

The Effect of 6c Training for IGD Nurses on Increasing IGD Patient Satisfaction at ABL Hospital

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ARTICLE INFO	ABSTRACT
<p>Keywords: 6C's Services; Patient Satisfaction; Emergency Room Nurses'.</p>	<p><i>The emergency department is the front line in treating patients. This study aims to determine the effect of 6C's based services on patient satisfaction in the Hospital Emergency Department. ABL. Used pra experimental design with approach pre-posttest-in one group only, without control group design. The research subjects were all patients who sought treatment at the ER at RS ABL. The treatment used was 6C's training for ER nurses at RS.ABL. Data were analysed using SPSS 24, the results of the paired sample t test found that there was an increase in the average patient satisfaction of 2.48 before and after the intervention with a p-value of 0.015<0.05 and there was an increase in the quality of 6C's services regarding patient satisfaction, each item namely compassion, competence, confidence, conscience, commitment and comfort each increased significantly with a p value of 0.000<0.05 on patient satisfaction. the results of the linear regression test found that there was an influence of the characteristics of emergency room nurses and the quality of the 6C's services on the satisfaction of emergency room patients at ABL Hospital. The results of the multivariate linear regression analysis showed that the significant variable (p-value: 0.05) was gender with a p-value of 0.002<0,05, compassion with a p-value of 0.032<0.05, Confidence with a p-value of 0.044<0.05, and Conscience with a p-value of 0.025<0.05. It was concluded that there was an influence of the 6 C's of emergency room nurses' training on the satisfaction of emergency room patients at ABL Hospital.</i></p>

INTRODUCTION

Today's society's life is developing so rapidly following the progress of the times in various fields, for example through the development of communication and information technology, then society now gets complete information about alternative choices of products offered, so that society is now increasingly critical in determining choices also to use a product or service. This development is a reference and at the same time an opportunity for companies or organizations that sell products, both goods and services (Gulla, 2017) . Anggraini & Suryoko, (2018) also revealed that the quality of a good product will create a good impression and increase the level of customer loyalty to use the product.

Customers will show a good *attitude* to the officers if they get good, friendly and quality service, but on the contrary, customers will show a bad attitude or complaint to the officers if not. A hospital with a good reputation or image will be a differentiator from other hospitals. A positive relationship created by service based on compassion will have a good impact on patient loyalty and satisfaction so that the level of complaints will be minimal. Patients who are dissatisfied with the performance of the service will complain and express a negative response to the hospital (Prawiroharjo et al., 2020) . A person displays fast, friendly and quality service (Suryawan, 2019) .

After the patient receives treatment from the nurse while in the ER, there will be a perception and assessment of the service provided by the nurse and satisfaction is something that is used to assess the quality of service from a hospital. Suryawati, (2017) said that there are four aspects of quality that are used as indicators of assessing the quality of service, namely: the appearance of professionalism in the hospital (clinical aspects), efficiency and effectiveness of service delivery based on the use of resources, aspects of safety, security and patient comfort, and aspects of patient satisfaction served. The results of the study conducted (Jaya & Prasetya, 2017) proving that $\rho = 0.000 < \alpha = 0.05$ with a Pearson calculation value = 17.980 then H_0 is rejected and H_1 is accepted, which means there is a relationship between response time and patient satisfaction in the Emergency Room of Madiun Level IV Hospital.

Patient satisfaction is an important indicator that must be considered in health services. According to the performance indicators of the Indonesian Ministry of Health's hospitals in 2016, patient satisfaction is related to the quality of hospital services. Novitasari et al., (2020) studied *the relationship of nursing services with a level of satisfaction of patients in the room dahlia hospitals banjar then* based on the results of data analysis, it was found that there was a significant relationship between nursing services and the level of patient satisfaction, because the ρ value $< \alpha$ ($0.003 < 0.05$).

According to Julioe, (2017) Emergency Unit (UGD) is a place for initial examination of patients with various backgrounds and different problems. The perception of the level of emergency between patients or their families who do not know medical science and health workers must be very different, then a negative perception arises from patients or families if the services provided are not in accordance with what they expect, such as in medical cases where the level of emergency is not a priority compared to other medical cases handled by medical personnel at the same time. At this different level of understanding of medical actions, if ignored, there will be ongoing complaints, (Prawiroharjo et al., 2020) .

Mardalena, (2022) wrote in the emergency nursing care book related to the *triage system* which states that when a nurse encounters a patient, an assessment must be made of the patient's emergency level and determine which should receive priority and earlier treatment. In implementing triage, *Caring is also needed*, in his writing Maykut (2018) quoted from what was stated by Roach that *caring* is a form of concern inherent in a nurse towards individuals who are receiving care . *Caring* according to Roach includes 6 C, namely: *Compassion, Competence, Confidence, Conscience, Commitment and Comportment* by not implementing this it will cause conflict from patients and families towards medical personnel.

Compassion is an emotional expression of a human being that arises when seeing the suffering of others and trying hard to reduce the suffering of individuals who are experiencing difficulties. (Maykut, 2018) , (M. Smith et al., 2013) . In a study conducted by (Permatasari et al., 2019) it was stated that there was a significant influence between *compassion* and job satisfaction of nurses at the Haji Makassar Regional Hospital (p value $(0.001) < 0.05$) this influence was classified as very large with a *coefficient* of 0.519. SA Smith, (2012) , Maykut, (2018) stated that *Competence* is an ability, knowledge and quality possessed by an individual in carrying out the tasks assigned to him. In the study (Navis et al., 2020) stated that there is a positive influence between competence and service quality, namely 0.827 while the T Statistic value is 3.373 and significant at $\alpha = 5\%$. The T-Statistic value is far above the critical value (1.96). The study conducted by (Alya & Latunreng, 2021) stated that there is a positive relationship between nurse competence and inpatient satisfaction at the Jasinga Health Center, Bogor Regency, West Java, with $t_{count} > t_{table}$ or $12.134 > 1.969025$ and sig. value. < 0.05 or $0.00 < 0.05$.

Once someone has competence, adequate knowledge, it will be easy to foster *Confidence* or self-confidence in improving the quality of service (Maykut, 2018) . In the research conducted (Nur & Simanjourang, 2020) *Confidence is included in tangible indicators* , namely physical or real evidence that health workers have confidence in carrying out their actions and has a relationship with inpatient satisfaction with a ρ value of $0.08 > 0.05$.

