Self Efficacy Associated with Nurse Caring Behavior in Nursing Services in Private Hospitals

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Abstract--- *his study aims to explain the relationship between self-efficacy and the nurse's caring behavior in providing nursing services in hospitals. The caring behavior that nurses often do not do is to provide guidance, teaching, and health education to patients. Good nursing services, determined by nurses caring actions given to patients (satisfying or disappointing). Good nurse self-efficacy will increase nurses caring behavior. The research design used an analytical description with Cross-Sectional design. The population was all hospital nurses, samples were taken by 75 nurses with a purposive sampling technique. The sample criteria are nurses on duty in the hospital room with a minimum term of one year. Data self-efficacy and caring behavior are taken using a questionnaire and analyzed by using Partial Least Squares-Structural Equation Modeling (PLS-SEM). The results showed that self-efficacy was related to nurses caring behavior in nursing services at the hospital with a value of t = 8.108 (≥ 1.96). The results of measurement of voting behavior, an effort is done and endurance, thinking patterns and emotional reactions, and the embodiment of the skills possessed, the value of T-statistic indicators ≥ 1.96 which said indicators are statistically significant or valid forming factors or measuring factor variables self-efficacy. The factors forming nurses caring behaviors are Maintaining Belief, Knowing, Being With, Doing for, and Enabling (T-statistic ≥ 1.96). The conclusion is self-efficacy related to me at the nurse caring behaviors in the nursing services at the hospital. Future studies need to conduct experiments related to the training of self-efficacy to nurse caring behaviors.*

Keywords--- *self-efficacy, caring, care, hospital.*

I. INTRODUCTION

Patient Center Care (PCC) philosophy that is centered on patients in recent years requires the professionalism of nurses in providing nursing care. The value of professionalism of nurses in providing nursing care can be seen from caring behavior. Caring is central to nursing practice because caring is a dynamic approach, where nurses work to further enhance their care for patients [1]. Some research results indicate that in the field there is a tendency for nurses not to care in providing nursing care. The results of this study indicate the low caring behavior of nurses when providing nursing care more than half (55% - 56%) [2]. Research caring behavior of nurses in Hospital Gresik City showed that caring behavior that often does not do nurses are: to provide guidance, instruction, health education to patients [3].

Application of caring behavior by a nurse will assist nurses to learn more about their patients, in addition to the nurse can also find out the problems being faced by patients and families, so that the nurses can find a solution [4]. If nursing services, especially in the form of caring behavior provided are not satisfying or not by the expectations desired by the patient, then the patient will complain about the services provided [5]. Patients and families will certainly demand that nurses be given the quality and quality of health services. Patient satisfaction also depends on the quality of service, in this case, the nurses caring actions given to patients are satisfying or disappointing.

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Nurse caring behavior that is less is the maximum should be taken to improve it. Previous research including the Caring Behavior Nurses Education and Training showed significant results, most of the nurses showed good caring behavior (66%) [3]. These conditions indicate an increase in nurses caring behavior. Even though there have been efforts to increase caring nurses, there are still many unfavorable caring behaviors. Caring behavior changes that sometimes good, and sometimes less, is possible because caring is not yet a personality of nurses [6]. A person's personality will be a behavior even though he does not have confidence, but is influenced by self-efficacy [7].

Self-efficacy is a person's belief about his ability and opportunity to successfully achieve certain tasks. Self-efficacy is considered to be able to predict the behavior that someone will show in work activities and performance [8]. A nurse's self-efficacy is influenced by the nature of tasks experienced by individuals, external incentives, the status or role of individuals in the environment, and information about self abilities [9]. The results of this study explain that self-efficacy is influenced by the work and role of nurses. The work and role of nurses to create a good relationship between nurses and patients certainly must occur quality interactions [4]. This condition raises the question of whether good nurse's self-efficacy will increase nurses caring behavior?

