The Relationship of Working Period and Awards with The Caring Behavior of Nurses

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ABSTRACT

Caring behavior involves actions rooted in concern, compassion, skill, empathy, responsibility, sensitivity, and support. Previous studies have indicated that many nurses do not exhibit caring behavior, which is influenced by various factors. Research at RSUD Abdul Moeloek revealed that care was primarily focused on physical ailments, with limited nurse presence and inadequate psychological support for patients. Among the 10 respondents, 75% noted that nurses did not display caring behaviors, such as presence, touch, listening, and understanding, while 25% did. This study aims to examine the relationship between work experience and awards with the caring behavior of nurses in the Internal Medicine ward at RSUD Dr. H. Abdul Moeloek, Lampung. Conducted from March to April 2024, this quantitative research used a descriptive-analytic design with a cross-sectional approach. A total of 33 respondents were selected through total sampling. Data were collected using questionnaires completed by respondents and researchers. The relationship between independent and dependent variables was tested using the Chi-square test, with univariate and bivariate analysis. Results showed a significant relationship between work experience (p-value=0.007, OR=19.429) and awards (p-value=0.003, OR=13.750) and nurses' caring behavior. It is recommended that the hospital enhance service quality, especially through training, to improve nurses' caring and friendliness towards patients.

INTRODUCTION

Nurses' caring behaviors in providing care to patients are an interesting topic for research, and it remains unclear whether clinical supervision impacts these behaviors, given the high level of dependency patients have on nurses to meet their needs. The caring behavior that represents the image of nurses in Indonesia has not been fully integrated into the professional values of nurses, which causes a significant issue that develops in the broader community related to nurse services in both government and private hospitals (Setyowati & Quyumi, 2018).

Good caring behavior will positively impact a patient's psychological and physiological well-being, thereby enhancing their overall healing process. Caring (Nurwianti et al., 2020) nurses can be seen through an empathetic attitude, patience, non-judgmental approach, good self-skills, warm attitude, and respect. Nurses are not fully able to apply (Kuntarti et al., 2018) caring behavior in their professional services. However, the majority of nurses only pay attention to the patient's needs, namely comfort and safety in the environment, and as nurses, they must meet the patient's needs holistically, which as a whole includes physical, psychological, social, emotional, cultural, and spiritual needs (Purwaningsih, 2018 ; Ratnasari et al., 2022).

In carrying out professional practice, a nurse is a care provider who has the primary task of being a comprehensive nursing caregiver (Kusnanto, 2019). Based on the results of a survey conducted by Setyowati and Quyumi (2018) in five major cities in Indonesia, nine problem points were identified, one of which is that as many as 65.4% of patients complained about the attitude of nurses who were not friendly, less sympathetic, and rarely smiled.

Nurses, as a professional group who work 24 hours in hospitals, must emphasize caring as the dominant center in their services. However, the reality faced today in most hospitals, both government and private, is that nurses are often actively involved and focus on medical phenomena such as diagnostics and treatments. The advancement of medical science and technology forces nurses to pay more attention to the tasks of the cure than to care (Morrison & Burnard, 2019). One of the factors that can also affect the caring behavior of nurses is the awards given to the implementing nurses in the hospital.

According to research conducted on the relationship between nurse characteristics and the caring behavior of nurses at Dr. H. Soewondo Kendal Hospital. It was found that there was a significant relationship between age p-value=0.000) and length of service (p-value=0.001) with the caring behavior of nurses, while gender (p-value=0.107), education (p-value=0.055), and marital status (p-value=0.117) did not show a significant relationship. The older the nurse's age and the longer their working life, the better the caring behavior of the nurse. However, gender, education, and marital status do not differentiate the caring behavior of the nurse (Anggoro et al., 2019). Based on the description above, the researcher is interested in conducting a study on "The Relationship between Working Time and Appreciation and Caring Behavior of Nurses in the Operating Room of Dr. H. Abdoel Moeloek Hospital, Lampung Province."

METHOD

This research using quantitative research. This research adheres to the following criteria: fact-based, free of prejudice, employing principles and analysis, utilizing hypotheses, employing objective measures, and using quantitative data (Aprina, 2023).

The researcher employed an analytical design with a cross-sectional approach to determine whether there is an influence between independent variables and dependent variables in a single measurement using a questionnaire as the measurement tool. The researcher used a cross-sectional design (Notoadmodjo, 2018) because the researcher aimed to obtain more complete data on the length of service and the appreciation of caregivers' caring behavior in one time or one measurement using a questionnaire.

