

## The Caring Attitude of Inpatient Nurse at Aura Syifa Hospital

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### ABSTRACT

**Background:** Caring nurses are a caring attitude that makes it easier for patients to achieve improved health and recovery. Among the positive attitudes of nurses is the caring attitude of nurses. Nurses in carrying out nursing care are required to provide the best performance so that patients will feel satisfied. On the other hand, dissatisfaction will arise if the performance of the health services they receive does not match their expectations.

**Purpose:** This study aims to determine the caring attitude of inpatient nurses at Aura Syifa Hospital, Kediri.

**Methods:** This research is an analytical descriptive research. Data collection was carried out using a questionnaire. The patient's caring attitude assessment is carried out. Respondents were 62 patients in inpatient rooms who were selected using total sampling techniques. Data analysis was carried out by univariate statistical tests.

**Results:** The results of research on nurses' caring attitudes were mostly positive caring attitudes, namely 58 people (93.5%), and 4 people (6.5%) who had negative caring attitudes.

**Conclusion:** Nurses in the inpatient room at Aura Syifa Kediri Hospital have a positive caring attitude. Suggestion: This research can be used as input to improve the caring attitude of nurses towards patients in every nursing service provided to achieve patient satisfaction.

**Keywords:** caring attitude, inpatient room, nurse

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### BACKGROUND

Caring is central to nursing practice, which is a dynamic way of approach, in which nurses work to further increase their concern for patients. Caring according to Watson, who is famous for Theory of Human Caring, says that caring is a type of relationship and transaction that is needed between the giver and recipient of care to improve and protect the patient as a human being, thus affecting the patient's ability to recover (Sudarta, 2015).

In Indonesia, caring is an important assessment for the community in utilizing health services. According to Pohan (2014) in Riska (2017), the results of the study show that data on patient satisfaction in Indonesia is 42.8%. So that patient satisfaction becomes an important issue for hospitals both in Indonesia and abroad. Then the Ministry's research survey represented by Usman (2010), which took a sample of 738 inpatients in 23 hospitals (public and private). The survey was conducted in 5 major cities in Indonesia and found 9 problem points, one of which was that 65.4% of patients complained about the attitude of nurses who were not friendly, ignorant and did not care enough for patients. Complaints about dissatisfaction with health services in Indonesia continue to increase. In 2006-2012 there were 126 complaints of dissatisfaction with health services, while in 2013 there were 26 complaints from the public. (Depkes RI, 2007).

Nurses are health workers who are one of the keys to meeting patient satisfaction. Therefore, the nurse's attitude towards caring can have an influence on the nurse's caring behavior. This is based on the fact that nurses who respond positively to caring will support all activities related to caring and will be easy to implement caring behavior, and vice versa. One effort to increase patient satisfaction is that health workers, in this case nurses, must have a caring attitude in providing nursing services (Mubarak, 2005).

The low quality of nursing services is in line with low patient satisfaction, so it is necessary to improve the quality of nursing services to increase patient satisfaction. Increasing patient loyalty through improving service quality because the success of a service provider institution is inseparable from a good relationship with its customers, in this case, patients (Lo Liang Kheng, 2010). Results of interviews with the head of the inpatient room at Aura Syifa Kediri Hospital in October 2021. Obtained from interviews with inpatients who were taken at random, obtained data that 5 respondents were dissatisfied, 7 respondents said they were quite satisfied, 6 respondents said satisfied, and 2 respondents stated very satisfied. From the results of these data shows a phenomenon that there are still respondents who are dissatisfied with the caring attitude of nurses. There are several criteria for the level of patient satisfaction with nursing services, namely Responsiveness, Reliability, Assurance, Empathy (Muninjaya, 2014). Satisfied customers will share their feelings and experiences with friends, family and neighbors while in hospital. The positive attitude of officers towards patients will greatly determine the positive interaction between officers and patients, thus providing added value for patient, family and community satisfaction (Muninjaya, 2012). Therefore, hospitals are required to always maintain patient trust by improving the quality of service so that patient satisfaction increases. The hospital needs to carefully determine consumer needs as an effort to fulfill the desires and satisfaction of the health services provided, so that patient satisfaction will be achieved if patients get services that match their needs and expectations.

In overcoming this problem, it is necessary to increase nurses' understanding of the importance of caring, obliging nurses to further improve the quality of caring in providing nursing care and monitoring the caring attitudes of nurses in carrying out nursing care, monitoring the caring behavior of nurses in carrying out nursing care and prioritizing the principles of caring principles (Rahayu, 2015). Caring as a whole is related to nursing care actions that have a dynamic approach and have services from birth to death (Asriwati, 2019) (Teting N, 2018).

## **OBJECTIVE**

The purpose of this study was to determine the caring attitude of nurses in the inpatient room at Aura Syifa Hospital, Kediri.

