

Relationship of Anxiety and Post-Vaccination Nurse Caring During The Covid P-19 Pandemic in Indonesia Hospital

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ABSTRACT

Introduction: Anxiety is a psychological aspect that everyone will feel when they are in a situation that threatens their comfort. Caring is a behavior that is identical with nurses as health workers who provide services to clients. Nurses providing services to clients during the Covid-19 pandemic will undoubtedly be riskier because many clients without signs and symptoms are in the service area. This condition can certainly affect the nurse's psychology to increase the nurse's anxiety which will later affect the nurse's caring for the clients she cares for.

Aim: To describe the relationship between nurses' anxiety and care after the Covid-19 vaccination at the hospital.

Method: Non-experimental using a correlational research design to explain the correlative relationship between variables. The population of this study was nurses in the inpatient ward of the Hospital in Indonesia, with 191 nurses. The sampling technique used by researchers in this study is random sampling. The data collection technique used is by using a questionnaire.

Result and Analysis: Respondent data shows that anxiety and caring nurses have a relationship with the value of ($\alpha = 0.031$). The nature of the relationship between the two variables is very low, with a value ($r = 0.156$).

Discussions: Anxiety with caring for nurses after covid-19 vaccination has a weak relationship. The vaccination program is expected to reduce a person's infection rate. The virus is hoping that people who have been vaccinated can carry out daily activities without any worries, including nurses who work to provide services to clients to care for clients without any anxiety.

Keywords: Anxiety, Caring, Covid-19 Vaccination, nurses, hospitals.

INTRODUCTION

Anxiety is a psychological problem that often occurs in humans. Anxiety itself can be a picture of negative effects and is a physiological stimulus from humans. When a person feels threatened both physically and psychologically, such as self-esteem, self-image, or self-identity, it can cause anxiety. So it can be concluded that anxiety is a psychological response to stressors received by the body either psychologically or physiologically (Friedman, 2010; Gufron & Risnawati, 2010). In addition, anxiety can approach every profession or occupation, including nurses. Vulnerable professions have the highest anxiety-causing factors: nurses because they work in services and are at risk of contracting various diseases suffered by clients. In providing services to clients, nurses are required to always pay attention to the security and safety of the client, even though sometimes they forget to pay attention to their safety and security. Some of these things can cause nurses to experience a higher risk of work accidents than other professions (Hu et al., 2020; Laksono, 2021).

The nursing profession means providing nursing care to individuals, families, groups, or people in sick or healthy conditions (Law No. 38, 2014). Providing nursing care to clients requires a therapeutic touch and good communication to get optimal service. Caring cannot separate nursing services, namely how nurses can provide good and optimal care. Caring behaviors such as caring for the client's habits, empathy, attention, and dedication by the client's culture must be carried out by nurses in hospitals as a tangible manifestation of nursing competence. This will make it easier for nurses to establish good relationships with patients, provide a sense of comfort and satisfaction to clients and families. Besides that, it also

positively impacts the hospital's image and the nursing profession's image in the eyes of clients and families (Umroh, 2018). According to Leininger, caring can be seen from the behavior of nurses in giving a sense of comfort, attention, understanding the client's willingness, compassion, empathy, and care (Leininger & McFarland, 2006). In nursing care, the nurses' attitude and behavior toward the client will increase positive physical, psychological, spiritual, and social changes (McFarland & Wehbe-Alamah, 2019).

Nursing services during the COVID-19 pandemic experienced a slight shift in the use of personal protective equipment. Nurses in providing nursing care must be extra careful and vigilant, especially in providing services to clients who have confirmed COVID-19. The problem that has recently occurred in the hospital environment. Nurses' high work stress level and the increased workload of nurses during the pandemic. In addition, the increasing status of patients with confirmed Covid-19 in hospitals can make nurses also feel worried that if they treat patients with confirmed Covid-19, they will be infected. From the patient's side, there are also other problems. Some patients say nurses are not caring when providing services at the hospital. This can affect the level of patient satisfaction with the services provided by the hospital. (Ministry of Health, 2020; Firmansyah, et al, 2019; Afandi, AT & Ardiana, A., 2021).

