

THE CARING BEHAVIOR OF VOLUNTARY NURSES TO THE CLIENT IN PADANGSIDIMPUAN HOSPITAL

(Perilaku *Caring* Perawat Sukarela pada Klien di Rumah Sakit Padangsidimpuan)

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ABSTRAK

Pendahuluan: perawat Sukarela adalah perawat yang memberikan perawatan kesehatan secara sukarela tanpa mengharapkan biaya apa pun. perilaku caring perawat sukarela adalah keterampilan perawat sukarela memberikan perhatian, empaty, dan membantu klien untuk memenuhi kebutuhan para sehari-hari mereka selama perawat sukarela memberikan asuhan keperawatan di rumah sakit. Tujuan dari penelitian ini adalah untuk mengeksplorasi perilaku sangat peduli perawat sukarela untuk klien di Rumah Sakit Umum Padangsidimpuan. **Metode:** Penelitian ini menggunakan desain fenomenologis. Data dikumpulkan dengan melakukan wawancara mendalam. teknik purposive sampling digunakan untuk memilih peserta yang memenuhi kriteria. Mereka terdiri dari 6 nursesin sukarela Rumah Sakit Umum Padangsidimpuan. **Hasil:** Hasil wawancara direkam dan dianalisis dengan menggunakan analisis isi. Hasil penelitian menunjukkan bahwa ada 4 tema yang mencerminkan fenomena penelitian. Mereka Perawat sukarela peduli kepada klien, perawat sukarela melakukan perawatan holistik, perawat sukarela menghormati klien, dan Efek perilaku caring perawat sukarela. **Diskusi:** Disarankan bahwa Nerses Sukarela perilaku alwaysapply peduli kepada klien meskipun tanpa menerima biaya apa pun.

Kata kunci: Perilaku, Caring, Perawat Sukarela, Klien

ABSTRACT

Introduction: Voluntary nurses is the nurses who provide health care voluntarily without expecting any fee. Caring behavior of voluntary nurses is the skill of voluntary nurses giving attention, empathy, and helping clients to fulfill their daily needs as long as voluntary nurses giving nursing care in hospital. The objective of the research was to explore deeply caring behavior of voluntary nurses to the client in Padangsidimpuan General Hospital. **Method:** The research used phenomenological design. The data were gathered by conducting in-depth interviews. Purposive sampling technique was used to select the participants who had met the criteria. They consisted of 6 voluntary nursesin Padangsidimpuan General Hospital. **Result:** The result of the interviews was recorded and analyzed by using content analysis. The result of the research showed that there were 4 themes which reflected the research phenomena. They were Voluntary Nurses care to the clients, Voluntary nurses doing holistic nursing care, Voluntary nurses respect clients, and The effects of caring behavior of voluntary nurses. **Discussion:** It is recommended that the Voluntary nerses alwaysapply caring behavior to the client even though without recieve any fee.

Keywords: Behavior, Caring, Voluntary Nurses, Client

INTRODUCTION

The caring behavior according to Watson (1979, in Tomey & Alligood, 2006), is a process that done by nurses include knowledge, action and it is described as ten karatif factors that conducted in nursing practical at some different clinic setting.

The caring behavior is very essential for nurses that in service in hospital. The smart and skill full caring nurse will give safety, freshness and satisfaction for clients and family, along with carrying positive impact towards the hospital image, the nurse profession image

at client side, family even public generally (Gaghiwu, Iswanto & Babakal, 2013).

This case agrees with the research that conducted by Gurusinga, Sulistyaningsih and Tarigan (2013) that client feels satisfied towards the good caring behavior of nurse in Grand Medistra General Hospital Lubuk Pakam.

Voluntary nurse is health officer who be ready giving health service to clients that need in health service center both of in hospital and in public health center without expecting any fee (Siregar, 2015).

The caring behavior should be owned by every nurse included voluntary nurses who work in health service without any fee will be accepted. By presence of the caring behavior to client that is being taken care, so client's satisfaction will increase and the quality of service in hospital will also increase.

Based on the introduction survey is through the short interview towards 2 voluntary nurses in Padangsidempuan General Hospital, it is gained that one voluntary nurse using the caring behavior to client although it is without any fee where it is required such as the interview quotation "Although I am a voluntary nurse, I am constantly kind, caring and maximal. There is no the difference to one with another one. The most important, patient gets satisfied". Whereas one nurse says less maximal in giving health service to client, it is caused there is no any fee required, as like the result of interview quotation "Ummm... I think the most important is working. But it is less maximal to client because I am just volunteer, so the service is just usual".

