

# Relationship of Characteristics and Motivation of Nurses with Caring Behavior in Regional Public Hospital Aceh

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## ABSTRACT

In general, caring is an ability to be dedicated to others, vigilant supervision, feelings of empathy for others and feelings of love or affection for others. Caring is central of nursing practice, because caring is a dynamic approach which are nurses can work to further enhance their care for clients or patients. This study aimed to identify the relationship between the characteristics and motivation of nurses with caring behavior in Regional Public Hospital Aceh. A cross-sectional study was conducted on 154 nurses in one of Regional Public Hospital Aceh that were selected by using purposive sampling technique. Data were collected by using a questionnaire. The results of this study by using Chi-square test showed that the nurses's age ( $P = 0.001$ ), years of work ( $P = 0.009$ ) and nurses's motivation ( $P = 0.001$ ) had a significant relationship with caring behavior. Meanwhile, gender ( $P = 0.950$ ) and nurses's education ( $P = 0.123$ ) showed no significant relationship with caring behavior. Then, the result by using multiple logistic regression test showed the most variable that related to the caring behavior was nurses's age ( $P = 0,001$ ; OR 6.834). It suggested for nurses to improve their caring behavior to the patient, because it could increase the comfort feels of the patients and psychological needs will be fulfilled by caring.

**Keywords:** Caring Behavior, Characteristics of Nurses, Motivation of Nurses

## INTRODUCTION

Nurse's caring behavior is an attitude of caring, appreciating and respecting the patient's feelings by devoting more and more attention to patients while providing care in the hospital. Caring is an important component and the core of nursing practice, because it contains humanistic values, respects human freedom, increasing ability of emphasizes and independence, knowledge and respects each patient as an individual. So that nurses are required to have values and a caring soul.<sup>1,2</sup>

As one of the health workers who provide health services, nurses are a profession that is most often or always in contact with patients. The recovery rate and patient satisfaction are directly related to the services provided by nurses. In providing services, the nursing profession is different from the services provided by other health professions, because the philosophy of nursing is humanism, holistic and caring.<sup>3</sup>

As a nurse who is required to behave in a caring manner, besides that there are several

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factors that influence the caring behavior of nurse, one of which is the motivation on working. There are two dimensions of work motivation, namely internal and external motivation. Motivation can be interpreted as a psychological sequence in each individual to achieve certain goals. There are several things that affect motivation in a person, including the desire to be fulfilled, behavior, individual goals and expectations. As a nurse, work's motivation is needed, because high morale among nurses will affect by the quality of patient care.<sup>4</sup>

The previous study by Patiraki et al. (2014) explained that caring behavior also can be influenced by the motivation and personal characteristics of nurses, feelings, beliefs, philosophy, commitment, sense of responsibility and a sense of prioritizing the interests of others. All of these things contribute to the nurse's caring behavior that is perceived by the patient.<sup>5</sup>

The existence of the Regional Public Hospital under the management of the government is absolutely very useful in helping people who need to get health treatment quickly and accurately. In essence, organizing a hospital system will not be separated from human resources, including nurses. Quality of human resources can be seen from their work. The good performance of nurses will be seen from how a nurse is able to show the results of her work in providing health services that lead to achieving the goals of the hospital, one of that is to develop health services based on caring behavior.

Based on this description, the researchers want to determine the relationship between characteristics and motivation of nurses in Regional Public Hospital Aceh.

## METHODS

A cross-sectional study was conducted in 2022 on 154 nurses from 13 inpatient ward at one of Regional Public Hospital of Aceh that selected by using purposive sampling technique. The dependent variable in this study was caring

behavior, whereas the independent variables were nurses's age, gender, education, years of work and motivation of nurses. Nurses who were willing to sign an informed consent from researcher were recruited in this study. Data were collected by using questionnaire and analyzed by using chi-square test and multiple logistic regression test to determine the factors that most related to the nurses's caring behavior.

## RESULT

The results of the data analysis in this study can be seen in the tables below:

Table 1 shows that most participants were in young adult (72.1%) and were female

**Table 1: Demographic Characteristics of Respondents**

<i>Characteristics of Respondents</i>	<i>Frequency (f)</i>	<i>Percentage (%)</i>
<i>Age</i>		
Young Adult	111	72.1
Older Adult	43	27.9
<i>Gender</i>		
Female	120	77.9
Male	34	22.1
<i>Education</i>		
Diploma-III Nurse	94	61.0
Bachelor Nurse	60	39.0
<i>Years of Work</i>		
1-5 years	108	70.1
≥ 6 years	46	29.9

**Table 2: Motivation of Nurses in Regional Public Hospital Aceh**

<i>Motivation of Nurses</i>	<i>f</i>	<i>%</i>
Low	79	51.3
High	75	48.7
Total	154	100

**Table 3: Caring Behavior of Nurses in Regional Public Hospital Aceh**

<i>Caring Behavior</i>	<i>f</i>	<i>%</i>
Caring	80	51.9
Not Caring	74	48.1
Total	154	100

(77.9%). Then, most of their education level were Diploma-III nurse (61.0%) with the most years of work were 1-5 years (70.1%).