The moral of a nurse will be formed well when led by *Conscience* or conscience that is linked to the awareness to put others above their personal interests, (Setiawan, 2012) in his research there is a relationship between *conscience* part of the *caring component* becoming a nurse attribute with the results of the study of 106 undergraduate nursing students who were respondents in the study there were 13 respondents (12.26%) who had caring behavior in the sufficient category, while 93 respondents (87.7%). While the respondents of the nursing profession program students 39 respondents (97.5%) were included as having high caring behavior.

Simone Roach said that a strong *commitment from a nurse to carry out caring* in every action must be continuously developed to become a good habit in the service he provides to the surrounding community (Eni et al., 2017) . In a study conducted by (Permatasari et al., 2019) stated that *commitment to public values* has a significant relationship with a coefficient of 0.482.

Bartzak, (2022) explains that *comportment* or behavior is an attitude shown by someone. *Comportment* also includes appearance, Clickner & Shirey, (2013) in their research stated that it is important for a nurse to be kind and polite when establishing communication relationships with colleagues in order to build continuity regarding the nursing care provided.

Research conducted by (Purba & Karo, 2022) at *Elisabeth Hospital* Medan in the Santa Maria and Santa Marta treatment rooms , the respondents of this study were 64 patient families selected using the *Slovin formula in this study* stated that *caring behavior* is very high and the p value is 0.003 , so it is stated that there is a significant relationship between nurses' *caring behavior* and patient satisfaction levels.

Juliani conducted a study in 2015 entitled " *The relationship between respondent characteristics and nurse caring behavior with inpatient satisfaction at PGI Cikini Hospital* ". The results of *compassion* and *conscience* 97.3%, *competence* 91.8%, *confidence* 84.9% *commitment* and *comportment* 100%. *Compassion* and *conscience* (p value 0.365), with patient satisfaction, there is a significant relationship between *competence* (p value 0.009), *confidence* (p value 0.001), and *commitment* and *comportment* (p value 0), nurse *caring* behavior (p value 0.000) with patient satisfaction.

RS. ABL is a type C hospital adjacent to several large private hospitals and regional public hospitals in the city of Bandar Lampung. The Emergency Room of RS. ABL has 19 beds divided into several rooms, namely: 2 beds

in the triage room, 6 beds in the operating room, 7 beds in the medical room, 1 bed in the isolation room, 1 bed in the PONEK room, 1 bed in the procedure room, 1 bed in the resuscitation room. The achievement of the Emergency Room is seen from the increase in *activity*. The achievement of the Emergency Room *activity* in the last 4 months was 10,800 visits. The average number of visits per day is 90 outpatients and inpatients.

There are 20 IGD nurses, divided into 3 *shifts*. Nurses work with a working hours of 8 hours per *shift*. ABL Hospital has conducted internal socialization regarding *compassion services* in 2021, but the service has not been maximized according to expectations. In the past year, complaints related to nursing services reached 20%, and in 2023, from early January to mid-February, 4 similar complaints were made in writing from patients to the hospital regarding the attitude of nurses that did not meet patient expectations obtained from the hospital's complaint handling team. Based on a pre-survey conducted by researchers on May 27, 2023 using the interview method with 10 patients about their experiences of receiving treatment at the ABL Hospital IGD, 5 people (50%) said that nurses were not friendly in welcoming patients, 2 people (20%) stated that nurses were not neat, 2 people (20%) said that doctors were not friendly when explaining that patients who were not in an emergency but were being treated in the IGD, 4 people (40%) said that nurses were not agile when called for help.

In this context, namely preventing complaints, services based on *Compassion, Competence, Confidence, Conscience, Commitment and Comportment* are service indicators offered to achieve a hospital service culture, namely fast, friendly and quality services based on *caring services*. From the existing background, the author took a research title, namely "The Effect of 6C Training for Emergency Room Nurses on Increasing Emergency Room Patient Satisfaction at ABL Hospital".

Previous studies have established that the quality of nursing services is directly related to patient satisfaction, particularly in the context of emergency room (ER) care. However, there is limited research specifically addressing the impact of comprehensive 6C (Compassion, Competence, Confidence, Conscience, Commitment, and Comfort) training on patient satisfaction in Indonesian hospitals, especially in ER settings. While several studies have explored the effect of individual components of the 6C's framework on healthcare delivery, there is a gap in understanding the collective impact of all six elements on enhancing overall patient satisfaction in ER departments.

This study introduces a novel perspective by evaluating the effects of a structured 6C training program for ER nurses on patient satisfaction at ABL Hospital. Unlike previous studies that have primarily focused on the individual components of the 6C framework, this research investigates the collective impact of all six attributes on ER patient satisfaction. By adopting a pre-post test design, this study uniquely measures the immediate effects of 6C training on both nurse behavior and patient satisfaction, providing a fresh contribution to the field of nursing care.

The primary objective of this study is to evaluate the effect of 6C-based training for ER nurses on patient satisfaction at ABL Hospital. The study aims to identify significant improvements in service quality across all six dimensions of the 6C's after the intervention. The results will help healthcare administrators refine training programs for ER staff, ultimately improving the quality of care provided. Furthermore, this study could serve as a model for other hospitals looking to enhance patient satisfaction through comprehensive, compassionate, and competent nursing services. The findings also contribute to the broader healthcare field by providing empirical evidence of the efficacy of 6C-based training in improving nursing care quality.

METHOD

According to Arikunto (2010), research design is like a roadmap for researchers that guides and determines the direction of the research process correctly and precisely in accordance with the objectives that have been set. Without the correct design, a researcher will not be able to conduct research properly because the person concerned does not have clear guidelines (Siyoto & Sodik, 2015).

This study was conducted with a research design using (*pre-experimental*) with the aim of investigating the comparison of patient satisfaction before and after treatment (Setia, 2016; Sustiyono, 2021). The type of experimental research used with the *pre- posttest-in one group only, without control group design approach*. This design was chosen because it is difficult to distinguish patients served by trained and untrained ER nurses in emergency conditions and generally collective/team work. In addition, the number of ER nurses is limited to only 20 people and this study as a whole focuses on patient satisfaction.

