Original Research

Nurses' Caring Behavior Based on Personality

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ABSTRACT

Psychological factors, including the characteristics of personality, influence caring behaviour. In this case, nurses can be assessed for their caring behaviour in nursing services through their personality characteristics. The characteristics of a nurse’s personality influence the provision of the quality of nursing services carried out. This study aimed to determine the relationship between personality characteristics and hospital nurses' caring behaviour. A cross-sectional study was adopted involving 72 nurses of a Stella Maris Hospital in Makassar selected by purposive sampling. Data were collected from Caring Behavior Assessment (CBA) and Eysenck Personality Questionnaire (EPQ) test results. Statistical analysis used the chi-square test. The study indicated that most nurses were extroverts (66.7%) and had a caring attitude. Based on the chi-square statistical test, a value of $p = 0.000$ ($\alpha = 0.05$) was obtained, meaning a significant relationship exists between personality characteristics and caring behaviour. Extrovert personality types care more compared to introvert personality types because their attitudes are intelligent in speaking, anxiety-free, not easily embarrassed, not awkward, friendly, gregarious, able to cooperate, adaptable, flexible, and usually conservative. Therefore, this study recommends hiring nurses who have extrovert characteristics.

Keywords:
Nurse
Caring behaviour
Personality
Introduction

Medical service in the hospital is considered reasonable based on the quality of their human resources, and a nurse is the primary key to the success of health service in a hospital (Wahyuni et al., 2016). The World Health Organization (WHO) revealed that 76.68% of nurses from Indonesia have a friendly attitude toward patients, such as effective communication, empathy, and caring behaviour; it is proven that many nurses from Indonesia have been asked to work in several countries in the world including Singapore, Saudi Arabia, and Japan (Gulo et al., 2021).

Caring is one of the health services by nurses to improve patient health, and caring is a behaviour of care and respect for others. Based on Watson's Theory of Human Care states that nurses and patients need caring during nursing actions to protect patients. It will affect the patient's recovery rate. Caring behaviour is a feeling that can make changes to appropriate work, safety, and behaviour (Pardede et al., 2020). Caring is the interpersonal concern of someone in the nursing profession when giving a sense of security, concern, and empathy for the patient (Anggoro et al., 2019). Caring behaviour is assured by human presence, respect, professional knowledge and skills, positive connectedness, and attentiveness to the other's experience. In this case, a nurse can be judged by caring behaviour in the nursing service process through the personality type of a nurse. The personality type of the nurse as the implementer of nursing actions influences providing services and assisting patients within 24 hours (Gulo et al., 2021).

A nurse's caring behaviour indicates the quality assessment of nursing care. A study conducted by Along et al. (2018) in one of the hospitals in the Philippines mentioned a positive relationship between caring behaviour and patient satisfaction. Ariani's research shows that patient satisfaction increases by 60% after actions with caring behaviours (Ariani et al., 2018). Research by Mohamad et al. (2016) stated that there is a meaningful relationship between caring behaviour and patient satisfaction levels in isolation rooms, namely patients who always and often receive caring behaviours 83% say they are delighted with nursing care. The study by Lake et al. (2016) said 47.6% of the causes of patient dissatisfaction were due to a lack of comfortable communication with nurses. Nurse caring behaviour is evaluated by nurse performance which is influenced by several factors.

Caring nurse behaviour is influenced by personal factors, appreciation, motivation, and leadership (Supriatin, 2015). This is supported by research by Widyaningsih et al. (2019), showing a relationship between the character of personal clinical instructors when guiding the caring behaviour of new nurses in hospitals. Personal resilience factors and mechanisms of individual coping positively affect caring behaviours (Chana et al., 2015; Wirmandoko et al., 2023). Personality is a unique characteristic that each person has; different personalities have a permanent nature so that personality can be used as the basis for a nurse's behaviours towards the patients. A person's personality type shows traits that can influence a person's behaviour throughout the day (Jamilah, 2012; Susilawati & Wahdiniwaty, 2015). The extrovert personality type is friendly, easy to establish positive relationships, open, and easy to socialize. In contrast, the introvert personality type has characteristics of rigid, easy-to-give-up, aloof, and calm demeanour. From the research results of Pardede et al. (2020) in the inpatient room of the Porsea Hospital, it was concluded that there was a relationship between personality type and the caring behaviour of nurses, the majority of nurses with extrovert personalities behaved well, while those with introverted personalities had poor caring behaviour.

