

HUBUNGAN FAKTOR SIKAP, KEPERIBADIAN DAN MOTIVASI DENGAN PERILAKU CARING PERAWAT DI RSUD SUBANG

The Relationship of Attitude, Personality and Motivation Factors with Nurse's Caring Behavior in RSUD Subang

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Abstrak

Pendahuluan : Perilaku caring perawat yang masih rendah akan berdampak pada mutu pelayanan keperawatan dan bagi perawat itu sendiri. Faktor psikologis yang terdiri dari sikap, kepribadian, dan motivasi merupakan faktor yang dapat meningkatkan perilaku caring perawat. **Tujuan:** Tujuan penelitian ini adalah untuk mengidentifikasi hubungan sikap, kepribadian, dan motivasi dengan perilaku caring perawat. **Metode:** Metode penelitian menggunakan studi kuantitatif dengan desain Cross-Sectional Study menggunakan teknik stratifikasi proporsional pada 119 perawat. Instrumen yang digunakan dalam penelitian ini adalah kuesioner. Analisis regresi linier digunakan untuk menentukan faktor yang paling berhubungan dengan perilaku caring perawat. **Hasil:** analisis penelitian menunjukkan variabel sikap dan motivasi memiliki p-value 0,000, variabel kepribadian dengan p-value 0,011 memiliki hubungan yang signifikan dengan perilaku caring perawat, dan faktor terpenting yang berhubungan dengan perilaku caring perawat adalah sikap dan motivasi dengan p-value 0,000 sedangkan kepribadian dengan p-value 0,005. **Kesimpulan:** faktor yang paling berhubungan dengan perilaku caring perawat adalah sikap, kepribadian, dan motivasi. Rumah sakit dapat memberikan pelatihan yang dapat memperkuat motivasi, sikap, dan kepribadian perawat untuk meningkatkan perilaku peduli.

Abstract

Background Nurses' caring behavior is still low which will have an impact on the quality of nursing services and on the nurses themselves. Psychological factors consisting of attitudes, personality, and motivation are factors that can improve nurse caring behavior. **Objective:** to identify the relationship between attitude, personality, and motivation with nurses' caring behavior. **Method:** The research method used a quantitative study with a Cross-Sectional Study design using a proportionate stratified technique of 119 nurses. The instrument used in this research is a questionnaire. Linear regression analysis was used to determine the factors most related to nurse caring behavior. **Results:** attitude and motivation variables had a p-value of 0.000, personality variables with a p-value of 0.011 had a significant relationship with nurse caring behavior, and the most important factor related to nurses' caring behavior were attitude and motivation with a p-value of 0.000 while personality with a p-value of 0.005. **Conclusion:** the factors most related to the caring behavior of nurses are attitude, personality, and motivation. Hospitals can provide training that can strengthen motivate, attitude, and personality of nurses to improve caring behavior.

INTRODUCTION

Nursing services are professional services with the basis of nursing knowledge and art that is shown to individuals, families, groups, or communities, both healthy and sick (UU RI No. 38, 2014). Nursing services are based on the caring attitude of nurses and can improve nursing services. The nurse's job is to provide care for patients, nurses provide empathy and support to patients (Purwaningsih, 2018). Caring is one of the important assessments for the community in utilizing health services.

An overview of caring behavior in Indonesia showed that 39 (46.4%) nurses' caring behavior was bad, and more than half of 50 (59.5%) patients were dissatisfied with nurses' caring behavior (Mailani & Fitri, 2017). Darmawan's research (2016) found 61 (48%) nurses were not caring. In addition, 71.4% of patients were dissatisfied because the nurse's caring behavior was lacking (Ilkafah, 2017). Nurahayu and Sulastri (2019) stated that the caring behavior of nurses was low at 66.7%. Lumantobing study, et al., (2019) stated that the caring behavior of practicing nurses was lacking by 55.2%. Some of these studies state that there are still many nurses' caring behaviors that are not good and make patients and their families dissatisfied with the services provided by nurses when carrying out nursing care for patients (Pardede, 2020). This shows that the problem is the caring behavior of nurses is still low.

