

Original Article

The Views of Registered Nurses' for Caring Characteristics: A Cross-Sectional Survey from Hospital and Public Health Services in Bandung

Bhakti Permana

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Abstract

Background: Caring is acknowledged as key concept of nursing. Large evidence showed that nurses caring associated with improvement in health care services. Limited studies exploring the caring perception among Indonesian nurses, whereas the culture is unique and the majority of the people are muslim.

Objectives: The article aims to explore the perspectives of Indonesian nurses giving health care services in a unique culture of Indonesia.

Methods: The study used a cross-sectional survey design at hospital and public health community services. All nurses who has experienced working at least 10 years, permanent worker were considered as inclusion criteria and those under maternity leave or annual leave were excluded from this study. A consecutive sampling technique was used to select subjects. A questionnaire was developed based on caring theory of Watson which consist of 12-items. A descriptive analysis used to explore nurses' view of caring value.

Results: A total 198 nurses were recruited. We found the major caring characters include empathy (27.5%), sincere (26%), responsibility (19.2%), friendly (16.1%), and critical thinking (11.6%).

Conclusion: There were five key of caring characters as view by registered nurses in Indonesia, including empathy, sincere, responsibility, friendly, and critical thinking. To make sure the caring is delivered well by nurses, systematic plan and management is needed. Future study can explore deeply about the caring practice among nurses in Indonesia.

Keywords: caring, characteristics, nurses, perception, views

Introduction

Caring is the essence and core of nursing (Watson, 1979). Nurse is the frontline staff in majority of health care setting and has significant role to deliver caring or effective care for patients and their family (Buchan & Aiken, 2008). The concept of caring is difficult to describe because of its abstract and complex (Beck, 1990). Since the 1950s, the concepts of

caring have been defined in many nursing theories. For example, Leininger believed that caring is natural instinct which have culture diverse on expression and emphasize (Leininger, 1988). Watson pointed out caring has a moral dimension that can protect and promote health and help maintain dignity (Watson, 1985). Watson divided caring behavior into expressive activity and operational activity. Expressive activity includes mood, sincerity, trust, hope, and

sympathy; operational activity includes providing company, listening, encouraging and conciliation (Watson, 1985). However, previous studies reported that essential nursing care is left unperformed in many European hospitals (Aiken et al. 2013, Ausserhofer et al. 2014, Ball et al. 2014). Therefore, understanding how do nurse describe of caring is important. Few study explore the nurses' view on the caring characteristics especially in Asian countries.

According to consensus of Indonesian nurses' association (INA), nursing professional values including caring, nurturing, altruism and holistic. Several studies have been conducted to explore the attitude or behavior of nursing caring. Dedi et al (2008) reported five caring behavior among nurses: 1) caring attitude toward fulfillment of patient's needs, 2) responsible in fulfilling patient's needs, 3) friendly, 4) calm, and 5) ready to meet patient's needs, and 7) empathy attitude towards patients and families. Previous studies also reported that caring behavior increased satisfaction (Arief et al, 2016; Sitingjak, 2017; Morika, 2017; Hutapea et al., 2014; Mailani, 2017). Caring attitude and behavior will develop the character of a caring nurse. character is defined as the quality and quantity of reactions to oneself, others, as well as certain situations (Zubaedi, 2011). Samani (2011) states that character can be interpreted as the basic values that build a person, formed both because of the influence of heredity and the influence of the environment, which distinguishes from others and embodied in the attitude and behavior in everyday life.

Base on the values and culture of Indonesia and philosophy of Pancasila namely religion, humanity, unity, democracy and justice. The unification of caring values with the values and culture of the Indonesian needs to be explored in performing nursing services. These values make a basis in living the daily activities that form the character of nurses. The development of caring nurses' values is based on 10 Watson's characteristics including humanistic and altruistic values, beliefs, sensitivity to self and others, mutual trust, positive and negative feelings of clients, problem-solving methods, interpersonal learning and teaching, the physical, mental, sociocultural and spiritual environments that support, the fulfillment of human needs. Based on the Nation Character Building Design in 2010-2025, character comes from the heart, thought, body, and soul (Samani & Hariyanto,

2011). There is no study combined caring and character of Indonesian. The purpose of this research was to explore five characters of caring based on character, values and culture of Indonesia.

