



Nurse Caring Behavior Experienced Patients Based on Swanson's Theory in The Inpatient Room of X Hospital Batam

Muhammad Putra Hidayat^{a,1}, Sri Muharni^{a,2}, Utari Christya Wardhani^{a,3}

^aUniversitas Awal Bros, Riau, Indonesia

Putrahidayat22092000@gmail.com¹, muharnisri@gmail.com², Wardhaniutari@gmail.com³

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ABSTRACT

Caring is an act related to respect, understanding, and responsibility. In nursing services, there are still attitudes of nurses who still need to implement caring behaviour optimally. In Indonesia, the majority of low caring behaviour is performed by nurses, as much as 56.3%. A preliminary study was conducted at a private hospital in Batam City; it was found that patients said nurses had only interacted with patients for a short time. This study aimed to explore patient experiences related to caring behaviour based on Swanson's theory in the Inpatient Room of X Hospital Batam. This research method uses qualitative methods with a phenomenological approach. Data was collected using semi-structured in-depth interviews, recorded using mobile phones for 7 participants according to the inclusion and exclusion criteria, and the data analysis process used Creswell data analysis. The results of the study obtained three themes, namely, (1) growing confidence and trust in patients, (2) showing professionalism to patients, and (3) providing information and providing support to patients. This study concluded that the nurses had caring behaviour according to Swanson's theory, but from the participants' experiences, not all aspects of Swanson's caring process were reflected in this study. It is hoped that future researchers can explore all aspects of Swanson's caring theory or prove it was using other theories related to caring behaviour given by nurses.

Keywords: caring behavior, experience, patients.

Correspondent: Muhammad Putra Hidayat

Email: Putrahidayat22092000@gmail.com



INTRODUCTION

Health services are the government's responsibility and must be provided fairly and equitably because health is the primary need of every human being. Health services are among the most important public services and must be implemented excellently (Harahap, 2021). Nursing is a form of professional service that is an integral part of health services in hospitals (Phonna et al., 2021).

Nurses as service providers require the ability to pay attention to others, intellectual, technical and interpersonal abilities, and must be able to wholeheartedly serve patients who are sick, which is reflected in caring behaviour (Nofriadi et al., 2021). Applying a caring attitude is considered important in fulfilling nursing services for patients and has a positive impact (Potter & Anne Perry, 2020).

Caring is a common phenomenon affecting how a person thinks, feels and behaves when dealing with others. When nursing care is given with love and care, the therapeutic actions obtained in caring behaviour will greatly contribute to patient health and health services (Potter & Anne Perry, 2020).

The caring theory was first put forward by Jean Watson, known as the Theory of Human Caring, 1989, which revealed ten creative factors (Potter & Anne Perry, 2020). caring theory was then developed again by Kristen Swanson with her theory Middle-Range Theory of Caring (Theory of Caring Swanson) 1991. Swanson defines caring as a way related to respect for others, accompanied by feelings of belonging and responsibility (Potter & Anne Perry, 2020). Swanson stated that this theory provides broad guidance on what is considered caring behaviour that nurses can do about themselves, clients, and fellow nurses.

In nursing care services, there are still many attitudes of nurses who still need to implement caring behaviour optimally. For certain conditions, it was found that there were nurses who paid little attention to patient comfort, lack of explanation regarding procedures and actions to be carried out, lack of communication between nurses and patients, and when patients called nurses through the bell, the nurses response was too long and not responsive. This phenomenon will indirectly give the patient a bad perception of the nursing services provided (Dewinta, 2019).

The increasing use of the latest technology applications to speed up diagnosis and treatment determination often causes nurses and other healthcare providers to consider relationships or interactions with patients to be less important. At the same time, patients and families expect good-quality individual relationships from nurses. However, most conversations between patients and nurses are brief and do not represent a relationship (Potter & Anne Perry, 2020).

In a study entitled "*Patients of Quality of Nursing Care: A Tertiary Center Experience from Ethiopia*", A survey was conducted regarding the caring behaviour of nurses and showed that the prevalence of patient perceptions was 36.8% satisfied with the quality of nursing care. The majority of dissatisfaction was 63.2%. Low perceptions about the quality of care provided to patients can cause problems in the health system by reducing trust and utilization of health services (Gishu et al, 2019).

