## Original Research Article

# Analysis of the factors affecting the application of critical thinking with the behavior of caring nurses in providing nursing care in RS Royal Prima Medan 2020

## Yusliana*, Chrismis Novalinda Ginting, Linda Chiuman, Suci Erawati

Department Magister of Public Health, Faculty of Medicines, University Prima, Indonesia

**\*Correspondence:**
Yusliana,
E-mail: yusliana0101@gmail.com

**ABSTRACT**

**Background:** Caring behavior is the core in nursing that is indispensable in providing nursing care. One of the ways to improve caring behavior is through the development of critical thinking skills. This study was conducted to determine the effect of applying critical thinking with caring behavior of nurses in providing nursing care at the Royal Prima hospital in Medan.
**Methods:** This study was a quantitative study using correlation research methods with a cross sectional approach to 35 nurses at the Royal Prima hospital in Medan using a simple random sampling technique.
**Results:** The results showed that there was a significant influence between critical thinking and nurse caring behavior (p=0.020; 0.05), the characteristics of respondents who had an effect on nurse caring behavior were training (p=0.025; 0.05), critical thinking variable was a the most influential factor with nurses' caring behavior (OR=3.590).
**Conclusions:** Based on the results of this study the importance of developing new knowledge and skills to improve critical thinking skills and caring behavior.

**Keywords:** Critical thinking, Caring, Nurse

## INTRODUCTION

Nurses are human resources important in the hospital because in addition to the number of dominant (55-65%) also is a profession that provides services to the constant and continuous for 24 hours to patients every day. Therefore nursing services as an integral part of health care clearly has contributions that determine the quality of services in hospitals. So any efforts to improve the quality of hospital services must also be accompanied by efforts to improve the quality of nursing services.[1]

Improving the quality of health services can be done by improving the performance of nurses. Nurse as central in providing health services in a hospital that is in their daily life always dealing with the patient and expected to be able to provide services in accordance with their competence in professional nursing services provided to patients can be accounted for.[2]

The nurse also as a practitioner who is educated is expected to have the intellectual ability to use rational thinking and refektif when the nurse consider the observations and information about the condition of each patient. All components of the nursing process, the nurse uses the attitude and ability of critical thinking to determine the relevance, meaning and iterrelasi patient data as well as to select and assign the nursing care as appropriate. Critical thinking is important before making decisions in nursing care because it is one of the scientific

method in solving problems of the client. The ability of nurses to identify the client's problem and choose the solution appropriate interventions cannot be separated from the ability of the nurse critical thinking for handling a variety of reasons based on the evidence base of any problem and the solution that is identified.[3]

Critical thinking can also be it is said as basic concepts consisting of spacehead thinking that is associated with the process of learning and critical its own different angles it also discusses the components of critical thinking in nursing that is in it studied the characteristics, processes, application of critical thinking and decision making ethical in critical thinking. The ability of nurses to identify the client's problem and choose the solution appropriate interventions cannot be separated from the ability of the nurse critical thinking to dig for a variety of reasons based on the evidence base of any problem and the solution that is identified.

Critical thinking skills of nurses needed in the transcultural nursing which is the nursing care with a culture of science in the process of learning and nursing practice focus looked at the differences and similarities between the culture of the nursing care that requires the award orphanage, healthy, hospital, based on the value of human cultures, beliefs and actions and the science that is used in carrying out nursing care.[4]

Critical thinking requires the effort, willingness and attitude don't despair when facing a difficult thing. Critical thinking is not an easy thing to do, but someone has to keep trying to do it so thinking skills develop. In nursing, critical thinking is also applied. The nurse asked to be rational, so that the nurse can take the right decision and accurate when assigning diagnosis of the disease of the patient, in addition, the nurse can also give a reason that is relevant to the beliefs and conclusions that are made. Critical thinking skills grow when a person acquires new knowledge in nursing practice.[5]

Nursing services which can best be realized with the caring behavior. Caring behavior is an attitude of caring and attention to the patient, so the patient will feel protected and cherished. The nurse should be able to serve the clients with heart and requires the ability to pay attention to others, intellectual skills, technical and interpersonal skills which is reflected in the caring behavior.[6]

