

ABSTRACT

DESCRIPTION OF NURSES' CARING BEHAVIOR BASED ON SWANSON'S THEORY IN THE INPATIENT WARD OF A PRIVATE HOSPITAL IN SURABAYA

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Caring is defined as a nurse's concern, a form of attention, respect to fulfil the client's needs. The phenomenon that occurred in Surabaya Private Hospital stated that nurses seemed to be in a hurry when they were near patients, nurses did not introduce their names, and patients said nurses rarely listened to patients' complaints. The purpose of this study was to identify the caring behaviour of nurses based on Swanson's theory in the inpatient room at a private hospital in Surabaya. The research design used was descriptive method with an affordable population of 113 nurses. The study sample size was 88 nurses in the Surabaya Private Hospital inpatient room who met the inclusion criteria and were taken using Simple Random Sampling. The research instrument used a Nurse Caring Behaviour Questionnaire that had been tested for validity and reliability. The results of the research Caring nurses 50 respondents (57%) with negative Caring behaviour and 38 respondents (43%) with positive Caring behaviour. Based on the results of this study, the researcher suggests that the education and training department at the Surabaya Private Hospital should be able to hold training or seminars on Caring and stress management. Character building activities are held periodically through self-reflection (retreats) or outbound activities, followed by regular monitoring of caring behaviour.

Keywords: *Caring Behavior, Nurses, Swanson Theory*

ABSTRAK

GAMBARAN PERILAKU *CARING* PERAWAT BERDASARKAN TEORI SWANSON DI RUANG RAWAT INAP RS SWASTA SURABAYA

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Caring diartikan sebagai kepedulian perawat, bentuk perhatian, penghargaan untuk memenuhi kebutuhan klien. Fenomena yang terjadi di RS Swasta Surabaya menyebutkan bahwa perawat tampak terburu-buru saat berada di dekat pasien, perawat tidak memperkenalkan namanya, dan pasien mengatakan perawat jarang untuk mendengarkan keluhan kesah pasien. Tujuan dari penelitian ini adalah mengidentifikasi perilaku *caring* perawat berdasarkan teori Swanson di ruang rawat inap di RS Swasta Surabaya. Desain penelitian yang digunakan adalah metode deskriptif dengan populasi terjangkau sebanyak 113 perawat. Besar sample penelitian berjumlah 88 orang perawat di ruang rawat inap RS Swasta Surabaya yang memenuhi kriteria inklusi dan diambil menggunakan *Simple Random Sampling*. Instrumen penelitian menggunakan Kuesioner Perilaku *Caring* Perawat yang telah diuji validitas dan reliabilitasnya. Hasil penelitian *Caring* perawat 50 responden (57%) dengan perilaku *Caring* negatif dan 38 responden (43%) dengan perilaku *Caring* positif. Berdasarkan hasil penelitian ini, peneliti menyarankan pada bagian pendidikan dan pelatihan di Rumah Sakit Swasta Surabaya sebaiknya dapat mengadakan pelatihan atau seminar tentang *Caring* dan Manajemen stress secara berkala, diadakan kegiatan pembinaan karakter melalui refleksi diri (*retreat*) atau *outbound* secara berkala, kemudian dilakukan monitoring perilaku *caring* secara rutin.

Kata kunci: Perilaku *Caring*, Perawat, Teori Swanson