

THE EFFECT OF EMPATHY AND NURSES' RESPONSIVENESS ON FAMILY LOYALTY AND ANXIETY IN THE PEDIATRIC INPATIENT ROOM OF LABUANG BAJI HOSPITAL.

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BACKGROUND: Quality health services are certainly expected to increase patient satisfaction, including nursing services. The issue of lack of quality of nurse services related to empathy and nurse responsiveness must be a concern to be addressed. This is certainly a challenge for nurses to improve the quality of services, including from the element of empathy and responsiveness of nurses in order to build community trust which can have an impact on family loyalty and comfort by decreasing patient or family anxiety. The purpose of this study is to analyze the influence of empathy and nurse responsiveness on family loyalty and anxiety in the Children's Inpatient Room of Labuang Baji Hospital.

METHOD: The method used in this study is multiple linear regression analysis using 80 samples with inclusion and exclusion criteria. The population sampling technique used questionnaires, with the anxiety level assessment scale using HARS (Hamilton Rating Scale for Anxiety). This research was conducted from January 28 to April 28, 2025 at Labuang Baji Makassar Hospital.

RESULTS & DISCUSSION: The results of this study are the effect of empathy on patient loyalty (α : 0.003), only 22% of the patient's family rated the nurse as empathetic and had an impact on patient loyalty and the effect of empathy on family anxiety (α : 0.002), only 20% of the patient's family stated that the nurse was empathetic and had an impact on decreasing family anxiety. Furthermore, the effect of responsiveness to loyalty (α : 0.000) there were only 21% who stated that nurses were responsive and would remain loyal and the effect of responsiveness to family anxiety (α : 0.004) there were only 45% who felt that nurses were responsive and had an impact on decreasing the patient's family anxiety. The results of the statistical test showed a significant influence between all independent variables on all dependent variables.

CONCLUSION: This study shows the influence of empathy and nurses' responsiveness on family loyalty and anxiety in the pediatric inpatient room of Labuang Baji Makassar Hospital. Nurses' empathy and responsiveness are recommended to be improved in order to improve the quality of nurse services which is expected to have an impact on increasing loyalty and decreasing family anxiety levels.

KEYWORDS: Empathy, Responsiveness, Loyalty, Family Anxiety