Caring is the concern of the interpersonal a man who works as a nurse in providing security and attention and empathy to the patient. Caring behavior shown by acknowledging the existence of human (assurance of human presence), respond to with respect (respectful), professional knowledge and skills (professional knowledge and skills), creating a positive relationship (positive connectedness), attention to other people, attentiveness to the other's experience.[7]

Surveys conducted in the hospital still found the nurse in carrying out the nursing care only to the extent of habitual routines that have yet to develop critical thinking skills. The results of the observation documentation of nursing care as a recording on critical thinking in carrying out nursing care ranging from assessment to evaluation have not yet seen in full. Though the hospital has to develop human resources through training the development of nursing science is one of communication therapeutically in nursing, application of critical thinking skills for nurses in performing nursing care.[4]

The reality faced are still a lot of government and private hospitals that focus on the treatment of patients only. The success of science and technology lead to nurses only give attention to the task-the task of treating of on the take care of. Nurse does a lot of listening to the complaints of the patient and provide support empathy because delegation is given to the tasks of the doctor, so the behavior caringdalam the practice of nursing day-to-day have not been widely implemented by the nurse.[7]

The services provided to the patient's nurse is still considered less than satisfactory, one of which is caused because the nurse is less caring towards patients. It can be known based on the research conducted Prabowo et al 2014 which was held in RSU Dr. Bondowoso that shows the results of 50% of nurses are less caring. So also according to Gaghiwu et al 2013 who conducted research in RSUP Dr. R. D. Kandou Manado results obtained 26,7% of nurses behave caring less good.[2]

RS Royal Prima Medan is one of the largest private hospitals that will be the center of reference for the community, especially the city of Medan and the community of North Sumatra. Increasing critical thinking skills of a nurse is to be the attention of the hospital. It can be seen from the program developed by the hospital, especially in the field of nursing. The field of nursing has a program to improve the critical thinking skills of a nurse. Programs that are organized, among others, training, workshop and discussion. The training has been held to improve the ability to think nurse is training problem salving better hospital. The PSBH training held in the month of April 2020. After the training is then followed by a workshop of every room to draw up the program of development in the respective room.

Nurses are encouraged to be aware of and dig the existence of problems associated with the nursing services. The discussion that was conducted in the room aims to explore the perceived problems in the room, respectively. After it appears the problem will be solved by the nurse in the room is. This activity aims to develop the ability of nurses in critical thinking. Because with critical thinking expected of nurses able to solve the problem specified in providing services to patients.

Leadership and nurse in RS Royal Prima Medan has a commitment to always improve the quality of service to patients. One of the efforts that has been done is the training associated with the nursing services. All the nurses at the hospital also been training excellent service to improve the quality of service to patients. Training excellent service held in January2020 to February 2020 followed by most of the nurses. In such training the nurses got the knowledge about how to serve the customer and communicate well with the patient. Nevertheless, there still need to be dug to the presence of complaints of the patient associated with the nursing services. Kasie quality of nursing care and the health promotion seeks to find out the problems in providing services by way of giving the questionnaire to the patients and families of both the questionnaire is open and closed.

Results data summary of the head of the quality of nursing services in February 2020 in RS Royal Prima Medan on patient satisfaction, showing that there are still complaints associated with the nursing services. Complaints submitted between other nurse less attention, bitchy, less responsive, expensive smile, less patient and less nimble. This data is also supported by the head of the space which states that the general attitude of the nurse to the patient still needs to be improved because it has not been in accordance with the expectations of the patient.

Based on these data then the field of nursing to increase the nurse caring behavior so that the complaints of the patient can be reduced.

The behavior of a nurse caring can be influenced by factors from within the individual nurse. Based on interviews and observations with the head of the room in September 2020 can be aware of the factors that affect the behavior of nurse caring. These factors include age, gender, period of work and training ever followed. The results of interviews with 12 of the head space in September 2020 data obtained 41.7% said the nurse who is older will be more caring, to 58.3% stated that women are more caring than men, 50% said the longer the period of the caring and 75% stated that nurses who have followed the training excellent service will be more caring. So also with critical thinking nurse can be affected by various factors. Nurses whose age is young and have a fairly long been seen as more critical thinking.