RESULTS AND DISCUSSION

Univariate Analysis

The following univariate analysis describes the frequency distribution of the characteristics of ED nurses. based on age, gender, and level of education of nurses and the frequency distribution of ER nurses' understanding of 6 C before and 6 C training, and patient characteristics based on age, gender and education, as well as patient satisfaction before and after 6 C training at the ER of ABL Hospital

Identifying the characteristics of emergency room nurses at ABL Hospital

Table. 1 Identifying the characteristics of IGD nurses (N = 20)

Characteristics of Emergency Nurses	n	Percent (%)
Age (years)		
• 21-35	15	75.0
• 36-45	4	20.0
• 46-55	1	5.0
• 55-64	0	0
Gender		
• Woman	9	45.0
• Man	11	55.0
Length of Employment (years)		
• 3-10	15	75.0
• 11-20	3	15.0
• >20	2	10.0
Education		
• D3	7	35.0
• Nurse	12	60.0
• Master	1	5.0

Based on the table 1 shows that most nurses are aged 21-35 years, in accordance with the age of a new graduate nurse in the Nursing profession. As it should be, nurses in the ER are mostly male (55.0%), with 3-10 years of work experience (75.0%) and most nurses' education is Nursing (60.0%).

In line with research conducted by Farizal, (2019) in his research said the number of health workers in the ER is mostly in the age of 26-35 years at 61.3% this age is a productive age in all things and tries to show good performance at all times, which is male as much as 64.5%, men have strong energy, adapt quickly and are full of responsibility, most health workers in the ER, namely 58.1% with a length of service \geq 5 years, the longer a person works in the same job, the level of professionalism is increasingly honed to show maximum performance in accordance with the responsibilities given.

In the study (Rahayu, 2018) it was stated that a person can have good knowledge if accompanied by good education. Wahyudi, (2017) the length of work in a hospital makes a nurse more professional in their work.

According to the Indonesian Ministry of Health (2009), the age of 21-35 years is early adulthood. Pratiwi & Haryanto, (2019) , Raffa et al., (2021) the age of humans in early adulthood is an age that is enthusiastic about finding their identity, enjoying doing challenging activities and proving themselves by showing good performance. At this age, each individual has generally completed a minimum of D3 education. Emergency room nurses must be tough and agile. Early adulthood is an age that has a strong physique that can balance the high level of emergency room workload, is more flexible, open with patients and families and is very adaptive (Martyastuti et al., (2021)).

Azizah, (2021) women are feminine and maternal creatures and men are strong creatures and have a strong mindset and tend to be more protective than women. Rizal, (2017) women tend to use emotional traits in responding to situations they experience, psychologically handling patients with a soft and calm heart is different from men who are more aggressive with the circumstances they experience. Men will be more active and agile in handling patients, both handling patients in the ER or mobilizing patients from the ER to the inpatient room.

Farizal, (2019) said that the length of service is the length of time an officer works in an organization, namely starting from the official nurse being declared as an employee or permanent employee of the hospital. Emergency room workers or nurses have obligations in accordance with the tasks and responsibilities given, so according to their work experience and the learning outcomes they get during their studies, they provide good motivation to provide comprehensive services to patients and families.

A professional nurse (Ners) is someone who has completed their education at a college with a Nursing degree who has different duties and responsibilities from Vocational nurses in hospitals. Nurses have responsibilities that require high levels of intellectual expertise and independent ethical responsibility in their practice. The Indonesian Minister of Health Regulation (2019) regulates nursing education and its main duties where a vocational nurse can only carry out basic nursing care while a professional nurse carries out complete and comprehensive nursing care (Suganda, 2017) . Emergency room nurses who have diverse educational backgrounds and are dominated by professional nurses are certainly equipped with internal and external training to support services in accordance with existing TUPOKSI, and complement each other in serving patients in the emergency room, then with the large number of nurses in the emergency room, it is hoped that the provision of comprehensive nursing care to patients will be more advanced.

The condition of the characteristics of the nurses above, as many as 75.0% are in early adulthood who can make a good contribution to 6 C-based services and are dominated by male nurses 55.0% so that the services provided in the ER are faster because male nurses are more energetic and responsible for their work, a work

period of 3-10 years is the work period of ER nurses who show performance with enthusiasm, energy and full of innovation and most of them are educated Nurses, this is in accordance with the needs of human resources in the ER of ABL Hospital to provide services based on 6 C.

Identifying patient characteristics in the Emergency Room of ABL Hospital

Table. 2 Identifying patient characteristics in the ABL Hospital Emergency Department (n=150)

Table 2 shows that most patients in the ABL Hospital Emergency Department are <25 years old and post-

Characteristics	Pre Intervention		Post Intervention	
	f	%	f	%
Age (years)				
• <25	65	43.3	45	30.0
• 25-35	23	15.3	25	16.7
• 36-35	14	9.3	17	11.3
• >45	48	32.0	63	42.0
Gender				
• Woman	77	51.3	101	67.3
• Man	73	48.7	49	32.7
Education				
• No school	70	46.7	46	30.7
• Base	10	6.7	13	8.7
• Intermediate	35	23.3	32	21.3
• College	35	23.3	59	39.3

intervention are >45 years old. Gender in pre and post-intervention is mostly women with the highest level of education being no school in pre-intervention and college in post-intervention.

This study is in line with Transport, maritime (2023) data in its published data that the basic achievements in the health sector of Bandar Lampung City in 2022 found that the health services provided were more at the Productive age (15-59 years), the achievement of activities was 718,053 from the target set at 754,465 (95.17%) This data provides an overview to the city government in annual health planning in Bandar Lampung City in improving the health of the people of Bandar Lampung City. Public health status in the city of Bandar Lampung in 2022 where the number of hospital visits, both outpatient and inpatient, was dominated by female patients with a total of 1,065,732 outpatients and 91,950 inpatient cases (Lampung Provincial Health Office, (2022) . These data show that women experience more health problems than men, especially in the city of Bandar Lampung as shown in the data in table 2 with a percentage of 51.3% in pre-intervention and 67.3% in post-intervention.

The education data in the table above shows that the IGD patients of RS.ABL with educational status of no school in pre-intervention reached 46.7% and post-intervention with educational status of College reached 39.3%. This data is in line with the visitors who came for treatment at the IGD of RS.ABL pre-intervention were mostly from outside Bandar Lampung district and in post-intervention the most IGD visitors were from Bandar Lampung City. In addition, RS.ABL is also a type C hospital which is the first referral hospital from the health centers in Bandar Lamung so it is possible that many patients who come for treatment come from various areas from districts around Bandar Lampung.