## **METHODS**

This research is descriptive research. The assessment of the nurse's caring attitude is carried out by the patient. This research was conducted in 2 inpatient rooms at Aura Syifa Hospital, Kediri, namely the Postpartum Room and the Adult Room. Data collection was carried out for 2 weeks. The number of samples in this study was 62 respondents selected by total sampling. The research instrument uses a questionnaire adopted from previous research. The research instrument has gone through the validity and reliability testing stages. The results of the research were carried out by univariate statistical tests and then discussed.

## **RESULTS**

Most of the respondents were female, namely 50 (80.6%) people. Meanwhile, there were 12 (19.4%) male respondents. For age characteristics, the majority of respondents aged 26-45 years amounted to 33 (53.2%) people and the respondents aged at least 18-25 years amounted to 14 (22.6%) people. Then, regarding the job characteristics of the majority of respondents, namely housewives, numbering 27 (43.5%) people, the least was working as a farmer, 5 (8%) people and 1 (1.6%) student.

Most nurses are in the age range 56 – 65 years (60%). Most of them have a diploma in nursing education, namely 27 nurses (90%). All nurses have experience working as nurses for more than 10 years. From the research results we can see that 58 (93.5%) patients rated the nurses' caring attitudes as positive, and only 4 patients rated the nurses' caring attitudes as negative.

## **DISCUSSION**

The results showed that the caring attitude of nurses in the Aura Syifa Hospital Inpatient Room is positive. 58 respondents gave a positive caring attitude assessment, and only 4 respondents gave a negative attitude assessment. Caring is an attitude that nurses must have. With this attitude, nurses will be able to build good relationships with patients. Applying an appropriate caring attitude will help speed up the patient's recovery. In this study, all nurses had the same work experience, namely more than 10 years. This shows that the respondent has sufficient experience as a nurse or in providing nursing care to patients. In accordance with the results of research conducted by Wahyudi (2016), there is a relationship

between length of work and the caring attitude possessed by nurses. The longer a person interacts with a job, the more that person's abilities will improve at work. The longer a person is a nurse, the more he or she will improve his or her abilities as a nurse, including the competencies that a nurse must have. The longer a nurse is, the better the caring attitude he or she will have.

Caring is the basis for the unity of universal human values (kindness, care and love for oneself and others). Caring is described as the moral ideal of nursing, this includes the desire to care, the sincerity to care, and the act of caring. The caring behavior expected in nursing is caring behavior which is based on 10 creative factors. Characteristics are the traits and characteristics that nurses should have and display in serving patients. Caring represents all the factors that nurses use to provide services to patients (Watson, 1987, in Potter & Perry, 2012).

The results of research conducted by researchers on 62 respondents showed that the majority of nurses had implemented a positive caring attitude, totaling 58 people (93.5%), namely in the positive caring attitude category if the score was  $\geq 50\%$  and 4 people were negative (6.5%). %) with a negative caring attitude category if the score is  $<50\%$ . The results of this research are in line with research by Hutapea (2014). With the title the relationship between Nurses' Caring Behavior and the Level of Satisfaction of Patients Treated in Class III Rooms at Immanuel Hospital Bandung, it is known that 72.1% of respondents stated that nurses' caring attitudes were in the high category. On the other hand, in Daaliuwa's (2014) research on the relationship between nurses' caring behavior and patient satisfaction in the internal ward of Toto Kabila Regional Hospital, Bone Bolango Regency, it was found that 57.5% of respondents stated that nurses had a less caring attitude.

The results of research on the caring attitude of nurses with a total of 62 respondents showed that 58 people (93.5%) were in the positive caring attitude category. It can be seen from the statements of respondents who agreed that nurses were responsive in serving patients, nurses accepted and served them well, nurses took action quickly, nurses polite and friendly, and the nurse explains the actions to be taken. This action is carried out by nurses because it is part of the steps that must be taken to provide nursing care to patients. This is in accordance with the work experience, education and skills that nurses have in providing nursing care to patients.

This is supported by research on CBA conducted by Hanan, et all (2013) showing the results that (91.1%) clients were satisfied with the caring behavior carried out by nurses. The Behavioral Assessment scale (CBA) consists of 63 items based on Watson's ten carative factors (Tumanggor, 2013).

Based on the research results obtained by researchers, it can be concluded that a caring attitude will also increase client trust in nurses and reduce client anxiety. Both of these things can strengthen the client's coping mechanisms so as to maximize the healing process. The key to the quality of nursing care services is attention, empathy, caring for nurses and activities that show caring. So the results obtained were that the majority of nurses' caring attitudes in the inpatient wards at Aura Syifa Hospital, Kediri were positive caring attitudes.

## **CONCLUSION**

Identification of the caring attitude of nurses in the inpatient room at Aura Syifa Hospital Kediri from the answers of 62 respondents was negative for 4 people (6.5%) and positive for 58 people (93.5%).

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