The problem appears based on the result of short interview where nurse explains that the health service that they give to client less maximal, so that it decreases the level of client's satisfaction. Client sometimes does not settle for caring by voluntary nurse because client assumes that voluntary nurse is not competent in giving health service.

Based on the explanation above, so it is needed to conduct research about the caring

behavior of voluntary nurse to the client in Padangsidempuan General Hospital.

Formulation of Problem

The caring behavior from a nurse is needed mostly client that is taken care in hospital. The formulation of problem how the caring behavior of voluntary nurse to the client in Padangsidempuan General Hospital?

Objective of Research

The objective of research is to explore deeply the caring behavior of voluntary nurse to the client in Padangsidempuan General Hospital.

METHOD

The type of research uses phenomenology. This research aims to explore deeply the caring behavior of voluntary nurses to the client in Padangsidempuan General Hospital on June until July 2015. The participant in this research till reaching data saturation about 6 voluntary nurses that chosen by purposive sampling technique.

Implementation of Research

This research is conducted in Padangsidempuan General Hospital by the number of participant 6 people (because of data saturation). Every participant is conducted in depth interview. The result of the interview is collected and then it is done analysis using Collaizi's method.

Table 1. The Characteristic of Participant

	Characteristics	Frec	%
Age	22–24 years old	1	17%
	25–27 years old	5	83%
Gender	Female	3	50%
	Male	3	50%
Education	Diploma	6	100%
	Under graduate	0	–
Working period	< 3 years	-	–
	3 years	6	100%

Table 2. The Result of Content Analysis of The Caring behavior of voluntary nurses to the client in Padangsidempuan General Hospital.

No Theme 1: Voluntary Nurses care to the client	
1 Sub theme	Category
1. Care to the client	1. To assist fulfilling the need of client 2. To care client obligingly
2. Pay attention to the client	1. To ask client about the condition 2. To visit upon the client if it is needed
2 Theme 2: voluntary nurses conduct the nursing intervention holistically	
Subtheme	Category
1. To fulfill the need of client comprehensive	1. To give comprehensive service 2. To give the health education to the client
2. To give nursing intervention	1. To observe the condition of client 2. To conduct the nursing intervention based on the need of client
3 Theme 3: Voluntary nurses respect the client	
Sub tema	Kategori
1. To respect the client	1. To greet the client 2. To conduct therapeutic communication
2. Be friendly to the client	1. To assume the client as a family 2. To assume the client as a family
4 Theme 4: The Impact of The caring behavior of Voluntary Nurse	
Sub theme	Category
1. Voluntary nurses get internal satisfaction	1. Voluntary nurses feel satisfied with the service that given to the client 2. It can change perception of patient about voluntary nurses
2. Voluntary nurses feel glad	1. Known by the client 2. Given something as thanking
3. The client feels glad	1. The client feel glad with voluntary nurses 2. The client believes to voluntary nurses 3. The client gets heal

RESULT

Participant in this research is number of 6 voluntary nurses with the age distance 22 until 27 years old. 3 participants are female and the residue is male. All participants have education DIII Nursing that has the working experience more than 3 years. The characteristic of participant will be explained detail below.

The result of this research finds 4 themes, those are: voluntary nurses care to the client, voluntary nurses conduct the nursing intervention holistically, voluntary nurses respect the client, and the caring behavior impact of voluntary nurses can be looked on table 2 below more detail.

1. Theme of voluntary nurses cares to the client

Voluntary nurses care to the client, and pay attention to the client. Such as the statement of the participant below about the caring to the client, that is:

“according to me, the caring is with helping what needed by patient who we are taking care, for example ummm the time eating, giving the medicine, and others”.

(participant 5)

The statement of participant about caring to the client as like below:

“The caring is attention, for example the condition, as like the complaint.. and something like that.”

2. Theme of voluntary nurses conduct the nursing intervention holistically

Voluntary nurses apply the caring behavior such as doing the nursing intervention holistically with fulfilling the need of client all over, and giving the nursing intervention as like the statement below:

“ummm giving service, we fulfill all needs of client, but we sometimes can not fulfill all, because so many patients here and we have a few time, moreover the voluntary nurses have work more than other”

(participant 4)

Beside to fulfill the need of client all over, voluntary nurses also give the nursing intervention such as the statement of participant below:

“Although I am a voluntary nurse, I constantly give the kind service to the patient, such as in my room, the stroke room, the patient is not aware, so we give personal hygiene, to towel the patient, to give the food by NGT, to measure the vital sign. Though we do not get any fee, we constantly do our duty as a nurse, although we do not get any fee”

(participant 3)

