

practice also contributes to improved attitudes *Caring* and indirectly improve the implementation *holistic nursing care*. Attitude *Caring* Nursing is an overview of the concept of holistic nursing that emphasizes comprehensive attention to the physical, psychological, social, and spiritual needs of patients. Attitude *Caring* includes the ability of the nurse to empathize, listen actively, respect the dignity of the patient, and provide support that makes the patient feel valued as a whole individual (Farizal & Nursanti, 2024).

Although the results showed a significant relationship, there were findings that in the moderate caring attitude group, the majority of respondents only rated the implementation of holistic nursing care in the "adequate" category. This indicates that caring attitudes that are not optimal have not been able to translate consistently into holistic care practices. This condition implies that in order to achieve optimal holistic care quality, the *Caring* Nurses must be developed and retained through continuous training and organizational support. Hospitals and health institutions need to pay special attention to the factors that support the development of attitudes *Caring*, such as communication training, stress management, and the provision of a conducive work environment (Bachtiar et al., 2024). Strong relationship between attitudes *Caring* Nursing and Applications *holistic nursing care* also underlines the importance of competency development *interpersonal* in nursing. The implementation of training programs that emphasize humanistic values and empathy needs to be strengthened so that nurses can provide care that includes not only technical but also emotional and spiritual (Lindanur et al, 2023). In addition, the evaluation of nurses' performance should include attitude indicators *Caring* and the application of *holistic nursing care*. Feedback from patients can be one of the information references to assess the quality of nursing services as a whole.

The novelty of this research lies in its empirical context, namely testing the relationship between nurses' caring attitudes and the application of holistic nursing care in the inpatient rooms of regional hospitals (Ajibarang Hospital) which have heterogeneous patient characteristics. In addition, this study provides a scientific contribution by quantifying patients' perceptions of the application of holistic nursing care based on the category of caring attitude of nurses, which is still relatively limited in nursing research in Indonesia, especially in regional hospital settings.

### Conclusion

This study shows that respondents are dominated by men (58.9%), early elderly (42.2%), elementary school education (41.1%), and mostly working in the private sector (95.6%). These characteristics affect their perception of nursing services, especially their attitudes *Caring* and the application of *holistic nursing care* which is generally considered good. There is a significant relationship *p value* 000.1 ( $< 0.05$ ) between attitudes *Caring* and holistic nursing practice, showing that the better the *behavior Caring* nurses, the more optimal the holistic service received by patients. However, aspects of communication, emotional support, and educational clarity still need to be improved. Therefore, health facilities are obliged to strengthen the fostering of empathic communication and holistic practices, while nurses are expected to continue to improve attitudes *Caring*. This can also be a reference for students, and further research is recommended to use a larger sample and additional variables for more comprehensive results.

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