



## **FACTORS DETERMINING CARING BEHAVIOR OF NURSES IN THE INPATIENT ROOMS**

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### **ABSTRACT**

Caring behavior is a very important aspect of nurse practice, because through this behavior nurses can show care, empathy, and concern for patients. Nurses' caring behavior not only has an impact on patient satisfaction, but also on faster patient recovery, adherence to care, and improved treatment outcomes. There are several factors that influence caring behavior, including nurse characteristics, rewards, personality type and work motivation. This study aims to analyze factors associated with caring behavior in nurses. The research design used descriptive correlation with a cross sectional approach to 56 nurses in the inpatient room with a sampling technique using proportionate random sampling. The characteristics of nurses consisted of age, gender, length of service, education level and marital status. The instrument to measure caring behavior uses the Caring Behavior Inventory (CBI-24), while the Eysenck personality inventory contains 24 question items to measure personality type. The results showed that length of work ( $p=0.015$ ) and work motivation ( $p=0.015$ ) had a significant relationship with caring behavior, while age ( $p=0.507$ ), gender ( $p=0.634$ ), marital status ( $p=0.146$ ), education ( $p=0.244$ ), employee status ( $p=0.529$ ), reward ( $p=0.737$ ) and personality type ( $p=0.152$ ) were not related to caring behavior. These results indicate that the longer the nurse works and has high work motivation, the better the nurse's caring behavior will be. Therefore, there is a need for a preceptorship program for new nurses and efforts to increase nurses' work motivation through strategies that support their intrinsic needs and professionalism, especially caring behavior.

Keywords: caring behavior; inpatient rooms; nurses

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## **INTRODUCTION**

World data from the application of the Caring model among nurses shows that the percentage of Caring service quality is still low, including in Ireland 11% and Greece 47%. In Indonesia, caring behavior is still relatively low, this is based on the results of Usman's research in 2016 conducted in 5 major cities in Indonesia and found nine problems, one of which is that they complain about the attitude of nurses who are not friendly, unsympathetic, and rarely smile (Andrianti & Marlana, 2022). Caring behavior is a very important aspect of nurse practice, because through this behavior nurses can show care, empathy, and attention to patients. Caring behavior of nurses includes various things, such as providing comprehensive care, listening attentively, providing emotional support, and building good interpersonal relationships with patients (Rusli et al., 2023). There are 10 carative factors or traits that nurses should have and show that can reflect the caring behavior of a nurse (Pajnkihar et al., 2017). If done correctly, it will affect patient satisfaction. Caring behavior is described as the professional behavior of nurses in providing nursing services which can be shown by caring attitudes, attention to patients, gentle communication, compassion and empathy, so that a good nurse-client relationship will be established (Andrianti & Marlana, 2022)

The caring behavior of nurses not only has an impact on patient satisfaction, but also on faster patient recovery, adherence to care, and improved treatment outcomes (Aminuddin et al.,

2023). Patients who feel cared for by caring nurses tend to feel safer, more comfortable, and have high trust in the care provided. According to Watson's theory, caring for nurses aims to provide nursing care through a caring approach to patients, where this caring behavior is in accordance with the demands of the community who expect good and quality health services. So that if caring for this nurse is done well, the patient will feel satisfied and will have an impact on improving the quality of nursing services (Kusnanto, 2019). There are several factors that can influence caring behavior in nurses, including nurse characteristics. Research (Anggoro et al., 2019); (Supriatin, 2015); (Rusli et al., 2023) which shows that there is a significant relationship between the characteristics of nurses based on age and length of service with caring behavior in nurses. Meanwhile, nurse characteristics based on gender, education level, and marital status showed no relationship with nurses' caring behavior (Anggoro et al., 2019). Other characteristics according to (Nursalam et al., 2020); (Wahyudi et al., 2024) showed a significant relationship between personality type and caring behavior.

Another factor that influences caring behavior is reward. Supriatin's research (2015) and Prihandhani et al., (2015) which shows there is a relationship between reward and caring behavior. Prihandhani's research (2019); Puspita et al., (2019); Khodijah & Marni (2014); shows that there is a significant relationship between work motivation and caring behavior. However, different results were obtained by research Rusli et al., (2023) which showed no relationship between work motivation and caring behavior. From several previous studies that showed different results, The purpose of this study is to analyze the factors related to the caring behavior of nurses in the inpatient rooms.

