



Overview of patient perceptions about caring in ignatius inpatient room, Santa Elisabeth Hospital Medan 2022

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ABSTRACT

Patient perception of nurse caring is a patient's assessment of nurses through attitudes, greetings, touching and listening to patient complaints by nurses when providing action or providing nursing services, nurse caring behavior is also important to help the patient's recovery process where a deep evaluation is need to Knowing the quality of nursing needs to be done by identifying the patient's perception of the caring behavior of the nurses they receive. The purpose of this study is to describe the patient's perception of caring for nurses in Ignatius Inpatient Room, Santa Elisabeth Hospital Medan 2022. This type of research use a descriptive approach. The population in this study were all inpatients as many as 257 patients. The sampling technique in this study used accidental sampling with the calculation of the Slovin formula as many as 35 respondents. The instrument use is a questionnaire about the caring behavior of nurses according to patient perceptions. The result of this study is that the patient's perception of caring nurses is in the good category as many as 35 patients (100%). It is expected that nurses can maintain caring behavior towards patients while still paying attention to the attitude of smiling and listening to patient complaints sincerely and sincerely.

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1. INTRODUCTION

Caring is a form of nurse's concern for clients as a form of attention, appreciation and being able to meet the needs of clients, the phenomenon that there are four out of five clients interviewed said nurses lack caring for clients, nurses' lack of caring is characterized by nurses' lack of concern for clients so that clients complain that nurses in that room less attention to client comfort (Firmansyah et al., 2019).

Aiken in Firmansyah et al (2019) shows the percentage of nurses who have poor quality caring services in Ireland 11% and Greece 47%. Based on the results of Muzaiyanah and Mayasari's research, (2019) regarding the factors related to the caring attitude of implementing nurses in the inpatient wards of the Jakarta Friendship Hospital, it shows that only around 51.9% of nurses are caring, while there are still many nurses who lack good behavior. caring is about 48.1% of nurses. Based on the results of research on nurse caring behavior using the Swatson theory approach in inpatient rooms at the

Meuraxa Hospital in Banda Aceh, it shows that the percentage of nurse caring behavior is 58.2%, which is in the good category (Urzia & Jannah 2020).

Based on the results of an initial survey conducted by researchers on 7 patients in the Ignatius Inpatient Room, Santa Elisabeth Hospital, Medan, through unstructured interviews by asking directly which questions are related to the presence, touch, listening, understanding of the client. 5 patients said they were still lacking in service in the room, and patients also said nurses still made patients wait when patients needed help, and 2 patients said nurses were good enough in providing care services in the room. Several factors influence a patient's dissatisfaction with a nurse's service, namely: the quality of service is not as expected, the behavior of nurses who are unsatisfactory for patients, the environment, and convoluted action procedures (Kusnanto, 2019). There are also factors that can influence the caring behavior of nurses in providing nursing care, namely work stress where nurses behave in providing nursing care to patients causing a lack of attention to patients in making decisions, a lack of respect for patient feelings, a lack of fulfillment of basic needs of patients and a lack of facilitating patients to socialize. with the environment (Suhendra, et al., 2020).

Based on the research results Firmansyah, et al., (2019) shows that the caring behavior of nurses is mostly 52.1% of clients assessing nurse caring behavior as sufficient, seen from the Altruistic Humanistic Value System clients assess nurse caring behavior as sufficient, namely 43.7%, judging from beliefs and expectations clients assess nurse caring behavior as sufficient, namely 47.9%, seen from the relationship helping the client's trust rate 48.6%, seen from the interpersonal teaching process the client assesses 45.1% caring behavior is sufficient, seen from the psychological environment the client assesses 60.6% caring behavior is sufficient, seen from fulfillment human needs of the client obtained 73.2% of good caring behavior, seen from the phenomenological existential strength of the client assessing 44.4%, namely good behavior. So that it can be called caring behavior, nurses can apply caring behavior to clients while undergoing nursing practice at the hospital, but it is not optimal.

Based on the background above, the researcher is interested in conducting research with the title "Description of Patient Perceptions about Caring Nurses in the Ignatius Inpatient Room, Santa Elisabeth Hospital Medan in 2022".

2. RESEARCH METHOD

The type of research used in this study is descriptive. The population in this study were all patients in the Ignatius Inpatient Room at Santa Elisabeth Hospital Medan in January-February 2022 totaling 257 patients and the sample in this study used the slovin formula with a total of 35 respondents. The technique used in this study used a convenience sampling technique or accidental sampling where the method of determining the sample by looking for subjects or basic things that please or wear the researcher.