Based on a survey in Indonesia, 72.53% of nurses have yet to work as a team or collaborate to carry out nursing actions for hospital patients. Effective communication is not good, resulting in many patients complaining of a lack of satisfaction with nursing services. The results of data from the Ministry of Health of the Republic of Indonesia in 2017 in North Sumatra showed that 68.34% of nurses still did not implement effective communication properly, including language style and intonation of the tone of voice during nursing actions, resulting in patients who came from outside the North Sumatra area said nurses at the hospital. North Sumatra is not friendly (Gulo et al., 2021).
The results of a study conducted by Ilkafah & Harniah (2017) in the inpatient room of the Private Care Center RSUP Dr Wahidin Sudirohusodo Makassar concluded that the caring attitude of nurses could affect the level of patient satisfaction, more nurses have an excellent, caring attitude causing patients to feel satisfied with nursing services, while nurses who are less caring cause most patients to feel dissatisfied with nursing services. Research on nurses' caring behaviour has been widely studied, associated with the relationship between patient satisfaction, culture, organization, work motivation, and others. However, this study is more directed to the personality type of a nurse. Everyone's personality type has differences that will affect behaviour. Based on this phenomenon, this study aimed to analyze the relationship between personality types and nurses' caring behaviour.

Method

This research is an analytic observational study with a cross-sectional approach, which is a study with the measurement time and observations of each variable carried out simultaneously (Setia, 2016). This research was conducted in Stella Maris Hospital Makassar on 17 January 2022 to 3 February 2022. This study applied nurses who worked in the inpatient room of Stella Maris Hospital Makassar collected using a purposive sampling technique, namely selecting respondents based on specific considerations. The criteria of respondents in this study are willing to be respondents, have worked for at least one year, and are not sick or on leave. The total number of samples in this study was 72 respondents.

The instrument used in the study to measure the nurse personality type variable was the Eysenck Personality Questionnaire (EPQ), which had been adapted into Indonesian and consisted of 28 statements (14 statements for the extroverted personality type and 14 for the introverted personality type). Suppose the extrovert count is greater than the introvert. In that case, it is categorized as an extrovert personality type, whereas if the extrovert count is smaller than the introvert, it is categorized as an introvert personality type. The EPQ questionnaire includes activity, sociability, risk-taking, impulsiveness, expressiveness, reflectiveness, and responsibility. Based on these domains and time effectiveness, the researcher considered measuring the nurse's personality type suitable.

Meanwhile, to measure the caring behaviour of nurses, the researcher used the Caring Behaviors Assessment (CBA) questionnaire, which has been adapted to Indonesian. CBA consists of 43 statements consisting of respect, creating trust and hope, providing nursing care, providing support, providing a sense of security and comfort, improving mental, physical, social and spiritual mood, and assisting in meeting basic needs. Suppose the respondent gives a statement never given a value of 1, rarely a value of 2, often a value of 3, and always a value of 4. The lowest total score is 43, and the highest score is 172; if the score obtained is 43-85, it is categorized as caring behaviour is not good, whereas if the score obtained is 86-172, it is categorized as good caring behaviour.

The instruments in this study were not tested for validity and reliability because the instruments used were standard instruments that had been adapted into Indonesian and had previously been used by Pardede et al. in 2020. The EPQ instrument obtained a Cronbach's alpha value of 0.980, while the CBA instrument obtained a Cronbach's alpha value of 0.786. The analytical test used in this study is the Chi-square statistical test with a significance level of = 0.05. If the p-value < (0.05), there is a significant relationship between personality type and the caring behaviour of nurses in the inpatient room of Stella Maris Hospital Makassar.
Results and Discussion

### Table 1. Characteristics of Respondents (N=72)

<table>
<thead>
<tr>
<th>Characteristics</th>
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<th>%</th>
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</thead>
<tbody>
<tr>
<td><strong>Age (Years)</strong></td>
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<td></td>
</tr>
<tr>
<td>20-30</td>
<td>29</td>
<td>40.2</td>
</tr>
<tr>
<td>31-40</td>
<td>21</td>
<td>29.2</td>
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<tr>
<td>41-50</td>
<td>15</td>
<td>20.9</td>
</tr>
<tr>
<td>&gt;50</td>
<td>7</td>
<td>9.7</td>
</tr>
<tr>
<td><strong>Gender</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Man</td>
<td>2</td>
<td>68.1</td>
</tr>
<tr>
<td>Woman</td>
<td>70</td>
<td>31.9</td>
</tr>
<tr>
<td><strong>Marital Status</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Married</td>
<td>49</td>
<td>68.1</td>
</tr>
<tr>
<td>Not married yet</td>
<td>23</td>
<td>31.9</td>
</tr>
<tr>
<td><strong>Length of work (Years)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1-5</td>
<td>21</td>
<td>29.2</td>
</tr>
<tr>
<td>6-10</td>
<td>24</td>
<td>33.3</td>
</tr>
<tr>
<td>11-15</td>
<td>9</td>
<td>12.5</td>
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<tr>
<td>16-20</td>
<td>7</td>
<td>9.7</td>
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<tr>
<td>&gt;20</td>
<td>11</td>
<td>15.3</td>
</tr>
</tbody>
</table>