Research conducted regarding the caring behaviour of nurses in increasing inpatient satisfaction at Prikasih Pondok Labu Hospital, South Jakarta. Moreover, the results of the study showed that most of the respondents felt dissatisfied with the services of the nurses, as many as 47 people (49.0%). Most nurses provide caring services to patients low by 54 respondents (56.3%) (Nurtika, 2022).

Research conducted with the title "*Community Satisfaction Index at the Raja Ahmad Tabib Regional General Hospital Riau Islands Province 2018*". The survey results of patient satisfaction with the services provided by service workers at the hospital were fairly good. The results of the survey show that patients are quite satisfied with the behaviour of health service providers a percentage of 34%, patients are quite satisfied with the attitude of service workers in responding to suggestions and input a percentage of 26.6%, patients are quite satisfied with the knowledge possessed by health service workers with a percentage of 30, 9%, and also patients are quite satisfied with the type of service provided with a percentage of 43.6% (Ardianti, R & Panestoeti, 2018).

Caring behaviour is still not optimally implemented by nurses in carrying out nursing care, the impact arising from poor service, both in terms of facilities and the attitude of nurses towards patients, leads to to a decrease in patient satisfaction and patient visits. As well as the impact of the lack of care for nurses in nursing services can result in a decrease in the quality of nursing services which has an impact on decreasing patient satisfaction and increasing the period of care (Dewinta, 2019); (Purwaningsih, 2018).

The patient's experience of the nursing services provided will largely influence the patient's satisfaction with the overall health services. Patient satisfaction not only has a positive impact on patients as service recipients but also has a positive impact on hospitals as service providers. Patient satisfaction and dissatisfaction are associated with the ability of nurses to provide comfort and meet the needs of patients both biologically and psychologically in the nursing service process (Badrin et al., 2019).

According caring behaviour is very important in providing nursing care because nurses are not only required to perform skills or skills and knowledge. The caring behaviour of nurses towards patients has a major impact on hospital services because it leads to patient satisfaction (Anggoro et al, 2019).

Research show entitled "*Perception of Caring Among Patients and Nurses*" stated that nurse caring is an important component of the patient experience, and time significantly affects patient perceptions of caring. The patient believes that the nurse's caring behaviour helps him meet basic needs, gives the patient confidence during treatment and is always present when needed (Thomas, 2019).

In a study entitled "*Caring Behavior Based on Swanson Theory Exhibited by Taiwanese Nurses*", the results of interviews conducted with nurses at the South Taiwan Hospital found that caring behaviour is very important in the nurse-patient relationship for positive quality outcomes of nursing care. In this study, Taiwanese nurses show inspiring hope for patients, provide physical comfort that makes patients feel cared for, have skilled techniques and good knowledge, have the patience to listen to every complaint that patients feel, and can respect the culture that patients adhere to because they are true. Trust does not hinder any treatment procedures performed on patients.

The study entitled "*Caring Behavior of Nurses Implementing Hospital Inpatient Care in Indramayu District*" explained that most of the caring behaviour of nurses was still not good, as much as 55.2%. The patient's perception is based on the activities of nurses, who are considered for prioritizing medical action compared to the caring behaviour that patients need because there is not much time for nurses to listen to patient complaints due to a large amount of delegation given by doctors to nurses to work on. Even though the patient is not just asking to have his biological needs met, but the attention and care to meet his psychological and social needs as well (Lumbantobing et al., 2020).

Previous research was conducted by titled "*Description of Nurses' Caring Behavior in the Orchid Room of the Tabanan District General Hospital*". Obtained an overview of the results based on five dimensions of nurse caring behaviour according to Swanson, that nurses have good caring behaviour with a percentage of 100% with an average of 83%. Nurses can apply Maintaining Belief behaviour with a percentage of 30.7%, Knowing behaviour with a percentage of 92.3%, Being with behaviour with a percentage of 96.5%, Doing For behaviour with a percentage of 98.5%, and Enabling behaviour with a percentage of 80% (Cipriani et al, 2020).

Previous research has also been carried out with the title "*Experience of BPJS Clients About Caring for Nurses in a Hospital*". The results showed that nurses had implemented Swanson's five caring process behaviours very well. Nurses can build trust in patients to be sure of recovery, focus on the patients they care for, show willingness when patients need them, provide comfort and show good skills when providing nursing care, and always provide feedback on the efforts made. Patients to improve their health (Maryana, 2019).

