



**NURSES' CARING BEHAVIOUR AND COVID-19 PATIENT
SATISFACTION AT RSUP DR. M. DJAMIL PADANG**

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ABSTRACT

Covid-19 is an infectious disease that requires isolation and social isolation for sufferers. Apart from that, to prevent transmission, social distancing is also carried out to prevent transmission of the virus. This has an impact on the patient's physical and mental health. Nurses have an important role because nurses are tasked with providing care 24 hours a day. This study aims to determine the relationship between nurses' caring behavior and Covid-19 patient satisfaction. This research is a quantitative study, with a cross-sectional approach carried out from December 2020 - September 2021 with data collected in June 2021. Data were analyzed univariately with proportions and bivariate with chi square ($\alpha = 5\%$; $CI = 95\%$). The research results showed that there was a significant relationship between nurses' caring behavior and patient satisfaction (p value = 0,037) and there was a significant relationship between the five indicators of caring behavior and patient satisfaction (p value = 0.003-0.024). Caring nurse behavior must always be applied when providing nursing care because it will have an impact on the satisfaction of the patient's recovery process

Keywords: Caring behavior, patient satisfaction, Covid-19

ABSTRAK

Covid-19 merupakan penyakit menular yang membutuhkan karantina dan isolasi sosial bagi penderitanya. Selain itu untuk mencegah penularan juga dilakukan penjarakan sosial untuk mencegah penularan virus. Hal ini berdampak pada kesehatan fisik maupun mental pasien. Perawat mempunyai peranan penting karena perawat bertugas memberikan asuhan selama 24 jam. Tujuan penelitian ini untuk mengetahui hubungan perilaku caring perawat terhadap kepuasan pasien covid 19. Desain penelitian ini yaitu cross sectional yang dilaksanakan dari bulan Desember 2020 – September 2021 dengan pengambilan data pada bulan Juni 2021. Data dianalisis univariat dengan proporsi dan bivariat dengan chi square ($\alpha = 5\%$; $CI = 95\%$). Hasil penelitian menunjukkan ada hubungan yang bermakna antara perilaku caring perawat dengan kepuasan pasien (p value = 0,037) serta ada hubungan yang bermakna antara kelima indikator perilaku caring dengan kepuasan pasien (p value = 0,003-0,024). Perilaku caring perawat harus selalu diterapkan saat memberikan asuhan keperawatan karena akan berdampak pada kepuasan proses kesembuhan pasien.

Kata Kunci: Perilaku caring, kepuasan pasien, Covid-19

INTRODUCTION

Covid-19 is classified as an infectious disease caused by a new type of corona virus, with general symptoms of fever, weakness, cough, seizures and diarrhea (WHO, 2020). On April 6 2020, the number of Covid-19 sufferers in the world was 1,278,523 people (WHO, 2020). Meanwhile in Indonesia, the most confirmed cases in Indonesia were in DKI Jakarta Province with 28,882 people (21.0%), while West Sumatra Province was ranked 19th with 1,337 people (1.0%) (Covid-19 Handling Task Force, 2020).

Since the patient's satisfaction and healing process are influenced by the interaction between the health service provider and the patient, a nurse's compassionate demeanor is essential when giving

care. Patient satisfaction is a key measure of hospital service quality, and nurses' compassionate demeanor plays a significant role in influencing patient satisfaction (Mailani & Fitri, 2017). A sense of pleasure or contentment that the good or service meets or surpasses the expectations of the client is known as patient satisfaction. Patient satisfaction is a good way to gauge the quality of the services you provide and a great way to attract new, repeat customers. According to Tri Yuli (2019), patient satisfaction happens when the patient's needs, wants, and expectations are satisfied. So the most important thing for patients to continue using the hospital's services depends on how satisfied and happy the patient is with receiving the service (Hayat, Rahmadeni & Marzuki, 2020). Patient care in an isolation room requires different treatment compared to care in other rooms, including strict implementation of personal hygiene, proper use of PPE and minimal contact with sufferers in such a way as to avoid transmission to other people. Some of the criteria for an isolation room are a separate room, restrictions on patient mobility and staff using PPE at all times in contact with patients (Mohammad, 2015).

