



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

Sitti Hardiyanti ¹, Rachmad Ramli ², Rezqiqah Aulia Rahmat ³, Rosida ⁴, Ervan ⁵, Lusyana Aripa ⁶

¹ Professional Nurses Study Program, STIKES Gunung Sari, Indonesia

² Nursing Study Program, STIKES Amanah Makassar, Indonesia

³ Medicine Study Program, University Bosowa Makassar, Indonesia

⁴ Nursing Study Program, Hospital Dr. Tajuddin Chalid Makassar, Indonesia

⁵ Professional Nurses Study Program, Poltekkes Kemenkes Bengkulu, Indonesia

⁶ Public Health Study Program, University Pancasakti Makassar, Indonesia

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.

Corresponding Author: Lusyana Aripa
Email: aripa.lusyana@gmail.com





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

Work Experience	Frekuensi	Persentase (%)
< 11 tahun	40	72,7
≥ 11 tahun	15	27,3
Total	55	100

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

Verbal Communication	Frekuensi	Persentase (%)
Good	38	69,1
Less	17	30,9

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

Non-Verbal Communication	Frekuensi	Persentase (%)
Good	39	70,9
Less	16	29,1
Total	55	100

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.

References

1. Azizah, N. (2013). The Relationship between Nurses' Caring Attitudes and the Fulfillment of Patients' Rights to Information on Actions in the Inpatient Hospital of PKU Muhammadiyah Bantul Yogyakarta. Unpublished Thesis. Nursing Science Study Program, Aisyiyah College of Health Sciences. Yogyakarta.
2. Bondas, T. (2010). Nursing leadership from the perspective of clinical group supervision: a paradoxical practice. *Journal of Nursing Management*, 18(4), 477-86. <http://doi.org/10.1111/j.13652834.2010.01085.x>
3. Dedi, B., & Afianti, Y. (n.d.). Caring Behavior Of Executive Nurses In A Hospital In Bandung: A Grounded Theory Study.
4. Dwidiyanti, M. (2007). Caring is the key to nurse success. Semarang:
5. Department of Health RI. (2007). Minimum Hospital Service Standards. Jakarta.
6. Dwidiyanti, M. (2007). Caring is the Key to Success for Nurses / Nurses Practicing Science.
7. Hasani. Ekebergh M. (2001) Tilla'gnandet av va'rdvetenskaplig kunskap. Reflexionens betydelse fo'r la'randet. Doctoral thesis, A°bo Academy, Vasa, Finland. Hidayat, A. A. A. (2008). Introduction to Basic Concepts of Nursing: 2nd Edition (2nd Edition). Jakarta: Salemba Medika.
8. Johansson, I., Holm, A.-K., Lindqvist, I., & Severinsson, E. (2006). The value of caring in nursing supervision. *Journal of Nursing Management*, 14(8), 644-51. <http://doi.org/10.1111/j.13652934.2006.00709>.
9. Nursalam. (2011). *Nursing Management: Application in Professional Nursing Practice* (Edition: 3). Jakarta: Salemba Medika.
10. Potter, Patricia & Perry, A. (2009). *Fundamentals of Nursing* (Edition: 7). Jakarta: Salemba Medika. Susihar. (2011). The Effect of Caring Behavior Training on Nurse Motivation and Patient Satisfaction in the Inpatient Installation of Royal Progress Hospital Jakarta.





Publish : Association of Indonesian Teachers and Lecturers

International Journal of Health Sciences (IJHS)Journal Homepage : <https://jurnal.agdosi.com/index.php/IJHS/index>

Volume 1 | Number 2 | June 2023 |



11. Tomey and Alligod. (1994). Nursing Theoriest and Their Work, 3 th (3 th). Philadelphia: Mosby Year: Book Inc. Hospital Law No. 44 of 2009.
12. Watson, R. (2009). Commentary on McCance T, Slater P & McCormack B (2009) Using the caring dimensions inventory as an indicator of person-centred nursing.
13. Journal of Clinical Nursing, 18, 409417. Journal of Clinical Nursing, 18(3), 475-475. <http://doi.org/10.1111/j.13652702.2008.02624>.
14. Sugiyono (2012). Statistics for Research. Bandung: ALFABETA.
15. Morrison, Paul & Philip Burnard.1997. "Caring dan Komunikasi Hubungan Interpersonal dalam Keperawatan". Alih Bahasa: Nursalam, dkk. Jakarta : EGC.
16. Tomer, Marriner dan Alligood. (1998). Teori Keperawatan dan Karyanya. Alih Bahasa: R. S. W. Eisenberg, EGC, Philadelphia: Mosby.

