

# Self-efficacy and Caring Behavior of Nurses in the Inpatient Room of a Local Government Hospital

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## Abstract

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**Background:** Nurses have a great influence in nursing services in hospitals through a caring attitude by providing services that are much better than other health workers by paying attention to humanistic values so as to improve a harmonious relationship between nurses and patients. Self-efficacy acts as one of the factors that influence the caring attitude of nurses.

**Objective:** This study aimed to know the relationship between self-efficacy and caring behavior of nurses in the inpatient room of a local government hospital.

**Methods:** This study used quantitative design with a cross-sectional approach. The sample of this study was 46 respondents obtained by stratified random sampling technique. Data collection was carried out using questionnaires and analyzed using the Chi-square test.

**Results:** Of 46 respondents, the majority had high self-efficacy and caring behavior, which were 36 (78.3%) and 23 (50%) respondents respectively. The Chi-square test showed that the p-value was 0.012 (< 0.05), indicating that there was a relationship between self-efficacy and caring behavior of nurses in the inpatient room of a local government hospital.

**Conclusion:** There is a relationship between self-efficacy and caring behavior of nurses in the inpatient room of a local government hospital.

**Keywords:** Caring behavior; nurses; self-efficacy

## Introduction

Nursing service is one of the factors that can improve the quality of services in hospitals. This is because nurse is one of the health workers who interact with patients the longest beside patients (Maelani & Fitri, 2017). Even so, there are still many nurses who do not provide appropriate services, for example many nurses do not introduce themselves, do not respond quickly to patient complaints and needs, nurses rarely provide explanations when patients ask about the progress of the disease (Darmini, Susanti, & Kamaryati, 2017).

The act of giving attention to the patient is known as caring behaviours. According to a study on caring behaviors of nurses, namely workload, work environment, and knowledge. Of these three factors, the most influential factor on nurses' caring behavior is workload. High workload will result in high stress experienced by nurses and causes nurses to have little time to be caring (Dewi, 2018).

Based on the theory of Bandura, the determinant of nurses' caring behavior is self-efficacy (Lianto, 2019). Nurses who have low self-efficacy will reduce caring behaviour and attention when providing nursing care. One factor that can affect self-efficacy is cognitive processes or thought processes. Nurses who think critically will easily solve problems and are more confident compared to nurses who do not think critically. Based on the results of Shelfy's research (2019), working time that is on average under five years is considered not to have significant enough experience to foster a caring attitude at work.

Based on initial observations conducted by researchers at a local government hospital in Makassar, which is a regional referral hospital and receives many patients from the lower middle class, there were seven nurses who were observed. Of those nurses, there were five nurses who did not respond quickly to patient calls, did not introduce themselves when meeting patients, and also did not explain their role to patients and two other people mostly did not listen to patient complaints attentively. This happened to nurses who work in the ward room and there

were different observations from nurses who worked in the VIP room. Based on the background above, the researchers were interested in examining the relationship between self-efficacy and caring behavior of nurses in the inpatient room of a local government hospital in Makassar.

## Methods

### Study Design

This study was quantitative research with a cross-sectional approach. This approach was intended to see the relationship between self-efficacy and caring behavior of nurses in the inpatient room of a local government hospital.

### Samples/Participants

The population in this study was all nurses at the inpatient room of a local government hospital, which were 87 people. The sampling technique in this study was stratified random sampling, which was a sampling process through dividing the population into strata, selecting random samples of each stratum, and combining them to estimate population parameters (Ulya, Sukestiyanto, & Hendikawati, 2018). The inclusion criteria included nurses at the inpatient room of a local government and those who wanted to be respondents. Meanwhile, the exclusion criteria included: 1) nurses at the inpatient room who were on leave or sick at the time of data collection; 2) nurses who were on study duties or joining training for a long period of time exceeding the period of this research. The total sample in this study was 46 respondents.