Table 2 shows that most nurses in one of Regional Public Hospital Aceh have a low motivation (51.3%).

Table 3 shows that most nurses in one of Regional Public Hospital Aceh have practiced the caring behavior (51.9%).

Table 4 shows there are significant relationship between nurses's age ( $P = 0.001$ ), years of work ( $P = 0.009$ ) and motivation of nurses ( $P = 0.001$ ) with caring behavior. Meanwhile, there are not significant relationship between gender ( $P = 0.950$ ) and

education of nurses ( $P = 0.123$ ) with caring behavior.

Table 5 shows that based on multivariate analysis by using multiple logistic regression test, it was found that age was the most dominant variables that related to the nurses's caring behavior ( $P=0,001$ ) with Odds Ratio (OR: 6,834).

## DISCUSSION

The results of this study showed that nurses in the young adult category have higher caring behavior than older adult. The results of the hypothesis test obtained  $P = 0.001$  which means there is a significant relationship between age and caring behavior in nurses.

**Table 4: Relationship of Characteristics and Motivation of Nurses with Caring Behavior**

Characteristics and Motivation of Nurses	Caring behavior						p-value
	Caring		Not Caring		Total		
	f	%	f	%	f	%	
<i>Age</i>							
Young adult	70	63.1	41	36.9	111	100	0.001
Older adult	10	23.3	33	76.7	43	100	
<i>Gender</i>							
Female	63	52.5	57	47.5	120	100	0.950
Male	17	50.0	17	50.0	34	100	
<i>Education</i>							
Diploma-III Nurse	54	57.4	40	42.6	94	100	0.123
Bachelor Nurse	26	43.3	34	56.7	60	100	
<i>Years of Work</i>							
1-5 years	64	59.3	44	40.7	108	100	0.009
≥ 6 years	16	34.8	30	65.2	46	100	
<i>Motivation of Nurses</i>							
High	75	100	0	0.0	75	100	0.001
Low	5	6.3	74	93.7	79	100	

**Table 5: Multivariate Analysis of The Dominant Factors Related to Nurse's Caring Behavior**

Prediktor	OR	p-value	95% CI	
			Lower	Upper
Pendidikan	1,581	0,201	,784	3,188
Masa Kerja	,721	0,561	,239	2,172
Usia	6,834	0,001	2,169	21,528
Constant	,066	0,001		

Age is closely related to the caring behavior in nurses. According to a study by Abdullah et al. (2013), the older adult is a person who more mature, as well as psychologically, they will show mental maturity. So that nurses who are more mature have a relationship with caring behavior.<sup>6</sup> Furthermore, the results of research conducted by Widarini (2014) show that nurses who are more mature have higher caring behavior in patients and families because they have a higher sense of responsibility.<sup>7</sup>

According to the researchers, in young adult, it was found that many of them were not married, so they would devote more of their whole body and soul to work, they were not yet in their working period so that many nurses cared more about their work than those who were in older adult age. Where nurses in older adult age are sometimes tired of the workload at home and have not been able to show themselves wholeheartedly in caring behavior for patients, as a result of their attention has been devoted to their families, children and husbands. However, not all adult nurses are like that.

The researchers can conclude that the older nurse is more affect with nurse's caring behavior, but age cannot guarantee that the nurse's caring will be high or low, because it depends on each individual. But basically, both young adult and older adult as a whole want to do good caring behavior towards patients, because an advanced age they have made them great sense of responsibility at work and a lot of experience gained at that age.

According to the study of Darmini et al. (2017) showed there were three factors that affect nurses's caring behavior, such as individual characteristics like age, gender, education, job, emotional maturity and spiritual and psychological factors, such as motivation and social personality. Then, organizational factors such as leadership models, human resources, work environment, rewards and clear work structures also contribute.<sup>8</sup> One of the goals of Watson's (2012) is to develop healthy individuals,

mentally and psychologically, and increase knowledge in self-care.<sup>9</sup>

The results of this study showed that caring behavior is more dominated by female nurses than male. It can occur because for female, the behavior of providing services has become instinctive to them, because of the nature of women who are more painstaking in service than men. The results of the hypothesis test obtained  $P = 0.950$  which means there is no significant relationship between gender and caring behavior in nurses.