Nurse in providing nursing care is expected to give satisfaction to the patient and his family. However, because there are still many nurses who have not being caring then there is still the patient and his family that states are not satisfied with the nursing services. For that all nurses are required to improve the behavior of caring by developing skills in critical thinking. Nurses have a critical ability that good then it can take the right decision included in behavior or attitude.
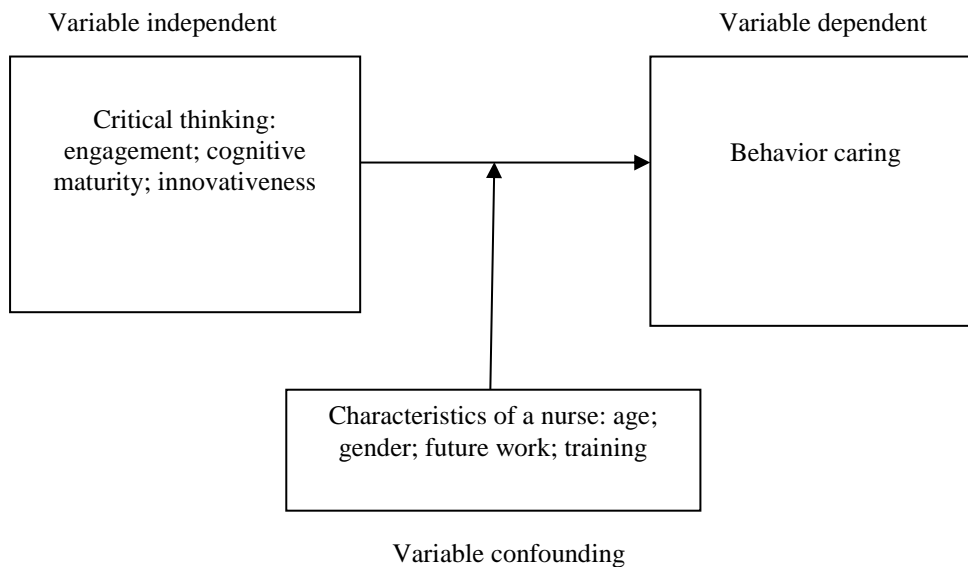
Variable independent                                                    Variable dependent



Figure 1: Conceptual framework.

***Literature review***

*Critical thinking*

Critical thinking is a skill evaluate the knowledge creatively to develop new knowledge so that this skill is

also often paired with the term critical thinking skills-creative.[8]

*Caring*

Caring is a phenomenon yang universal and affect caraseseorang to think, feel and behave. Since Florence

Nightingale, the world of nursing continues to strive to study this phenomenon.[9] Stated that the essence of nursing is caring. Caring in nursing concerns the attempt to treat the client in a humane and intact as human beings are different from other human beings.[10]

*Hypothesis*

Based on the background research and the relationship between variables, then the research hypothesis was there is the influence of critical thinking to nurse caring behavior in RS Royal Prima Medan; no influence of age with caring behavior of nurses in RS Royal Prima Medan; there is the influence of gender with the caring behavior of nurses in RS Royal Prima Medan, there is the influence of the work with the caring behavior of nurses in RS Royal Prima Medan; there is the influence of training with the behavior of caring nurses in RS Royal Prima Medan.

## METHODS

The research was a quantitative research. This research method used a correlation study with cross-sectional approach. Research methods was cross-sectional study the effect of risk factors with effects, observation or measurement of the independent variables and the dependent variable is done once and at the same time (Sastroasmoro and Ismail, 2016).

This research was conducted at RS Royal Prima Medan is one of the largest private hospitals and will be the center of reference for the community, especially the city of Medan and the community of North Sumatra. This study begins from the repair of the title of the research, consultations, seminars, colloquia, research field and hearing the comprehensive need of the time during the 3 (three) months starting September 2020 to October 2020.