Assessing the quality of 6 C services (compassion, competence, confidence, conscience, commitment and comfort) of emergency room nurses before and after training.

Table 3 Assessing service quality 6 C's (compassion, competence, confidence, conscience, commitment and commitment) IGD nurses before and after training.

Variable 6C	Before		After	
	f	%	f	%
<i>Compassion</i>				
• Low	3	2.0	1	0.7
• Enough	30	20.0	5	3.3
• Tall	117	78.0	144	96.0
<i>Competence</i>				
• Low	3	2.0	0.7	0.7
• Enough	24	16.0	2.0	2.0
• High	123	82.0	97.3	97.3
<i>Confidence</i>				
• Low	2	1.3	1	0.7
• Enough	27	18.0	10	6.7
• High	121	80.7	139	92.7

<i>Conscience</i>				
• Rendah	5	3.3	1	0.7
• Cukup	28	18.7	3	2.0
• Tinggi	117	78.0	146	97.3
<i>Commitment</i>				
• Rendah	3	2.0	1	0.7
• Cukup	25	16.7	10	6.7
• Tinggi	122	81.3	139	92.7
<i>Comportment</i>				
• Rendah	1	0.7	1	0.7
• Cukup	27	18.0	1	0.7
• Tinggi	122	81.3	148	98.7

Table 3 shows the percentage of 6 C services (*Compassion* , *Competence* , *Confidence* , *Conscience* , *Commitment*) and *Comportment*) IGD nurses before and after training It was found that there was an increase in the overall quality of 6C services for IGD nurses from all existing dimensions.

The quality of nursing services is based on the 6 Cs, namely (*Compassion* , *Competence* , *Confidence* , *Conscience* , *Commitment*) and *Comportment*) , is an emotional expression of a nurse that arises when seeing the suffering of others and trying hard to reduce the suffering of individuals who are experiencing difficulties. Nurses must patiently and with full awareness participate directly by creating harmony and good relationships so as to create trust in others, thus creating positive energy that can reduce the suffering of others (Maykut, 2018) , (M. Smith et al., 2013) .

Nurses must have the ability, knowledge and quality in carrying out their assigned tasks. A professional nurse must have supporting competencies, so that they intelligently and dignifiedly carry out an instruction carefully by stating standards according to their competencies. Sinclair et al., (2021) . Prawiroharjo et al., (2020) . Nurses must also be confident so that it will improve the quality of their services. As studied by Pfaff et al., (2014) nurses who have just graduated from college lack *Confidence* in interacting with other parties, and the purpose of the 6 C training is to explore nurse *Confidence* in interprofessional collaboration with doctors and other medical teams.

Nursing services with a conscience with treatment experience like this will leave a mark on the assessment of patients or customers so that there is a desire to express dissatisfaction by pouring it into a complaint to the hospital (Solomon & Solomon, 2015) . Coupled with a good commitment, satisfactory service will be carried out. Simone Roach said that a strong *commitment from a nurse to carry out caring* in every action must be developed continuously so that it becomes a good habit in the service he provides to the surrounding community.

The good attitude shown by the ER nurse calms the situation and gives a good impression to the community. Saputra & Murti, (2018) in their research explained that all service providers aim to provide good service with the hope that customers will be satisfied with the actions given. When service providers work, they certainly make maximum efforts so that the actions given are well received, but sometimes the results obtained are inversely proportional to the efforts given

In contrast to the research conducted by Juliani, in (2015) with the results of the nurses' caring behavior based on the 6 C'S, namely *compassion* , *conscience* , *competence* , *confidence* , *commitment* and *comfort* , then *commitment* and *comfort* have a greater role than the other 4 items, namely *compassion* , *conscience* , *competence* , *confidence* .

The table above shows that after being given training, there was an increase in the quality of 6C services for IGD nurses as a whole from all existing dimensions, so this good service must be maintained for the continuity of services in the IGD of ABL Hospital.

Normality Test

Normality test is a test conducted with the aim of assessing the distribution of data in a group of data or variables, whether the distribution of the data is normally distributed or not. To find out whether the satisfaction before and after training standardized residuals are normal or not, the researcher must first know the basis for decision making in the normality test with the following provisions:

- a. If the sig. value is <0.05, then the variable is not normally distributed.
- b. If the sig. value > 0.05, then the variable is normally distributed.

Then, because the sample size is small, namely <50 samples, then based on the rules, the normality test uses the Shapiro-Wilk test. Based on the SPSS *test of normality output table* , the sig. value is known. For the normality test with the Shapiro-Wilk technique is as follows:

Table . 4 Normality Test using Shapiro-Wilk

Pre and post test treatment variables

Shapiro Wilk

	Statistics	df	Sig.
Standardized Residual for Pre Satisfaction	0.909	34	0.118
Standardized Residual for Post Satisfaction	0.919	34	0.215

Since the significance value (sig.) for all Standardized Residual variables > 0.05, it can be concluded that the data on the Difference in Patient Satisfaction before and after the 6 C training in the ABL Hospital Emergency Room is normal. Thus, data analysis for this study can be done using parametric statistical methods with paired sample t-test and multivariate linear regression. **Bivariate Analysis**

Assessing the differences in understanding of the 6 Cs of ER nurses before and after 6 C training (compassion, competence, confidence, conscience, commitment and comfort)

Table. 5 Assessing the differences in understanding of the 6 Cs of ER nurses before and after the 6 C training (compassion, competence, confidence, conscience, commitment and comfort) (N=20)

Nurses' Understanding of the 6 C's	Before training		After training		p- value
	f	%	f	%	
• Not enough	10	50.0	0	0.0	0,000
• Enough	8	40.0	5	25.0	
• Good	2	10.0	15	75.0	
Mean	68,150		96,100		
SD	4,451		3,291		

Table 5 shows the understanding of ER nurses about 6 C before and after 6 C training. It was found that before the intervention, most of them did not understand as much as 50% and after the training intervention, most of them had a good understanding as much as 75%. The mean *pre-test value* was 68.150 and *post-test* 96.100, SD: *pre-test* 4.451 and SD: *post-test* 3.291, p: 0.000, with a significant average increase of 27.95 times better than before being treated.

Siahaan Maisarah et al., (2022) said that understanding of nursing must continue to be improved through internal and external training, implementing training is a good effort where before someone is exposed to something new, their understanding of what to do next will be limited, while someone who is often exposed to new knowledge, both from training, will easily adapt and express themselves according to patient expectations.