In this study, patient experience has an important relationship with the performance of healthcare workers. Patient experience will influence the majority of patient satisfaction with health services. Experience can teach what to do afterwards (Badrin et al., 2019).

Inpatients were selected as participants because they have various psychological characteristics; some need more attention, have less self-confidence, some need more affection, and some need moral support according to the level of the type of illness (Riyadi et al., 2019). Hospitalized patients also often experience emotional disturbances; patients can suddenly feel sad, angry, anxious, and worried (Francisco, 2020).

Caring theory can be applied in nursing care at any level where the results are solely for the patient's recovery (Potter & Anne Perry, 2020). This theory is easy to apply in nursing practice because of its simplicity and clarity; each process is defined clearly/explicitly. This theory helps incorporate caring behaviour into daily nursing practice, ensuring that the primary concern remains the patient being cared for in all nursing interactions (Amstrong, 2012). This theory focuses on meeting the patient's needs for meaningful past events, being present emotionally, providing services to others such as oneself, and being a bridge to help others through life transitions (Potter & Anne Perry, 2020). Using new research methods and participants can provide new knowledge on related phenomena.

Based on a preliminary study that researchers conducted on May 19, 2022, at Hospital X Batam. Obtained data from the survey on the satisfaction level of inpatients for March 2022 showed that patients were satisfied with the provision of care, but there were several results of the patient satisfaction survey

who were dissatisfied with the services provided, including as many as 1.3% of patients who were dissatisfied with the delivery staff care in responding to complaints/complaints, as much as 0.4% of patients were dissatisfied with care providers in providing services that prioritized accuracy, speed and accuracy, and as many as 0.8% of patients were dissatisfied with the ability of care providers to provide information or education with nice and clear. Simple interviews conducted by researchers with patients who were treated in adult inpatient rooms, patients revealed that some nurses rarely visited patients; nurses visited patients only for routine when there were nursing actions. Nurses only interacted with patients for a short time.

Referring to previous research and preliminary studies that have been conducted, the results of the survey are only a brief description of service staff behaving in the room and do not show in-depth patient experiences related to caring behaviour that is felt during nursing care and there are phenomena from the preliminary studies that have been conducted. This study explores the patient's experience in the inpatient ward regarding the phenomenon of nurse caring behaviour based on Swanson's caring theory.

METHODS

This study uses a type of qualitative research with a phenomenological approach. This research was conducted in the Inpatient Room of Batam X Hospital, held on 16-20 August 2022. The participants were determined by the purposive sampling method, where the participants were selected according to what the researchers wanted following the objectives and research problems so that the number of participants obtained in this study was as many as 7. The criteria in this study were patients treated in the adult inpatient room of X Batam Hospital and participants willing to be interviewed and able to convey their perceptions smoothly. Data collection was conducted using semi-structured in-depth interviews, which were recorded using a voice recorder, field notes, and secondary data in the form of patient medical record data. The data analysis process in this study uses the Creswell data analysis technique.

RESULTS AND DISCUSSION

Table 1. Characteristics of Participants Based on Age, Gender, Marital status, Education, work, length of stay, Condition of Participants in the Inpatient Room of X Hospital Batam

| Participant Code | Age | Gender | Marital status | Education | Work | Length of Treatment Day | Participant Conditions |
|------------------|--------------|--------|-----------------|-----------------------------------|--------------------------|-------------------------|---------------------------|
| P1 | 51 Years | Woman | Marry | SENIOR HIGH SCHOOL | Housewife | Five days | Diabetes |
| P2 | 53 Years | Man | Marry | high school | unemployment | Five days | Bladder Cancer Chills, |
| P3 | 43 Years | Woman | Marry | SENIOR HIGH SCHOOL | Housewife | Two days | Diarrhea and Cough |
| P4 | 41 Years | Man | Marry | STM | Heavy equipment operator | 6 Days | Post Appendix |
| P5 | 33 Years | Man | Marry | SMK | Shipyard | Four days | Clavicle Fracture |
| P6 | 23 years | Woman | Not married yet | Bachelor of Communication Science | Private sector employee | Five days | dyspepsia |
| Q7 | 24 years old | Woman | Not married yet | Bachelor of Accounting | Private sector employee | Four days | Typhus |

The participants have shared their experiences related to the *caring behaviour* that nurses provide during nursing care. There are three themes resulting from these various caring experiences. Analysis of the themes produced after the interview process: (1) Growing confidence and trust in patients and obtaining the following sub-themes, namely caring behaviour of nurses, fostering an attitude of optimism, and opportunities to worship. (2) Demonstrating professionalism towards patients and obtaining the following sub-themes: nurse competence, comfort, the closeness between nurses and patients, and tolerance in serving patients. (3) Providing information and supporting patients and obtaining the following sub-themes: providing information and support.