The independent variables in this study were the length of service and the award, and the dependent variable was the caring behavior of nurses.

In this study, the researcher surveyed the entire population of nurses at Dr. H. Abdul Moeloek Hospital in Lampung Province. In contrast, the affordable population was nurses in the surgical inpatient room of Dr. H. Abdul Moeloek Lampung Hospital. The target population for this study consists of 532 nurses but the affordable population in this study was 41 nurses

The instrument used in this data collection is a questionnaire sheet. A questionnaire is a data collection technique where, in this study, nurses fill out questionnaire sheets provided by researchers. In this research, the questionnaire sheet was used. For the measurement of caring nurses, (CBI-24) is used, which contains four indicators, namely Assurance (8 questions), Knowledge and skill (5 questions), respect (6 questions), and Connectedness (5 questions). For the measurement of awards, nurses used a 16-question questionnaire as a research instrument. In this study, the researcher used a questionnaire on awards and working hours for caring nurses, which had been previously tested by Sangkala (2018) and Saputra (2017) for validity.

The data collected from this study were processed using the Chi-square test to determine the significance of the statistical calculations. The significance level was set at 0.05, meaning that if p>0.05, the statistics are considered "meaningless," and if p < 0.05, they are statistically considered "meaningful." The Chi-square test is included in the non-parametric statistics that use category data. This study has received ethical clearance from the Ethics Committee of Health Research, Poltekkes Kemenkes Tanjung Karang, with the number 118/KEPK-TJK/II/2024.

RESULTS

Table 1. Distribution of respondent characteristics

Variable	f	%
Gender		
Man	6	18.2
Woman	27	81.8
Age		
20-35 Years	14	42.4
36-49 Years	16	48.5
>50 Years	3	9.1
Education		
Diploma 3	21	63.6
Diploma 4	2	6.1
Bachelor/Ners	9	30.3
Working period		
<5 Years	3	9.1
>5 Years	10	30.3
>10Years	20	60.6

Table 1 can be seen that the gender of most respondents is female, with 27 respondents (81.8%), and male, with 6 respondents (18.2%). Most respondents were 36–49 years old, with 16 respondents (48.5%); 20–35 years old, with 14 respondents (42.4%); and over 50 years old, with 3 respondents (9.1%). The average educational level of the respondents was Diploma 3, with 21 respondents (63.6%); Diploma 4, with 2 respondents (6.1%); and Bachelor/Nurses, with 9 respondents (30.3%). Meanwhile, the respondents' working period amounted to <5 years for as many as 3 respondents (9.1%), >5 years for as many as 10 respondents 30.3% and >10 years for as many as 20 respondents (60.6%).

Table 2. Distribution frequency of caring behavior nurse in the operating room

Caring behavior of nurses	f	%
Good	18	54.5
Poor	15	45.5

Table 2 shows the distribution of nursing caring behavior in the operating room of Dr. H. Abdul Moeloek Hospital, Lampung Province, in 2024 is as follows: 18 respondents (54.5%) are in the good category, and 15 respondents (45.5%) are in the poor category in terms of Nursing Caring Behavior.

Table 3. Distribution frequency of working period in the operating room

Working period	f	%
Long working period	19	57.6
Short working period	14	42.4

Table 3 shows the distribution of the frequency of working period in the operating room of Dr. H. Abdul Moeloek Hospital, Lampung Province, in 2024 is obtained, namely with the long category amounting to 19 respondents (57.6%) and 14 respondents (42.4%) in the category of short working period.

Table 4. distribution frequency of nurse award in the operating room

Nurse award	f	%
Good	19	57.6
Poor	14	42.4

Table 4 shows the distribution of the frequency of nurse awards in the operating room of Dr. H. Abdul Moeloek Hospital, Lampung Province, in 2024 is obtained, namely with a good

category of 19 respondents (57.6%) and 14 respondents (42.4%) in the poor category in the nurse award.

Table 5. The relationship of working period to behavior caring nurse in the operating room

| Working period | Caring nurses | | | | Total | |
| | Good | | Poor | | | |
	n	%	n	%	n	%
Long working period	17	70.8	7	9.2	24	100
Short looking period	1	11.1	8	88.9	9	100
Sum	18	54.5	15	100	33	100
p-value = 0,007						
OR 19,429 (2.032 – 185.724) CI 95%						

Table 5 was found that among the 24 respondents with a long working period, 17 (70.8%) exhibited good nursing caring behavior. There were as many as 7 (29.2%) respondents who had poor nursing caring behavior. The results of the statistical test with the chi-square test obtained a p-value (0.007), which means <α (0.05) or p<α, then it can be concluded that there is a relationship between the working period and the caring behavior of nurses in the Operating Room of Dr. H. Abdul Moeloek Hospital, Lampung Province in 2024. The results of the data analysis yielded an odds ratio (OR) value of 19,429, indicating that nurses with a long working period have a 19,429 times greater chance of exhibiting good caring behavior compared to nurses with a short working period.

