FACTORS INFLUENCE CHARACTER OF CARING NURSES' AT HOSPITALS IN GRESIK

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ABSTRACT

Background: Caring is importance and essence in nursing which means accountability of relationships between nurses and clients, where nurses help client participation, acquire knowledge and improve client health. The purpose of this study was to explain the various factors that influence the character of caring nurses in all hospital at Gresik City. **Methods**: This study used cross-sectional design with 85 nurses used cluster sampling in RSUD Ibnu Sina Gresik, Semen Gresik Hospital, Petrokimia Gresik Hospital, and Muhammadiyah Gresik Hospital. Independent variables were psychological factors: intrinsic motivation, extrinsic, personality; Individual factors include ability, skills, age, gender, education, length of work. Organizational factors: nurse unit manager leadership style, income, material resources and model of nursing care wards. The dependent variable was caring character of nurses. Data were collected using questioner and data were analyzed using multiple logistic regression test with significance level $\alpha \leq 0.05$. **Results**: The average value of caring nurse character= 87.19; Most of the respondents were in good category (90.6%). There was influence of psychological factors: intrinsic motivation ($p = 0.017$) and extrinsic motivation ($p= 0.037$) with caring character of nurse. There was influence of individual factors: age ($p = 0.043$), length of work ($p = 0.038$), income/ month ($p= 0.011$) with caring. There was no influence of organizational factor with caring character. **Conclusions**: Character of caring nurses in each hospital can be improved by continuing education and nursing training with considering intrinsic and extrinsic motivation factors of nurses.

Keywords: Caring, Nurses, Hospital.

INTRODUCTION

The complicated health problems in Indonesia have an impact on the demands and needs of the community on health services including nursing services. The public is more aware of the rights and obligations to demand professional nursing services. Caring is something that missing in nurses. Patients and families often complain that nurses are less care, less attention to fulfill the needs of patients and families. The data survey showed that nurses often work according to daily routine, nurses have less concern for the needs of patients and families and the environment.

The number of nurses work in a hospital about 60% of the total staff. The data number of nurses in Ibnu Sina at 2016 were 287 people, in Semen Gresik were 102 people, in Muhammadiyah were 88 people, and in Petrokimia were 120 people. That means the nurses must be contribute to improving the quality of care. Nursing staff who are the largest and help achieve the goal of realizing the Healthy Indonesia community by 2020 and Sustainable Development Goals (SDG's).

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Caring is the essence of nursing which means accountability of relationships between nurses and clients, where nurses help client participation, acquire knowledge and improve health. Caring behavior is important because Caring is a major focus in nursing practice and is the essence of nursing. Caring contains humanistic values, respect for human freedom, emphasizes the improvement of ability and independence, increased knowledge and respect for everyone. Caring's behavior will allow for a harmonious interpersonal relationship between nurse-clients who assist in meeting client needs that ultimately provide a sense of comfort to the client (Watson, 1988 in Alligood, 2010).

The Era of MEA and globalization, Indonesian nurses need to improve quality of professional by applying caring behaviour properly. This article will explain the description of Caring nurses during this and the factors that influence of Caring nurses.

METHODS

This study used cross sectional design with sample of 85 nurses. Sampling used probability cluster sampling in RSUD Ibnu Sina Gresik, Semen Gresik Hospital, Petrokimia Gresik Hospital, and Muhammadiyah Gresik Hospital. Independent variables were psychological factors: intrinsic motivation, extrinsic, personality; Individual factors include ability, skills, age, gender, education, lenght of work. Organizational factors: leadership style of Nurse Unit Manager (NUM), income, material resources and model of nursing care wards. Dependent variable was caring character of nurses. Data were collected using questioner and data were analyzed using multiple logistic regression test with significance level $\alpha \leq 0.05$.

RESULTS

Psychological factors that affect caring character of nurses consists of: intrinsic motivation, extrinsic motivation and personality. The results are shown in the table as follows:

Table 1. Descriptive Data of Psychological Factors of Nurse in Charing Character at RS of Gresik City Region May-July 2017

Psychological Factors	Intrinsic Motivation	Extrinsic Motivation	*Caring* Nurses'
M ± SD	64.46 ± 8.65	36.69 ± 6.81	87.19 ± 9.46
Mo (Q1; Q3)	69 (58; 71)	33 (32; 43)	96 (81.5; 95)
Min- max	44-80	19-70	50-96
ρ value	0.017	0.037	-

The result showed that the mean value of intrinsic motivation of nurse = 64.46 with minimum value 44 and maximum value 80. Average value of nurse extrinsic motivation = 36.69 with minimum value 19 and maximum 70. Character of caring nurse average value =

87.19 with minimum value 50 and maximum 96.