Next, each of the themes presented above will be described.

Grow Confidence and Trust In Patients

Growing confidence and trust in patients is a treatment that participants feel while being treated in the hospital. As for the treatment of nurses experienced by participants, it was composed of 3 categories, namely caring behaviour of nurses and cultivating an attitude of optimism.

1. Nurse Caring Behavior

While the participants were being treated in the room, almost all participants stated the caring behaviour they experienced. Namely, nurses were ready to be on standby when asked for help, punctual in taking action, responsive in serving complaints, polite in language, friendly to participants, and asked questions related to complaints participant. This experience is evidenced by the statements of the participants as follows:

"... ready to stand by, serve him courteously, on time. What is meant by being on time is, for example, at this hour, being told to take medicine, at this hour, being injected with insulin and having their blood sugar checked. Indeed they are all on time." (P1)

"Being alert means that when I ask for help, they are quick too. As if someone is cold, they will quickly help him to reduce the temperature of the room." (P1)

"They often ask too, have you been sick for a long time, and they ask how you feel and what your complaints are." (P1)

"...when patients ask for help, they show a ready-to-help attitude, and speak politely and politely." (P1)

"... it is good, good, fast and responsive here. It is good that if we have a complaint, they immediately handle it and do not wait long." (P2)

"...That caring attitude with their friendliness and polite attitude pleases us." (P3)

"...sometimes we call them fast in their response. Because they do not always standby in the room. That person is on standby at the Nurse Station, so if we call them, they will come." (P4)

"Caring attitude when nurses are called they come immediately. For example when you want to change the bandages, ha, they immediately come to handle it." (P5)

"In my opinion, the nurse is good, polite, speaking the language is also pleasant to hear." (P5)

"...can handle complaints quickly and responsively. Also, his caring attitude must be accompanied by a friendly attitude to patients." (P6)

"...the nurses can fulfil the complaints that I feel. Respond quickly when we arrive when the IV fluids run out." (P7)

"...I said earlier, people are quick to respond. For example, when my body is hot, ha, they immediately come to me and immediately check the temperature." (P7)

2. Cultivating an Attitude of Optimism

Participants said that while being treated in the room, the nurse had given the participants beautiful hopes so they could recover quickly and not get worse with the illness they were

experiencing and were sure they would recover. This experience is evidenced by the statements of the participants as follows:

"...the nurses here like to give words like that like motivation, so I can be sure that your diabetes can be handled properly, right? I have been sick for ten years." (P1)

"...they give beautiful hopes so that we do not drown with the disease. They give happiness how to make us happy because their principle is that happiness is a panacea for disease." (P2)

3. Opportunity to Worship

Participants said that while being treated in the nurse's room, the nurse provided participants with an opportunity to pray before carrying out nursing actions. This experience is evidenced by the statements of the participants as follows:

"...haa, the nurse allowed Mother to pray first, and then you just got tension after that." (P1)

"...there was also a time when I was calling for the evening call to prayer, and they came to the room to change the infusion. So the nurse asked, Sis, do you want to pray first or not? Later, after the prayer, I will replace the IV fluids." (P6)

Demonstrate Professionalism to Patients

In carrying out nursing care to participants, participants stated that nurses showed their professionalism as implementers of nursing services, which were composed of 4 categories, namely:

1. Nurse Competency

In this study, participants said that nurses are intelligent, are experts, and try their best. The experiences conveyed by the participants can be seen from the interview excerpts as follows:

"...they are good at taking blood, not here and there. They have a knack for doing it." (P1)

"When putting infusions, until they can't even try their best and do their best." (P2)

"...they are very careful, and when they do the infusion, it hurts, so they direct them to take a deep breath and do not panic. They are experts at doing that." (P3)

"...they already know how to handle routine things that are usually done and can take action well." (P4)

"As for ability, it is okay. They took care of it fast." (P5)

"...what I see here is the routine actions that they usually do; it is good for me because I am already an expert in my field." (P6)