In research conducted by Mailani & Fitri, (2017) at Rasidin Padang Regional Hospital, it was stated that 46.4% of nurses' behavior was bad, 59.5% of respondents were dissatisfied with nurses' caring behavior. During the Covid-19 pandemic, this was a global health crisis situation, Covid-19 in Indonesia caused the deaths of doctors and nurses in their struggle. Difficult situations faced by nurses are high stressors (Pragholapati, 2020). Something like this is like eating simalakama fruit and will cause doubt and decrease the nurse's efficacy cells which will result in low caring behavior possessed by nurses.

During the Covid-19 pandemic, nurses faced challenges in providing nursing care and had to use personal protective equipment (PPE) for quite a long time. This affects comfort during the provision of nursing care (Pragholapati, 2020). This can result in a decrease in patient satisfaction during treatment. Because of the bad paradigm that society has around Covid-19 and isolation rooms which make it uncomfortable for people to receive treatment.

METHOD

The type of research is quantitative research, with a cross sectional study approach to analyze the relationship between the independent variable, namely the caring behavior of nurses, and the dependent variable, namely the satisfaction of Covid patients at Dr. M. Djamil Hospital, Padang. The research was carried out from December 2020 – September 2021. Meanwhile, data collection will be carried out in June 2024.

This research was carried out on all adult Covid patients (over 17 years) who were undergoing treatment in the hospital inpatient room for 3 days or more in the inpatient room at RSUP Dr. M Djamil Padang using total sampling, namely all Covid patients treated in the inpatient room at Dr. RSUP. M Djamil during the data collection period. Data collection was carried out using a questionnaire from previous research on caring behavior (Kalsum, 2016) which had been tested for validity with the results showing that the instrument was valid ($R \text{ table} > 0.361$).

The data analysis in this research included univariate analysis using descriptive analysis and bivariate analysis was carried out using the chi-square test ($\alpha = 5\%$, $CI = 95\%$).

RESULTS AND DISCUSSION

The caring behavior of nurses in this study is shown in table 1 below:

Table 1
Caring Behavior of Nurses in the Covid-19 Isolation Room at Dr. M. Djamil Hospital Padang 2021

Caring Behavior	N	%
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Currently	13	43,3
Good	17	56,7

Table 1 showed that the caring behavior of nurses in the Covid isolation room is good (56.7%). Nursing services are the tip of the spear in providing services in hospitals. Good and quality nursing services are based on nurses' caring behavior (Health, 2012). Caring in general can be interpreted as the ability to show feelings of care for other people by showing feelings of supervision and vigilance, feelings of empathy towards other people, caring and loving each other. Nursing science views caring as an essential center in carrying out nursing practice (Yuli, 2019).

Table 2
Indicators for assessing nurses' caring behavior in Covid-19 isolation rooms at RSUP Dr. M. Djamil Padang 2021

Patient Satisfaction	N	%
Assurance of human presence		
- Currently	7	23,3
- Good	23	76,7
Respectful deference		
- Currently	11	36,7
- Good	19	63,3
Professional knowledge		
- Currently	10	33,3
- Good	20	66,7
Positive connectedness		
- Currently	7	23,3
- Good	23	76,7
Attentive to others experience		
- Currently	12	40
- Good	18	60

Table 2 showed that most of the five indicators of good caring behavior are assurance of human presence (76.7%), positive connectedness (76.7%), Respectful differentiation (63.3%), Professional knowledge (66.7%) and attentive to others experience (60%).

Caring behavior is a feeling of care, respect and appreciation for other people, which is generated through an attitude of attention to other people. Caring is mentioned as an important component in nursing, because carrying out caring behavior must be accompanied by humanistic feelings, freedom from others, independence, knowledge and respect for others. Nurses who apply ethical principles in every nursing process will be seen as humanistic creatures and will give rise to caring behavior that is demonstrated by their spirit and values, so that they can provide high-quality nursing services (Potter, P.A & Perry, 2010).

A nurse is a person who is always with the patient 24 hours a day. During this time, nurses will interact with patients, so that nurses play an important role in building the image of the hospital in the eyes of patients while receiving health services. Therefore, nurse behavior will influence patient satisfaction with health services (Hayat, Rahmadeni & Marzuki, 2020).

The results of this research are the same as research conducted by Kalsum (2016), which obtained a value of good caring behavior for nurses of 64.2%. The research analysis showed that caring behavior was not optimal because the nurses who served in the Covid-19 isolation room were mostly caused by the occurrence of the surge in patients during the pandemic which did not

correspond to the number of available personnel combined with the use of PPE which disrupted services.

