



Description of the caring behavior of nurses in nursing services in the surgical room of Santa Elisabeth Hospital Medan in 2022

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ABSTRACT

Caring behavior is a person's act of caring for others who are attentive, provide comfort, sensitive, responsible and honest with themselves and others. Caring behavior is very important in nursing actions, a nurse's caring attitude which is based on caring, empathy, sensitivity and responsibility in providing nursing care can increase patient satisfaction, this can affect the quality of nursing services. Therefore, the nurse as someone who cares for the patient must act with care. This study aims to describe the caring behavior of nurses in nursing services in the Surgical Room of Santa Elisabeth Hospital Medan in 2022. This study used a descriptive research design using a convenience sampling technique with a total sample of 41 respondents. The instrument used was the nurse's caring behavior questionnaire. The results showed that the caring behavior of nurses was in the very good category, with a total of 41 respondents (100.0%). Therefore, for nurses to maintain caring behavior for patients.

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1. INTRODUCTION

According to Lukmanulhakim, et al (2019), nursing service is a form of professional service and is an integral part of health services based on nursing knowledge and tips for individuals, families, groups and communities, both in sickness and in health.

According to Karo & Baua (2019), caring is one of the most important nursing dimensions. As nurses, they perform tasks such as holding hands, listening carefully, showing compassion and empathy for patients or having to be actually present to patients or others. According to Watson in Lukmanulhakim, et al (2019), caring is a service process carried out by health workers, especially nurses. Nurses must have a caring attitude in order to provide quality nursing care, so that patients feel satisfied with the health services provided

According to Karo (2019), caring behavior is an action concerned with patient welfare, such as sensitivity, comfort, attentive listening, honesty, and non-judgemental acceptance. Caring behavior is defined as an act of caring for the welfare of patients, such as comforting, listening attentively, empathy, confidentiality, showing interest, honesty, non-judgmental, acceptance, and other behaviors (Abdel-fatah Zewiel, et al., 2020).

According to Aiken in Firmansyah, et al (2019), the percentage of nurses who have poor quality caring services is found in Ireland 11%, and Greece 47%. In Indonesia, the results of a survey from the Citizen Report Card (CRD) conducted in five major cities in Indonesia found 9 problem

points, one of which was 65.4% of patients who complained that nurses were not friendly, less sympathetic and rarely smiled (Purwanti, et al., 2020). This is supported by a patient satisfaction survey at several hospitals in Jakarta which showed that 14% of clients were dissatisfied with the health services provided, due to poor caring behavior.

According to Kusmiran in Lukmanulhakim, et al (2019), nurses must have a caring attitude in order to provide quality nursing care, so that patients feel satisfied with the health services provided. But in fact there are still many nurses who have not implemented this caring behavior. The professionalism of nurses is required for changes to occur in various aspects of health services. This has consequences for nursing, especially the demands of society for a more professional role for nurses. Society is constantly developing or experiencing changes, as well as the nursing profession, with changes in shifts from various factors that affect nursing, there will be changes or shifts in nursing, both changes in nursing services/care (Nursalam in Noprianty, 2019).

According to Maqsood, et al (2017), in recent decades, there has been an increase in concern in hospital services, this has happened because human living standards have changed and because lifestyles have improved, so that better medical care is needed. The quality of nursing services in Indonesia is still not optimal. This can be seen from the many complaints from the public that are conveyed through social media. Services provided by nurses in Indonesia still apply services to sick people and prioritize service techniques over patient feelings. This often causes discomfort to patients (Nurhidayah in Noprianty, 2019).

According to Karo & Sihite (2020), the way to provide caring behavior in nursing practice is to provide attention, affection, a sense of security, and comfort both with our touch, our presence and also our actions towards these clients. The way to provide caring behavior in nursing practice begins with our awareness of our sensitivity to patients and other people. How to provide caring behavior in nursing practice by conducting therapeutic communication, namely touching, greeting and greetings.

According to Ahn Mi-Ae, et al (2017), effective communication between nurses creates trust in patients and not only mediates conflicts when they arise, but also enhances treatment effects such as pain relief. This can increase patient satisfaction with medical services. Several dimensions of satisfaction consist of: nurse communication, nurse attention, physical comfort and decision making to return to the outcomes of quality nursing services (Ardenny & Rajeswari in Agritubella, 2018).