The population was a generalization region consisting of objects or subjects that have certain qualities and characteristics that set of researchers and then drawn conclusions (Sugiyono, 2015). The population of this study a total of 138 nurses in inpatient and emergency department in RS Royal Prima Medan. The sample was part of the number and characteristics possessed by the population (Sugiyono, 2015). This research was conducted with a sampling technique using simple random sampling is a random sampling of the population because the population is considered to be homogeneous. So the sample of this research had as many as 35 nurses.

The type of data used in this research is data that the data obtained at the time of research and data that the data obtained from the RS Royal Prima Medan. The sources of data, primary data, collection of data directly from the source. The primary data needed in this research was about the analysis of the factors affecting the application of critical thinking with the behavior of caring nurses in providing nursing care in RS Royal Prima Medan 2020.

Secondary data, namely data collection supporting or complementary taken from the RS Royal Prima Medan, with univariate, bivariate and multivariate data analysis methods.

Data collection was conducted by the researchers themselves who assisted 3 enumerator of RS Royal Prima Medan by distributing questionnaires to the respondents. The research instrument used in this study in the form of questionnaires, writing instruments to record the results of the research and the laptop to enter and process the data of the study.

## RESULTS

*Bivariate analysis*

Bivariate analysis was conducted to determine the influence between the variables of critical thinking with variable caring behavior and analysis bivariate between the variable characteristics of respondents with caring behavior.

Based on the results of the analysis with cross tabulation results obtained critical thinking with behavior caring sebanyak of 36.4% of nurses the ability to think critical to have less behavior caring better and 77% of nurses the ability to think critical, having a behavior caring better. Statistical test results show the influence of the critical thinking skills with caring behavior (p=0.020, α=0.05). Based on the value of OR, it can be concluded that nurses have the ability to think critically better to have the opportunity to 2.7 times to behave caring of patients (CI 95%; OR=5.833).

Based on the results of the analysis with cross-tabulation results obtained nurse age <26.3 years have caring behavior good as much as 53% and the nurse that age ≥26.3 years have caring behavior good as much as 50%. The results of statistical tests show no effect between age with the caring behavior of nurses (p=0,085, α=0.05).

Based on the results of the analysis with cross tabulation, it was found that female nurses who had good caring behavior (61%) were more than male nurses (41.2%). The results of statistical tests showed that there was no effect between gender and nurses' caring behavior (p=0.251, 0.05).

Based on the results of the analysis with cross-tabulation results obtained that has the behavior of caring a good many more on nurses working period of ≥2 years (of 52.6%) than nurses who his tenure <2 years (50%). The results of statistical tests showed no influence between the work with the caring behavior of nurses (p=0,881, α=0.05).

Based on the results of the analysis with cross-tabulation results obtained nurse training, excellent service caring behavior better (73.3%) more than the nurses who have

not attended a training excellent service (35%). The results of the statistical test showed there is a significant influence between the training excellent service with the behavior of a nurse caring (p=0.025<0.05). Based on the value of OR, it can be concluded that the nurse who had attended the training, excellent service have the opportunity to 5.1 times to behave caring of patients (CI 95%; OR=5.107).

### Multivariate analysis

Multivariate analysis in this study to see the influence of jointly between the variable characteristics of the respondents with the notice caring behavior. Multivariate analysis was done with logistic regression through a few steps.

### Selection of candidates

At this stage, the variable selection will be a candidate model. The variables included in the analysis of the regression model, when the result of the bivariate test has a p<0.025 and then the variables can sign in multivariate model. The results of the selection can be seen in Table 6.

Table 4 shows that there are four variables that had p<0.25 namely critical thinking, age, gender and training. So to the four variables that enter into the modelling multivariate.

**Table 1: Cross-tabulation between critical thinking with caring behaviour of nurses in RS Royal Prima Medan 2020.**

| Critical thinking | Behaviour caring | | | | Total | | OR (95% CI) | Sig. (p) |
| | Less | | Good | | | | | |
| | F | % | F | % | F | % | | |
| Less | 14 | 63.6 | 8 | 36.4 | 22 | 100 | 5.833 | 0.020 |
| Good | 3 | 23 | 10 | 77 | 13 | 100 | 1.2-27.6 | |
| Total | 17 | 48.6 | 18 | 51.4 | 35 | 100 | | |

*Meaningful at α of 0.05.