Table 3
Description of Patient Satisfaction in the Covid-19 Isolation Room at RSUP Dr. M. Djamil Padang 2021

Patient Satisfaction	Amount	Percentage
Not Satisfied	9	30
Satisfied	21	70

Table 3 showed that the majority of patients are satisfied (70%) in the Covid isolation room. Patients are the main clients who will receive services in the health sector, so that patients will be used as the main consumers who receive services in hospitals (Satrianegara, 2014). So, in order to achieve patient satisfaction, it is necessary to carry out evaluations in order to achieve expectations in the service, so that in evaluating patient satisfaction, they will be used as judges or assessors, because they are the direct component that experiences the service (R.A Nurlinda, 2013). When conducting an evaluation, they can be grouped simply into satisfied or dissatisfied. Patient satisfaction is a determining aspect in carrying out hospital operations, if patients or in this case consumers are dissatisfied with the services provided then cooperation will not be established (Tri Yuli, 2019).

Table 4
Results of Measuring Five Dimensions of Patient Satisfaction
In the Covid-19 Isolation Room at RSUP Dr. M. Djamil Padang 2021

Patient Satisfaction	N	%
Responsiveness		
- Not Satisfied	7	23,3
- Satisfied	23	76,7
Reliability		
- Not Satisfied	7	23,3
- Satisfied	23	76,7
Emphaty		
- Not Satisfied	11	36,7
- Satisfied	19	63,3
Assurance		
- Not Satisfied	8	26,7
- Satisfied	22	73,3
Tangible		
- Not Satisfied	8	26,7
- Satisfied	22	73,3

Table 4 showed that most of the five dimensions of patient satisfaction were satisfied, namely responsiveness (76.7%), reliability (76.6%), Assurance (73.3%) and Tangible (73.3%). Patient satisfaction is a feeling that comes from the patient in the form of feelings of happiness or displeasure in receiving service from the product or service received, because it does not meet expectations (Kotler, 2007). This is also in accordance with Kalsum's (2016) statement that patient satisfaction is a condition or feeling that arises from within a person which is obtained by comparing expectations and the reality received.

The researcher's analysis of patient satisfaction was not optimal because nurses faced challenges in providing nursing care by having to use personal protective equipment (PPE) for quite a long period of time, thus affecting comfort during the provision of nursing care and could result in a decrease in patient satisfaction during treatment.

During the Covid-19 pandemic, this was a global health crisis situation, Covid-19 in Indonesia caused the deaths of doctors and nurses in their struggle. Difficult situations faced by nurses are high stressors (Pragholapati, 2020). Things like this can cause doubts and decrease nurse efficacy cells which will result in low levels of caring behavior possessed by nurses.

Table 5
The Relationship between Nurses' Caring Behavior and Patient Care in the Covid-19 Isolation Room RSUP Dr. M. Djamil Padang in 2021

Caring Behavior Category	Patient Satisfaction Category						<i>p-value</i>
	Not Satisfied		Satisfied		Amount		
	N	%	N	%	N	%	
Currently	7	53,8	6	46,2	13	100	0,037
Good	2	11,8	15	88,2	17	100	

Table 5 showed the presentation of dissatisfied patient satisfaction is higher for bad nurses' caring behavior compared to good nurses' caring behavior (53.8%: 11.8%). Statistically, this difference has a significant p-value of 0.037.

Nursing services are the tip of the spear in providing services in hospitals. Good and quality nursing services are based on nurses' caring behavior (Health, 2012). Caring in general can be interpreted as the ability to show feelings of care for other people by showing feelings of supervision and vigilance, feelings of empathy towards other people, caring and loving each other. Nursing science views caring as a vital center in carrying out nursing practice (Yuli, 2019).

Caring behavior is a feeling of care, respect and appreciation for other people, which is generated through an attitude of attention to other people. Caring is mentioned as an important component in nursing, because carrying out caring behavior must be accompanied by humanistic feelings, freedom from others, independence, knowledge and respect for others. Nurses who apply ethical principles in every nursing process will be seen as humanistic creatures and will give rise to caring behavior that is demonstrated by their spirit and values, so that they can provide high-quality nursing services (Potter & Perry, 2010).

The COVID-19 pandemic has impacted several aspects of life and is very challenging. Including the patient's psychology. Covid-19 is a disease that is easily transmitted so treating patients requires quarantine and prevention through social distancing to prevent the spread of the virus. However, this has a negative impact on the sufferer's psychology because it can increase the level of loneliness and social isolation which can ultimately have an impact on the patient's physical and mental health (Hwang et al, 2020).