Table 6. The relationship of appreciation to behavior caring nurse in the operating room

| Appreciation | Caring nurses | | | | Total | |
| | Good | | Poor | | | |
	n	%	n	%	n	%
Good	15	78.9	4	21.1	19	100
Poor	3	21.4	11	78.6	14	100
Sum	18	54.5	15	45.5	33	100
p-value = 0.003						
OR 13.750 (2.545-74.299) CI 95%						

Based on the analysis of the relationship between appreciation and nursing-caring behavior, it was found that among the 19 respondents with good awards, 15 (78.9%) exhibited good nursing-caring behavior. There were 4 (21.1%) respondents who exhibited poor nursing care behavior. The results of the statistical test with the chi-square test obtained a p-value (0.003), which means <α (0.05) or p<α, it can be concluded that there is a relationship between the award period and the caring behavior of nurses in the Operating Room of Dr. H. Abdul Moeloek Hospital, Lampung Province in 2024. The results of the data analysis yielded an odds ratio (OR) value of 13,750, indicating that nurses with good awards have a 13,750 times greater chance of exhibiting good caring behavior compared to nurses with poor awards.

DISCUSSION

The results of the research that has been conducted using a questionnaire on the caring behavior of nurses at Dr. H. Abdul Moeloek Hospital, Lampung Province, show that the distribution of nursing caring behavior in the operating room of Dr. H. Abdul Moeloek Hospital, Lampung Province in 2024 was obtained with a good category of 18 respondents (54.5%) and 15 respondents (45.5%) with a poor category in nursing caring behavior.

Caring is given through honesty, trust, and goodwill. Caring helps clients promote positive change in physical, psychological, spiritual, and social aspects. Caring for clients and working together with them across various settings is the essence of nursing, highlighting that a caring professional is someone who practices, designs, and provides assistance to others (Meidiana,

2007). She also explained that the emphasis of nursing is on humanistic care, which is evident in the professional relationship between the nurse and the patient, as well as the patient's recognition of the important aspects of humanistic nursing. This humanistic approach is the traditional nursing aspect of caring, embodied in sense and action.

In Watson's (2002) caring theory, nurses must be able to demonstrate caring attitudes towards patients, utilizing the principle of spiritual caring. This caring spirit must grow from within the nurse and come from the deepest part of their being (Samsualam, 2023). Therefore, if the caring behavior of nurses is effective, it will have a positive impact on the services provided by the hospital, ultimately making the service users at the hospital satisfied.

From the results of this data collection, it is evident that almost all nurses have provided sufficient care, as indicated by their respondents, who feel that nurses have offered comfort, maintained privacy, and are sensitive and responsive when responding to patient complaints. This behavior is also influenced by the service quality standards that have been applied, where every type of staff, especially those at the service location, has been compliant with the standard procedures. Tests and monitoring are carried out periodically based on existing quality mechanisms.

This aligns with the purpose of caring behavior, which is to provide care by paying attention to emotions while increasing a sense of security through showing attention and empathy, as emphasized in nursing (Gadow & Weddings, 1984 dalam Kusnanto, 2019). Caring is described as a basis in the unity of universal human values, where caring is described as the ideal moral of nursing that includes the desire and determination to care (Watson, 2002).

The majority of respondents were 36–49 years old, comprising 16 respondents (48.5%), followed by 20–35 years old, with 14 respondents (42.4%), and those over 50 years old, with 3 respondents (9.1%). In general, for people who are at a higher risk of developing diseases, it is important to know that service provider. Health professionals are competent and ready to take care of them. This is supported by Manurung and Hutasoit (2013), who state that age is related to the patient's care needs and care behavior. As patients age, the importance of nurses' caring behavior and meeting their caring needs increases.