**Table 2: Cross-tabulation between age with the caring behavior of nurses in RS Royal Prima Medan 2020.**

| Age (in years) | Behaviour caring | | | | Total | | OR (95% CI) | Sig. (p) |
| | Less | | Good | | | | | |
| | F | % | F | % | F | % | | |
| <26.3 | 7 | 47 | 8 | 53 | 15 | 100 | 0.875 | 0.851 |
| ≥26.3 | 10 | 50 | 10 | 50 | 20 | 100 | 0.22-3.34 | |
| Total | 17 | 48.6 | 18 | 51.4 | 35 | 100 | | |

**Table 3: Cross-tabulation between gender with the behaviour of nurse caring in RS Royal Prima Medan 2020.**

| Gender | Behaviour caring | | | | Total | | OR (95% CI) | Sig. (p) |
| | Less | | Good | | | | | |
| | F | % | F | % | F | % | | |
| Male | 10 | 58.8 | 7 | 41.2 | 17 | 100 | 2.245 | 0.251 |
| Female | 7 | 39 | 11 | 61 | 18 | 100 | 0.58-8.68 | |
| Total | 17 | 48.6 | 18 | 51.4 | 35 | 100 | | |

**Table 4: Cross-tabulation between years of service and caring behaviour of nurses at RS Royal Prima Medan in 2020.**

| Years of service | Behaviour caring | | | | Total | | OR (95% CI) | Sig. (p) |
| | Less | | Good | | | | | |
| | F | % | F | % | F | % | | |
| <2 | 8 | 50 | 8 | 50 | 16 | 100 | 1.111 | 0.881 |
| ≥2 | 9 | 47.4 | 10 | 52.6 | 19 | 100 | 0.29-4.20 | |
| Total | 17 | 48.6 | 18 | 52.4 | 35 | 100 | | |

**Table 5: Cross-tabulation between training with the behaviour of nurse caring in RS Royal Prima Medan 2020.**

| Training | Prilaku caring | | | | Total | | OR (95% CI) | Sig. (p) |
| | Less | | Good | | | | | |
| | F | % | F | % | F | % | | |
| Never | 13 | 65 | 7 | 35 | 20 | 100 | 5.107 | 0.025 |
| Ever | 4 | 26.7 | 11 | 73.3 | 15 | 100 | 1.17-22.1 | |
| Total | 10 | 28.6 | 25 | 71.4 | 35 | 100 | | |

**Table 6: Selection of the bivariate to the candidate model on critical thinking and behaviour of respondents with the caring behaviour of nurses in RS Royal Prima Medan 2020.**

| Variables | Sig. (p) |
| --- | --- |
| Critical thinking | 0.026* |
| Age | 0.239* |
| Gender | 0.146* |
| Future work | 0.477 |
| Training | 0.017* |

*Variables with $p<0.25$.

**Table 7: Modelling of the end of the analysis logistics critical thinking and caring behaviour of nurses in RS Royal Prima Medan 2020.**

| Variables | B | Sig. (p) | OR | 95% CI |
| --- | --- | --- | --- | --- |
| Critical thinking | 1.278 | 0.035* | 3.590 | 0340-37.915 |
| Age | 0.863 | 0.330 | 2.371 | 0.417-13.469 |
| Gender | 1.106 | 0.172 | 3.023 | 0.618-14.774 |
| Training | 1.055 | 0.034* | 2.871 | 0.289-28.512 |

*Meaningful at $\alpha$ 0.05.

### *Capitalization multivariate*

The next step variables to think critically, age, gender and training analysis with logistic regression test. Modeling first issued the variables age (p=0.330). After the variable age is issued, from the results of comparative analysis OR the change in the value OR>10%, so the age is entered again in modeling. Modeling both issued that the variable gender is issued, from the results of the analysis of the comparison OR the change in the value OR>10%, so that the variable gender is entered again in modeling.

Table 7 shows that the variables have a significant relationship with the nurse caring behavior, namely critical thinking, and training (p<0.05; α=0.05). While the variables of age and gender as variables confounding. The results of the analysis obtained OR the most high critical thinking (3.590) so it can be concluded that critical thinking is a factor that is most associated with the caring behavior of nurses.