Therapeutic communication is applied by nurses in dealing with patients to increase mutual trust, and if it is not implemented it will disrupt the therapeutic relationship which has an impact on patient dissatisfaction. Patients will feel satisfied when the service performance they receive equals or exceeds their expectations and vice versa (Putri & Ngasu, 2021). The nurse in carrying out nursing actions for patients is attentive, friendly, ready to be needed at any time, does not appear angry, comes quickly when called, often pays attention to patients in the room, is polite, smiles easily, comes to visit patients at any time of the day and night, and continue to monitor patients (Mariana, 2019)

2. RESEARCH METHOD

This study uses a descriptive research design, descriptive which aims to describe (describe) the caring behavior of nurses in nursing services.. This research was conducted from 02 to 12 May 2022 in the Surgery Room of Santa Elisabeth Hospital Medan in 2022. The number of samples in this study were 41 respondents. The sampling technique used was convenience sampling with the inclusion criteria of fully conscious patients, patients who are cooperative and able to work together. The instrument used in this study was a nurse caring behavior questionnaire consisting of 40 statements.

3. RESULTS AND DISCUSSIONS

Based on the results of the research on frequency distribution and percentage, demographic data were obtained for respondents in the Surgery Room of Santa Elisabeth Hospital Medan in 2021 which will be explained in the following table:

Table 1. Distribution of Frequency and Percentage of Demographic Data

Characteristics	f	%
Age		
Late Youth (17-25)	4	9,8
Early Adulthood (26-35)	4	9,8
Late Adulthood (36-45)	7	17,1
Early Old Age (46-55)	6	14,6
Late Old Age (56-65)	10	24,4
Seniors > 65	10	24,4
Religion		
Islam	4	9,8
Catholic	15	36,6
Protestant	22	53,7
Gender		
Man	24	58,5
Woman	17	41,5
Ethnic group		
Karo	14	36,6
Minang	1	2,4
Nias	1	2,4
Toba	24	58,5
Education		
Sd	2	4,9
Junior High School	5	12,2
Senior High School	18	43,9
Student	3	7,3
D3	3	7,3
S1	9	22,0
S2	1	2,4

Based on table 1 of the distribution of frequencies and percentages, it was obtained that most of the respondent data were in the age range 56-65 and 65 and over, each of 10 respondents (24.4%) and the least were in the age range 17-25 and 26-35 respectively each a number of 4 respondents (9.8%). The most respondents adhered to Protestant Christianity, namely 22 respondents (53.7%) and the least Muslim, namely 4 respondents (9.8%). Data were obtained from 41 respondents, most of whom were male, namely 24 respondents (58.5%) and the least female, namely 17 respondents (41.5%). The number of baling respondents was mostly Toba, 24 respondents (58.5%) and at least 1 respondent (2.4%), Minang and Nias ethnic groups. Most of the respondents had high school education, namely 18 respondents (43.9%) and at least elementary school, namely 2 respondents (4.9%).

Table 2. Distribution of Frequency and Percentage Based on Caring Behavior of Nurses

Caring Behavior Of Nurse	f	%
Very Good	41	100
Total	41	100

Based on table 2 the distribution of frequency and percentage of caring behavior of nurses in the Surgical Room of Santa Elisabeth Hospital Medan, there were 41 respondents (100.0%) in the very good category.

Discussion

Based on the results of the research, it was found that most of the respondent data were in the age range 56-65 and 65 and over, each numbering 10 respondents (24.4%) and the least were in the age range 17-25 and 26-35, each number 4 respondents (9.8%). The most respondents adhered to Protestant Christianity, namely 22 respondents (53.7%) and the least Muslim, namely 4 respondents (9.8%). Data were obtained from 41 respondents, most of whom were male, namely 24 respondents (58.5%) and the least female, namely 17 respondents (41.5%). Most of the respondents are Toba, 24

respondents (58.5%) and the least are Minang and Nias, 1 respondent each (2.4%). Most of the respondents had high school education, namely 18 respondents (43.9%) and at least elementary school, namely 2 respondents (4.9%).

The author assumes that most of the respondents are in the late elderly and old age categories, this is because this age is more susceptible to disease and requires caring care. In general, older people see more positive behavior towards others. Respondents were able to assess the caring behavior of nurses well because respondents were in the old category, old age tended to not have many complaints about nurse services, because the age of respondents who had a lot of experience would certainly be able to respond well to other people. The researcher's assumption is supported by Umayah, et al (2017), age can affect a person's empathic response because with increasing age, the ability to respond to empathy will also increase in accordance with an increase in one's perspective understanding. Age is one of the factors that influence experience, the older a person is it is assumed that his knowledge will also increase along with increasing experience and self-maturity (Betty & Amalia, 2019).