A nurse is a person who is always with the patient 24 hours a day. During this time, nurses will interact with patients, so that nurses play an important role in building the image of the hospital in the eyes of patients while receiving health services. Therefore, nurse behavior will influence patient satisfaction with health services (Hayat, Rahmadeni and Marzuki, 2020).

This study supports research by Kalsum (2016), which found a strong correlation between patient satisfaction and nurses' compassionate actions. A related item was also acquired from Gurusinaga (2015), who stated that these two items were related. This aligns with the findings of Makausi et al.'s research from 2021, which employed the Spearman rho statistical test to determine a

relationship between nurses' caring behavior and patient satisfaction in the room inpatient. The results revealed a calculated r of 0.753 and a r table of 0.257 with a p value of 0.000.

In the opinion of researchers, nurses' caring behavior towards Covid-19 patient satisfaction is because life is a basic human right, therefore every nurse must be able to respect every life, so that nurses can maintain and improve the health status of patients. Nurses can do this by supporting the knowledge they have and during this pandemic, nurses experience a dilemma in caring for patients, especially Covid patients, there is a feeling of anxiety and fear in behaving caringly towards Covid patients.

Table 6
Relationship between 5 indicators of caring behavior for nurses and patient satisfaction in Covid-19 isolation rooms at RSUP Dr. M. Djamil Padang in 2021

Category 5 Caring Behavior Indicators	Patient Satisfaction Category						<i>p-value</i>
	Not Satisfied		Satisfied		Amount		
	N	%	N	%	N	%	
Assurance of Human Presence							
Currently	5	71,4	2	28,6	7	100	0,024
Good	4	17,4	19	82,6	23	100	
Respectful Deference							
Currently	7	63,6	4	36,4	11	100	0,008
Good	2	10,5	17	89,5	19	100	
Profesional Knowledge and Skill							
Currently	7	70	3	30	10	100	0,003
Good	2	10	18	90	20	100	
Positive Connectedness							
Currently	5	71,4	2	28,6	7	100	0,024
Good	4	17,4	19	82,6	23	100	
Attentive Others Experience							
Currently	7	58,3	5	41,7	12	100	0,018
Good	2	11,1	16	88,9	18	100	

Based on table 4.6, in the five indicators of caring behavior that were tested with patient opinion, the majority of patients felt satisfied and had good caring behavior with the following percentages: Assurance of human presence (82.6%), Respectful Deference (89, 5%), Respectful Deference (90%), Positive Connectedness (82.6%) and Attentive Others Experience (88.9%). Statistically, it can be seen from the p value respectively: Assurance of Human Presence 0.024, Respectful Deference 0.008, Respectful Deference 0.003, Positive Connectedness 0.024, and Attentive Others Experience 0.018. So the statistical test shows that there is a significant difference in the p -value of the five indicators of caring behavior towards patient satisfaction or the five indicators have a relationship with patient satisfaction.

Caring behavior is the basis for providing professional and competent nursing care. To measure nurses' caring behavior, it can be seen from the following five indicators: Assurance of human presence, Respectful Deference, Positive Connectedness and Attentive Others Experience in providing nursing care to patients. These five indicators can describe a nurse's caring behavior.

Patient satisfaction with nursing care will be positively impacted by compassionate behavior. This study is consistent with that done by Umi (2016), who looked at five variables and found a substantial correlation between them and patient satisfaction. This is also consistent with research by Gurusinga (2017), which found that patient satisfaction will rise in proportion to the five characteristics of patient caring behavior.

LIMITATION OF THE STUDY

This research is limited to the relationship between nurses' caring behavior and Covid-19 patient satisfaction at RSUP DR. M. Djamil Padang in 2021.

CONCLUSIONS AND SUGGESTIONS

From the aforementioned research findings, we can infer that the majority of patients are satisfied with the nursing care they receive in the Covid isolation room, that caring behavior and patient satisfaction are significantly correlated, and that there is a significant correlation between the five indicators. Additionally, more than half of the nurses exhibit good caring behavior in the room. compassionate conduct that results in patient satisfaction.

The results of this research can be used as a reference or scientific update for developing research related to this in the future.

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ETHICAL CONSIDERATIONS

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Conflict of Interest Statement

The division of tasks and roles in this research is clear so that there is no conflict of interest in this research or publication

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