"... when I was about to put the IV in, they did it quickly, so I did not feel too much pain. Nurses are always good at being held for a while because it hurts; they try to do it fast." (P7)

2. Provides comfort

In terms of providing services, nurses are said to be able to provide comfort, make patients satisfied with the services provided and serve well. The experiences conveyed by the participants can be seen from the interview excerpts as follows:

"...once upon this blood draw, they said, thumbs, sorry, ma'am, this hurts a little. So when he injects it slowly and always says sorry to the patient." (P1)

"...Alhamdulillah, I am happy; even though I am sick, I am still happy with the treatment given." (P1)

"...caring is how the patient is comfortable and calm while being treated (P2)

"...when changing the infusion, there was a slight mistake they apologized." (P3)

"...I feel satisfied, comfortable and happy with the services provided and the existing facilities and cleanliness as well." (P3)

"...then also when I inject it, sometimes there are those who immediately put the medicine in slowly, ha now they are slowly being told to hold it for a while because they want to put medicine in it to reduce the pain I feel." (P5)

"For convenience, it is comfortable, from the nurse's service and hospital facilities." (P5). "If the service is quite according to what I expected, then I feel comfortable and quite happy to be treated at this hospital." (P6)

"... It has been a few days here, I am very comfortable as a patient. Because I came here to get well. And thank God they can serve me properly as a patient." (P7)

3. Proximity Between Nurse and Patient

In this study, participants said that the presence of nurses for participants was like relatives and people who have known each other for a long time. Regarding communicating, the participants and the nurses were friendly and did not look awkward. The experiences of the participants are conveyed as follows:

"...nurses and patients are like a brotherhood, so they are closer. So the closeness between the patient and the nurse, even though they have never met, with communication makes them familiar and not too awkward." (P1)

"...even though I just entered last night, our conversation seemed like we had known each other for a long time; there was no awkwardness between me and the nurse. The most important thing is to establish hospitality between the patient and the nurse." (P3)

4. Tolerance in Serving Patients

In this study, participants said that nurses here could respect patients well and not discriminate between patients based on their religion and culture. The experiences conveyed by the participants can be seen from the interview excerpts as follows:

"As for religion, they do not discriminate. They just treat people here without seeing the patient's religion or culture. For me, the important thing is that they can tolerate the beliefs that we believe in by caring for them without discriminating against our religion and ethnicity." (P4)

"They are fine. Whether the nurses are Muslim or Christian, they do not make any difference to the patients being treated here." (P5)

"If their religion appreciates. Hmm, they are here that I see serve patients equally, so that is how it does not discriminate what religion the patient is." (P6)

Providing Information and Providing Support To Patients

In providing nursing care to participants, participants have experience with nurses while caring for them. The experience comprises two categories: providing information and providing support.

1. Provide information

In this study, participants said that nurses provided information to participants. Information provided by nurses to participants can be seen in the following interview excerpts:

"...they provided precise and clear information regarding Mother's health." (P1)

"...they always suggest to us that the more you eat, the quicker you will recover." (P2)

"...Like advising me to drink a lot, well and also when putting in the medicine, they said we are going to put the medicine, mom, through an IV tube." (P3)

"Your information is that if you want to drink water, the limit is this. They were clear enough to provide information, such as telling me when to take medicine at any time and being told what medicine to inject me." (P4)

"...they are nurses, well, they will tell me what is wrong with me. For example, sir, do not move too much; sir, the stitches will tear. The information conveyed is clear. (P5)

"... Ha, for my complaint, sometimes pain in the pit of the stomach and sometimes nausea. Now, if the nurse is here, suggest giving me wind oil and positioning my bed until I feel comfortable." (P6)

"Information from the nurse, it was suggested that you take the medicine, then if you want to give it, explain first what medicine you want to give and what the medicine is for. So, what is wrong with that? I suggest you eat less spicy foods. The information is quite clear." (P6)

"... It is like I was asked to eat a lot, I have typhus, so I do not get weak because my appetite is decreasing." (P7)

2. Give support

In this study, participants said that nurses provided support to participants so that participants could be enthusiastic and get well soon. The experiences conveyed by the participants can be seen from the interview excerpts as follows:

I wanted to operate on this part yesterday, and the nurse encouraged me. He said you must be sure; we are both fighting and praying that you recover soon. Because your recovery is our responsibility." (P5)

"...Then they always talk to me and keep the spirit so that I get well soon and can return to my daily routine." (P7)

Discussion of Research Results

1. Grow Confidence and Trust in Patients

The results of this study found that participants experienced caring behaviour by nurses for participants while providing nursing care, where nurses showed an attitude that was ready and responsive in serving patient complaints, treating patients well, caring about complaints, politeness in language, and being friendly to participants, and asked about participant complaints.