### DISCUSSION

### *Critical thinking*

The results of the analysis of the ability of nurses in critical thinking shows that the nurse has the ability to think critically well more than the nurses who have the ability to think critically less. The results of this study supported by the results of the research Deniati and Suminarti 2018 which states that as much as 42 respondents (62.7%) with critical thinking good have good ability in performing nursing care, while for respondents who think the critical less achieved the largest distribution of respondents 23 (62.2%) with the ability to perform nursing care less.

The results of this research with different research Sukihanto (2010) who stated that not all nurses to have critical thinking skills of a good number of 44.3%, while the nurse has the ability to critically bad as 55.74. Critical thinking skills can be influenced by several factors. Factors that can affect the ability of someone in the critical thinking is the condition of the physical person, self-belief/motivation, feeling of anxiety, a habit or routine done, intellectual development, consistency at a permanent, a feeling or emotion and experience a usual routine at work.[2]

One of the factors that can lower the ability of critical thinking is stuck in a routine, and how common that keep us stuck in the routine is the use of a model of the habit of excessive.[13] To avoid these problems the nurse should develop these capabilities is by conducting research, training and reading books nursing.

Critical thinking is very important for nurses because with critical thinking nurse and be aware of their role and self-identity in relation to things, events and others. In critical thinking involves a number of intellectual skills, Mahmuzar in 2015 stated that critical thinking is a discipline, redirect yourself, to think rationally that validate what we know and make it clear where we do not know.[14]

### *Caring behavior*

The results of the analysis on behavior caring nurse indicates that the respondents are dominated by the nurse with the behavior of caring good. This may occur because 51.4% of nurses in the RS Royal Prima Medan have been following the training, excellent service. By following the excellent service training can improve the caring behavior of nurses to patients.

The results of this study supported by the results of the research of the World, 2013 who stated that the results of the analysis of the influence between the caring nurse with patient satisfaction according to the perception of the patient is obtained that the nurse caring give high satisfaction as much as 65.2%, while the nurses are less caring the results obtained satisfaction is low (27.6%). Based on the results of the study showed that the nurse caring behavior still needs to be improved. This is very important because a nurse caring behavior can affect patient satisfaction.

Patient satisfaction with the services and nursing care is a satisfaction about the quality of the services provided nurses to the patient during the treatment in the hospital. Services and nursing care given to clients is a form of professional service that aims to assist clients in recovery and an increase in her abilities through the actions of the fulfillment of the needs of the clients in a comprehensive and continuous until the client is able to perform the activities of a routine without the help.[15] The high level of patient satisfaction with nursing care are fulfilled as expected. The results of the research of Purwaningsih 2015 support the previous research that the concern or the attitude of the nurse caring effect with patient satisfaction with nursing care.

Nurse with unity (being with) the nurses present themselves emotionally to other people or clients. The presence of emotionally is a way to share in the meaning, feelings and life experiences with caring. Togetherness, convince the client that in reality they are appreciated and also nurses are ready and willing to be close to the client for the client.[16] Nurse to be there, covering not just physical presence but also clearly convey the message of the availability of and the confidence to persist with the client. This includes being there secra personal, convey the message of the availability of and the confidence to persist with the client. This includes being there in person, expressed the willingness and freshly squeezed

wanted to share it without taxing the people who are treated.[17]

Research is also different with the results of the study of Ancient and Rahayu, 2013 which states that the data nurses are less caring of 58.1% and nurses caring of 41.9%. So also with the results of the research of Mailāni and Fitri 2017 which states that the caring behavior displayed by the respondents is still bad, this is possible because of several factors, for example the workload is not balanced.

The results of this study further emphasize on the function of the workforce. The function of staffing is to regulate the process of mobilization potential and the development of human resources in mmncapai the objectives of individuals and organizations. To avoid the occurrence of the workload is not balanced then the manager must be able to plan for the needs of nursing personnel with good. In addition, managers are also required to be able to set the schedule for the department and balanced. Because the workload is unbalanced can affect the behavior of caring shown by the nurse to the patient.[10]

### *Characteristics of respondents*

Characteristics of respondents in this study based on the results of univariate analysis found that the majority of nurses aged ≥26.3 years, female gender has a working period of ≥2 years and have followed the training excellent service.