Methods

Study design and sample

Cross-sectional design was used to explore five characters of caring based on character, values and culture of Indonesia among nurses. This study was conducted in general public hospitals and public health care services in Bandung, Indonesia.

Sample

The target population of this study is nurses in general public hospital and public health services in Bandung Indonesia. The inclusion criteria were nurses aged more than 20 years old and registered as health care professionals in the study hospital and public health services, working experience at least 10 years, and permanent worker. Exclusion criteria are healthcare professionals who take sick leave, maternity leave, and off duty. Participants were consecutively recruited.

Instrument

A questioner was self-developed according to the caring theory from Watson. A total 12 items with open question were used to explore nursing view towards the needs of caring characteristics related to working motivation, working responsibility, caring towards patients with depression, spiritual practices, searching information, response to the patients who are angry or feeling disappointed, response to the family, fulfilled patient and family's needs, team work, professional attitude in response to the patients complaints, take care of unconscious patients, and fulfill patients willingness. Each respondent was required to prioritize 3 characters of Indonesian characters associated with caring: sources of hearth feeling, sources of mind, the power of body and soul. Each item was tabulated to explore the caring characters among nurses in Indonesia.

Procedure

After getting Institutional Review Board (IRB) approval from the affiliated university, the researcher contact and coordinate with the head nurse of study hospital and public health services to obtain the list of nurses by giving the information about the inclusion criteria. Informed

consent was obtained prior data collection. The completion time of the instruments ranging from 10-15 minutes.

Data Analysis: Descriptive analysis was applied to describe caring characters as viewed by nurses, presented using distribution frequency.

Result

A total of 198 nurses agreed to join in this study, 86 from hospital and 86 from public health services. Figure 1 depicts the major caring characters as perceived by nurses. The highest was empathy (27.5%), followed by sincere (26.05%), responsibility (19.25%), friendly (16.1%) and critical thinking (11.6%).

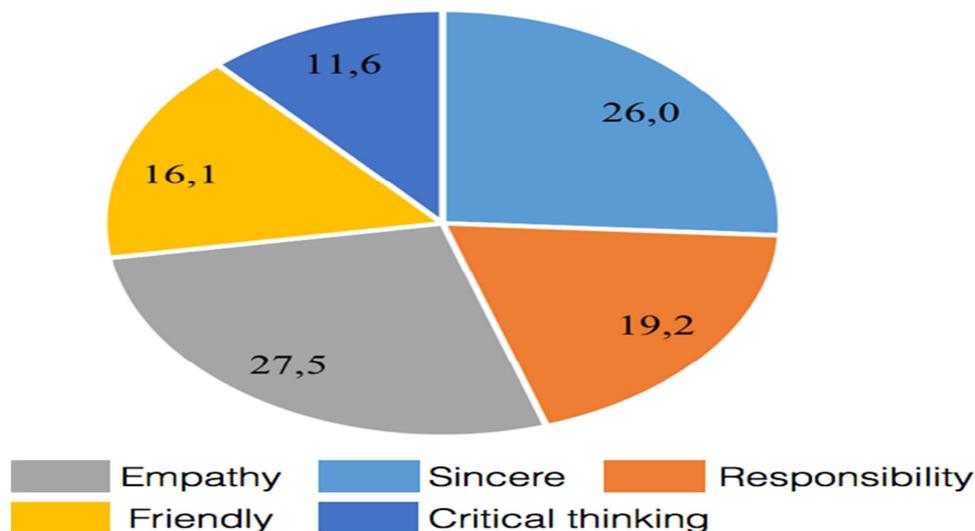


Figure 1. Five major characters of caring as perceived by nurses

Table 1 summarizes the need of caring characters based on nurses' perception. From the question items on motivation to work, nurses perceive that sincere was the most important (23.58%), items of responsibility and family issue of caring character was responsibility (26.63%), the question items on caring patient with depression was empathy (26.42%), items on searching information was mutual respect (23.78%), items on taking care of family burden was friendship (11.79%), items on responding to client was patience (20.53%), items on fulfilling patient and family was grateful (21.14%), items on team work is empathy (13.41%), items on professional care was critical thinking (15.65%), items on fulfilling basic needs was patience (24.39%), items on taking care of unconscious patients was empathy (16.26%), and items on responding the patients' hope was empathy (22.97%).