The impact of low caring behavior for clients is to increase mutual trust, increase physical healing, and safety, have a lot of energy, lower treatment costs, and create a more comfortable feeling (Ambarika & Wardani, 2021). Meanwhile, the impact of caring behavior on nurses is the emergence of a feeling of love for nursing so that nurses will try to increase knowledge, respect life and death, show integrity, wholeness, and self-esteem, and feelings of satisfaction can help clients achieve health and well-being (Watson, 2009). The

magnitude of the impact of caring behavior on clients and nurses themselves is necessary to know several factors that will increase nurse caring behavior.

The low caring behavior can be caused by several factors. Three factors can influence a nurse's caring behavior, namely individual factors, psychological factors, and organizational factors (Gibson, 1990; Rahayu, 2018b; Kusnanto, 2019). Psychological factors consist of attitude, personality, and motivation. Psychological factors related to caring for nurses are the nursing process or an important way to determine the ability of a nurse to carry out the nursing documentation process by upholding the attitude of caring nurses in providing comfort to clients (Firmansyah et al., 2019). Psychological factors regarding the attitude of nurses in responding to caring also influence the caring behavior of nurses. This is based on the fact that nurses who respond positively to caring will support all activities related to caring and will find it easy to apply caring behavior.

The purpose of this study was to identify the relationship between attitude, personality, and motivation with nurses' caring behavior.

METHOD

This research used quantitative research with a cross-sectional design. This research was conducted at RSUD Subang Hospital and was carried out in July-August 2022. The population was nurses at RSUD Subang. The sample was calculated using G-power software version 3.1.9.7 with the F-tests used, namely linear multiple regression: Fixed model, R^2 deviation from zero, so the results obtained for the total sample were 119. The sampling technique used proportionate stratified random sampling. The independent variables are attitude, personality, and motivation. The dependent variable is the nurse's caring behavior.

The instrument used CBI (Caring behavior inventory) version 42 to measure nurses' caring behavior which has been

translated into Indonesian (Respati, 2012). The questionnaire has been declared valid and reliable (r alpha = 0.934). The instrument for measuring nurse attitudes consists of 24 questions and has been tested for validity with a value of $r = 0.668-0.942$, and the results of Cronbach's alpha = 0.765 so that the questionnaire is declared valid and reliable. The instrument used is a personality-type questionnaire using the Personality Test or JTI Test (Jung's Type Indicator) consisting of 28 statements. The instrument used to measure nurse motivation based on external and internal factors based on Herzberg's motivation theory consists of 24 statements. The questionnaire has been declared valid and reliable (CVI value 0.942, Chronbach alpha 0.954).

Univariate data analysis using frequency distribution and average. Bivariate data analysis used the Spearman Correlation and Mann-Whitney tests. Multivariate analysis using multiple linear regression analysis

RESULT

This research was conducted at Subang Hospital from 29 July 2022 to 05 August 2022 with the following results:

Table 1 Respondent Data Demographics

Variabel	F	%
Sex		
Male	44	37%
Female	75	63%
Education		
Diploma	57	47.9%
Bachelor	38	31.9%
Ners	24	20.2%
Mean \pm SD		
Age	30,06 ($\pm 6,405$)	
Min = 21		
Max = 52		

Based on Table 1 shows that more than half of the total respondents were female as many as 75 people (63%), the average respondent with a Diploma education level was 57 people (47.9%), and the average age of the respondents was 30.06.

Table 2 Description of Nurse Caring Behavior, Motivation, Attitudes and Motivation of Nurses (n=119)

Variabel	Min - Max	Mean (\pm SD)
Caring Behavior	42 - 168	143,2 ($\pm 22,22$)
Motivation	24 - 95	74.14 (± 7.793)
F %		
Attitude		
Good	54	45.4%
Moderate	60	50.4%
Low	5	4.2%
Personality		
Ekstrovert	19	16%
Introvert	100	84%

Based on table 2, shows that respondents tend to have good caring behavior with a mean value of 143.2 SD (± 22.22), nurse motivation tends to have good motivation with a mean value of 74.14 SD ($\pm 7,793$), and respondents tend to have an adequate attitude, namely 60 respondents (50.4). Some of the nurses have introverted personalities, namely 100 respondents (84%).

Table 3 Relationship between Attitudes and Motivation with Caring Behavior

Variabel	Coefficient (r)	P-value
Attitude	-0.625**	0.000
Motivation	0.411**	0.000
Mean rank		
Personality		
Introvert	63.45	0.011
Ekstrovert	41.84	

Based on table 3, the results show that there is a significant relationship between attitude (p-value: 0.000) and motivation (p-value: 0.000) with caring behavior. There is a significant relationship between personality (p-value: 0.011) and caring behavior.