The result of kolmogorov smirnov test showed intrinsic motivation ρ = 0.848; extrinsic motivation ρ = 0.341 which means that there was no difference in intrinsic motivation and nursing extrinsic motivation. Statistical test results with

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multiple logistic regression showed intrinsic motivation = 0.017; Extrinsic motivation = 0.037; where the significance value p ≤ 0.05 which means that intrinsic

motivation and extrinsic motivation of nurses affect the character of caring nurses in Gresik Hospital.

Table 2. Cross tabulation of Personality Factor with Character of Caring Nurse at Hospital of Gresik City Region May-July 2017

Personality	Character of *Caring* Nurses				Total	%
	Good		Enough			
	F	%	F	%		
Introvert	7	8.24	3	3.53	10	11.77
Ekstrovert	70	82.35	5	5.88	75	88.23
Total	77	90.59	8	9.41	85	100
Mann-whitney test result ρ= 0.018						

Table 2 showed that most nurses have extroverted personalities with a good caring character of 70 people and a small number of nurses have introverted personality with a caring character of just 3 people. The result of kolmogorov smirnov test showed 0.000 means that

personality is not normally distributed so that statistic test with Mann-Whitney got p = 0.018 hence acceptable research hypothesis that is personality factor influence caring character of nurse in Gresik hospital.

Table 3. Descriptive Data of Individual Factors of Nurse in Caring Character at RS Region of Gresik City May-July 2017

Individual Factors	Ability	Skill	Age
M ± SD	52.50 ± 4.65	51.12 ± 4.24	31.29 ± 6.28
Mo (Q1; Q3)	48 (48; 56)	48 (48; 53)	25 (25; 36)
Min- max	37-62	43-60	22-45
ρ value	0.070	0.077	0.043

The table above showed that the nurse ability got the average value = 52.50 with minimum value 37 and maximum value 62. Average value of skill nurse = 51.12 with minimum value 43 and maximum value 60. Mean age of nurse = 31.29 years with age minimum 22 years old and maximum age 45 years. The results of kolmogorov smirnov test obtained ability p = 0.074 (no different individual ability); Skill p = 0,024 (nursing skills not normally distributed); age p = 0.081 (no age difference). The result of double logistic regression statistic test showed the ability factor, the skill did not

affect the caring character of the nurse while the age influence the caring character of the nurse with the value of p multiple logistic regression test result (0.070,0.077,0.043).

The results of the research can be seen in table 4 shows most of the female nurses have a caring character as much as 61 people and a small number of male nurses have enough caring characters as much as 2 people. Mann-Whitney test result got p = 0.782 where α ≤ 0.05 meaning that there was no relation of gender with caring character at nurse hospital in Gresik.

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Table 4. Cross Tabulation Gender of Character Caring nurse at Hospital of Gresik Region in May-July 2017

Gender	Character *Caring* Nurses				Total	%
	Good		Enough			
	F	%	F	%		
Male	16	18.82	2	2.35	18	21.17
Female	61	71.77	6	7.06	67	78.83
Total	77	90.59	8	9.41	85	100
Mann-whitney test Result ρ= 0.782						

Table 5. Cross Tabulation Length of Work with Character Caring Nurse at Hospital of Gresik Region in May-July 2017

Length of work	*Character Caring Nurse*				Total	%
	Good		Enough			
	F	%	F	%		
1-10 years	51	60	7	8.24	58	68.24
11- 20 years	23	27.05	1	1.18	24	28.23
≥ 21 years	3	3.53	0	0	3	3.53
Total	77	90.58	8	9.42	85	100
Multiple logistic regression test result ρ= 0.038						

The results showed that most nurses with a duration of 1-10 years old showed good caring character and a small number of nurses with a working period of ≥ 21 years showed good caring characteristics as well. Multiple Logistic Regression test results showed that p = 0.038 means that there was a length of working relationship with caring character.

Table 6. Cross Tabulation Education Level with Character Caring Nurse at Hospital of Gresik Region in May-July 2017

Education Level	*Character Caring Nurse*				Total	%
	Good		Enough			
	F	%	F	%		
Academy Nursing	52	61.2	4	4.7	56	65.9
Bachelor Nursing	25	29.4	4	4.7	29	34.1
Total	77	90.6	8	9.4	85	100
Multiple logistic regression test result ρ= 0.128						

The results showed that nurse education level was mostly nursing academy with good caring character, while caring character was shown in 4 nurses with education level of Academy Nursing and 4 nurses with Nursing Bachelor degree. The result of multiple logistic regression test shows that ρ = 0.128 meaning that there is no correlation of education level with caring character of nurse at hospital in Gresik city region.