Figure 2 shows the main character of caring based on Indonesian index development. The source of characters involved sources of feeling, sources of mind, and the power of body and soul. The source of feeling consists of patience

(16.8%), responsibility (19.2%), sincere (26.0%). The source of thought consists of friendly (15.8%), respect (18.9%), empathy (27.5%), power of body consists of sportive (4.0%), cooperative (9.0%), friendly (16.1%). The power of soul composed of innovative (7.8%), intelligent (10.2%) and critical thinking (11.6%).

Discussion

Study findings showed that nurses had good characters related to caring including empathy, sincere, responsible, friendly and critical thinking. This is consistent with study conducted by Dwidjayanti (2007), the noble profession of nursing requires patience and calm in serving patients who are suffering from illness. A nurse should be able to serve the patient wholeheartedly. As a nurse must be able to understand the problems faced by the patients. To be able to provide a good caring behaviors, a nurse requires the ability to pay attention to others, intellectual, technical and interpersonal skills are reflected in caring behavior or affection. A person who is well-educated in

character would have better commitment, loyalty, awareness and willingness to adhere to ethics (Zubaedi, 2011). The working period of nurses in Bandung also influenced caring character. Robbins (1998), outlined that the longer a person works the more skilled and will be more experienced in carrying out their work.

The working period of the nurse influenced the work experience. Our sample had experienced working more than 10 years, that could be a possible reason for having good caring characters.