## **METHOD**

The method used in this study is descriptive correlative with a cross sectional approach. The variables used in this study are nurse characteristics, rewards, work motivation, personality type and caring behavior. In this study, the population was nurses who worked in the inpatient room of Umar Wirahadikusuma Sumedang Hospital. The sampling technique in this study used proportionate random sampling method as many as 56 nurses. The characteristics of nurses in this study consisted of age, gender, length of service, education level and marital status. The instrument to measure caring behavior uses the Caring Behavior Inventory (CBI-24) with a validity value of 0.53-0.85 and reliability of 0.96, while the Eysenck personality inventory contains 24 question items to measure personality type, with a reliability value of 0.903. The reward questionnaire contains 12 question items consisting of financial, interpersonal and promotional indicators. Meanwhile, the work motivation questionnaire contains 9 question items consisting of aspects of the need for achievement, the need for affiliation and the need for power. The study was conducted by distributing questionnaires to 56 nurses in the inpatient room of Umar Wirahadikusuma Sumedang Hospital. Before filling out the questionnaire, respondents were given informed consent. After the data is collected, then analyze the data using frequency distribution, Chi Square and Multiple linear regression. This research has received ethical clearance with number 253/09.KEPK/UBK/XI/2024.

## **RESULT**

Based on table 1, it shows that almost all (82.1%) respondents are between 21-45 years old, almost all (78.6%) respondents are female, most (73.2%) respondents have worked for more than 4 years, almost all (85.7%) respondents are married, most (51.8%) respondents have a Nursing Diploma education, most (68.6%) respondents are civil servants.

Table 1.  
Characteristics of Nurses in the Inpatient Room

Characteristics	f	%
Age		
21-45 year	46	82.1
>45 year	10	17.9
Total	56	100
Gender		
Man	12	21.4
Women	44	78.6
Length of work		
<1 year	7	12.5
2-4 year	8	14.3
>4 year	41	73.2
Marital Status		
Married	48	85.7
Not Married	8	14.3
Education		
D3 Nursing	29	51.8
S1 Nursing	7	12.5
Ners	20	35.7
Employee Status		
PNS	17	30.4
BLUD	39	69.6

Table 2.  
Overview of Reward, Work Motivation, Personality Type and Caring Behavior of Inpatient Nurses

Variabel	F	%
Reward		
High	18	32.1
Medium	36	64.3
Low	2	3.6
Work Motivation		
High	38	67.9
Medium	18	32.1
Personality type		
Introvert	12	21.4
Ekstrovert	44	78.6
Caring Behavior		
Good	34	60.7
Poor	22	39.3

Table 2 shows that most (64.3%) respondents received medium rewards, most (67.9%) respondents had high work motivation, almost all (78.6%) respondents with extroverted personality types, and most (60.7%) respondents with good caring behavior.

Table 3 shows that there is a relationship between length of work and caring behavior ( $p=0.015$ ), but there is no relationship between age ( $p=0.507$ ), gender ( $p=0.634$ ), marital status ( $p=0.146$ ), education ( $p=0.244$ ) and employment status ( $p=0.529$ ) with caring behavior.

Table 3.  
Relationship between Characteristics and Caring Behavior of Inpatient Nurses

Variable	Caring Behavior		Total	Pearson Chi-Square	Sig
	Poor	Good			
Age					
21-45 year	19	27	46	0.44	0.507
>45 year	3	7	10		
Total	22	34	56		
Gender					
Man	4	8	12	0.227	0.634
Women	18	26	44		
Total	22	34	56		
Length of work					
<1 year	6	1	7	8.436	0.015
2-4 year	4	4	8		
>4 year	12	29	41		
Total	22	34	56		
Marital Status					
Married	17	31	48	2.109	0.146
Not Married	5	3	8		
Total	22	34	56		
Education					
D3 Nursing	11	18	29	2.819	0.244
S1 Nursing	1	6	7		
Ners	10	10	20		
Total	22	34	56		
Employee Status					
PNS	9	9	18	1.277	0.529
BLUD	13	25	38		

Table 4.  
Normality Test

Information	Unstandardized Residual
N	56
Asymp. Sig.(2-tailed)	0.065

Table 4 shows that the data has normal distribution (p=0.065).

Table 5.  
Heteroscedasticity Test

Variable	Sig
Reward	0.371
Work Motivation	0.100
Personality Type	0.823

Based on table 5 shows that there is no heteroscedasticity in the data of reward variables (p=0.371), work motivation (p=0.100) and personality type (p=0.823).

