Patient Perception of Nurse Caring in Faisal Islamic Hospital Inpatient Room Makassar

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Abstract

Caring is holistic nursing that is useful to support the client's recovery process and how to establish a caring relationship with the client and take responsibility for the client's condition. The caring relationship carried out by nurses is a unique nursing process in service. According to Leininger in expressing caring behavior is comfort, affection, care, coping behavior, empathy, support and trust. The purpose is to know the assertive attitude of nurses in providing nursing services at the Inpatient Installation of Faisal Islamic Hospital Makassar and to know the verbal and non-verbal communication of nurses in providing nursing services at the Inpatient Installation of Faisal Islamic Hospital Makassar. This type of research is descriptive research, which is a research method carried out with the main objective of making a description of the level of education, work experience, and gender towards the assertive attitude of nurses. This study was conducted in the inpatient room of Faisal Islamic Hospital Makassar, which became the population in this study were all nurses in the Inpatient Installation of Faisal Islamic Hospital Makassar, totaling 121 people with a sample that will be studied at the Inpatient Installation of Faisal Islamic Hospital Makassar as many as 55 people.

Keywords: Patient, Perception of Nurse Caring, Faisal Islamic Hospital, Inpatient Room, Makassar.

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1. Introduction

Caring is holistic nursing that is useful for supporting the client's recovery process and how to establish a caring relationship with the client and take responsibility for the client's condition. This theory states that the caring relationship carried out by nurses is a unique nursing process in service (Potter et al., 2019).

Assertive behavior is an individual's activity on something related to that individual, which is manifested in the form of assertive movements or speech. Assertive behavior places us in other people appropriately and reacts positively (Michael, 2007).

Assertiveness is the ability to communicate what one wants, feels and thinks to others while maintaining and respecting the rights and feelings of others. The purpose of assertiveness is to please others and avoid conflict with all its consequences (Wahyuningsih, 2010).

Assertiveness is a behavior of daring to express thoughts, feelings, needs, personal rights, while still paying attention to the thoughts, feelings of others. Assertive behavior politely expresses its ideas/thoughts in an elegant way that does not make the person spoken to become offended and hurt. Assertive behavior emphasizes solving a problem effectively. A moderate but firm voice, a relaxed posture by looking at the interlocutor are characteristics of an assertive behavior (Kembaren, 2012).

2. Research Method

This type of research is descriptive research, which is a research method carried out with the main objective of making a description of the level of education, work experience, and gender towards the assertive attitude of nurses. This study was conducted in the inpatient room of Faisal Islamic Hospital Makassar, which became the population in this study were all nurses in the Inpatient Installation of Faisal Islamic Hospital Makassar, totaling 121 people with a sample to be studied at the Inpatient Installation of Faisal Islamic Hospital Makassar as many as 55 people. Sampling techniques using non-probability sampling techniques with consecutive sampling techniques, namely how to take samples that meet the research criteria until a certain period of time so that the number of samples is met.

3. Results And Discussions

a. Result

Research with the aim of knowing the assertive attitude of nurses in providing nursing services at the Inpatient Installation conducted at Faisal Makassar Islamic Hospital and obtained 55 respondents. The results of the study include the characteristics of
respondents, and the characteristics of the variables studied, namely verbal communication of nurses, non-verbal communication of nurses.

1) Work Experience

Table 1
Characteristics of Respondents Based on Work Experience at the Inpatient Installation Faisal Islamic Hospital Makassar

<table>
<thead>
<tr>
<th>Work Experience</th>
<th>Frekuensi</th>
<th>Persentase (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; 11 tahun</td>
<td>40</td>
<td>72,7</td>
</tr>
<tr>
<td>≥ 11 tahun</td>
<td>15</td>
<td>27,3</td>
</tr>
<tr>
<td>Total</td>
<td>55</td>
<td>100</td>
</tr>
</tbody>
</table>

Table 1 shows that the most respondents are respondents with work experience < 11 years, namely 40 people or (72.7%), then respondents with work experience ≥ 11 years, namely 15 people or (27.3%).

2) Verbal Communication

Table 2
Verbal Communication of Nurses at the Inpatient Installation Faisal Islamic Hospital Makassar

<table>
<thead>
<tr>
<th>Verbal Communication</th>
<th>Frekuensi</th>
<th>Persentase (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good</td>
<td>38</td>
<td>69,1</td>
</tr>
<tr>
<td>Less</td>
<td>17</td>
<td>30,9</td>
</tr>
</tbody>
</table>

Table 2 shows that respondents with good verbal communication were 38 people or (69.1%), while respondents with poor verbal communication were 17 people or (30.9%).

3) Non-Verbal Communication

Table 3
Non-Verbal Communication of Nurses at the Inpatient Installation Faisal Islamic Hospital Makassar

<table>
<thead>
<tr>
<th>Non-Verbal Communication</th>
<th>Frekuensi</th>
<th>Persentase (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good</td>
<td>39</td>
<td>70,9</td>
</tr>
<tr>
<td>Less</td>
<td>16</td>
<td>29,1</td>
</tr>
<tr>
<td>Total</td>
<td>55</td>
<td>100</td>
</tr>
</tbody>
</table>

Table 3 shows that respondents with good non-verbal communication were 39 people or (70.9%), while respondents with poor non-verbal communication were 16 people or (29.1%).
b. Discussion

1. Verbal Communication
   Based on the results showed that out of 55 respondents, respondents with good verbal communication were 38 people or (69.1%), while respondents with poor verbal communication were 17 people or (30.9%). Verbal communication is communication that uses words, whether oral or written. This communication is most widely used in human relationships. Through words, they express their feelings, emotions, thoughts, ideas, or intentions, convey facts, data, and information and explain them, exchange feelings and thoughts.

2. Non-Verbal Communication
   Based on the results showed that out of 55 respondents, respondents with good non-verbal communication were 39 people or (70.9%), while respondents with poor non-verbal communication were 16 people or (29.1%). Non-verbal communication is the transfer of messages without using words. It is the most convincing way to convey messages to others. Nurses need to be aware of verbal and non-verbal messages conveyed by clients from the time of assessment to evaluation of nursing care, because non-verbal cues add meaning to verbal messages. Nurses who detect a condition and determine the need for nursing care. From the results of the study it can be seen that most of the nurses on duty at the Inpatient Installation of Faisal Makassar Islamic Hospital have implemented non-verbal communication properly.

4. Conclusion
   From the research and discussion that has been done, it can be concluded as follows:
   a) Respondents with good verbal communication were greater, namely 38 respondents (69.1%) compared to respondents with poor verbal communication, namely 17 respondents (30.9%).
   b) Respondents with good non-verbal communication were greater, namely 39 respondents (70.9%) compared to respondents with poor non-verbal communication, namely 16 respondents (29.1%).

5. Compliance with ethical standards

Acknowledgements
   The Research Team would like to thank all those who have contributed to this research. Especially the head of the Faisal Islamic Hospital Director who has allowed and provided facilities and as well as the leadership of the college in terms of providing support in the
implementation of the Tridarma of Higher Education. Hopefully we can collaborate in
development in the field of health for the benefit of social society.

Disclosure of conflict of interest
This research collaboration is a positive thing for all researchers so that conflicts, problems and
others are absolutely no problem for all writers.

Statement of informed consent
Every action we take as authors is a mutual agreement or consent.

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