The data of respondents based on age showed that the nurses in the RS Royal Prima Medan is the stage of consolidation of career options to achieve the goal and the culmination of a career. Someone who is the stage of consolidation career means a person that will work better to achieve the goals in a career. In addition, the person also want to be able to reach the peak of career.

Productive age, the age of 25 years old is the beginning of individual career age 25-30 years is the stage of the determination of a person to choose a determinant of a person to choose the field of work that is appropriate for the career of the individual. Age 30-40 years is the stage of stabilization of career options to achieve the goal, while the peak of the career happened at the age of 40 years has been a decline career.[10]

Nurse in RS Royal Prima Medan mostly working period of ≥2 years. The work can affect the experience of work a person has work experience that would add a lot. The work is long experience shows that more on the person than with his other.[7]

Nurse in RS Royal Prima Medan majority have been following the training, excellent service. Training aims to improve the attitude and communication of nurses to patients. By following the training participants are

expected to improve their ability, both in the knowledge, skills and attitudes. Training is also a part of the process of education to gain the knowledge and skills. Training is an activity which is generally more emphasis on psychomotor skill based on knowledge and attitude.[18]

### Critical thinking and behaviors of nurse caring

The results showed that there the influence of the meaningful between critical thinking skills with the behavior of nurse caring. The results of this study are supported by research Rahmadhiani and Siregar, 2019 which states that there is influence between critical thinkers with participation in health behaviors. Critical thinking will influence a person in making a decision, so that someone who has critical thinking good will be able to take the decision to participate in improving the behavior of his health.

The results of the multivariate analysis showed a variable critical thinking is the most influential factor with the caring behavior of nurses. This suggests that critical thinking is a part of the caring behavior that is creative in solving problems.[17]

Critical thinking affect change in one's behavior. So in doing nursing care, the nurse critical thinking will be able to demonstrate nursing care, the nurse critical thinking will be able to show a good attitude to the patient. Critical thinking can be applicable at any stage of the nursing process, the nurse critical thinking will be able to show a good attitude to the patient. Critical thinking can be applied at any stage of the nursing process. At the implementation stage, the nurse critical thinking will continuously assess the patient's response to the implementation of the action. The nurse will also apply the attitudes of critical thinking such as integrity, compassion, confidence and the desire to receive and understand the response of the patient.[15]

Critical thinking skills someone can be shown with perikaku. A critical thinker can be seen how the act (what is done and said) so that it can give an idea about what can be done to improve the ability in critical thinking. The nurse who has the ability to think critically better to be always trying to develop his behavior including the behavior of caring to the patient.[5]

### The influence of the characteristics of respondents with a nurse caring behavior

#### The age of the nurse caring behavior

The results of the research show that there is no significant influence between the age with the caring behavior of nurses. The results of this study supported by the results of research of the World 2013, which states that there is no influence between the age of the behavior of nurse caring. In the study obtained an average age of nurse practitioner who behave caring aged <26.3 year and

a nurse who reduced behave caring aged >26.3 year. In this study also described that the most significant factor with a nurse caring behavior that feeling means in the work.

Some experts argue that age can affect a person's performance. But it turns out not all opinion is evident, because it turns out that a lot of people who are already old but still energetic.[15] This opinion is in line with this result, namely the age of no effect with the behavior of caring nurse practitioner. It means that regardless of the age of the nurse can demonstrate caring behavior towards patients.

The results of this study are not in accordance with the results of the study of Supriatin 2015. The research states that there is influence between the ages of with an attitude of caring. This means that increasing the age of the nurse, then the attitude of caring to patients will get increased. So also with the results of the research of the World, 2013, which states that there is a meaningful relationship between age with the attitude of nurse caring.