Table 6.  
Multicollinearity Test

Variable	Colinearity Statistics	
	Tolerance	VIF
Reward	0.894	1.119
Work Motivation	0.936	1.069
Personality Type	0.923	1.084

Based on table 6, it shows that there is no multicollinearity in the reward variable, work motivation and personality type.

Table 7.  
Result of Multiple Linear Regression Test

Variabel	B	t	Sig
(Constant)	121.598	7.644	0.000
Reward	-0.103	-0.338	0.737
Work Motivation	1.029	2.519	0.015
Personality Type	-1.001	-1.454	0.152

Table 7 shows that work motivation (0.015) has a significance level <0.05 so it is concluded that work motivation has a relationship with caring behavior, while reward (0.737) and personality type (0.152) have a significance level >0.05 so it is concluded that reward and personality type are not related to caring behavior.

The multiple linear regression equation is as follows::

$$Y=121.598 - 0.103\_X_1 + 1.029\_X_2 - 1.001\_X_3$$

Remaks:

Y = Caring Behavior Variable

X<sub>1</sub> = Reward Variable

X<sub>2</sub> = Work Motivation Variable

X<sub>3</sub> = Personality Type Variable

Table 8.  
The Coefficient of Determination (R<sup>2</sup>)

Predictors	Adjusted R Square
Constant, Reward, Motivasi Kerja, Tipe Kepribadian	0.111

Table 8 shows the adjusted R Square value is 0.111 or 11.1%. This means that the independent variables can explain the variation of the dependent variable by 11.1%, while the remaining 88.9% is explained by other variables outside the predictor variable.

## DISCUSSION

### Nurse Rewards

The results showed that most nurses (64.3%) were in the medium reward category, followed by the high reward category (32.1%), and only a small proportion (3.6%) were in the low reward category. This shows that the reward system implemented in the workplace is mostly enough to meet the expectations of nurses, although it is not fully optimized. Medium or high rewards, such as financial incentives, job recognition, and career development opportunities, can encourage nurses to provide better care to patients (Campbell et al., 2020). Rewards provided consistently contribute to improving nurses' well-being and decreasing burnout levels (Wei et al., 2018).

### Work Motivation

The results showed that most nurses (68%) had high work motivation, while the rest (32%) were in the medium motivation category. This finding shows that the majority of nurses have a strong drive to work optimally in providing health services. Nurses with high work motivation tend to exhibit proactive behaviors, such as paying extra attention to patient needs and seeking innovative solutions in the face of clinical challenges (Gagné & Deci, 2005). High work motivation in nurses is influenced by the existence of a conducive work environment, rewards, and career development opportunities. Nurses who feel professionally valued and recognized for their performance tend to have higher motivation (Amalia et al., 2023).

### **Personality Type**

The results of this study show that almost all nurses (78.6%) have extroverted personality types, while a small proportion (21.4%) have introverted personality types. Nurses' personality can affect the way they interact with patients, colleagues, as well as in dealing with stressful situations in the work environment. Nurses with extroverted personalities have good communication skills, are able to work in teams, and more easily adapt to changing situations in the hospital. Extroverts are more likely to take an active role in providing emotional support to patients and their families, as well as contributing to a positive atmosphere in the workplace (Pardede et al., 2020).

### **Caring Behavior**

The results of this study showed that most nurses (60.7%) showed good caring behavior, and some 39.3% showed poor caring behavior. Caring behavior is the core of nursing practice, which includes attention, empathy, and commitment to patient welfare. Good caring behavior can be achieved through nurses' training and experience, as well as a supportive work atmosphere. Nurses with good caring behavior are better able to build therapeutic relationships with patients, which in turn increases patient satisfaction (Supriatin, 2015). Most of the nurses in this study showed good caring behavior, but there were still a small number who showed less caring behavior. Efforts that can be made to improve the lack of caring behavior include psychosocial support, communication skills training, and improvements in nurse workload management.