3. RESULTS AND DISCUSSIONS

Table 5.2. Frequency Distribution of Demographic Data (Religion, Age, Gender, Last Education, Occupation) in Patients in the Ignatius Inpatient Room, Santa Elisabeth Hospital Medan in 2022

charateristichs	(f)	(%)
Agama		
Protestant	18	51,4
Khatolik	9	25,7
Islam	6	17,1
Buddha	2	5,7
Konghucu	0	0,0
Total	35	100,0
age		
17-25	3	8,6
26-35	7	20,0
36-45	7	20,0
46-55		20,0
56-65	7	22,9
65-73	8	8,6

charateristichs	(f)	(%)
Total	35	100,0
gender		
man	14	40,0
woman	21	60,0
Total	35	100,0
student		
S2	0	0,0
S1	8	22,9
D3	0	0,0
SD	5	14,3
SMA	21	60,0
SMP	1	2,9
Total	35	100,0
work		
student	2	5,7
farmer	7	20,0
PNS	6	17,1
Wiraswasta	12	34,3
Wirausaha	8	22,9
Total	35	100,0

Based on table 5.2 above, the majority of data obtained were Protestantism 18 respondents (51.4%), Catholicism 9 respondents (25.7%), Islam 6 respondents (17.1%) and Buddhism 2 respondents (5.7%). The age in this study was based on the Ministry of Health, (2010) based on the age of the majority of respondents who were aged 56-65 years, namely 8 respondents (22.9%), aged 46-55 years, namely 7 respondents (20.0%), age 36 -45 years, namely 7 respondents (20.0%), ages 26-35 years, 7 respondents (20.0%), ages 17-25 years, namely 3 respondents (8.6%), and ages 66-73 year a number of 3 respondents (8.6%).

Based on the data on the sex of the respondents, it was found that the majority were female, 21 respondents (60.0%) and male, 14 respondents (40.0%). In the last education respondents obtained the majority of high school education totaling 21 respondents (60.0%), undergraduate education numbering 8 respondents (22.9%), elementary education numbering 5 respondents (14.3%) and junior high school education amounting to 1 respondent (2.9%). In the work of the respondents, it was found that the majority of jobs were 12 respondents (34.3%) self-employed, 8 respondents (22.9%) entrepreneurs, 7 respondents (20.0%) farmers, 6 civil servants (17.1%) and Students are 2 respondents (5.7%).

Table 2 Frequency Distribution of Patient Perceptions of Nurse Caring in the Ignatius Inpatient Room, Santa Elisabeth Hospital, Medan in 2022

Patient Perceptions of Nurse Caring	(f)	(%)
good	35	100,0
enough	0	0
not enough	0	0
Total	35	100,0

Based on table 5.3, the results of the study on patient perceptions of caring for nurses in the inpatient ward of Santa Elisabeth Hospital, Medan, were in the good category, 35 respondents (100%) because of the 35 respondents studied by the researcher, there were 23 respondents who answered that nurses always pay attention to patients. when treating patients so that patients are satisfied with the services provided by nurses to patients, even when carrying out nursing actions to patients the nurse will first explain the actions given to patients so that patients feel valued. 19 patients out of 35

respondents said that when nurses perform nursing actions they always show a sincere smile when caring for their patients.

4. CONCLUSION

Based on the results of research conducted by researchers regarding patient perceptions of caring for nurses, 35 respondents stated that it was in the good category (100%) because patients felt the care of nurses in providing care to patients, giving smiles to patients when carrying out nursing actions, patients also said nurses always provide enthusiasm for healing while the patient is being treated.

The researcher's assumptions regarding the patient's perception of caring for nurses are assessed from the patient's answers where the nurse always shows patience when the patient complains about his illness and when the nurse explains something the nurse always asks again whether the patient understands what the nurse explained, where the nurse always advises the patient and family to do worship together such as praying, singing to calm the patient's heart, then the patient also said that the nurse often gives advice to the patient to calm the patient's heart, the nurse often explains about the medicine given, then the patient also says that the nurse pays attention to the patient's response where the nurse is immediately sensitive to the needs and expressions given by the nurse and immediately respond to the patient's condition.

The researcher's assumptions are also supported by Saragih & Utami (2020) the amount of nurse empathy that affects patient comfort, caring behavior is also very close to providing health care using empathy which can provide a feeling of comfort and a feeling of having fulfilled all of the unique needs of the patient, so this provides a good hospital service experience which can then increase patient loyalty, nurses as health workers who most often contact with patients are able to generate positive assessments/positive perceptions through their behavior while providing health services to patients and can increase patient trust/loyalty . Positive perceptions will encourage patients to entrust their health to the hospital and determine the patient's behavior in the decision to buy health care products.

The patient's perception of nurse caring behavior is that nurses pay more attention to patients and patients are considered family. The nurse's caring behavior felt by the patient is that the nurse actively asks questions, speaks softly, provides support, is responsive, skilled, appreciates, and explains actions to patients. Nurses should deepen the concept of caring behavior by reading lots of articles about caring and attending trainings on the concept of caring.

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