

## DESCRIPTIVE STUDY OF FACTORS AFFECTING NURSES CARING BEHAVIOR IN HOSPITAL

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### ABSTRACT

**Introduction:** Caring behavior is very important for nurses to have because it illustrates the quality of nursing care, especially for nurses who work in inpatient units. There are three factors that can influence the level of caring behavior, namely individual, psychological and organizational factors. Meanwhile, caring behavior is assessed from Knowing, Being With, Doing For, Enabling, and Maintaining Belief. **Objective:** To describe the factors that influence the caring behavior of nurses in Baladhika Husada Jember Hospital. **Methods:** Non-experimental design with descriptive type, in which the approach was cross sectional, carried out for 1 month and involved 62 respondents. **Results:** 47 respondents stated that the three factors above had an influence on caring behavior and 15 respondents stated that it had no effect, while the caring behavior of respondents in the good category was 58 people and 4 people were not good. Analysis of data using the One-Sample Binominal test at alpha ( $\alpha$ ) = 0.05, has the p-value = 0.000, which illustrates the difference between the factors that influence caring behavior towards nurses caring behavior. **Conclusion:** The factors that influence caring behavior are directly proportional to caring behavior, meaning the better factors that influence caring behavior, the better nurses caring behavior level. Maintaining and improving caring behavior requires good effort and cooperation between the hospital manager which is the place for health services and nurses as nursing care providers.

### ABSTRAK

**Latar belakang:** Perilaku caring sangat penting dimiliki perawat karena menggambarkan mutu dari pemberian asuhan keperawatan terutama bagi perawat yang bekerja di unit rawat inap. Terdapat tiga faktor yang bisa mempengaruhi tingkat perilaku caring, yakni faktor individu, psikologis dan organisasi. Sedangkan perilaku caring dinilai dari Knowing (Mengetahui), Being with (kehadiran atau keberadaan), Doing For (Melakukan), Enabling (memungkinkan), dan Maintaining belief (mempertahankan kepercayaan). **Tujuan:** Penelitian ini bertujuan mengetahui gambaran faktor-faktor yang mempengaruhi perilaku caring pada perawat di Rumah Sakit Baladhika Husada Jember. **Metode:** Metode penelitian menggunakan non-experimental design dengan jenis deskriptif, di mana pendekatannya secara cross sectional, dilaksanakan selama 1 bulan dan melibatkan 62 responden. **Hasil:** sebanyak 47 responden menyatakan ketiga faktor diatas memberikan pengaruh terhadap perilaku caring dan 15 responden menyatakan tidak berpengaruh, sedangkan perilaku caring responden dengan kategori baik sebanyak 58 orang dan tidak baik sebanyak 4 orang. Analisa data menggunakan uji Binominal Satu Sampel pada nilai alpha ( $\alpha$ ) = 0,05 didapatkan nilai p-value = 0,000 yang menggambarkan adanya perbedaan antara faktor-faktor yang mempengaruhi perilaku caring terhadap perilaku caring perawat. **Kesimpulan:** Kesimpulan penelitian ini adalah faktor-faktor yang mempengaruhi perilaku caring berbanding lurus dengan perilaku caring, artinya semakin baik faktor-faktor yang mempengaruhi perilaku caring maka tingkat perilaku caring perawat semakin baik. Untuk mempertahankan dan meningkatkan perilaku caring diperlukan usaha dan kerjasama yang baik antara pengelola rumah sakit yang menjadi tempat pelayanan kesehatan dan perawat sebagai pemberi asuhan keperawatan.

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**Introduction:**

Nurses as nursing care providers must have a caring nature. Caring is the basis of nursing practice which aims to increase attention and care in providing nursing care. The nature of caring is shown by nurses by providing empathy, attention, support, respect and sympathy (Dwidiyanti, 2007), (Patricia A. Potter, Anne Griffin Perry, Patricia Stockert, 2016), (Nursing, 2008) and (Vance, 2003). The tendency of nurses to focus more on service physiological needs, and the lack of contact with patients can lead to a lack of psychological care for patients (Greenhalgh & Vanhanen, 1998), (Morrison & Burnard, 2008).

Caring behavior is indispensable in carrying out nursing care, but not all nurses can show caring behavior optimally. (Liu et al., 2013), research on patient perceptions of nurses caring behavior stated that 33.11% of nurses caring behavior was sufficient and 13.95% of nurses caring behavior was bad. Lack of caring for nurses resulted in a decrease in the quality of nursing services and patient satisfaction and increased hospitalization days (Sukesi, 2013) and (Wolf et al., 2003). (Supriatin, 2015) states that most of the nurses caring behavior is lacking. (Sukesi, 2013) stated that 55.8% of patients were not satisfied with the services provided by nurses. (Windarini, 2014) states that nurses already understand caring behavior but are not maximal in applying it. (Sunardi, 2014) stated that the caring behavior level of nurses was 83.6%. Research by (Wahyudi et al., 2017) states that 71% of caring behavior in nurses is good. Research by (Cecep Solehudin et al., 2019) states that the caring behavior of nurses in the inpatient room is sufficient. (Diah, 2018) mentioned 57.9%. good caring behavior of nurses in the inpatient room.

