

Nurses' Caring Behavior in Hospital: A Literature Review

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ABSTRACT

Nurse's caring behavior is crucial services and also an interpersonal process that includes health care services, building a trustworthy and close relationship between patient and caregiver. Currently, the increasing of the competition in every field is also affecting the health care industry. The most important competitive advantage of a healthcare provider is to provide quality healthcare services. The purpose of the literature review is to review the patient satisfaction of nurses' caring behavior in providing nursing care. The review was carried out using the PRISMA and PICO methods based on the search results of the BMC, IJCS, IJRPH, Science Direct and Wiley Online databases, with the keyword "Caring and Nursing Service" and the results obtained were 1216 articles. After screening the articles based on inclusion and exclusion criteria, for total 7 articles included in this review study. Results: The patients were generally satisfied with the caring behavior of the nurses in the hospital, but the level of satisfaction of patients in private hospitals was higher than patients in public hospitals. Nurse caring behavior is the most important services for hospital, especially in government hospitals. Good nurse behavior has a positive effect on patient satisfaction and care in each hospital. Based on the research results, nurses have to apply caring behavior sufficiently to patients related to basic human needs.

Keywords: Caring, Patient Satisfaction, Nurse

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BACKGROUND

Hospitals have a crucial role in efforts to accelerate the improvement of public health status. In the new health care paradigm, it is stated that hospitals must provide quality services according to the needs and desires of patients and it should still refer to the professional code of ethics.

In the rapid change and development of technology and increasingly fierce of competition, this encourages hospitals continuously to improve the quality of the services, so that patients feel satisfied (Firmansyah, Noprianty, & Karana, 2019).

One of the factors that can influence patient satisfaction and empathy (caring attitude) in this case is the caring behavior of nurses. This is owing to health service institutions are considered delivering a good services if they provide more attention to patient needs. Nursing is part of the health care system that deals with patients directly, and provides comprehensive services to all aspects of life, namely biopsychic-social and spiritual. Therefore, nurses need to promote caring behavior (Susanti & Apriana, 2019)

Caring behavior is the basis of the entire nursing services which describes the unity of human values, caring can be delivered by giving sincere attention, appreciation, responsibility and assistance to patients, as a whole human being. Caring describes the essence of nursing practice which aims to increase awareness in achieving better nursing services and build better social structures. The provision of caring in nursing can have a positive impact, such as; it can improve the patient's recovery, due to the patient feels physical, emotional and spiritual needs are met, and the patient feels comfortable with the care of the nurse. (Purwaningsih, 2019)

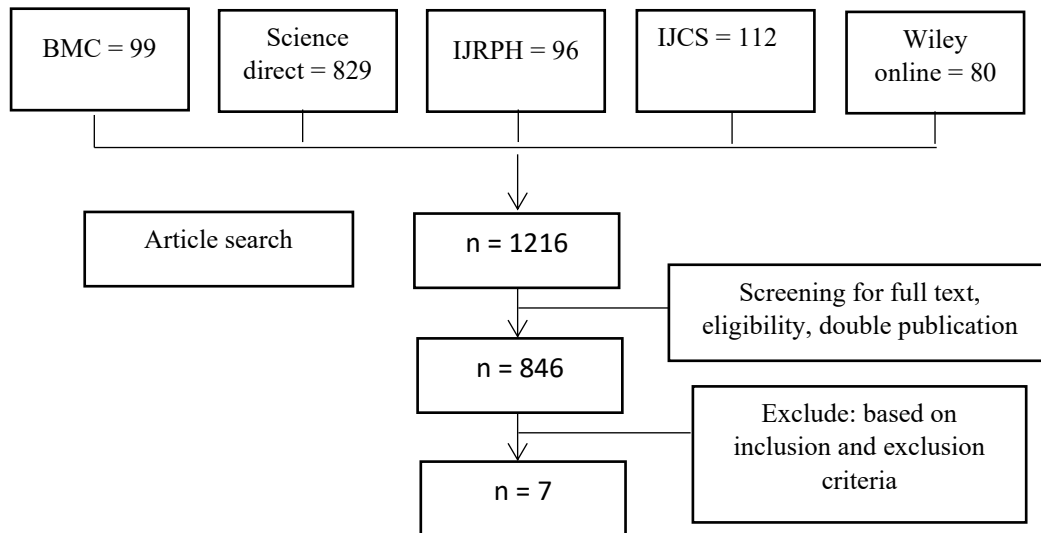
Furthermore, the world data from the application about the implementation of the caring model among nurses still showed that the percentage of caring service quality was lower, including in Ireland 11% and Greece 47%. These findings are supported by other studies that were conducted by Liu in China (2013) which was reported from a survey of 595 patients with 197 respondents (33.11%) stated that nurse caring was sufficient, and 83 respondents (13.95%) stated that nurse caring was insufficient. In Indonesia, caring behavior is an assessment for health service users. The results of Titik's research (2014) showed that 24% of caring nurses were in the sufficient category. The results of other studies also show that more than half of the nurses, 60% of patients complained of the nurse's caring behavior, the patients mentioned that they were not satisfied with the caring behavior of the nurse. With the insufficient caring behavior of nurses, it can worsen health services, which in turn reduces patient satisfaction, which in effect will be detrimental to the patient and the hospital. (Yarnita & Pratiwi, 2020).