### **Relationship between Characteristics and Nurses' Caring Behavior**

Table 3 shows that there is a relationship between length of work and caring behavior ( $p=0.015$ ), but there is no relationship between age ( $p=0.507$ ), gender ( $p=0.634$ ), marital status ( $p=0.146$ ), education ( $p=0.244$ ) and employment status ( $p=0.529$ ) with caring behavior. The results showed that there was a significant relationship between length of service and caring behavior. This finding indicates that longer work experience can increase caring behavior in nurses. This research is in line with the results of other studies conducted by Pardede et al., (2020), and Chen et al., (2018) who found that work experience is related to caring behavior. Nurses with more than 10 years of work experience have better caring behavior than nurses who have less than 5 years of work experience. Longer experience allows nurses to develop interpersonal skills, empathy, and adaptability in responding to patient needs more effectively (Pratama & Handayani, 2022).

In this study, age and gender were not associated with caring behavior. This finding is in line with research conducted by Andrews et al., (2018), who found that nurses' caring behavior does not depend on age or gender, but is more influenced by empathetic attitudes, personal values, and commitment to patient-centered care. Younger and more senior nurses have the same potential to demonstrate caring behaviors, depending on training and reinforcement of these behaviors in the work environment (Andrews et al., 2018). In addition, both male and female nurses are capable of providing patient-oriented nursing care if they have adequate training and experience (Tong et al., 2023).

Education level was not associated with the caring behavior of inpatient nurses in this hospital. This finding indicates that nurses' caring behavior is not solely influenced by the level of formal education, but can be influenced by other factors. The results of this study are in line with a study conducted by Watson & Foster, (2003), which states that caring behavior is more influenced by personal values and practical experience than by the level of formal education. The study confirms that nurses with various levels of education are able to demonstrate equally effective caring behavior, provided they have a commitment to providing

holistic and patient-centered care. However, this finding contradicts research conducted by Boykin et al., (2020), which showed that nurses with higher education tend to have a deeper understanding of the concept of caring, so they are more consistent in applying it.

Marital status is not related to caring behavior. This is in line with this study which states that there is no relationship between marital status and caring behavior in nurses (Anggoro et al., 2019). But this study contradicts with studies that there are relationship between marital status and nurses caring behavior (Pamungkas et al., 2016). Employment status is not related to caring behavior. This finding indicates that caring behavior is not influenced by the type of employee status, whether PNS or BLUD. This research is in line with the results of a study conducted by Supriatin (2015), which found that employee status is not related to the caring behavior of nurses in one of the hospitals in Bandung. However, it contradicts Anggoro et al., (2019) statement which shows that nurses with permanent employee status have better caring behavior than contract nurses.

### **Relationship between Reward, Work Motivation, Personality Type and Caring Behavior**

The results of this study show that there is a relationship between work motivation and nurses' caring behavior ( $p = 0.015$ ), while reward ( $p = 0.737$ ) and personality type ( $p = 0.152$ ) have no significant relationship with caring behavior. This finding reflects the importance of work motivation in influencing nurses' caring behavior, while other factors, such as reward and personality type, may play more of a supporting role. Work motivation is an internal factor that encourages a person to work with high enthusiasm, determination, and commitment. Intrinsic motivation, such as a sense of responsibility and inner satisfaction in helping patients, contributes significantly to caring behavior (Prihandhani et al., 2015).

Good work motivation can improve the quality of nursing services, including caring behavior. High work motivation affects nurses' ability to give full attention to patients, build empathic communication, and involve themselves emotionally in providing services. Good work motivation also encourages nurses to bring warmth to interactions with patients, which is the essence of caring behavior (Khodijah & Marni, 2014). The results of this study show that rewards have no direct relationship with caring behavior ( $p = 0.737$ ). This is in line with research by Sari et al. (2019), which showed that rewards only affect nurses' job satisfaction, but do not always motivate them to improve aspects of caring behavior (Azizah et al., 2023). Nurses who have an intrinsic orientation towards the nursing profession tend to show caring behavior, regardless of the presence or absence of external rewards. This indicates that caring behavior is more influenced by professionalism and empathy values than external factors such as rewards (Rusli et al., 2023). The results showed that personality type had no relationship with caring behavior. The results of this study are in line with Aini (2019) research which states that caring behavior is more influenced by training, work experience, and work environment support than individual personality types. Nurses with introverted and extroverted personalities have the ability to demonstrate caring behavior provided they receive sufficient training in interpersonal skills and empathy.

### **CONCLUSION**

This study concluded that length of work and work motivation have a significant relationship with nurses' caring behavior. Therefore, there is a need for a preceptorship program for new nurses and efforts to increase nurses' work motivation through strategies that support their intrinsic needs and professionalism, especially caring behavior.

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