This is in line with caring conveyed by Swanson, that behaviour that shows an attitude of being alert, responsive, caring for patients, and polite is included in the caring process, namely Maintaining Belief with the sub-dimensional Offering a hope-filled attitude (Caring Behavior). According to Swanson, caring behaviour shows that the nurse fully cares about the problems experienced with body posture, eye contact and intonation of the nurse's speech (Isnanda, 2020).

In line with the research, the results of interviews were obtained; patients said that nurses could build trust in patients to be sure of recovery, nurses can respond well to patient complaints, nurses show willingness when patients need them by being directly present with patients, nurses provide comfort and demonstrate good skills when providing nursing care (Maryana, 2019).

Researchers assume that this caring behaviour is necessary for nursing care for patients. Because by providing care, it can increase patient satisfaction with the quality of services provided. The researchers' assumptions align with research conducted by (Setianingsih, 2021), where caring behaviour is very important in influencing service quality and patient satisfaction, especially in hospitals. also said that patient satisfaction increases when nurses treat patients with respect and courtesy in terms of communication (Tadesse & Debella, 2022).

The results of this study also found that based on interviews with participants, participants said nurses had given beautiful hopes to participants so that they could recover quickly and not get down with the illness they were experiencing at this time and were sure of recovery.

This is in line with caring conveyed by Swanson, that nurses who can foster an attitude of patient optimism are included in the caring process, namely Maintaining Belief with the sub-dimensional Maintaining realistic optimism (Showing optimism). Maintaining and showing nurse optimism and hope for patients will influence patients to have the same optimism and hope (Isnanda, 2020).

Fostering an attitude of optimism or patient confidence in going through every event in his life is the basis of caring in nursing practice (Chandra, 2020). In line with the research, participants stated that nurses caring for patients motivate patients always to be calm and grateful and encourage them to recover and fight against their illnesses (Yustisia et al, 2020).

The researcher assumes that cultivating a patient's optimism will affect the patient's acceptance of the illness. The researcher's assumption is in line with what conveyed, that an attitude of optimism can help individuals recover more quickly after experiencing life events and increase one's self-acceptance to be more positive (Saraswati, 2019).

Moreover, finally, in this study, the experience was that participants had the opportunity to worship first before the nurse performed any nursing actions. This is in line with the caring that Swanson conveyed that nurses allowing patients to worship are included in the reflection of the behaviour of nurses caring for patients. Moreover, the caring process includes Maintaining Belief with the sub-dimensional of Offering a hope-filled attitude (Caring Behavior). In this process, the nurse shows an attitude that the nurse fully cares/ cares about the problems experienced with body posture, eye contact and the intonation of the nurse's speech (Potter & Anne Perry, 2020).

This is also in line with research, which that fulfilling the patient's spiritual needs is one of the caring behaviours of a nurse in meeting the basic holistic needs of patients (Yanti, 2020). Spirituality is an important thing to do in an individual's life because it brings relief from suffering (Manurung, 2022).

The researcher assumes that in this study, nurses can provide opportunities for patients to worship because, at the beginning of the patient's admission to the hospital, the health service workers have already carried out a comprehensive assessment, including spiritual assessment. So that nurses can understand the patient's needs for worship. The researchers' assumptions align with the research that a thorough (comprehensive) assessment is usually carried out at the beginning of the patient's registration at the health center (Sadiq, 2019).

2. Demonstrate Professionalism to Patients

In this study, it was obtained from the participants' experience that nurses had participants saying that nurses demonstrated good competence in carrying out nursing actions. This is in line with caring conveyed by Swanson that nurses who show good competence in carrying out these actions are included in the caring process, namely Doing For with the sub-dimensional Performing Competently (Showing skills). Demonstrating skills in this process communicates and provides comfort in their actions, and nurses also demonstrate competence or skills as professional nurses (Isnanda, 2020).

