Nurse Caring Behavior Analysis In Term Of Performance and Workload Satisfaction Of Lavalette Malang Hospital

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ABSTRACT
Caring is an art and science approach to caring for clients in the form of a dynamic approach between nurses and patients. The purpose of this study was to determine the effect of Nurse Caring Behavior in terms of performance satisfaction and workload in the Inpatient Unit of Lavalette Hospital Malang. The design of this study is descriptive correlational research that examines the influence between variables. The population in this study were patients who were given caring behavior and functional nurses with a simple random sampling method of 36 respondents. The independent variable is job satisfaction and nurse workload while the dependent variable is caring behavior with multiple linear regression statistical tests. The results of the study were nurses caring behavior in Lavalette Malang hospital majority (94 %) as many as 34 respondents were calssified as good. The results of multiple linear regression tests obtained p value: $0,015 < \alpha = 0,05$. There is an influence of workload and nurse performance satisfaction on caring behavior. The most dominant factor based on the partial T-test analysis of variables is performance satisfaction.

Keywords: Caring behavior, Performance satisfaction, Workload

BACKGROUND

Quality and professional nursing care services are targets to be achieved to improve the quality of the hospital. This can be achieved through good employee performance.1 the performance or work performance of an employee is differentiated in quality and quantity and is produced according to the responsibilities assigned to him. The work results are assessed objectively and scientifically based on established criteria. Own performance on the job depends on combining abilities and a supportive work climate. Whether or not a person's work results or performance in carrying outactions are caring influenced by several factors, including: skills, perceptions, roles, attitudes, personality, workload, work motivation, job satisfaction, organizational structure, career development job design, leadership, and reward systems. (reward system).(Alhasanah, 2016)(Noprianty & Karana, 2019)

This high workload of nurses causes the performance of nurses in carrying out nursing care not according to standards, nurses often do not have time or even forget to record and report related to patient status due to the large number of patients and work to be completed, high nurse workloads can cause fatigue. , tired. Ilyas further stated that fatigue, nurse fatigue occurs when nurses work more than 80% of their working time. In other words, the nurse's productive time is approximately 80%, if it is more then the workload of nurses is said to be high or not appropriate and it needs to be considered to increase the number of nurses in the care room.(Policy et al., 2019)

The workload of nurses in the Adult Nursing Room at GMIM Pancaran Kasih Hospital Manado was heavy as many as 39 respondents (67.2%) while the light workload was 19 respondents (32.8%). And the job satisfaction of nurses in the Adult Nursing Room at GMIM Pancaran Kasih Hospital Manado was less satisfied as many as 30 respondents (51.7%) while those who were satisfied were 28 respondents (48.3%). This is also illustrated by Ivancevich, Konopaske and Matteson who argue that in general the workload affects the job satisfaction of nurses so that it affects the behavior of Carring Nurses)(Fattah, 2017).

The preliminary study was conducted on March 7 to 9 2019 at the Lavalette Hospital Inpatient Unit. Based on the results of interviews with 5 nurses, data was obtained with a number of patients per shift of 10 to 12 patients. The number of nurses on duty 2 people with a total number of nurses 8 nurses and 1 head of the room, 3 nurses said the workload was heavy with job satisfaction less satisfied, while the other 2 nurses said the workload was light with job satisfaction quite satisfied. Inpatient Services at Rs Lavalette treats internal medicine and surgical patients. As a result of these services, the workload of nurses in Lavalette Hospital Malang City is very high.

The high workload of nurses is influenced by the inadequate number of personnel, while the demands of private patients for nurses are very high which can cause nurse fatigue and reduce nurses' job satisfaction so that it affects the decline in nurse caring attitudes towards patients. The solution to reduce the high workload can be done by adding more nurses to reduce fatigue and increase the job satisfaction of nurses, which later on the nurses can increase friendly behavior and increase effective communication with patients and families, besides that there is also a need for excellent service training and effective communication for all. nurses in order to improve nurse caring (Fawzi et al., n.d.).

METHODS
Study Design

The research method used in this study is a research design correlation analysis to examine the influence between variables. This study aims to determine the effect of

workload and performance satisfaction on caring nurse at Lavalette Hospital Malang. This study uses a time approach, cross-sectional which is a type of research that emphasizes the time of measurement / observation of data on the independent and dependent variables.

Population, Samples, and Sampling

The population in this study were patients who were givenbehavior caring and functional nurses usingmethod simple random sampling as many as 36 respondents in the research location at the Lavallete Hospital Malang.

