

# Artikel 6 fix

*by* Erik Kusuma

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Original Articles

**THE RELATIONSHIP BETWEEN NURSE CARING BEHAVIOR AND ANXIETY  
LEVELS AMONG COVID-19 PATIENTS**

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**Abstract**

**Background:** Covid-19 patients who undergoing treatment in isolation rooms experience anxiety problems due to loss of contact with their surrounding. Caring behavior in providing nursing services provides comfort and tranquillity for patients.

**Objective:** This study aimed to determine the relationship between nurses' caring behavior with the anxiety level of Covid-19 patients undergoing treatment in the isolation rooms.

**Methods:** This study used a cross-sectional design. The sample in this study was COVID-19 patients undergoing treatment in the Isolation Room as many as 30 people. The respondents were selected using a consecutive sampling technique. The anxiety levels were measured using the State-Anxiety Inventory (S-AI) questionnaire. The data were analyzed using the Gamma and Somers'd correlation test.

**Results:** The results showed that the better caring behaviour by nurses the lesser the anxiety level of patients. Gamma statistical test results obtained a p-value of 0.000 <0.05, which means that there was a significant relationship between nurses' caring behaviour and the anxiety level of Covid-19 patients in the Isolation Room.

**Conclusions:** The caring behaviour of nurses in Covid-19 patients was shown by the presence of caring, empathy, compassion, and good communication so that a therapeutic relationship is established between patients and nurses. Therefore, the patient feels safe, comfortable, and has less anxiety.

**INTRODUCTION**

Covid-19 which is increasingly spreading in many countries including Indonesia caused not only physical symptoms and diseases but also psychological impact on both sufferers and the wider community. Covid-19 confirmed patients who are hospitalized in the isolation room experience anxiety and extraordinary fear because of lost contact with their environment and treatment in isolation rooms makes them unable to be accompanied by their families. The caring behavior of nurses and services comprehensively and holistically helps provide comfort and calmness for patients.

The World Health Organization (WHO) stated that on January 1, 2020, from 222 countries, a total of 81,947,503 people were confirmed COVID-19 and a total of 1,808,041 people were died. The total number of cases in Indonesia until Mei 2021 were 1.758,898 people (Evi Yunitasari, Riska Hediya Putri, 2020). Starting from March to December 3, 2020, in Pasuruan Regency, the number of patients with probable COVID-19 was 738 patients, 52 were treated, 580 recovered and 106 died. Meanwhile, there were 1,720 confirmed patients, 82 isolated, 1,485 recovered, and 153 died (covid 19. Pasuruan.com). Data at Bangil Hospital probable COVID-19 as many as 1,571, confirmed covid-19 840, recovered 614, and patients died 173 (Medical Record Bangil Hospital, 2020). A study by Hajinezhad & Azodiin (2014) showed that there were significant differences between patients' and nurses' perspectives in subscales including assurance of human presence and attentiveness to other's experiences ( $P=0.011$ ). Another research conducted by Anak et al (2013) in RSUP Prof. Dr. R. D. Kandou Manado found 26.7% of nurses' caring behaviour was classified as poor. From the results of the research above, it can be seen that the caring behaviour of nurses in Indonesia still needs to be improved. The preliminary study on 5 patients declares that 3 of them said nurses did not care about patients.

The anxiety in patients who are treated in isolation rooms may cause the feeling of helplessness and having to depend on others to meet their basic needs. The patient feels anxious about the pain, lives alone without friends and relatives, is anxious to wait for the laboratory tests results, is irritable and angry, and lacks of concentration. This condition will disrupt the healing process (Papatungan & Bataha, 2018). The nurses as the closest profession to patients is needed. Patients need attention, sensitivity, and caring attitude from nurses in responding to their complaints, so caring behavior is needed in nursing services.

The caring behavior can increase trusting relationships, physical healing, security and provide a comfort feeling. The nurses must be able to see the patient's condition from various perspective (biological, bio-psychosocial, and spiritual)so that nurses can fulfill all aspects of the patient needs. This study aimed to assess the relationship between nurses' caring behavior with the anxiety level of Covid-19 patients in the Isolation Room.

## **METHODS**

### ***Study Design***

This study used a cross-sectional design.

### ***Setting***

The research was conducted at the Isolation Room, Bangil Regional Hospital Pasuruan.

### ***Research Subject***

The population were all Covid-19 patients who undergoing treatment in the Isolation Room, with the criteria 1) Patients who willing to become respondents, 2) 15-64 years, 3) who have been hospitalized for at least one day and 4) able to communicate well. Covid-19 patients who were in critical condition

and had physical limitations such as blind and deaf were not selected as respondents. A consecutive sampling technique was used to select 30 respondents for the study.

#### ***Instruments***

Anxiety levels were measured using the State-Anxiety Inventory (S-AI) questionnaire (Embong, 2018). The data were analyzed using the Gamma and Somers'd correlation test.

#### ***Data Collection***

Data collection was carried out by distributing questionnaires to respondents directly. The researchers paid attention to health protocols in the Isolation Room during the data collection.

#### ***Data Analysis***

The data were analyzed using the Gamma and Somers'd correlation test.

#### ***Ethical Consideration***

This research received approval from Bangil Regional Hospital with letter number: 445.1/454/424.072.01/2021.