Caring behavior is the core of nursing action based on the values of kindness and willingness to help increase patient satisfaction and provide the best for patient health. In the implementation of nursing care, caring behavior can meet physical, emotional and spiritual needs so that it helps the patient's recovery because the patient feels comfortable with nursing care (Brenda & Gregory, 2000).

Several factors that influence nurse caring behavior include individual, psychological and organizational factors (Gibson et al., 2010). Swanson, 1991 in (Tomey and Alligod, 1994) states that caring behavior is assessed from Knowing, Being With Doing For, Enabling, and Maintaining Belief. A preliminary study conducted at the Inpatient Installation in Baladhika Husada Jember Hospital obtained data on various backgrounds that affect the level of nurse caring behavior. Caring behavior is indispensable in providing nursing care. The level of caring behavior in nurses who work in hospitals, especially inpatient installations, varies due to various backgrounds, so that the description of caring behavior is needed by hospital management to maintain the quality of nursing care services and for nurses it is expected to be able to maintain and improve caring behavior in provide nursing care.

**Methods:**

This study used a non-experimental design with a descriptive type and cross sectional approach and was conducted at the Baladhika Husada Hospital Jember during July-August 2020. The population was 62 nurses who served in the inpatient unit, all of whom were taken as samples (total sampling). Data analysis used the One-Sample Binomial test with a significance value of Sig <0.05.

**Results:**

Characteristics of Respondents Based on Age and Gender

**Tabel 5.1 Respondents Age Frequency Distribution**

Age	Frequency	Percentage
< 30 years	23	37 %
≥ 30 years	39	63 %
Total	62	100%

Based on table 5.1, it is found that the majority of respondents are >30 years old (63%).

**Tabel 5.2** Frequency Distribution of Respondents Gender

Sex	Frequency	Percentage
Male	24	100%
Female	38	61%
Total	62	100%

Based on table 5.2, the results obtained by the majority of respondents are female (61%).

**Tabel 5.3** Respondents Education Frequency Distribution

Level of education	Frequency	Percentage
D III	44	71%
Sarjana	18	29%
Total	62	100%

Based on table 5.3, it is found that the majority of respondents have a Diploma education (71%).

**Tabel 5.4** Description of the factors that influence caring behavior

Factors that shape caring behavior	Frequency	Percentage
Take effect	47	76%
No effect	15	24%
Total	62	100%

Based on table 5.4, it is found that the factors that influence caring behavior are the majority (76%).

**Tabel 5.5** Description of nurses caring behavior

Caring Behavior	Frequency	Percentage
Good	58	93%
Not good	4	7%
Total	62	100%

Based on table 5.5, the caring behavior of nurses is good (93%).

**Tabel 5.6** Cross tabulation of the factors that influence caring behavior towards nurses' caring behavior

	Category	Total
Factors that shape caring behavior	Take effect	47
	No effect	15
	<b>Total</b>	<b>62</b>
Caring's Behavior	Good	58
	Not good	4
	<b>Total</b>	<b>62</b>

Based on the cross tabulation table above, it shows that the factors that influence caring behavior are directly proportional to caring behavior, the more these factors influence the caring behavior the better.

**Tabel 5.7** Differences in the factors that influence caring behavior towards nurse caring behaviour

		Binomial Test				
		Category	N	Observed Prop.	Test p.	Exact Sig. (2-tailed)
Factors that shape caring behavior	Group 1	Take effect	47	.76	.50	.000
	Group 2	No effect	15	.24		
	Total		62	1.00		
Caring's Behavior	Group 1	Good	58	.94	.50	.000
	Group 2	Not good	4	.06		
	Total		62	1.00		

The data from this study were analyzed using Binominal One Sample statistical test, the results of the data analysis show the p-value = 0.000 at alpha ( $\alpha$ ) = 0.05. Its means that there are differences between the factors that influence caring behavior towards nurse caring behavior so that  $H_a$  is accepted and  $H_0$  is rejected.

**Discussion:**

Factors that influence caring behavior, including: individual, psychological and organizational factors play an important role in caring behavior, this is because these factors will shape the character of nurses in applying caring behavior in providing nursing care. Caring behavior is an attitude of caring, respecting, and respecting others. Caring behavior is needed by nurses in providing nursing care, because caring is the core of nursing practice (Dwidiyanti, 2007).

The caring application which is the core of nursing care combines biophysical knowledge with knowledge of human behavior which aims to improve health status and help meet the needs of patients while being treated. This caring behavior is needed by nurses when providing nursing care because it is central of nursing practice. It forms and respects a system of humanistic and altruistic values, instills confidence and hope, instills sensitivity to themselves and others, establishes trusting relationships, receives positive and negative responses, resolves problems using systematic methods, enhance interpersonal learning, create an environment to provide physical, mental, socio-cultural and spiritual support, meet basic human needs by maintaining human dignity, and appreciate existential-phenomenological forces (Patricia A. Potter, Anne Griffin Perry, Patricia Stockert, 2016). The application of this caring behavior forms the nurses commitment and sense of responsibility in the process of establishing a relationship with the patient where the patients feelings are the main concern.

**Conclusion:**

There is a relationship between the factors that influence caring behavior and the level of caring behavior. These factors include: individual, psychological and organizational, the better the influence of these factors, the better the nurses caring behavior which includes the following aspects: Knowing, Being With, Doing For, Enabling, and Maintaining Belief. It is hoped that nurses can maintain caring behavior in providing nursing care by maintaining these factors.

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