The patient satisfaction rate at Government Hospitals in Indonesia is around 78.4%, with the highest level of dissatisfaction with the services of health workers, including nurses (Parwita, 2013). Nurses' ethical, caring behavior such as caring, empathy, concern, and dedication to patients regardless of status and culture must still be realized as a tangible manifestation of nursing competence.

The results of research in 2020 conducted at the hospital showed that the burnout level of nurses was relatively high, so that it would affect the quality of service. During a pandemic like this, it is unavoidable that the risk of service, if not done with proper preparation, can have fatal consequences for service providers. (Afandi, AT & Ardiana. A., 2021; Supriatin, 2015). The decrease in the level of anxiety towards the service process to patients is also expected to increase nurses' caring behavior, which improves improve the quality of service in hospitals. Caring behavior in providing nursing care to patients can result in optimal nurse performance. It can make patients feel comfortable and safe when nurses go through treatment. Implemented caring in providing nursing care will not experience obstacles and will be comfortable in interacting with patients following the nursing profession because in this case, nurses have understood the habits, values, and beliefs of the culture of patients they face every day (Novieastari, et al. , 2018; Putri, et al., 2020). In addition, the government's vaccination program aimed at medical officers, including nurses, hopes to reduce nurses' fears of contracting Covid-19 (Ministry of Health, 2020).

MATERIAL AND METHODS

The method in this research is non-experimental, using a correlational research design. This study aims to explain the correlative relationship between variables. In correlational research, researchers involve at least two variables. The population of this study was nurses in hospitals in Indonesia, with 191 nurses as respondents. The sampling method in this study uses non-probability sampling. The sampling technique used in this research is simple random sampling. This research has also passed the ethical test from the Health Research Ethics Committee (KEPK) of the Faculty of Nursing, University of Jember, with the number 123/UN25.1.14/KEPK/2021.

RESULTS

The table above shows that the data distribution on the characteristics of respondents in this study is almost evenly distributed. In terms of: caring gender, the majority are women, and the last education of nurses is at the Diploma Three level. Most respondents' marital status is married, and the average respondent's employment status is permanent employees or civil servants. In applying professional nursing care methods in the room, the average respondent is mainly an implementing nurse, and most respondents have more than four years of service. The majority of respondents are under 34 years of age, which means that the average is still in their productive age. The majority of them have had vaccination experience before the pandemic.

In table 2 above explains the mean, median, and min-max values of the two variables items. The anxiety variable shows an average value of 27.19 and the median value is 27, the minimum value is 21, and the maximum value is 41. The caring behavior variable has an average value of 103.69, and the median value is 109, the minimum value is 54, and the maximum value is 120.

Table 3 shows the p-value between anxiety and caring behavior is 0.031, which means there is a relationship between anxiety and caring behavior with a

correlation coefficient of 0.156, which means a fragile relationship.

Table 1 Characteristics of Respondents n(191)

| Data Characteristics of Respondents | Total (n) |
|--|-----------|
| Gender: | |
| Male | 66 |
| Female | 125 |
| Last Education: | |
| SPK (School of Health Nurse) | 1 |
| D3 | 108 |
| S1 | 20 |
| Nurse | 62 |
| Marital Status: | |
| Married | 154 |
| Not Married | 33 |
| Divorced | 4 |
| Employment Status: | |
| Honorary/Contracted | 87 |
| Permanent Employee/ASN | 104 |
| Position in the Room: | |
| Associate Nurse | 136 |
| Primary Nurse | 30 |
| Head of Room | 25 |
| Working Period: | |
| <1 Year | 14 |
| 1-4 Years | 33 |
| >4 Years | 144 |
| Age : | |
| 34 Years (mean) | 68 |
| < 34 Years (mean) | 123 |
| Vaccine Experience Before the Pandemic | |
| Yes | 163 |
| No | 28 |

Table 2 Anxiety and Caring Behavior (n = 191)

| Variable | Mean | Median | Min-Max |
|-----------------|--------|--------|---------|
| Anxiety | 27.19 | 27.00 | 21-41 |
| Caring Behavior | 103.69 | 109 | 54-120 |