So as the results in table 5.5 regarding the understanding of the 6 Cs of IGD nurses before and after the 6 C training (*Compassion, Competence, Confidence, Conscience, Commitment and Comportment*), most of them have a good understanding, which is 75%, so the conclusion is that there is a significant difference between the understanding of the 6 Cs of IGD nurses before and after the 6 C training (*compassion, competence, confidence, conscience, commitment and comportment*) p value: 0.000, the average increase in nurses' understanding after being trained is 27.95 times better than before being trained.

Analyzing the differences in patient satisfaction before and after 6 C training (compassion, competence, confidence, conscience, commitment and comfort) in emergency room nurses.

Table . 6 Analyzing the Difference in Patient Satisfaction Before and After 6 C Training (Compassion, Competence, Confidence, Conscience, Commitment and Comfort) in Emergency Room Nurses (N=150)

Satisfaction	Before		After	
	f	%	f	%
<i>Tangibles</i>				
• Very Dissatisfied	1	0.7	0	0.0
• Not satisfied	8	5.3	0	0.0
• Quite Satisfied	48	32.0	41	27.3
• Satisfied	93	62.0	109	72.7
<i>Empathy</i>				
• Very Dissatisfied	0	0.0	0	0.0
• Not satisfied	7	4.7	0	0.0
• Quite Satisfied	51	34.0	24	16.0

• Satisfied	92	61.3	126	84.0
<i>Reliability</i>				
• Very Dissatisfied	0	0.0	0	0.0
• Not satisfied	6	4.0	0	0.0
• Quite Satisfied	47	31.3	19	12.7
• Satisfied	97	64.7	131	87.3
<i>Responsive</i>				
• Very Dissatisfied	1	0.7	0	0.0
• Not satisfied	7	4.7	0	0.0
• Quite Satisfied	44	29.3	17	11.3
• Satisfied	98	65.3	133	88.7
<i>Assurance</i>				
• Very Dissatisfied	3	2.0	0	0.0
• Not satisfied	7	4.7	0	0.0
• Quite Satisfied	41	27.3	24	16.0
• Satisfied	99	66.0	126	84.0
<i>Mean</i>	114,25		116,73	
<i>SD</i>	11,575		8,558	
<i>SE</i>	0,94		0,69	
<i>Min-maks</i>	79-125		100-125	
<i>Nilai p</i>	0,015			

Table 6 shows the percentage of patient satisfaction before and after the 6 C training (*Compassion, Competence, Confidence, Conscience, Commitment and Comportment*) in ABL Hospital IGD patients from 5 dimensions (*tangibles, empathy, reliability, responsiveness, assurance*) patient satisfaction before training, the largest percentage was satisfied, but there were still some who were dissatisfied and quite satisfied. While after training, almost all respondents were satisfied with the services provided . A significant increase in the average patient satisfaction was an increase of 2.48 patients before and after the 6C training intervention, with a p value of (0.015) <0.05. During *the pre-test* , the participant's lowest score was 79 and the highest score was 125. Meanwhile, during *the post-test* , the participant's lowest score was 100 and the highest score was 125.

In the book *Caring in Nursing Classics An Essential Resource* written by M. Smith et al., (2013) quoting from M. Simone Roach's theory, he said that *caring* which is based on the 6 C's is a reflection of nurses in proving that human nature is to care about the lives of fellow human beings and at the same time with full wisdom as a professional committed to fulfilling the needs of others.

In relation to Aqil's writing, (2020) customer or patient satisfaction is an expectation that must be met by the service provider so that the service received is an effort from the employee in this case the nurse to fulfill what the patient wants or hopes for through the services offered. This is also in line with the research of Aryani & Rosinta, (2010) that customer satisfaction is one of the keys to creating customer loyalty to the services they receive. Novitasari year (2020) explains in his research that there is a significant relationship between nursing services and patient satisfaction levels, because the p value α (0.003 < 0.05) .

Likewise with research conducted by Purba & Karo, (2022) with a *p value* of 0.003 <0.05, which means that patients are satisfied with the caring services provided by nurses. Patient satisfaction is an important indicator that must be considered in health services. According to the performance indicators of the Indonesian Ministry of Health Hospital in 2016, patient satisfaction is related to the quality of hospital services. Which means that good nursing services can also have a good impact on patient assessments of its performance as well.

Emergency room nurses who provide services that pay attention to the 5 indicators of *Reliability, Responsiveness, Assurance, Empathy , Tangible* become a reliable nurse, quickly respond to complaints not only spread promises, nurses who provide good service guarantees so that they can be trusted, nurses who have empathy and provide sincere service and are supported by existing facilities, so that patients will be highly cared for. Proven by the results of the study in the table above which shows the results of satisfaction based on the 5 items above there was a difference after nurses were given 6 C training (*Compassion, Competence, Confidence, Conscience, Commitment and Comportment*) all patients who received treatment were satisfied and very satisfied . The table above shows the results of the analysis of differences in patient satisfaction before and after the 6 C training (*compassion, competence, confidence, conscience, commitment and comfort*) in emergency room nurses there was a significant increase with a *p value* 0.015<0.05 and the increase after training was 2.48.

Assessing the influence of the quality of *compassionate* services of emergency nurses on patient satisfaction at the ABL Hospital emergency department

Table. 7 Assessing the influence of the quality of emergency nurses' *compassion* service on patient satisfaction at the ABL Hospital Emergency Department

	Before	After
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Indicator	Mean	SD	Mean	SD	p-value
<i>Compassion</i>	2,760	0.473	2,953	0.241	0,000
Satisfaction	114.25	11,575	116.73	8,558	

Table 7 shows the results of significant figures between the pre- and post-test *compassion* and patient satisfaction values with mean values: *pre-test* 2.760, *post-test* 2.953 on the *compassion indicator* and mean values *pre-test* 114.25, *post-test* 116.73 on the patient satisfaction indicator and a significance value of $p: 0.000 < 0.05$ which means that the hypothesis stating that there is an influence of the quality of *compassion* services of emergency room nurses on patient satisfaction at the emergency room of ABL Hospital is declared accepted.

In the book *Caring in Nursing Classics An Essential Resource* written by M. Smith et al., (2013) quoting from M. Simone Roach's theory that *compassion* is one of the 6 C's attributes which defines *compassion* as a way of life that is born from awareness of oneself and relationships with all living things, eliciting responses and participating in the life experiences of others, being sensitive to the pain and adversity of others.