The author assumes that based on the results of the study, Protestant Christianity is the most common religion, where Santa Elisabeth Medan Hospital is managed by FSE sisters so that most of the visiting patients are Christians. Christianity itself teaches to appreciate and respect one another with love. The researcher's assumption is supported by Abrar, et al (2020), love according to Christian beliefs can be expressed in various ways, such as compassion, loyalty, and kindness, because love is a special priority according to Christianity according to God's love. In simple terms, love can be interpreted as a combination of empathy for others. Love in Christianity is a character of God, in Christianity a person who experiences love creates an urge within himself to love one another (Mangentang & Channelte, 2021).

The writer assumes that all genders have the opportunity to be able to behave caring towards others. Both men and women have different emotional maturity. The researcher's argument is supported by Supriati in Wahyudi (2017), which shows that there is no significant relationship between gender and caring behavior. All nurses, both male and female, have the opportunity to behave caring towards patients, so that in carrying out nursing care it is hoped that all nurses, both male and female, can show caring attitudes or behavior towards patients. This assumption is in line with Aditya, et al in Ramadhiani & Siregar (2019), stating that there is no relationship between gender and nurse caring. This shows that all nurses, both male and female, have the opportunity to be able to behave caring towards patients.

The researcher assumes based on the results of the study that the Toba Batak tribe is the most numerous, this is in line with the Batak Toba tribe being the most nurses in the room. The Batak Toba tribe itself teaches mutual love in every action that aims to show a caring attitude between people. The researcher's assumptions are supported by Siahaan & Yasin (2020), who say that the Batak people must do everything with holong (love), for example the Batak must carry out adat with an awareness of conscience, which means doing it with love not by force.

The author assumes based on the results of educational research that most are high school, because most of the respondents are also in the age range of old adults and the early elderly. The higher a person's education, the greater the desire to utilize knowledge and skills. Education affects the mindset of individuals, while mindset influences a person's behavior and morals that shape one's character.

The researcher's assumptions are supported by Mufarochah (2020), Education that is really needed at this time is education that can integrate character education. Character is, innate, heart, soul, personality, character, behavior, personality, character traits, temperament and character, meanwhile, what is called character is personality, behavior, character, character and character. Character is the values of human behavior related to God Almighty, oneself, fellow human beings, the environment, and nationality which are embodied in thoughts, attitudes, feelings, words, and actions based on religious norms, laws, manners, culture, and customs (Sahroni, 2017).

Based on the results of the study, it was found that the caring behavior of nurses in 41 respondents (100.0%) in the caring category was very good. The author assumes that all respondents assess nursing services as having very good caring behavior. Respondents said that nurses were always sensitive and responsive to all their needs, always greeted, showed empathy and love when caring for them, helped sincerely, permitted religious rituals, spoke with gentle intonation and maintained eye contact, and provided comfort. However, there are actions that nurses do not do, such as bathing and feeding patients because patients are able to do these activities.

Nurses as health workers who deal directly with humans must have a high caring attitude, because quality nursing services can improve the patient's health status. Nurses must also be able to show a patient and caring attitude when treating, have a sensitive nature and be responsive to all the needs of patients, always be there for patients, provide a therapeutic touch during treatment and accept patients as they are.

The author's assumption is supported by Lukmanhakim, et al (2019), nurses who work with good caring will be able to increase their job satisfaction. The behavior displayed by nurses is to provide a sense of comfort, attention, affection, care, health care, encouragement, empathy, interest, love, trust, protection, presence, support, touch, ready to help and visit patients, such behavior will encourage clients to change physical aspects, psychological aspects, spiritual, and social for the better (Firmansyah, et al., 2019). The author's assumption is also supported by Karo & Baua (2019), caring is an important nursing dimension. A nurse has to perform her duties well such as holding hands, listening carefully, showing compassion and empathy and being truly present for the patient.

Caring is a real act of caring, caring behavior is a behavior or our habits in carrying out a caring attitude or caring attitude, caring behavior is a way that someone does to meet the needs of patients while being treated, both physical needs and also emotional needs of patients (Karo & Sihite, 2020).

CONCLUSION

Based on the results of research and analysis regarding the Caring Behavior Description of Nurses in Nursing Services in the Surgical Room of Santa Elisabeth Hospital Medan, it can be concluded as follows: Based on demographic data for the categories of age, religion, gender, ethnicity, education, most are in the age range of 56-65 and 65 and over respectively 10 respondents (24.4%), most adhere to Protestant Christianity, namely 22 respondents (53.7%), most of whom were male, namely 24 respondents (58.5%), the most ethnicity, Toba, 24 respondents (58.5%), most of whom had high school education, namely 18 respondents (43.9%). An overview of the caring behavior of nurses in the Surgical Room of Santa Elisabeth Hospital Medan in 2022, namely the very good category, with a total of 41 respondents (100.0%).

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