Table 7 showed result of the research that organizational factors consisting of nurse unit manager leadership style, room material resources and Professional nursing model showed no influence on caring nurse character at hospital in Gresik city region but income/ month influence on caring nurse character.

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Table 7 Cross Tabulation Organizational Factors with Character Caring Nurse at Hospital of Gresik Region in May-July 2017

Organizational Factors	Caring Nurses				Multiple Regresion Logistic Test
	Good		Enough		
	F	%	F	%	
Headroom leadership styles					0.354
a. Democratic	38	44.7	6	7.1	
b. Authoritarian	1	1.2	0	0	
c. Participative	38	44.7	2	2.3	
Total	77	90.6	8	9.4	
Room material resources					0.176
a. Adequate	66	77.7	7	8.2	
b. Not adequate	11	12.9	1	1.2	
Total	77	90.6	8	9.4	
Income/ month					0.011
a. 1-3 million/ month	24	28.2	4	4.7	
b. 3-5 million/ month	45	52.9	4	4.7	
c. 5-7 million/ month	6	7.1	0	0	
d. > 7 million/ month	2	2.4	0	0	
Total	77	90.6	8	9.4	
Professional nursing model					0.493
a. Team	30	35.3	6	7.1	
b. Primary	3	3.5	1	1.2	
c. Moduler	44	51.8	1	1.2	
Total	77	90.6	8	9.4	

DISCUSSION

The results of this study indicate good value on intrinsic motivation and extrinsic motivation of nurses, the better the value of caring nurse character in RS Kota Gresik area. This is in accordance with the results of research conducted by Griffiths (2009) which states that the value of caring behavior of nurses associated with the motivation of nurses in caring. Gibson (1996) states that the performance of a person in carrying out a job is influenced by psychological factors, individuals, and organizations. Psychological factors include: intrinsic motivation, extrinsic motivation and personality. The performance of nurses in professional nursing care is called caring. Caring is the essence of nursing action.

General principles of motivation is a psychological process, individualized, the behavior of a person comes from himself. Motivation arises in two basic forms of extrinsic motivation (from the outside), and intrinsic motivation (from within a person / group). These two forms are closely interlinked (Engstrom, 2007). The nurse's good motivation shapes the caring character of a good nurse. This research was conducted in 4 hospitals in Gresik City area where 2 private hospitals and 2 local public hospitals. Although there are differences in form / type of hospital, but the results of this study assessment of the patient / family in observing the character caring showed the same results that most of the nurses have a good caring character and only a few who have sufficient caring character. From the observation of researcher the most visible enough caring character in class III wards.

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Character caring nurses assessed from 5 dimensions are: maintaining belief, knowing, being with, doing for, and enabling (Swanson, 1991 in Bakar et al, 2017). Being with means that the nurses are emotionally present with the client, including sharing the feelings without the burden. Doing for means the nurse along with the client to take action that can be done to anticipate the necessary needs, comfort, maintain the privacy and dignity of the client.

The results of this study indicate that good caring characters are mostly shown in nurses with extroverted personality. The extroverted personality is shown by a nurse who is always friendly, polite and courteous, openness when discussing with the patient so that the patient can have various feelings without weight and reduce the discomfort. Introverted personality is indicated by closed nurse behavior, difficulty in making friends or likes to be alone.

The results obtained 7 people nurses who have introvert personality but have a good caring character. It can be explained by researchers that although nurses have introvert personality but nursing work environment that always rely on team work make nurse always work together either inter nurse or with other health worker to provide comprehensive health service to client. But there are 3 nurses who have an introvert personality with enough caring characters. This can be seen in the table 2 of research data that the nurses with the category showed lower values in the caring character: nurses guide or teach something to the patient and nurses monitor the patient's condition voluntarily. Nurses with introvert personality will find it difficult to start talking to the patient and rarely monitor the patient's condition.