In contrast to the research conducted by Juliani, (2015) regarding the relationship between respondent characteristics and nurse caring behavior with inpatient satisfaction at PGI Cikini Hospital, Jakarta, the results showed that there was no relationship between *compassion* and patient satisfaction, where the p value was $0.365 > 0.05$.

Permatasari et al., (2019) , (Maykut, 2018) , (M. Smith et al., 2013) said that *Compassion* is an emotional expression of a human being that arises when seeing the suffering of others and trying hard to reduce the suffering of individuals who are experiencing these difficulties. Emergency room nurses display the quality of *compassion* services in every service provided where nurses try to feel what the patient feels by caring about the patient's condition , quickly handling or responding to patient and family complaints when needed, being sensitive to the needs of patients and families and caring about patients and families and any conditions , the results of this study show a significant influence between *compassion services* with a p value: $0.000 < 0.05$ emergency room nurses on the satisfaction of emergency room patients at ABL Hospital with a p value: $0.015 < 0.05$.

Assessing the influence of the quality of IGD nurses' *competence services* on IGD patient satisfaction at ABL Hospital

Table. 8 Assessing the influence of the quality of IGD nurses ' *competence services* on patient satisfaction at the ABL Hospital IGD

Indicator	Before		After		p-value
	Mean	SD	Mean	SD	
<i>Competence</i>	2.80	0.448	2.96	0.214	0,000
Satisfaction	114.25	11,575	116.73	8,558	

Table 8 shows the results of significant figures between the pre- and post-test *competence* vs patient satisfaction values with mean values: *pre-test* 2.80, *post-test* 2.96 on the *competence indicator* and mean values *pre-test* 114.25, *post-test* 116.73 on the patient satisfaction indicator and a significance value of $p: 0.000 < 0.05$ which means that the hypothesis stating that there is an *influence of the quality of IGD nurse competence services* on the satisfaction of IGD patients at ABL Hospital is declared accepted.

In the book *Caring in Nursing Classics An Essential Resource* written by M. Smith et al., (2013) quoting from M. Simone Roach's theory that *competence* is the second attribute of the 6 C's, it states that a person has the knowledge, judgment, skills and energy, experience and strong motivation needed to respond to the demands of one's professional responsibilities.

Meanwhile, research conducted by (Alya & Latunreng, 2021) stated that there is a positive relationship between nurse competence and inpatient satisfaction at the Jasinga Health Center, Bogor Regency, West Java, with $t_{count} > t_{table}$ or $12.134 > 1.969025$ and sig. value < 0.05 or $0.00 < 0.05$. SA Smith, (2012) , Maykut, (2018) stated that *Competence* is the ability, knowledge and quality that an individual has in carrying out the tasks assigned to him.

Each IGD nurse at RS.ABL has their own competence and can be held accountable for the implementation of services at the hospital. The competence they have continues to be developed with good training and experience in serving. The results of the quality of *competence services* have a good impact on patient satisfaction. IGD nurses display the quality of *competence services* in every service provided, as shown by nurses being able to prioritize patients according to their emergency criteria , understand and treat patient illnesses in their entirety, both physically and emotionally, and in other ways , and have experience and understanding related to patient illnesses. so that the results of this study show a significant influence of *the competence of IGD nurse services* on the satisfaction of IGD patients at ABL Hospital with a p value of $0.000 < 0.05$.

Assessing the influence of the quality of IGD nurses' *confidence services* on IGD patient satisfaction at ABL Hospital

Table. 9 Assessing the influence of the quality of IGD nurses' confidence services on the satisfaction of IGD patients at ABL Hospital

Indicator	Before		After		p-value
	Mean	SD	Mean	SD	
Confidence	2,793	0.438	2,920	0.295	0,000
Satisfaction	114.25	11,575	116.73	8,558	

Table 9 shows the results of significant figures between the pre- and post-test *confidence values* vs. patient satisfaction with mean values: *pre-test* 2.793, *post-test* 2.920 on the *confidence indicator* and mean values *pre-test* 114.25, *post-test* 116.73 on the patient satisfaction indicator and a significance value of $p: 0.000 < 0.05$ which means that the hypothesis stating that there is an *influence of the quality of IGD nurses' confidence services* on the satisfaction of IGD patients at ABL Hospital is declared accepted.

In the book *Caring in nursing Classics An Essential Resource* written by M. Smith et al., (2013) quoted from M. Simone Roach's theory that *confidence* is the third attribute of the 6 C's where *confidence* is the ability to encourage mutual trust in one another in this case nurses and patients, where a nurse shows the quality of his/her presence in the field of service provision. The loss of a nurse's *confidence* raises doubts from patients.

In the research conducted (Nur & Simanjorang, 2020) *Confidence is included in tangible indicators*, namely physical evidence or real evidence that health workers have confidence in carrying out their actions, which has a relationship to inpatient satisfaction with a p value of $0.08 < 0.05$. *Confidence* or self-confidence in improving the quality of service is very important because nurses without self-confidence will be highly doubted by the patients being treated (Maykut, 2018).

As with the research conducted by Juliani, (2015) regarding the relationship between respondent characteristics and nurse caring behavior with inpatient satisfaction at PGI Cikini Hospital, Jakarta, it showed results in the *Confidence aspect*, namely that there was a significant relationship between *confidence* and patient satisfaction with a *p-value* of $0.001 < 0.05$.

Emergency room nurses display quality *confidence* in every service provided by always showing self-confidence in front of patients and families, always showing their abilities from knowledge and experience in handling patients. can convince patients and families that their presence is for the patients and families, are confident and open with patients and families, then the results of this study show a significant influence between the quality of IGD nurse *confidence services* on the satisfaction of IGD patients at ABL Hospital with a p value: $0.000 < 0.05$.

Assessing the influence of the quality of emergency nurses' conscience services on patient satisfaction at the ABL Hospital emergency department

Table. 10 The influence of the quality of emergency nurses' conscience services on the satisfaction of emergency patients at ABL Hospital

Indicator	Before		After		p-value
	Mean	SD	Mean	SD	
Conscience	2,746	0.507	2,966	0.214	0,000
Satisfaction	114.25	11,575	116.73	8,558	

Table 10 shows the results of significant figures between the pre- and post-test values of *conscience* vs patient satisfaction with a mean value: *pre-test* 2.746, *post-test* 2.966 on the *conscience indicator* and a mean value: 114.25 vs 116.73 on the patient satisfaction indicator and a significance value of $p: 0.000 < 0.05$ which means that the hypothesis stating that there is an influence of the quality of *conscience services* of IGD nurses on the satisfaction of IGD patients at ABL Hospital is declared accepted.