AI. METHOD

The research design used is a description of the analysis with a cross-sectional design. The independent variable was self-efficacy and the dependent variable is the behavior of caring. The statement of the study is to explain the relationship between self-efficacy with nurses caring behavior in providing nursing services at the hospital. The population in this study were all nurses at Gresik Petrokimia Hospital as many as 96 nurses. A sample of 75 nurses recruited by the technique of purposive sampling. The technique done by data is adjusted to the criteria of nurses that are nurses on duty in the hospital room with a minimum term of one year. Data was collected for 1 week is 05-12 March 2019.

The variables of self-efficacy and caring behavior use questionnaire sheet instruments. The self-efficacy questionnaire includes: Behavioral choice, Effort made and endurance, Thinking patterns and emotional reactions, and Manifestation of the skills possessed developed from Feit [10]. Nurse caring behavior questionnaire includes: Maintaining Belief, Knowing, Being With, Doing for, and Enabling that was developed from Watson [11]. Research procedure had permit research of Training Nursing (Education and Training Division of Nursing), by decree No.15/TK-DF/III/2018. The ethical principles applied in this study included participants who were given information and who provided informed consent before data collection. They have the right to the confidentiality of data by using initials. Data is analyzed by looking at frequency and percentage. Analysis of the main data with Partial Least Squares-Structural Equation Modeling (PLS-SEM) The level of statistical significance was set as T- statistic ≥ 1.96.

BI. RESULT

The results of the data collection show that the characteristics of the research subjects are as follows (table 1). The sex of nurses is mostly female. The research subjects showed entry into adulthood which is around 25-40 years. The most formal nursing education is the Nursing Program. Nurse of most having a year of service for more than 3 years with the status of full-time employees. Nurses as research subjects mostly have self-efficacy and caring behavior in good categories.

The results of multivariate analysis (figure 1) coefficient values showed that the self-efficacy variable was a factor that directly affected caring behavior by 0.568 ($\pm$ 1). There is a significant relationship between self-efficacy and caring behavior with a value of T = 8.108 ($\geq$ 1.98). The measurement results found that self-efficacy has the

greatest forming indicators, namely business conducted and endurance with a value of 0.949 (± 1). Caring behavior has the biggest forming indicator is the togetherness value of 0.912 (± 1).

Table 1 Patient Characteristics Data (N = 75)

| No	Patient Characteristics		n (%)
1	Gender		
	a.	Male	24 (32)
	b.	Girl	51 (68)
2	Age		
	a.	1 8 - 25 years	1 2 (16)
	b.	2 5 - 4 0 years	59 (79)
	c.	> 4 0 years	4 (5)
3	Education		
	a.	D3 K eperawatan	19 (25)
	b.	S 1 Nursing	56 (75)
4	Length of Service :		
	a.	12 years old	20 (27)
	b.	23 years	16 (21)
	c.	> 3 years	39 (52)
5	Employment status		
	a.	Permanent	39 (52)
	b.	Not fixed	36 (48)
6	Self Efficacy :		
	a.	Good	59 (79)
	b.	Enough	16 (21)
	c.	Less	0 (0)
7	Caring behavior :		
	a.	Good	6 0 (80)
	b.	Enough	1 4 (1 9)
	c.	Less	1 (1)
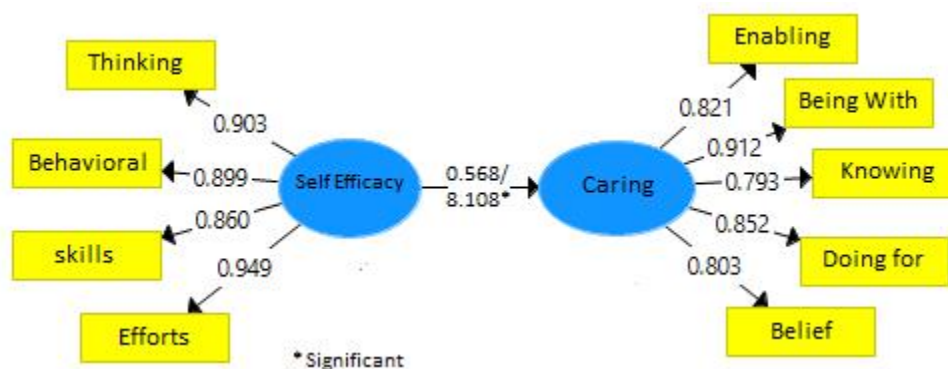
Figure 1 Structural model analysis of the relationship of Self Efficacy with caring behavior