The individual variables according to Gibson (1996) are grouped into sub-variables of ability and skill, background and demographics. Sub-variables ability and skill are the main factors affecting individual performance. The theory is proved by the results of this study that most nurses have good skills and skills will show good caring character as well. The factors of nurse ability are: understanding of job / job scopes, understanding of task / job implementation procedures, understanding of how to perform tasks / tasks, appreciating task / job responsibilities, understanding of challenges in task / job implementation, suitability of knowledge variation With knowledge in the execution of tasks. While the nurse skills shown with the ability to determine how to complete the task / job, the ability to determine the best procedures in carrying out the task / job, the ability to complete the task well, the ability to determine the size / volume of the best task that can be completed, the ability to determine the quality of the best job / Solved, the ability to predict the results of the task/job implementation. The results of this study found that there are 2 nurses who have low ability and 11 nurses have low skills in carrying out caring in hospitals of Gresik. Some nurses are observed if caring shows good value. This is because caring is done is a routine done everyday so that the concept of nurses have not understood caring correctly but they have no difficulty in implementing it. If the nurse is more aware of the caring concept correctly then the nurse's skills and skills show higher value, then this can be achieved through

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education and training for nurses. Through a good understanding of caring the nurse is expected to be more skilled and the behavior change of the learning outcomes is maintained forever.

The results of data collection showed that most nurses have good caring character, not only for female nurses but also for male nurses. Gender does not affect caring nurses. The caring character of the nurse is largely indicated in female nurses rather than male nurses. Because the number of female nurse respondents is greater than that of male nurses. The results of this study differ from Hajinezad and Azodi (2014) which states that there are 3 factors that influence caring behavior of nurses. Three factors are nurses, rooms, and patients. The nurse factors consist of gender, marital status, economy, and education. Patient factors consist of education, occupation, experience treated, and long treatment.

Length of work make a nurse to learn continuously, from day to day so that formed caring behavior. The results obtained there are 7 new nurses who worked (1-5 years) so that the character of caring has not been formed. There is one person who works long enough as a nurse (11-20 years) but does not show good caring character. This can be seen on the ability and skill of the nurse in carrying out caring everyday. Caring were done daily work routines only.

The higher a person's education level, is easier to receive information. Higher education makes one more likely to get more information, both from other people and the mass media, the more information that goes in the more knowledge gained (Notoatmodjo, 2007). The results of this study is different from

the concept of theory because another factors that influence good character of caring of nurse were length of work and age.

The number of nurses with nursing bachelor degree lower than academy of nursing in Indonesia. So the results of this study showed the number of Academy Nursing more good character of caring Based on the observations of researchers during the taking data where the level of education seemed to differ between respondents Academy Nursing and bachelor Nursing on how to evaluate the caring actions that have been done in implementing professional nursing care. Nursing bachelor degree always receive criticism and suggestions to improve the caring that done and respond positively.

Organizational factors however shape will not affect caring nurses. Organizational factors are already provisions of the Hospital management where they work. This is different from the theory that mentions the factors that affect the performance is the characteristics of the organization. Characteristics of nursing organizations include: leadership style, material resources, income and organizational model in profesional caring. So someone who shows bad performance, it must be seen outside environment whether it is enough help, such as whether have equipments and materials, favorable working conditions, working colleagues help, supporting regulations and working procedures with sufficient time allocation. External environment will help increase work performance

Results that show significant value only on income per month. Caring nurses sufficient character is only found in nurses with income per month that is middle to

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lower. But as far as the researchers observed, the four hospitals in the city of Gresik have implemented the UMR system in determining the salary received by the nurse. Character caring of a good nurse is shown with a salary that varies from the largest salary of 3-5 million / month and the smallest amount lies in the salary > 7 million/ month. Caring nurses however is the duty and responsibility that nurses must perform in professional nursing care.

CONCLUSION

Most nurses show good caring behavior although there are few nurses showing sufficient caring behavior. Caring behavior of nurses is influenced by several factors, among others: intrinsic motivation, extrinsic, personality, age, length of work, income per month. Other factors such as gender, level of education, skill and nursing skills and organizational factors: nurse unit manager leadership style, room material resources and professional nursing care model do not directly affect caring behavior of nurses, because no matter how the nurse Still caring behavior in professional nursing care. The results of the first phase of caring nurse behavior are still lacking in monitoring the condition of the patient as well as health education and assistance / support to the patient.

Suggestion from this research that character of caring nurses in every hospital that is still lacking in monitoring condition of patient and health education and facilitation / support to patient, can be improved by doing continuous education and nursing training as well as attention to the factors that influence the formation of caring character. The management of the hospital continues to supervise nursing care regularly and scheduled to maintain the performance of the nurse remains good in order to achieve the quality of hospital services. Nurses can improve knowledge by seeking information either through formal or nonformal education and apply caring behavior as a whole and continuously in every activity of daily health services. The results of this study can be generalized so that it can be used for community service for lecturers in collaboration of hospitals in other places to improve caring behavior of professional nurses.

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