METHODS

This chapter discusses strategies in searching for journals used in the review literature, questions used to review journals that are adjusted to PICO and journal search terms through the five big database of international journal providers. The author opens the website of BMC Nurse, Biomed central, MDPI, Science Direct, Wiley, and International Journal of sciences. The author uses keywords, "caring in nursing services", and selected in full text.

There were 1216 articles were found, then we exclude to only for articles that published in 2015-2020. There were 846 articles. Article must written in English. Each question follows the PICO rules where each question has a (P) as Problem, or patient or population (I) as Implementation or intervention, (C) as Control or comparative intervention, (O) as Outcome or Results. Other things that relevant which is used to obtain journals about determining patient satisfaction with nursing services provided in the hospital. The author

considers all research designs used in identifying patient satisfaction in hospital services, the inclusion criteria are research with open access, full text, written in English, research sites in hospitals, publications from 2015-2020, while the exclusion criteria are article written in Indonesian, literature review and RCT.



RESULTS

Emphasis of The Problem Raised for This Research

Research by Gonul Akbulut (2017), Adugna Olumna (2019), Josenka Vujani (2020), Muhammad Hossein Khalilzadeh Naghneh (2017), Zeynep Karaman Ozlu (2015), Anita Karaca (2019), and all those studies reported the same basic problem, which is caring behavior. The level of patient satisfaction regarding services in the hospital is a problem faced by nurses. Caring describes the essence of nursing practice which aims to increase awareness in better nursing services so that it can have a positive impact in increasing the patient's recovery because the patient feels physical, emotional and spiritual needs are met and the patient feels comfortable. However, the hospital still struggling with numerous problems; such as many patients who complain that they are not satisfied with health services on the grounds that the nurse's caring is still lacking.

Samina Abdullah (2017), which emphasizes the same problem but an alternative approach besides knowing the level of patient satisfaction to nursing care, the quality of the questionnaire also emphasizes patient perceptions about nurses' caring behavior and nurses' perceptions of their care behavior.

Research conducted by Gonul Akbulut (2017), Adugna Olumna (2019), Josenka Vujani (2020), Zeynep Karaman Ozlu (2015), Karaca (2019), reported that the perception of the level of satisfaction and caring of nurses in health services and measuring the perceptions of nurses and patients. On the other hand, Muhammad Hossein Khalilzadeh Naghneh (2017), did not describe the problem but only links between organizational commitment and nursing care behavior.

Research Steps or methods

Research on the level of satisfaction and caring of nurses in nursing services in hospitals using a cross sectional study design on average. Descriptive research design cross sectional study conducted by Research Gonul Akbulut (2017), Adugna Olumna (2019), Muhammad Hossein Khalilzadeh Naghneh (2017), Samina Abdullah (2017) Anita Karaca (2019), and

Zeynep Karaman Ozlu (2015) research planned descriptive but since the entire population is drawn as a sample group, no sampling method was used.

The sample selection used a lot of random sample and cross sectional study. Researchers used a two-tailed chi-square test and univariate and multivariate regression methods Josenka Vujani's research (2020), using the sample random cluster sampling method and questionnaires revealed the humanistic value of treatment and characteristics during the clinical caritas process, this process redefines factors and action-oriented ways to guide care practice and serve as a structure and structure of theoretical philosophical foundations for the nursing discipline and profession, direct hospital data collection and questionnaires.