In the book *Caring in nursing Classics An Essential Resource* written by M. Smith et al., (2013) quoted from M. Simone Roach's theory that *conscience* is an attribute of the 6 C's where *conscience* is understood as a moral part of a nurse related to self-personality. *Conscience* is a medium by which someone expresses moral obligations that must be fulfilled by every nurse, *conscience* grows from experience, as well as the process of respecting oneself and others.

In the research of Eka Febria. M (2016) stated that *conscience* does not significantly influence patient satisfaction with a p value of $0.08 > 0.05$. The morals of a nurse will be formed well when led by *Conscience* or conscience that is linked to the awareness to put others above their personal interests.

research in (2015) on *the influence of conscience in nursing* with a description of the research results which states that it is important for a nurse to carry out their profession with *conscience* because *conscience* is a source of sensitivity. *Conscience* plays an important role in nursing actions involving patients and their immediate families, and is an asset that guides them in their efforts to provide high-quality care.

Patients seek treatment with different complaints and receive services that are appropriate to the level of severity of their cases, so nurses need to be able to serve with a sincere heart, as is always echoed in RSABL that nurses must always consider patients as their own family, so that patients will be very satisfied with the services they receive.

Emergency room nurses display the quality of *conscience service* in every service provided. Nurses always use their conscience to realize the needs of patients, nurses have the intuition to know what to do and how to respond appropriately, with full feeling nurses help patients and families to recognize their needs, respect patients and families, then the results obtained from this *conscience service* show results with a significant influence of the quality of the IGD nurse's *conscience service* on the satisfaction of IGD patients at RS.ABL with a p value: $0.000 < 0.05$.

Assessing the influence of the quality of IGD nurses' *commitment services* on IGD patient satisfaction at ABL Hospital

Table.11 Assessing the influence of the quality of emergency nurse *commitment services* on patient satisfaction at the ABL Hospital emergency department

Indicator	Before		After		p-value
	Mean	SD	Mean	SD	
<i>Commitment</i>	2,793	0.453	2,920	0.295	0,000
Satisfaction	114.25	11,575	116.73	8,558	

Table 11 shows the results of significant figures between the pre- and post-test *commitment* vs patient satisfaction values with mean values: *pre-test* 2.793, *post-test* 2.920 on the *commitment indicator* and mean values *pre-test* 114.25, *post-test* 116.73 on the patient satisfaction indicator and a significance value of $p: 0.000 < 0.05$ which means that the hypothesis stating that there is an *influence of the quality of emergency nurse commitment services* on patient satisfaction at the ABL Hospital emergency department is declared accepted.

In the book *Caring in Nursing Classics An Essential Resource* written by M. Smith et al., (2013) quoting from M. Simone Roach's theory that *commitment* is a person's level of awareness in making decisions to carry out their obligations, by taking responsive actions, being willing to accept complaints, responding, and not accepting something as a burden on themselves and not being influenced by the surrounding environment.

In a study conducted by (Permatasari et al., 2019) it was stated that *commitment to public values* has a significant relationship with a coefficient of 0.482. Likewise, a study conducted by Juliani, (2015) showed results on the *commitment aspect*, namely having a meaningful relationship between *commitment* and patient satisfaction p value $0 < 0.05$.

Simone Roach said that a nurse's strong *commitment to carrying out caring* in every action must be continuously developed so that it becomes a good habit in the service he provides to the surrounding community (Eni et al., 2017).

The commitment of the IGD nurses of ABL Hospital to maintain their good performance during the service has a good impact on patient satisfaction, where nurses realize that the relationship with patients and families continues until the patient goes home or dies, nurses always try to be by the patient's side for a certain duration and are always there when needed and give them the opportunity to express their feelings and become a unifier between the patient and family, help the patient's family to reach an agreement so that they are open to the nurse about the disease they are suffering from, nurses have a commitment first of all for the comfort of the patient, then to the family by continuing to involve the patient, the impact of this *commitment service* cause there is a significant influence on patient satisfaction at the ABL Hospital Emergency Department with a p value of $0.000 < 0.05$.

Assessing the influence of the quality of emergency room nurses' *accommodation services* on patient satisfaction at the ABL Hospital Emergency Room

Table. 12 Assessing the *influence of the quality of IGD nurses' service on IGD patient satisfaction at ABL Hospital*

Indicator	Before		After		p-value
	Mean	SD	Mean	SD	
<i>Comportment</i>	2,806	0.412	2,980	0.182	0,000
Satisfaction	114.25	11,575	116.73	8,558	

Table 12 shows the results of significant figures between the pre- and post-test values of *comfort* vs patient satisfaction with a mean value: *pre-test* 2.806, *post-test* 2.980 on the *comfort indicator* and a mean value of *pre-test* 114.25, *post-test* 116.73 on the patient satisfaction indicator and a significance value of $p: 0.000 < 0.05$ which means that the hypothesis stating that there is an influence of the quality of the *comfort service of emergency room nurses* on the satisfaction of emergency room patients at ABL Hospital is declared accepted.

In the book *Caring in Nursing Classics An Essential Resource* written by M. Smith et al., (2013) quoting from M. Simone Roach's theory that *comportment* is an appearance that is shown visually and is related to a person's symbol, namely a nurse. *Comportment* is also interpreted as a person's professionalism in socializing through appearance because it is easy to interact if the nurse has her own symbol of the appearance shown when meeting the patient.

As in research conducted by Juliani, (2015), regarding the relationship, there is a significant relationship

between *comfort* and patient satisfaction with a p value of $0 < 0.05$. Bartzak, (2022) explains that *comportment* or behavior is an attitude shown by someone. *Comportment* also includes appearance, Clickner & Shirey, (2013) in their research stated that it is important for a nurse to be kind and polite when establishing communication relationships with colleagues in order to build continuity regarding the nursing care provided.

The caring attitude between nurses towards patients will build a good and sustainable relationship and provide trust to patients so that nursing care is not only limited to the hospital but patients will be satisfied and tell their families about the kindness and attitude of nurses and the good name of the hospital will be well maintained, patients will also be satisfied.

comfort service gives a good impression to the patients, the nurses speak and behave like professionals, show respect to the patients and their families, dress neatly, behave well, respect the patients, so that they can easily build interactions and make the patients satisfied.