Based on table 4, it was found that the results of linear regression obtained p-values for attitude (0.000 <0.05), motivation (0.000 <0.05), and personality (0.005 <0.05). The results of Unstandardized Beta data show that if attitudes decrease then caring behavior

increases by -0.738 if motivation decreases then caring behavior increases by -0.991, and if personality decreases then caring behavior increases by -12.17.

states that there is a relationship between nurse performance motivation and nurse caring behavior with a correlation value of 0.515, which means there is a moderate relationship with a range of 0.400-0.599. (Puspita and Hidayah, 2019). There is a

Table 4. Analysis of the relationship between attitudes, motivation and personality simultaneously

Variabel	Beta Unstandardized	SE	95% confidence Interval		P-value
			Lower Bound	Upper Bound	
Attitude	-0.738	0.120	-0.976	-0.501	0.000
Motivation	-0.991	0.204	-0.587	1.395	0.000
Personality	-12.17	4.301	-20.69	3.655	0,005

DISCUSSION

Watson (2009) stated that caring is also interpreted as a caring attitude that will make it easier for patients or clients to achieve improvement and recovery. Caring is a form that will give attention to others, which will be centered on people, and respect dignity and humanity, a commitment to prevent deteriorating health status, caring for and respecting others (Nursalam, 2014 (Rina Martuti, 2019).

A nurse who has high motivation will bring positive traits in carrying out their work such as good interaction experience and commitment to maintaining quality work and high motivation. Stoner and Freeman said motivation will contribute to a person's level of commitment (including the factors that will cause, channel, and maintain the behavior in a certain direction). Nurses who have high motivation show they have done their best and the results are very satisfying, nurses also respect the client's opinions and decisions (not belittle) (Rina Martuti, 2019).

Motivation has a significant relationship with nurses' caring behavior. This is in line with several studies where there is a significant relationship between work motivation and the caring behavior of nurses in inpatient rooms (p-value = 0.001) (Khadijah and Marni, 2014). Other research

correlation between work motivation and nurses' caring behavior in the internal room of Elisabeth Hospital Medan (Naibaho, 2016). Work motivation as an intrinsic factor such as achievement of work performance, acknowledgment of giving a letter of appreciation giving gifts in the form of cash, the work itself, responsibility, progress such as the opportunity to get a promotion, the opportunity to progress, and develop to a higher level are things that can influence behavior caring nurse.

Nurses can be caring in providing nursing care to clients, so it can be said that nurses are professional because they can help patients meet their needs. After all, it is following the theory put forward by Dwidiyanti (2007) that caring is a goal-oriented process of helping others grow and actualize themselves (Publication et al., 2014). The results of the study showed that there was a relationship between attitude and nurses Caring behavior. This research is in line with research conducted by (Mony dan Afandi, 2014) which showed that there was a significant relationship between attitudes and nurses' caring behavior. Other research shows that knowledge and attitude toward caring were significantly associated (p-value <0.001). Caring behavior can be affected by the knowledge and attitude of the nurse. Nurses who have good

knowledge and attitude make good caring behaviors too (Rahayu, 2018).

Jung's theory states that every individual has a unique personality that distinguishes him from other individuals, as well as nurses, they have different personality types. Introvert personality types in nurses include being more careful when speaking, focusing, and being able to provide information, and they are usually quiet and do more action than talk (Gombong, 2022). The results showed that there was a significant relationship between personality and nurses' Caring behavior.

This research is not in line with research conducted by (Pardede, 2020) which said that extroverted personalities in the world of work nurses are required to be more open, easier to get along with and socialize to create good communication with patients. However, other research shows that there is a relationship between personality types (big five personalities) and caring behavior, especially conscientiousness and agreeableness personalities (Sumarni, 2021).

CONCLUSION

The conclusions in this study are most of the nurses' caring behavior was moderate, the nurses' motivation was mostly high, and the nurses' personalities were mostly introverted; attitude has a relationship with nurse caring behavior, motivation has a relationship with nurse caring behavior, personality has a relationship with nurse caring behavior, and variables that influence nurse caring behavior are attitude and motivation variables. Hospitals can provide training that can strengthen motivate, attitude, and personality of nurses to improve caring behavior.

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