## **RESULTS**

### **Characteristics of Respondents**

**Table 4.1 Characteristics of respondents**

<b>Characteristic</b>	<b>Number (n)</b>	<b>Percentage (%)</b>
<b>Age (year)</b>		
15 - 25	6	20
26 - 45	12	40
46 -65	12	40
<b>Gender</b>		
Man	14	46,67
Woman	16	53,33
<b>Education</b>		
No school	1	3,33
primary school	2	6,67
Junior high school	7	23,33
Senior high school	13	43,33
Diploma/Bachelor	7	23,33

Sources: Primary Data of Questionnaire, 2021

Table 1 shows the respondents characteristics based on age, gender and education level. Most of the respondents were 26-45 years old and 46-65 years old, each with 12 respondents (40%). There were 16 female respondents (53.33%) and 14 male respondents (46.67%). The respondents' education level was dominated by high school graduated as many as 13 respondents (43.33%).

**Nurses' Caring Behavior and Levels of Anxiety****Table 4.2 Nurse Caring Behavior and Levels of Anxiety**

		Anxiety Levels						Total	
		Mild		Moderate		Severe			
		n	%	n	%	n	%	n	%
<b>Caring Behavior</b>	Good	13	72,2	5	27,8	0	0	18	100
	Pretty good	1	11,1	4	44,45	4	44,45	9	100
	Not good	0	0	1	33,3	2	66,7	3	100
<b>Total</b>		14	46,7	10	33,3	6	20	30	100

Sources: Primary Data of Questionnaire, 2021

Table 4.2 shows nurse caring behavior and level of anxiety. Most of the respondents (60%) rated the caring behavior of nurses in the good category. The highest level of anxiety was mild as many as 14 respondents (46.67%).

**The Relationship Between Nurse Caring Behavior and Anxiety Level****Table 4.3 The Relationship Between Nurse Caring Behavior and Anxiety Level**

	P Value	Correlation Coefficient
Caring Behavior Levels of Anxiety	0,000	0,616

Sources: Primary Data of Questionnaire, 2021

Table 4.3 shows a correlation between nurse caring behavior and anxiety level among COVID-19 patients. There was a significant relationship between the nurse caring behavior and the anxiety among Covid-19 patients ( $p$  value  $0.000 < 0.05$ ). The correlation coefficient value was 0.616, meaning that caring behavior and anxiety levels had a strong relationship.

**DISCUSSION**

There was a strong relationship between the nurse's caring behavior with the anxiety level among covid-19 patients. The better nurses' caring behavior performance, the less anxiety level of patient. This finding can be interpreted that the nurses' caring behavior affects the patients' anxiety level who were treated in the isolation room. These results were similar to prior researchs conducted by (Dorman-Ilan et al., 2020)(Xia et al., 2020)(Pribadi & Herwan, 2019) and (Yamamoto-Mitani et al., 2016) which showed a relationship between nurses' caring attitudes when providing nursing care with the anxiety level of the patients.

Covid-19 patients need not only medical care but also psychological support. Psychological support for COVID-19 patients can be applied by appropriate body language during the treatment period (Sitorus et al., 2020). Since the medical personnel movements and body language impacted on patients who are experiencing anxiety. The nurses' role as caregiver is crucial in reducing anxiety and the impact that caused by providing pharmacological and non-pharmacological nursing services (Purwaningsih et al., 2013). The nurses' services performances can be reflected in caring behavior.

The nurses' caring behavior of in Covid-19 patients is shown by the caring behavior in providing nursing care. Caring, empathy, compassion and good communication are form of therapeutic relationship between patients and nurses. Therefore, the patient will feel safe, comfortable and less stress and anxiety. Caring behavior provided by nurses as well as holistic and comprehensive services help reduce anxiety for patients, because the ability to pay attention to patients and intellectual and interpersonal skills is reflected in the nurses' caring behavior.

The Covid-19 disease causes fears for everyone because of feel vulnerable to infection, including health workers who are at the forefront of dealing with the virus (Asadi et al., 2020). During the Covid-19 pandemic, the challenges and difficulties in working are increasing. Health workers are enforced to provide optimal health services with the Covid-19 pandemic situation. The nurse's ability to adapt and choose the right coping mechanism determine the caring behavior performed (Gitleman, 2014). The work environment during the Covid-19 pandemic has also the potential to be a work stressor (Alnazly et al., 2021). Distress could cause functional organ disorder that will affect healthcare workers not able to provide optimal health services, including displaying caring behavior (Fadli et al., 2020).

The Corona Virus Disease (Covid-19) pandemic impacted on economic, social aspects, including health services. Health workers as the front line are faced with invisible and hardly detected enemies. The healthcare workers are required to comply with government policies, namely the obligation to wear personal protective clothing (hazmat suits) and face shields (face shield). Health services delivery during the Covid-19 pandemic are a big challenge for health workers, where officers must display caring behavior in providing health services in the midst of stress experienced by health workers themselves.

#### **LIMITATION**

This study had limitations regarding mental health.

#### **CONCLUSION**

There was a strong relationship between the nurse caring behavior with the anxiety level of Covid-19 patients in the Isolation Room of the Bangil Hospital, Pasuruan Regency ( $p$  value = 0,000, Correlation Coefficient = 0,616). The caring behavior of nurses in Covid-19 patients is shown by the presence of caring, empathy, compassion and good communication so that a therapeutic relationship is established between patients and nurses. Thus the patient will feel safe, comfortable and stress and anxiety will be reduced.

### AUTHOR CONTRIBUTION

**Erik Kusuma:** Collected literature, searched for questionnaires, compiled manuscripts, and conducted data analysis

**Ayu Dewi Nastiti:** Collected data, tabulated the data, coding, and compiled manuscripts

**R.A. Helda Puspitasari:** Collected the data and compiled manuscripts

**Dwining Handayani:** Compiled manuscripts

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### CONFLICT OF INTEREST

There is no conflict of interest in this research.

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