Multivariate Analysis

Hosmer and Lemeshow test

Testing to prove that there is no difference between prediction and observation is done by *Hosmer Lemeshow test* with *Chi Square* method approach. Thus, if the test result is not significant, then there is no difference between the predicted data of logistic regression model and the observation result data. The result of *Hosmer Lemeshow test* is obtained as follows.

Table. 13 Hosmer Lemeshow Test Results

Step	Chi-square	df	Sig.
1	55,190	9	0.000

Based on table.13 shows the results of the test of the similarity of the logistic regression model prediction with the observation data obtained from the *chi square value* of 55.190 with a significant value of 0.000. With a significant value smaller than 0.05, there is a difference between the logistic regression model prediction and the observation data. This means that the logistic regression model can predict the observation value or is accepted.

Overall model testing

overall model fit test is conducted using a test on the value of -2 log likelihood. A low value of -2 log likelihood indicates that the model will be more fit.

Table.1 4 Overall Model Test Results

Step	-2 Log Likelihood	Cox & Snell R Square	Nagelkerke R Square
1	360.698 ^a	0.168	0.224

Tabel.15 Hasil Uji Omnibus Test Of Model Coefficient

		Chi-square	df	Sig.
Step 1	Step	55.190	9	0.000
	Block	55.190	9	0.000
	Model	55.190	9	0.000

The results of the *omnibus test of model coefficient* obtained that the *chi square value* (decrease in value of -2 log likelihood) was 55,190 with a significant value of 0.000. With a significant value smaller than 0.05, it can be concluded that simultaneously age, gender, education level, and *Compassion, Competence, Confidence, Conscience, Commitment* and *Comportment*) as well as from 5 dimensions of satisfaction (*tangibles, empathy, reliability, responsiveness, assurance*) in ABL Hospital IGD patients and influenced by 6C training.

Analyzing the influence of the characteristics and services of 6 C (*Compassion, Competence, Confidence, Conscience, Commitment and Comfort*) on patient satisfaction at the ABL Hospital Emergency Department.

Table. 16 Results of the analysis of the influence of age, gender, length of service, education of IGD nurses, and 6 C services (*Compassion, Competence, Confidence, Conscience, Commitment and Comfort*) on patient satisfaction at the ABL Hospital IGD (N=20)

Variables	Coefficient B	P value	R Square
Constant (Satisfaction)	11,267	0.0 00	
Age	1.123	0.242	
Gender	0.442	0.002**	
Working hours	0.211	0.622	0.224
Education	1.177	0.118	
Compassion	2.078	0.032**	
Competence	0.708	0.608	

<i>Confidence</i>	2.395	0.044**
<i>Conscience</i>	3.633	0.025**
<i>Commitment</i>	1.289	0.569
<i>Behavior</i>	3.390	0.103

Table 16 is the result of a partial test using logistic regression analysis, the significance of the influence of each variable can be seen in the table above and has the following significance:

Patient Satisfaction = 11,267 + 1,123 (Age) + 0,442 (Gender) + 0,211 (length of service) + 1,177 (Education) + 2,078 (Compassion) + 0.708 (Competence) + 2.395 (Confidence) + 3.633 (Conscience) + 1.289 (Commitment) + 3,390 (Compartment).

The results of the multivariate linear regression analysis showed that the significant variables (pvalue: <0.05) were gender , *Compassion* , *Confidence* and *Conscience* . While other variables did not significantly affect patient satisfaction (pvalue: >0.05). Thus it can be concluded that the existence of gender, *Compassion*, *Confidence* and *Conscience* are moderating variables that strengthen the influence on patient satisfaction. The results of the analysis obtained R Square = 0.224 meaning that all variables contribute to influencing patient satisfaction by 22.4%.

Research conducted by Muzer, (2020) The results of the regression analysis showed that together, the variables of service quality of age, education level, gender, and marital status, were proven to be significant, as shown by the p-value (0.000) <0.05. This shows that the quality of service of age, education level, gender, and marital status are the right variables to use as a means to predict the satisfaction of inpatients at the Dr. Ario Wirawan Salatiga Lung Hospital. In addition, it is also explained that the Adjusted R Square value, which is 0.789, means that the quality of service of age, education level, gender, and marital status, is able to explain patient satisfaction by 78.90%, and the remaining 21.10% is explained by other variables outside the model.

In contrast to the research conducted by Kuntoro & Istiono, (2017) which stated that there was no significant difference in the level of patient satisfaction in terms of age characteristics, the results of P(sig). >0.05.

The services provided by nurses are certainly influenced by various factors, but in this case nurses must serve without considering the confounding factors that exist. services must continue to prioritize patient safety by paying attention to service models that increase patient satisfaction, so that they have a good impact on the performance given to patients.

So based on table 5.1 6 above, it shows that all items have a contribution in influencing patient satisfaction, but those that significantly influence patient satisfaction are gender (p-value 0.002 <0.05, *Compassion* p-value 0.032 < 0.05 , *Confidence* p-value 0.044 < 0.05 and *Conscience* p-Value 0.025 <0.05).

CONCLUSION

At the end of this research report, a conclusion is presented that includes the results of the discussion related to efforts to answer the objectives and hypotheses of the study as well as several suggestions based on the results of the study regarding the effect of 6C training for emergency nurses on patient satisfaction in the emergency department at ABL Hospital. The frequency distribution shows that most emergency nurses are aged 21-35 years (75.0%), with 55.0% male and 60.0% nursing education. The results showed a difference in nurses' understanding before and after the intervention, with 50% having poor understanding before training and 75% having good understanding after. The average patient satisfaction increased by 2.48, with a p value (0.015) <0.05, indicating a significant increase. Before training, there were patients who were dissatisfied, but after 6C training, almost all respondents were satisfied. Statistical analysis using paired sample t-test showed that all dimensions of 6 C service quality (Compassion, Competence, Confidence, Conscience, Commitment, and Compartment) had a significant effect on patient satisfaction, with p-values of 0.000 each. In addition, multivariate linear regression analysis revealed that respondent characteristics and 6 C service quality, especially gender, *Compassion*, *Confidence*, and *Conscience*, had a significant effect on patient satisfaction, with p-values <0.05. Suggestions for further research are to improve ongoing training for nurses to maintain and improve service quality.

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