### Instruments

This study used caring behaviour inventory (CBI) questionnaire by Wolf 1998 to evaluate respondents' caring behaviour, which was adopted by Afrida and colleague with a total of 33 statements. While self-efficacy was measured using self-efficacy questionnaire by Bandura, which was adapted by Nyoman and colleague (2022). Self-efficacy questionnaire was tested for validity and reliability with the p-value of each question  $< 0.05$  and Cronbach's Alpha value of  $0.913 > 0.6$  so that the questionnaire was valid and reliable (Oktariani & Oktariani, 2022).

### Data Collection

This study was conducted in 2022 at the inpatient room of a local government hospital in Makassar. Data were obtained directly by researchers.

### Data Analysis

All data were analyzed using the SPSS statistical program. Descriptive statistics were used to analyze the participants' characteristics. The Chi-square tests were used to determine the relationship between self-efficacy and caring behaviour.

### Ethical Considerations

The research permit was issued by the ethics commission of the Faculty of Nursing and Midwifery Universitas Mega Rezky with a research permit number 4465/S.01/PTPS/2022 and a research permit from the local government hospital with a research permit number 070/142/LB.02/V/2022.

## Results

Table 1 shows the characteristics of respondents, indicating that of 46 respondents, the majority were aged between 26 and 35 years, amounting to 25 (54.2%) respondents. Among them, 33 (71.7%) respondents had bachelor and nurse profession education level, had  $>10$  years for period of service, totaling 16 (26.2%) respondents. Also, most respondents showed high self-efficacy, amounting 36 (78.3%) respondents, while half of respondents (50%) had high level of caring behavior.

Table 1. Demographic characteristics of respondents

Characteristics	f	%
<b>Age Group (Years)</b>		
17-25	2	4.3
26-35	25	54.2
36-45	17	32.5
46-55	4	8.8
<b>Education Level</b>		
Diploma in Nursing	13	28,3
Bachelor and nurse profession	33	71.7
<b>Period of Service</b>		
<6 Years	15	32.5
6-10 Years	15	32.6
>10 Years	16	26.2
<b>Self-efficacy</b>		
High	36	78.3
Low	10	21.7
<b>Caring</b>		
High	23	50.0
Low	23	50.0

Table 2 indicates that according to the Chi-square test, there was a significant relationship between self-efficacy and caring behaviour of nurses with p value 0.012 (<0.05). There were 14 (38.95%) respondents with high self-efficacy had high caring behaviour. There were 22 (61.1%) respondents with high self-efficacy had low caring behaviour. Meanwhile, there were 9 respondents with low self-efficacy had high caring behaviour and there was one respondent with low self-efficacy had low caring behaviour.

Table 2. Distribution of relationship between self-efficacy and caring behavior of nurses

Self-efficacy	Caring				Total		p-value	OR
	High		Low		N	%		
	n	%	n	%				
High	14	38.9%	22	61.1%	36	100	0.012	0,71
Low	9	90,0%	1	10%	10	100		

Table 3 depicts that most respondents with low self-efficacy and high caring behaviour were 26-35 years, accounting for 6 (66.6%) respondents and mostly had education level of Bachelor of Nursing and nurse profession, amounting 8 (88.9%) respondents. Also, the period of service was mainly 6-10 years, totaling 4 (44.4%) respondents.

Table 3. Relationship between low self-efficacy and high caring based on respondent characteristics

Characteristics	n	%
<b>Age (Years)</b>		
26-35	6	66.6
36-45	3	33.3
<b>Education</b>		
Diploma III in Nursing	1	11.1
Bachelor of Nursing and Nurse Profession	8	88.9