This is also in line with research, that the quality of nursing services is determined by the competencies nurses possess, both soft and hard skills (Arianti, 2022). Nurses who have hard skills are nurses who are capable and technically skilled in providing nursing care. In contrast, soft skills are the ability of nurses to interact with patients or other people. This dominant role makes nurses considered the spearhead of services in hospitals, so they are required to show good skills when providing services to patients.

This study also obtained patient experience that nurses can provide comfort and satisfy patients with the services provided and serve well. This is in line with the caring conveyed by Swanson that nurses who provide a sense of comfort in nursing practice are included in the caring process, namely Doing For with the sub-dimensional Comforting (Providing comfort). Providing comfort is carrying out nursing actions by providing comfort to the client and maintaining the client's privacy (Isnanda, 2020).

Research showed that providing comfort and maintaining patient privacy will have an impact on increasing patient recovery and can provide patient satisfaction (Sresianty, et al 2019).

The results of this study also obtained the participants' experience that the presence of a nurse; the participants were like a relative and someone who had known them for a long time. Regarding communicating, the participants and the nurses were friendly and did not look awkward. This is in line with the caring that Swanson conveyed, that the relationship of closeness or mutual openness between nurses and participants can bring about a sense of comfort. Nurses providing comfort are included in the caring process, namely Doing for with the Comforting sub-dimensional (Providing

comfort). Where in this process to provide comfort is in carrying out nursing actions carried out by providing comfort to the client and maintaining client privacy (Isnanda, 2020).

These results are in line with research by that the attitude of openness that is established between nurses and patients has a great influence on perceived comfort. The convenience that appears will make patients satisfied with the services provided (Yuarsa, 2022).

And finally, in this study, participants experienced that nurses here can respect patients well, not discriminating between patients based on their religion and culture. This is in line with caring conveyed by Swanson that tolerant nurses in serving patients are included in the caring process, namely Doing For with the sub-dimensional of Preserving dignity (Maintaining patient dignity). Maintaining patient dignity means that nurses maintain patient dignity as individuals or humanize humans (Isnanda, 2020).

These results align with research, which shows that the recovery of patients apart from the drugs they take is very influential on the quality of health services. Patients want to be served without discriminating against class, ethnicity and religion Meliala (2018).

3. Providing Information and Providing Support to Patients

In this study, it was found that the participants experienced that nurses provided information to participants. The information provided by the nurse relates to improving the patient. This is in line with the caring delivered by Swanson that nurses provide information included in the caring process, namely Enabling the sub-dimensional Informing (Providing information). According to him, providing the information is related to improving patient health to empower patients and their families (Isnanda, 2020).

This aligns with research nurses say to pay attention to how to sit postoperatively in the anal area, telling them to avoid eating instant food (Maryana, 2019). Providing regular health education to patients is very important to improve compliance to avoid things that trigger disease (Isnaeni et al., 2019).

The next research result obtained in this study is the participant's experience which states that nurses support participants in the nursing care process so that participants can be enthusiastic and get well soon. This is in line with the caring that Swanson conveyed that nurses providing support are included in the caring process, namely Enabling the Supporting sub-dimension. In this caring process, nurses support patients in achieving well-being according to their capacity as nurses.

Research showed that patients motivated by the support provided would be interested in maintaining or improving their health conditions by providing good cooperation in the nursing actions they receive so that patients will be obedient and obedient in their actions and treatment (Maryana, 2019).

Researchers assume that one of the things that can affect the patient's healing process is family support (Efendi, 2021). The researchers' assumptions are in line with the research that one aspect that influences patient recovery is family support. Family support is needed in the patient care process. Family support includes informative support, emotional support and instrumental support.

CONCLUSION

The findings from this study provide information about the patient's experience of the caring behaviour that nurses provide during the nursing care process. It was found in the data analysis process that the nurses had caring behaviour according to Swanson's theory. However, from the participants' experiences, not all aspects of Swanson's caring process were reflected in this study. Based on the results of research conducted by researchers through in-depth interviews and data analysis, three themes were found regarding patient experience based on Swanson's caring theory, namely (1) Growing confidence

and trust in patients, (2) Demonstrating professionalism towards patients, (3) Providing information and providing support to patients.

This research implies that nursing practice can be a learning and evaluation for nurses related to caring behaviour given to patients. Nursing education and science can add to the knowledge and insights of Nursing Educators and Students regarding applying caring behaviour based on Swanson's theory. And for health institutions, it can be an input for Nursing Managers to further improve in supervising field nurses' performance in caring behaviour during care provision.

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