3. Theme of Voluntary nurses respect the client

Participant in this research explains that one of the caring attitude that they have applied to the client that is by showing the respecting attitude to the client. The example of respecting attitude that participant has applied is: (1) To appreciate the client by greeting client, and (2) Be friendly to client such as doing therapeutic communication. Such as the statement of participant below:

“I have said that we are nurses, right, we have done the oath to give instruction to patient, to greet patient, to communicate well with patient and be ready to fulfill the need of our patient”

(participant 1)

4. Theme of The impact of the caring behavior of voluntary nurses

The impact of the caring behavior of voluntary nurses according to participant is (1) voluntary nurses have internal satisfaction,

(2) voluntary nurses feel glad, (3) the client feel glad. As like the statement of participant below:

“ummm here I feel satisfied because I have given the good service to patient that I take care”

(Participant 4)

While the statement of participant about voluntary nurses feel glad because it can be known by the clients below:

“The impact is at least the patient and family will know us and if they check in again, they will search us.”

(participant 6)

The statement of participant about the client feels glad with the caring behavior of voluntary nurses such as below:

“The patient feels glad towards the given intervention, and the patient also feels glad with the kind intervention, and then the patient will feel that everything service in the hospital has been good”

(participant 2)

DISCUSSION

Theme of the caring voluntary nurses to the client consists of 2 sub themes those are to care to client and to pay attention to client. Subtheme of care to client based on opinion of Watson (2007) defines caring is one nursing intervention that conducted everyday continuously, sincere, willing, care with the problem's client. Caring to the client also patterned obligingly caring client and this case is in line with Siregar's research (2015) that is voluntary nurses give health service to the client comprehensively. Whereas the sub theme of caring to the client is in line with Potter and Perry (2009)'s statement where caring is giving attention to the client obligingly.

Theme of voluntary nurses conduct intervention to the client holistically consisted of 2 sub themes those are: to fulfill the need of client all over and to give the nursing intervention. Sub theme fulfill the need of client all over can be patterned by giving the comprehensive service, where nurses should conduct intervention professionally and this case is in line with Green's research (2004)

where nurse should work professionally. This case is also in line with Siregar's research (2015) where voluntary nurses give the health service to the client professionally, while sub theme gives the nursing intervention patterned by observing the condition of client and conducts the nursing intervention based on the need of client.

This case is in line with Yuliawati's research (2012) that some of clients perceps the main aspect from the nurse caring is to monitor the condition of client continuously and clinical competence that showed by nurses. Beside to observe the condition of client, nurses should also be able do intervention based on the need of client. And this case is in line with Watson's statement (2007) that assists client in fulfilling the need of activity daily living is the caring behavior that should be developed by nurses.

Theme of nurses respect client consisted of 2 sub themes those are: to respect client and be friendly to the client. Sub theme respects client patterned by greeting client and not to differ the client. Humanistic and altruistic is an attitude based on the humanistic that is to respect autonomy and freedom of the client towards the best choice depends on it and makes other be more important than self, it is manifested by greeting the client, and giving time to the client, although nurse is being busy (Watson, 1979 in Tomey & Alligood, 2006). Whereas subtheme of be friendly to the client is patterned by doing therapeutic communication and assuming the client as a family. Conducting therapeutic communication to the client and family should be done by nurse in process of healing client. This case is in line with Dedi, Setyowati, & Afiyanti (2008) where the approach that nurse conducts by recovery of client conducted by the nice communication verbally and nonverbally.

Theme of the caring behavior impact of voluntary nurses consisted of 3 subthemes those are voluntary nurse gets internal satisfaction, voluntary nurse feels glad, and the client feel glad.

CONCLUSION AND RECOMENDATION

Conclusion

Based on the result of deeply interview towards 6 participants, so this research finds 4 themes about the caring behavior of voluntary nurses to the client in Padangsidempuan General Hospital, that is (1) Voluntary nurses care to the client, (2) voluntary nurses conduct the nursing intervention holistically, (3) voluntary nurses respect to the client, and (4) the impact of caring behavior of voluntary nurses.

The result of research that conducted towards the 6 participants there are many equal between theoretic and reality that found in practical of the nursing service based on the experience of voluntary nurses in applying the caring behavior to the client as long as taken care in hospital.

Recomendation

Voluntary nurses are expected be able increase the caring behavior not only to the client but also to the client's family and then to the colleague as voluntary nurses, another health service in hospital, The nursing service is expected be able applying the caring behavior in nursing service so that it can increase the quality of service to the client, It is expected for the next research can research about the experience of voluntary nurses in applying the caring behavior to the client with the specification of particular disease or in other health unit.

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