Instruments

The measuring instrument used is a questionnaire that has been tested for validity and reliability, the caring questionnaire is taken from the 2018 Wolf research which consists of: 1. Assurance of human presence, 2. Respectful deference, 3. Professional knowledge and skills, 4. Positive Connectednes. The workload questionnaire was taken fromresearch Munandar's, 2001, and the performance satisfaction questionnaire was taken from the 2007 Hasibuan research.(nursalam, 2008)

RESULTS

Univariate Analysis

Table 1.   frequency of Nurse performance satisfaction

Nurse performance satisfaction	n	%
very satisfied	9	27%
satisfied	21	56%
quite satisfied	5	14%
not satisfied	1	3%
very dissatisfied	0	0
Total	36	100%

Based on table 1. above can be interpreted that all of them 36 respondent (100%). And and the highest category is satisfied (56%)

Table 2.   frequency of nurse workload

Nurse workload	n	%
light	15	42%
modrate	13	36%
High	8	22%
Total	36	100%

Based on table 1. above can be interpreted that all of them the highest category is ligh (36%)

Table 3.   frequency of nurse caring

nurse caring	n	%
good	32	94%
modrate	4	6%
Less	0	0%
Total	36	100%

Based on table 1. above can be interpreted that all of them the highest category is good (94%)

- Analysis of Multyvariates (ordinal regression)

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	4.596	2	2.298	4.752	.015[a]
	Residual	15.960	33	.484		
	Total	20.556	35			

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.473[a]	.224	.177	.69543

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.570	.672		8.283	.000
	BEBAN_KERJA	.010	.014	.119	.716	.479
	KEPUASAN_KINERJA	.025	.010	.413	2.483	.018
a. Dependent Variable: CARING						

Based on table 4, it can be explained that performance satisfaction and workload have an effect on nurse caring by 22.4% and the dominant variable is performance satisfaction.

DISCUSSION

The Result of the research obtained a total sample of 36 respondents, the results of the performance satisfaction variable showed that most (94%) of the performance satisfaction were classified as satisfied / very satisfied and influenced the behavior of caring nurses in the good category as many as 34 respondents, the educational characteristics found that 56 % of respondents with a Bachelor of Nursing education, data on the age of respondents in the 26-30 year category is 54%. The results of the data in the study support each other between the background conditions of the respondents and the data on the results of the performance of nurses' satisfaction, where most of the respondents are satisfied / very satisfied with their performance, this is due to the maturity of age and undergraduate educational background so that respondents have self-mastery to assess their performance satisfaction (Ellina & Fawzi, 2018).

The results of research on the workload of nurses show that the workload is relatively light with a percentage of (92%) and affects the behavior of caring nurses, (64%) of nurses work longer than 10 years, so that this condition makes nurses more experienced in providing services and a given caring could be better. The quisoner results obtained indicate

that the workload of nurses in the light category is influenced by the type of work, because the nurses studied are nurses who work in inpatients, there is no strict observation of the patient, no special action or intensive action on the patient, no direct contact. nurse continuously to the patient. (Gayatri & Handiyani, 2002)(Aloei & Kota, n.d.).

The results of statistical analysis using ordinal regression between the performance satisfaction variable and the workload variable on caring were obtained in the ANOVA test p value: (0.015), in the partial regression ordinal test results the dominant variable was the performance satisfaction variable with p value: (0.0018), the R value obtained was (22.4%). The results showed with the ordinal regression model that there was an influence between performance satisfaction and work load on nurse caring, the influence of independent variables on the dependent variable was 22.4%, the rest was influenced by other variables that had not been studied, and the most dominant variable affecting caring was the satisfaction variable. performance(Elayyan et al., 2018), job satisfaction is a general attitude of an employee towards his job. So the job satisfaction obtained by individuals is a picture of the work done so that it is very dominant in influencing thebehavior of caring nurses towards their patients (Resti et al., 2019)(Policy et al., 2019)

CONCLUSION
The research and analysis results were obtained about the effect of workload and performance satisfaction on nurse caring at the Lavalet hospital, showing the size of the effect (22.4%) and the most dominant variable is performance satisfaction, indicating that performance satisfaction provides enthusiasm and motivation to work nurses to provide more caring. good for patients, so that the quality of patient nursing services is better and the hospital gets an impact related to patient visits to get health services (nursalam, 2015)(Majore & Kalalo, 2018)

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