Table. 1 Review Result

No.	Author	Title	Method	Population	Result
1.	Gonul Akbulut, Elif Kant, Serpil Kant, Reva Balci Akpinar (2017)	Determining Patients' Satisfaction with the Nursing Services Provided in an Oncology Clinic of Eastern Turkey	This research was conducted descriptively	The study population was 90 patients who were treated at the oncology polyclinic of PT Erzurum Ataturk University Research Hospital	The patients have stated that the highest level of satisfaction with points 3.36 is about caring behavior which is shown with respect by nurses for patient privacy while the lowest level of satisfaction is with points 2.88 about caring behavior which is shown by nurses to entertain relatives and friends of patients and other factors. factors such as age, gender, educational background, marital status, income level, length of stay, etc. of patients do not affect their satisfaction with nursing care.
2.	Adugna Olumna, Muktar Abadiga (2019)	Caring behavior and associated factors among nurses working in Jimma University specialized hospital, Oromia, Southwest Ethiopia, 2019	Cross sectional study design	Conducted on a sample of 224 nurses who work at the special hospital Jimma University	The overall proportion of nurses' caring behavior was 80.3%, most of which were measured from a professional-technical (82.9%) and psychosocial (81.3%) perspective. The proportion of nurses who have high perceptions of caring behavior is actually lower, thus all predictors have their respective influence in increasing job satisfaction, improving and creating a work environment management that is conducive to increasing caring behavior.
3.	Jasenka vujani, nada prli and Robert lovri (2020)	Nurses' Self-Assessment of Caring Behaviors in Nurse-Patient Interactions: A Cross-Sectional Study	The research design used cross-sectional	This study involved a total of 735 registered nurses who work permanently in the departmental clinic who are in direct contact with patients and provide health care.	The results showed that respondents focused more on applying skills or carrying out tasks rather than caring, namely showing affection and compassion in their professional relationships

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| 4. | Samin Abdullah, Robina Kausar, M.Azhar, Ali Waqas (2017) | Nurses and Patients Perception Regarding Nurse Caring Behaviors and Patients Satisfaction in Sir Ganga Ram Hospital, Lahore, Pakistan | Descriptive and correlational cross sectional research | All nursing staff and patients in medical ward, orthopedic surgeon of Ram Sir Hospital, Lahore | The results showed that there was a positive relationship between patient perceptions and patient satisfaction, while nurses' perceptions and patient satisfaction had negative results. Nurses' perceptions of nurse caring behavior show a negative relationship with patient satisfaction, but patient perceptions show a positive relationship with patient satisfaction. This shows that nurse caring behavior has a positive effect on patient satisfaction and care in each hospital. |
| 5. | Mohammad hossein Khalilzadeh naghneh, mansoureh, zagheri tafreshi, manijeh naderi, nehzat shakeri, fariba bolourchifard, naser sedghi goyaghaj (2017) | The relationship between organization al commitment and nursing care behavior | The design used is a cross-sectional study | 332 nurses from Shahid Beheshti University of Medicine Hospital in taهران were randomly selected and enrolled in the study in 2015. | Result shows a significant positive correlation between organizational commitment and caring behavior, so the practicality of this study is that nurses and health care providers can pay more attention to commitment among nurses, to provide the necessary conditions and to take further steps to improve caring behavior in providing services at the hospital |
| 6. | Zeynep Karaman Ozlu, Msc, PhD, RN (2015) | Evaluation of Satisfaction with Nursing Care of Patients Hospitalized in Surgical Clinics of Different Hospitals | The design used is descriptive. | The entire population is taken as a sample group, no sampling method is used. The study sample consisted of 972 patients who were admitted to the study from several different hospitals. | The results show that it turns out that patients are generally satisfied with nursing services, but the level of satisfaction of patients who live in private hospitals is higher than patients who live in public hospitals. This is because in private hospitals the caring behavior is at the forefront of providing services |
| 7. | Zehra Durna (2019) | Patient satisfaction with the quality of nursing care | The design used is cross-sectional descriptive survey study. | The sample consisted of 635 patients from private hospitals. | The patient is more satisfied with the care shown by the nurse in the care process. Patients described the nursing care offered during hospitalization very well. |

DISCUSSION

Analysis of the similarities and differences of each studies

In general, seven studies that include in our study assessed patient satisfaction and caring behavior given by nurses to patients. Judging from the results of the study, the average patient is satisfied with the care of nurses when they are undergoing treatment in the hospital. It can be seen from the respondents that patients who are treated at the hospital are satisfied with the care they receive which has a serious effect on the patient's recovery, especially the

respect that the nurse shows cognition. To manage their own private hospital and patients said they would recommend the hospital to their family and friends. In research, nurses focus more on providing basic needs only, while nursing must take a holistic approach.

All studies have the same background, namely assessing patient satisfaction and caring behavior towards patients. In addition, a more professional nurse education is very important for service in the hospital considering the importance of knowledge and skills in providing quality services that have been prompted by several studies. Proper and effective teaching practice and strengthening of the knowledge and skills of nurses are very important.

The references used in all research are appropriate and complete because they cover the concepts and journals needed in the research process of all studies, there are deficiencies, namely nurses focus more on basic needs services while Henderson and Watson's theory states that nursing must take a holistic approach which states that nursing does not only meet physical needs but also meets the patient's psychosocial, social and spiritual needs.

CONCLUSION

Based on the results of the analysis of the seven articles, it can be concluded that caring behavior is important in nursing services in hospitals. One of the factors that can increase patient satisfaction and have a positive impact on the patient's healing process. This leads to the conclusion that treatment success will be higher in the case of highly satisfied patients

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