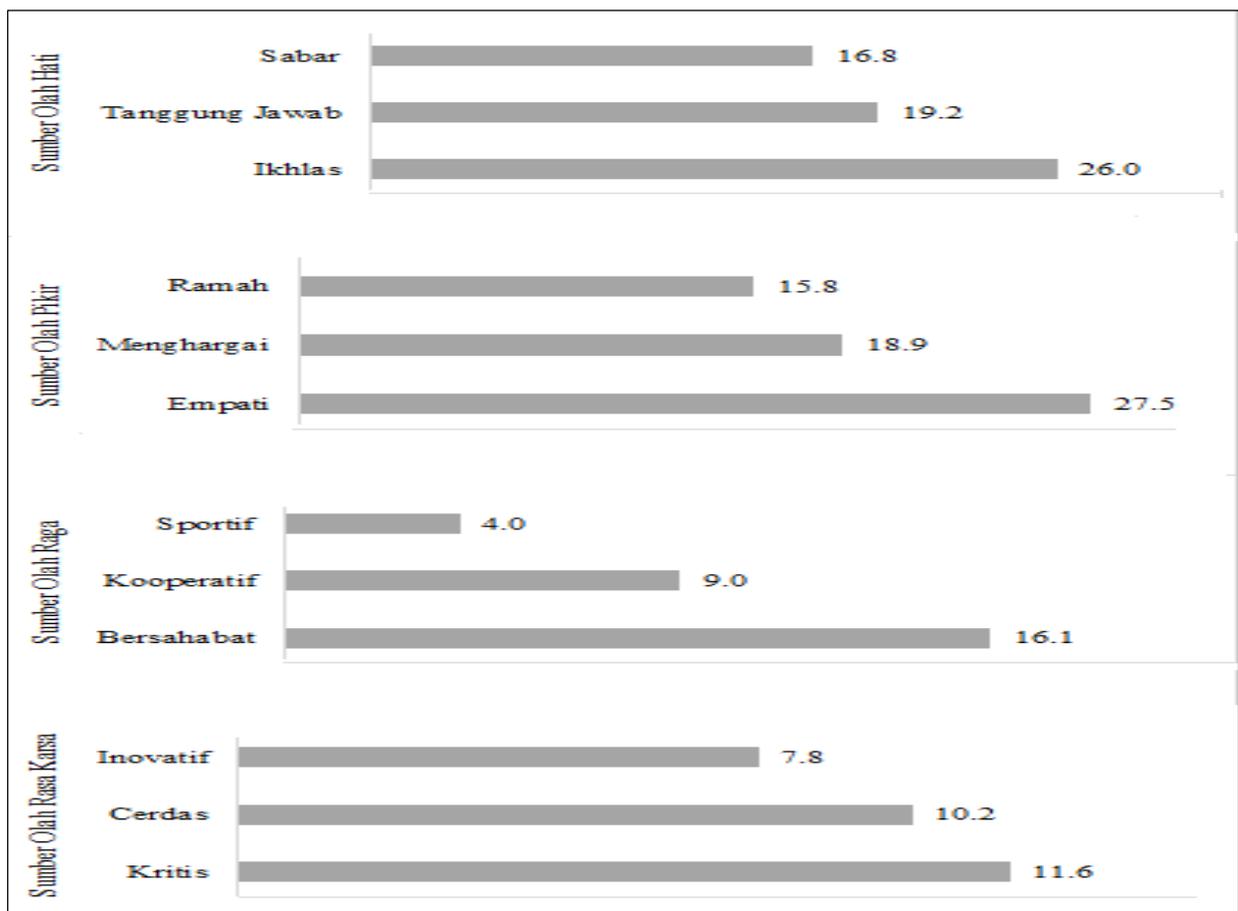


Figure 2. The major caring characters according to index development of Indonesian

Table 1. Description of the caring characters as viewed by nurses (n=198)

Items	Caring characters	N	(%)
Working motivation	Sincere	116	23.58
	Responsible	77	15.65
	Patience	70	14.23
Responsibility and family issues	Responsible	131	26.63
	Trust	64	13.01
	Patience	49	9.96

Caring patients with depression	Empathy	130	26.42
	Patience	79	16.06
	Pity	31	6.30
Searching information	Respect	117	23.78
	Tolerant	79	16.06
	Friendly	49	9.96
Take care of family burden	Friendly	58	11.79
	Respect	57	11.59
	Cooperative	56	11.38
Response to patients and family	Patience	101	20.53
	Empathy	44	8.94
	Sincere	40	8.13
Fulfil patients and family needs	Be grateful	104	21.14
	Hospitable	83	16.87
	Friendly	67	13.62
Team work	Empathy	66	13.41
	Responsible	44	8.94
	Smart	42	8.54
Professional care	Critical thinking	77	15.65
	Respect	73	14.84
	Creative	48	9.76
Fulfill basic needs of patients	Patience	120	24.39
	Sincere	65	13.21
	Hospitable	52	10.57
Take care of unconscious patients	Empathy	80	16.26
	Humanity	73	14.84
	Responsible	58	11.79
Response to the patients hope	Empathy	113	22.97
	Friendly	82	16.67
	Respect	56	11.38

Caring behavior is very important for nursing. Caring behavior is a unifying focus for nursing practice. Caring behavior is also very important to improve health condition. Caring behavior

contains 3 things that cannot be separated the attention, responsibility, and sincerity. Providing simple care is not just an emotional feeling or simple behavior, because caring behavior is a concern for achieving better care, build a social

structure, life view and cultural value. Performance of nurses, especially on caring behavior becomes very important in influencing the quality of service and patient satisfaction, especially in hospitals, where the quality of service becomes a determinant of service institutions.

The four main characters of a nurse is multicultural that can be used as a reference and guidance for nurse character education. In the future, nursing education is expected to not only emphasize and prepare nurses to have hard skills, but also to form nurses who are ready for soft skills. The four main characters of this nurse can be formed, built and also developed into the character of a nurse, because the character itself is a form of uniqueness of a person, both in thinking and behaving based on the values that exist in society. So, the educational nursing institution must also be able to form, educate, nurture and develop the nurses who have the caring character (Alhamdu, 2014).

Character formation is not a product of training or education a day, but the result of a continuous effort made with patience and persistence to shape one's character. It is not easy to form a person's character in a short time. It is best to establish caring nurses since the early days, example while starting an education. This means that the role of education in building caring nurses is very important. In the preparation of care education curriculum should include caring elements in each course. Emphasis on humanistic, caring and trust, commitment to help others and various other caring elements must have been built since the nurse during the education period. In addition, it is necessary to socialize the concept of caring on nurses to provide a deep understanding of what nurses should do to be caring in every contact with patients. Caring indicators should be recognized and applied in care and evaluated on an ongoing basis.

Conclusion

Our findings indicate that Indonesia nurses view of caring characters as empathy, sincere, responsibility, friendly, and critical thinking. Specific characters associated with the Indonesian context was addressed including source of feeling, source of thinking, and the power of body and soul. Continue education to improve and build up

caring characters among nurses is needed in order to provide better quality of care. Future study to explore the overall contextual conditions surrounding caring in which the patients' experiences are taken into account while the nurses can stay true to their caring values.

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