IV. DISCUSSION

The statistical results showed that self-efficacy has relationships with the caring behavior of nurses in providing nursing care in hospitals. The results empirically are consistent with previous studies that show self-efficacy predict a person's behavior that will be displayed in the Performance of activity and employment [8]. The harmonized research is caring efficacy increasing nurses caring behavior [12]. This result is also strengthened by research showing that a person's behavior is influenced by self-efficacy even though the person did not previously have confidence in his competence [7]. Handayani's research results show that self-efficacy will always have a relationship and influence human behavior. The relationship between self-efficacy and behavior is always positive, ie every good self-efficacy, human behavior is also good. This situation is by the results of the research found, namely, self-efficacy has a positive and significant relationship to caring behavior.

The suitability of the results of research with other people's research is possible because of the characteristics of the respondents. This study shows the ideal characteristics, including the majority of productive age (25-40 years),

have a Bachelor's degree in Nursing, work for more than 3 years, and have become permanent employees. Information possessed or can be seen from higher education, and supported by work experience will have adequate knowledge so that it has confidence in its ability (self-efficacy) to organize and implement a series of actions needed to produce certain achievements [13].

The results of the research data collection showed that most nurses have good caring behavior, not only for female nurses but also for male nurses. Gender does not affect nurses caring. The caring character of nurses is mostly shown in female nurses rather than male nurses. Because indeed the number of female nurse respondents is greater than male nurses. The results of this study differ from Hajinezad which states that gender factors also influence nurses caring behavior [14].

Other characteristics that also support the self-efficacy and caring behavior of nurses in general results in good categories. These results are in line with previous research which shows that nurses' self-efficacy is generally in the good category [15]. Other research that attaches that most of the nurses showed good caring behavior [3]. The results of this study indicate there are nurses with caring behavior that is sufficient and lacking that nurses rarely carry out activities to always accompany patients when patients are in need and nurses rarely motivate/ support and increase the expectations of patients.

The results also showed that self-efficacy has forming indicators, namely: Behavioral choice, the effort made and endurance, thinking patterns and emotional reactions, and the embodiment of the skills possessed. The biggest forming indicator is the business done and endurance. The results of this study are by previous studies which also use the four indicators as self-efficacy variables [10]. Feit's research is slightly different from the results of the study, namely the absence of discussion regarding the biggest indicator of self-efficacy.

Nurse caring behaviors were found to have forming indicators, namely: Maintaining Belief, Knowing, Being With, Doing for, and Enabling. The biggest forming indicator is being with. The results of the research have confirmed previous studies which also uses four indicators as a nurse caring behavior variables [16]. The studies are in harmony but the results are different in showing the biggest indicator, namely Maintaining Belief [6]. This situation shows that caring behavior has the same indicator but each individual will have his strength which becomes him to always behave caring.

VI. CONCLUTION

Self-efficacy has a positive relationship with nurses caring behavior in providing nursing services. Characteristics of self-efficacy (Behavioral choice, an effort is done and endurance, thinking patterns and emotional reactions, and the embodiment of the skills possessed) have a major contribution to the implementation of nurses caring behavior in providing nursing services. Caring behaviors must have the characteristics of Maintaining Belief, Knowing, Being With, Doing for, and Enabling. The advice that can be given is that nurses can improve their self-efficacy, especially their efforts and endurance. Further research on nurse's self-efficacy or caring by focusing on experimental research designs to obtain maximum research results.

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