Longer work and satisfaction are positively related. The longer a person works, the more skilled and experienced they become in carrying out their work. Work experience can shape a nurse's behavior in a way that is perceived favorably by patients, especially in terms of the nurse's ability to communicate effectively with them. Nurse communication can be one of the keys to success in nursing care. Nurses who are caring in building relationships with others also show empathy and are easy to approach and listen to others. The nurse is sensitive, sociable, polite, and able to communicate well with others (Morrison & Burnard, 2019).

This research is in line with the research conducted by Purnamasari & Putri Utami (2020) that therapeutic communication, as provided by nurses to patients, fell into the good category at 62.96%. The satisfaction rate for undergoing hospitalization was 74.07% in the satisfied category.

According to researchers, this could be because hospitals do not adequately recognize employees who have made improvements in their performance. The award in question is everything that employees receive in return for their work. Furthermore, respondents felt that the awards given by the hospital were based on the performance they provided.

Based on the results of the statistical test can be concluded that there is a relationship between working time and caring behavior of nurses in the Operating Room of Dr. H. Abdul Moeloek Hospital, Lampung Province in 2024. The results of the data analysis yielded an odds ratio (OR) value of 19,429, indicating that nurses with a long working period have a 19,429 times greater chance of exhibiting good caring behavior compared to nurses with a short working period.

The results of this study reveal a relationship between appreciation, work duration, and caring behavior. In line with the research conducted on the relationship between the level of education and length of work of nurses and the performance of nurses at Pandan Arang Hospital, Boyolali Regency, there is a relationship between the level of education of nurses and the performance of nurses at Pandan Arang Hospital, Boyolali Regency. There is a relationship between the length of work of nurses and the performance of nurses at Pandan Arang Hospital, Boyolali Regency (Faizin & Ambarwati, 2008).

The results can be concluded that there is a relationship between the award period and the caring behavior of nurses in the Operating Room of Dr. H. Abdul Moeloek Hospital, Lampung Province in 2024. The results of the data analysis yielded an odds ratio (OR) value of 13,750, indicating that nurses with good awards have a 13,750 times greater chance of exhibiting good caring behavior compared to nurses with poor awards.

As stated by Notoatmodjo (2018), compensation or rewards, which are something received by employees in return for their work or devotion, are important to employees as a reflection of the value of their work. If compensation is given appropriately, employees will experience job satisfaction and be motivated to achieve organizational goals. The results of this study are in line with research that suggests one of the factors affecting the caring behavior of nurses is the awards they receive. In the research, the perception of nurses regarding the awards they received in the good category is examined (Sutria & Azhar, 2017).

It is inversely proportional to the research conducted by Nangoi et al. (2014) on the relationship between rewards and the performance of nurses in the Irina A room of Prof. Dr. R.D. Kandou Manado Hospital. The research results indicate a relationship between the provision of rewards and the performance of nurses in the Irina A room of Prof. Dr. RD Kandou Manado Hospital. If nurses in a hospital provide good care, then all patients will feel satisfied, and this will lead to better service and a more positive hospital image.

Based on the description above, the award is related to caring behavior at Dr. H. Abdul Moeloek Hospital in Lampung Province, as the award will encourage nurses to work productively. Nurses can work optimally if they are satisfied with their work and it is clear what must be completed, along with the awards they receive based on their performance and competencies. Therefore, nurses behave in a caring manner because they feel appreciated and recognized. This aligns with Maslow's theory, which posits that one of the fundamental human needs is self-recognition. As a nurse, she wants to be recognized and appreciated for the competence she brings to providing patient care. Management should award nurses who have demonstrated exceptional work ethic in providing patient care, such as offering salary increases and promotions based on outstanding patient service.

CONCLUSION

Based on this research, it can be concluded that caring behavior is a crucial element in nursing practice, encompassing aspects such as caring, compassion, skill, empathy, responsibility, sensitivity, and support. The results of the study at Dr. H. Abdul Moeloek Hospital show that there is still a deficiency in the caring behavior of nurses, with only 54.5% of nurses showing good caring behavior. The length of service and awards were found to have a significant relationship with nurses' caring behaviors, with nurses having longer tenures and better awards exhibiting better caring behaviors. Awarding is proven to encourage nurses to work more productively and optimally. Therefore, hospital management needs to provide appropriate awards and training to enhance the quality of nursing services, ultimately improving patient satisfaction and the hospital's reputation.

AUTHOR'S DECLARATION

Authors' contributions and responsibilities
SDY: Writing original draft, conceptualization, editing; **AA:** writing original draft (supporting), visualization; **SS:** Review, writing original draft (supporting).

Availability of data and materials
All data are available from the authors.

Competing interests
The authors declare no competing interest.

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