These results are also not consistent with the results of the observations of the head of the room that states that the age of the nurses who are older will be more caring to the patient. This may be due to the focus of the observation of the head of the room about the behavior of a nurse caring is different with the questionnaire used by penelitu, so it will be result will be different. In addition, the measurement results can also be affected by various factors such situation, objectivity, respondents were observed and others.

Age is closely related to the maturity level of a person. More high age will be increasingly able to demonstrate the maturity of the soul and the way of rational thinking. So it will be more wise, can control emotions and increasingly open to the views of others. So more age expected the nurse will add a discreet included in the attitude. Stated that the age of an increasingly inflated will also improve the wisdom the maturity of the person in making decisions, think rationally, control emotions, has zero tolerance for the views or the opinions of others.

#### Sex with the nurse caring behavior

The results of the research show that there is no significant influence between the sexes with the caring behavior of nurses. The results of this study are supported by research from Ramadhania and Siregar 2019 indicates that there is a significant influence between the sexes with caring behavior. So that in carrying out nursing care expected of all nurses, both men and women can show the attitude or caring for the patient.

The results of this study supported by expert opinion which states that in general there is no significant difference between the female sex by the male gender in the labor productivity and the job satisfaction. Men and

women are also not there were consistent differences in problem-solving skills, analysis skills, encouragement competitive, motivation, sociability and learning ability.

*The period of employment with the behavior of nurse caring*

The results of the research show that there is no significant influence between the work with the caring behavior of nurses. The results of this study showed that the working period of no effect with the caring behavior of the nurse practitioner. This shows that between the nurse that his tenure ≥2 years and a nurse <2 years of the same can demonstrate caring behavior towards patients. This is possible because the nurse just want to open and learn from the senior nurse to be able to improve his ability as a nurse in particular behave caring to the patient.

The results of this study supported by Sunardi 2014 that there is no significant relationship between the period of employment with caring behavior (p=0.979). The work someone does not guarantee the work will be better, depending on the motivation of the employees themselves. This assumption is supported by Riani 2011 that the work does not guarantee the productivity of the work produced. Labor productivity is a reflection of good performance. The results of research that supports the statement is Ferry 2012 explains that there is no long-standing working relationship with the performance of nurses.

*Training with the behavior of nurse caring*

The results showed that there is a significant influence between training with the caring behavior of nurses. The results of this study supported by the opinion of Ramadhania and Siregar (2019) that the training which was followed by the participants are expected to enhance the ability of activity that is generally more pressing on psychomotor skill based on knowledge and attitudes. Which means that with training it is expected that the caring behavior of nurses to patients will increase.

The results of this study support the results of the study of Purwaningsih 2015 which shows that there is improvement of the ability (knowledge, attitude, skills) the nurse will be the application of the factors caratif caring after the intervention. This shows that with a given training caring, nurses can improve the caring behavior towards patients.

## CONCLUSION

Based on the purpose of the research and the results of the research are then able to deduce the following. Nurse RS Royal Prima Medan the perception itself has the ability of critical thinking good more from the nurse that perception itself has the ability to think critically less. The behavior of caring nurse at RS Royal Prima Medan is already good enough. Nurse perception of himself has the behavior of caring good more from the nurse that perception itself has the behavior of caring less. Characteristic of the nurse in this research the majority of nurses aged ≥26.3 years, genderless, female, have a working time ≥2 years and already follow the training excellent service. Research results show no influence of the means between critical thinking with attitude caring nurse. Training never followed also influence which means with the behavior of the caring nurse. Whereas age, sex and time work no influence with the behavior of the caring nurse. Variables of critical thinking is the factor that most relating to the behavior of the caring nurse.

*Recommendations*

*For hospital management*

Nurses who have not attended the training also needs to be given the opportunity to follow the excellent service training or other training that is similar. Because by following such training can improve the caring behavior of nurses to patients, so that will also be able to improve service to patients. To improve service to patients is also expected to improve the image of the hospital.

*For nurses*

The nurse should continue to improve the ability to think critically better to follow informal education such as training, seminars, workshops and other-other. In addition, nurses also need to continue to improve the behavior of caring, to improve the quality of nursing services to patients.

*For further research*

Need to research more about the ability to think critically or nurse caring behavior by using a different method.

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