Period of Service		
<6 Years	3	33.3
6-10 Years	4	44.4
>10 Years	2	22.2

## Discussion

This study investigated the relationship between self-efficacy and caring behavior of nurses at the inpatient room. The findings elucidated a positive relationship between self-efficacy and caring behavior. A nurse who had high self-efficacy with low caring behaviour had high self-efficacy. The largest age group is early adults (26-35 years). Based on the researchers' assumptions, the age of nurses affects high self-efficacy. The younger the nurse's age, the higher her confidence because age in the early adult group makes nurses feel independent in carrying out their duties. This is reinforced by the results of a questionnaire with 10 questions obtained by nurses able to solve difficult problems if nurses try hard, able to find ways to solve problems if something is hindering the nurse's goals, easy for nurses to stay on goal and achieve goals, and so on. This is based on the theory of Bandura (1997) in Kumalasari (2018) that high self-efficacy is able to shape the intelligence of nurses. The results of this study indicate an early adult cohort. Early adulthood is the transition from adolescence to adulthood, this transition is a person's ability to do things independently (Putri, 2019). In this study, nurses in the inpatient room were physically able to show a perfect appearance in front of patients in the sense that the growth and development of physiological aspects had been achieved by nurses. Based on Ma'rufah's research (2015) shows the high and low self-efficacy caused by the age of the patient, the majority of self-efficacy aged 56-69 years (64.6%) was obtained. In line with Rodyah's (2015) research, there is a relationship between age and compliance.

Nurses who had low caring behaviour were as many as 22 respondents with a working period of <6 years 11 respondents (50.0%), 6-10 years 8 respondents (36.4%), >10 years 3 respondents (13.6%), nurses with the most working life of <6 years 11 respondents (50.0%). Based on the researcher's assumption, work experience plays a role in providing nursing care, for that nurses whose new work period must be obedient in providing nursing care and for senior nurses with a service period of >6 years, they are accustomed and calmer to the threats obtained during the treatment period in the inpatient room. This is also reinforced by observations made by researchers using questionnaires with 33 questions where most nurses do not introduce themselves to patients during initial contact with patients, do not explain their role in patients in the patient care process, do not listen to patient complaints attentively. This is based on five caring processes according to Swanso in Nurani, Firdaus, and Maulidia (2022) Being With, nurses in this study are unable to be present for patients, do not conduct dialogue with patients to be able to help and exchange feelings. The results of this study showed a service period of < 6 years. (Suryani & Aminuddin (2017)

Working period is a person's work experience gaining learning to behave better so that work experience is a condition used by someone in the feedback process to improve the quality of planning, implementation of work results. The longer the nurse works, the better the performance will be. In line with the research of Intan, Sendy, Muhadi (2020), there is a relationship with working period seen from the value of  $p < 0.05$  (0.023). Saragih (2018) nurses working for more than 6 years have the highest compliance. Martifitriyah (2017) the longer a person is in his field of work, the more skilled people work. In contrast to Danamik's (2016) study, nurses who worked more than 2 years had a higher level of compliance. It can be concluded that the longer a person works, the higher the level of compliance.

A nurse who had low self-efficacy with high caring had low self-efficacy as many as 3 respondents (33.3%) had an age of 36-45 years in the late adult group. Based on the researchers' assumptions, the late adult group affects low self-efficacy. Nurses who have a late adult age group are prone to health problems such as a declining immune system, especially if the nurse is faced with a difficult situation, the nurse will easily down in solving nursing problems. It can be concluded that late adulthood does not have high confidence in patients.

In addition to age, low self-efficacy is also influenced by education level. In this study there was 1 response with education (Diploma in Nursing). Based on the assumption that nurse researchers with nursing DIII education are the lowest education at the nursing level at a local government hospital, researchers consider Diploma in Nursing education to have low knowledge in contrast to S1 Nursing education whose job prospects have better competencies. The higher the education of the respondent, the higher his confidence in completing nursing actions. Nurses who have low self-efficacy tend to doubt their abilities and think about shortcomings in themselves so that the resulting performance is not optimal (Elisyabanniah, 2020). It can be concluded that S1 nursing education has high self-efficacy from DIII Nursing. Even though they have a high level of education, if there is no will, nurses will not have confidence.

Researchers concluded that the higher the nurse's self-efficacy, the better the nurse's caring attitude in providing nursing services. On the contrary, if the nurse's self-efficacy is low, the nurse's caring attitude in providing nursing services is not good.

## Conclusion

The majority of respondents had high level of self-efficacy and caring behaviour. Also, there is a positive relationship between self-efficacy and caring behavior of nurses in the inpatient room of a local government hospital. The higher the nurse's self-efficacy, the better the nurse's caring attitude in providing nursing care. On the contrary, if the nurse's self-efficacy is low, the nurse's caring attitude in providing nursing care is not good.

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