Table 3. Analysis of the relationship between anxiety and caring behavior (n = 191)

| Variable | r | P-value |
|-----------------|-------|---------|
| Anxiety | 0.156 | 0.031 |
| Caring Behavior | | |

DISCUSSION

Anxiety is a psychological condition that is very closely related to the condition of nurses when providing nursing care to clients, especially during this pandemic. Anxiety has its impact on nurses when they will provide services to clients. One of the effects is the lack of optimal therapeutic communication to clients because nurses seem to hurry to take action. In Wathek's research, SR (2012) states that nurse anxiety can affect job satisfaction, so it is crucial to pay attention to it. In addition, high nurse anxiety can affect the quality of service to clients to reduce the quality of client satisfaction with nurse services (Hermastutik, K & Ahmad, N., 2015).

Caring behavior is an ability to give dedication to others, provide vigilant supervision, give concern, and feel empathy for others in the field of nursing (Potter & Perry, 2013). Caring behavior is nursing care that is directly given to patients through interactions between nurses and clients. This caring behavior is a phenomenon that can affect the way humans interact with others which are carried out universally (Rinnawati, 2012). Caring behavior is evidence of nursing action based on the nurse's desire to help, understand the client's wishes, reduce client complaints,

and provide comprehensive and holistic nursing actions by providing the best action to recover (Papatangan et al., 2018).

The results of the study explain that anxiety in nurses has sufficient meaning. The mean results closer to the median value can be proven, which means that anxiety is quite significant in nurses. This means that the nurse's performance will be influenced directly or indirectly by the nurse's level of anxiety. Other factors that can affect nurses' anxiety include internal factors and external factors. Internal factors, for example, can be the attitude of each individual, and external factors can be the effects of events such as a pandemic that can increase nurses' anxiety (Papatangan, et al., 2018; Fernandez, et al., 2021; Putri, P., et al., 2021).

In the caring behavior variable, it was found that the mean value was close to the median value, which means that nurses have good caring behavior in implementing services to clients. Good caring behavior from nurses can impact clients who will tend to have good perceptions of nurses (Firmansyah, et al., 2019). The researcher assumes that caring behavior is perceived by the client as an expression of love and bonding, authority and presence, always being together, and empathy. Caring behavior can motivate nurses to care more for clients and be able to take action according to client needs. The better the caring behavior of nurses in providing nursing care services, the client or family will also be happier in receiving services, which means that the therapeutic relationship between nurses and clients will be more developed (Supriatin, 2015).

From the study results, it was found that anxiety and caring behavior of nurses had a relationship so that the two variables had a relationship. The higher level of anxiety felt by nurses will affect the caring behavior of nurses. The results above show that sufficient anxiety of nurses can produce good caring behavior. In addition, the relationship obtained in this study is weak, which means that the relationship between nurse anxiety and caring behavior exists but is not very significant. In Ernawati and Fahmi's research (2019), it was found that nurse caring behavior and anxiety had a reasonably strong relationship, so it can be assumed that anxiety and caring behavior had a relationship.

Overall, the research results can be correlated between anxiety and nurses' caring behavior, which means that anxiety and caring behavior have a low relationship. In providing services to clients, many aspects are needed to maximize service, one of which is caring behavior. Currently, services in hospitals, especially for patients, are focused. This is known as patient-centered care, which means that all services focus on the patient or client. In this case, the role of nurses in providing nursing care is crucial so that it is hoped that it can reduce the suffering suffered by patients. The application of services to patients can indeed be optimal if the nurse who provides services is not disturbed by internal or external factors. One of the things that can interfere is anxiety in nurses. The hope is that nurses can control the anxiety experienced to optimize caring behavior so that services can be maximized and client or patient satisfaction also increases (Purwandari, et al., 2019).

CONCLUSION

Based on the study results, it can be concluded that there is a weak relationship between anxiety and the caring behavior of nurses. There are several things to note that in the application of caring behavior, there are several factors that can influence it, one of which is the factor of the nurse. One of these factors is the nurse's level of anxiety. During this pandemic, the role of nurses is very important in providing nursing care to clients. Still, the risk of contracting the COVID-19 virus can make nurses anxious when providing nursing care. Between anxiety and caring behavior have attachment in terms of service to clients.

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