This study is supported by Anggoro et al. (2018) which showed that good caring behavior was demonstrated by female nurses ( $P=0.002$ ). This condition could happen because women use more psychological aspects, namely feelings in providing services to patients than men.<sup>10</sup>

The results of this study indicate that there is a significant relationship between years of service and caring behavior in nurses ( $P = 0.009$ ). Where nurses with a working period of less than 6 years have higher caring behavior than nurses with a working period of more than 6 years.

The results of this study is supported by the study of Anggoro et al. (2018) that showed there was a relationship between years of work and caring behavior of nurses ( $P = 0.001$ ). However, this study explains that the longer the nurse's work, the nurse's caring behavior will be better compared to the nurse whose working period is still new. This is different from the findings of this study that a nurses's who have short years of working is actually better than a nurses's who have longer in working.<sup>10</sup>

The other previous study also explained that the longer a nurse works, the skills and experience also increase. Experience is one reflection of the knowledge experienced by someone in an unspecified period of time. Psychologically, the experience by a person will shape and influence the appreciation of social stimulus. The response will be one of the bases for forming attitudes, so that more

experience will increase the nurses's caring behavior.<sup>11</sup>

The results of this study showed that there is no significant relationship between education and caring behavior in nurses ( $P = 0.123$ ). Which caring behavior is more owned by nurses with Diploma-3 nurse degree education rather than bachelor nurse,

It is in contrast to the explanation showed by Siagian (2010), that the person knowledge gains in education is an experience that functions to develop the abilities and qualities of personality. The higher a person's education, the greater the desire to utilize knowledge and skills. Education affects the mindset that will affect a person's behavior<sup>12</sup>.

According to the researchers' assumptions, the results of this study showed that nurses with Diploma-3 nurse degree education are better in terms of caring behavior, because they still view ethical behavior towards patients, even though they are still low-educated, nursing ethics is still closely adhered to them as a guideline in work. On the other hand, it can be seen that nurses with bachelor nurse education still show low caring behavior.

The results showed that there was a significant relationship between motivation and caring behavior in nurses ( $P = 0.000$ ). Where the majority of nurses have shown high motivation at work. Most of nurses have been able to perform caring behavior.

Motivation can be interpreted as a psychological sequence in each individual to achieve certain goals. There are several things that will affect a person's motivation, namely the desires to be fulfilled, behavior, individual goals and expectations. As a nurse, caring behavior is one of the important points in nursing services. There are several factors that influence a nurse's caring behavior. One of them is nurses's motivation in working. There are two dimensions in a person's work motivation, namely external and internal motivation.<sup>4</sup>

The results of this study is supported by study of Puspita and Hidayah (2019) that

showed there was a significant relationship based on the sperman rank test with  $P = 0.000 < 0.05$ , which means there was a significant relationship between nurses' work motivation and nurse caring behavior. This condition is due to the support from the hospital management which is very supportive to maintain good nurse motivation as extrinsic motivation. This cannot be separated from improving the quality of hospital services.<sup>13</sup>

The previous study also explained that there are several efforts can be made to increase the motivation of nurses to remain high and have an impact on high caring behavior as well, namely according to Maslow that basic human needs are physiological, this is closely related to the reward or salary received by nurses.<sup>10</sup>

Caring is a phenomenon that occurs universally that can affect a person in thinking and feeling a relationship with fellow human beings. In the theory of humanism, it is explained that within the nurse, there is caring which aims to provide psychological pleasure to the patient and provide patient rights which will have an impact on the patient's recovery.<sup>9</sup>

Based on this study results, there was only one predictor which was found to have the most dominant relationship with nurse caring behavior. It was found that age was the most dominant predictor related to the caring behavior in nurses with a value (OR: 6.834). It means that nurses aged 24-30 years have a chance of 6,834 or 7 times to be able to behave caringly in working. This is in accordance with the theory, that more mature a person's age, the better emotional intelligence associated with caring behavior. Even though the nurses are young, their age maturity is much better, so that many young nurses already have caring behavior.

## CONCLUSION

The study findings showed that the nurses's age, years of work, and nurses's motivation had a significant relationship with caring behavior. Meanwhile, gender and nurses's

education showed no significant relationship with caring behavior. Then, the result by using multiple logistic regression test showed the most variable that related to the caring behavior was nurses's age ( $P$  0,001; OR 6.834).

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**Limitations:** The researchers could not get a complete respondents according to total of nurses who were existing in inpatient ward. It could occur because there were sick or absence to work, attend a training, etc. However, representativeness of the respondents rate has been obtained in this study.

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**Conflict of interest:** The authors declare no conflict of interest.

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