### Table 2. Distribution of Respondents by Personality Type and Caring Behaviour (N=72)

<table>
<thead>
<tr>
<th>Personality type</th>
<th>Extrovert</th>
<th>Introvert</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>48</td>
<td>24</td>
</tr>
<tr>
<td></td>
<td>66.7%</td>
<td>33.3%</td>
</tr>
<tr>
<td><strong>Caring Behavior</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Good</td>
<td>49</td>
<td>68.1%</td>
</tr>
<tr>
<td>Not Good</td>
<td>23</td>
<td>31.9%</td>
</tr>
</tbody>
</table>

### Table 3. Cross Tabulation Of Personality Type And Nurses’ Caring Behaviour

<table>
<thead>
<tr>
<th>Personality type</th>
<th>Nurses’ caring behaviour</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Good</td>
</tr>
</tbody>
</table>
| Extrovert        | 46   | 2        | 48    | 63.9%
| Introvert        | 3    | 21       | 24    | 31.9%
| Total            | 49   | 23       | 72    | 100%

Based on Table 1 shows the results of the research conducted on 72 nurse respondents at Stella Maris Hospital Makassar, the distribution of most respondents aged between 28-31 years (29.1%) respondents, most respondents were female (97.2%) respondents, the marital status of the respondents were mostly married (68.1%) respondents, and the length of work of respondents is in the range of 7-11 years (33.3%) respondents. Based on Table 2, it is found that most (66.7%) respondents have an extrovert personality type, and most (68.1%) nurses have good caring behaviour. Based on Table 3, the results of the analysis of the relationship between personality types and caring behaviour of nurses in the inpatient room of Stella Maris Hospital Makassar, nurses with extroverted personality types who have good caring behaviour are 46 (63.9%) respondents and nurses with introverted personality types who have good caring behaviour have poor caring behaviour as many as 21 (29.2%) respondents. The results of statistical tests using the chi-square test on SPSS version 25 with a significance value of = 0.05 and p-value of = 0.000 show that there is a significant relationship between personality type and the caring behaviour of nurses in the inpatient of Stella Maris Hospital Makassar.
that nurses who have extroverted personality types are more likely to have good caring behaviour compared to nurses who have introverted personality types.

This study shows that most respondents have an extrovert personality type with good caring behaviour, as many as 46 (63%). The statistical analysis results showed $p = 0.000$, which means that there is a significant relationship between personality type and the caring behaviour of nurses in the inpatient room of Stella Maris Hospital Makassar. In line with research by Pardede et al. (2020), statistical test results show a relationship between personality type and the caring behaviour of nurses at Porsea Regional Hospital. The extroverted personality type can affect the caring behaviour of nurses because the extroverted personality is friendly, easy to build relationships with new people, is open with others, and likes to discuss. In contrast, introverted personalities prefer calm and are more introverted.

According to Eysenck's theory, the extrovert personality type is friendly, passionate, relaxed, sociable, has many friends, is open, likes to discuss, talks a lot, and is easy to socialize. While the introvert personality type has the characteristics of being sad-faced, often worried, rigid, calm demeanour, reliable, difficult to get along with, lives regularly, and is always careful (Eysenk, 1973). In contrast, Syah's (2013) research states that there is no difference in the level of caring between nurses with extroverted and introverted personality types. To the results of the analysis, only 8% of the personality types that affect the caring of nurses and 92% of the caring of nurses are influenced by other factors (Syah, 2013).

Generally, the extrovert personality type is better known as the personality with good caring behaviour in terms of the characteristics of an extrovert. However, this study also found nurses with extroverted personality types with poor caring behaviour (2.8%) respondents and nurses with introverted personality types with good caring behaviour (4.2%) respondents. There are individuals whose psychological energy tends to point outside themselves so that they have more control over the outside world, and there are also individuals who have psychological energy that leads into themselves so that they do more observations from within themselves first (Jung, 2014). From the direction of the psychological energy, a person's behaviour towards the surrounding environment is formed. This behaviour will appear in the individual, not from the positive or negative of the individual's personality, but from the different ways of expressing his response to the outside world (Pamungkas, 2020).

According to Kusnanto (2019), several factors can influence caring behaviour other than personality, namely individual factors consisting of skills and abilities, psychological factors consisting of motivation and personality, and organizational factors consisting of leadership resources, reward, structure, and design of the work (Kusnanto, 2019). This is in line with research conducted by Anggoro's (2019) statement, which says that a person's length of work can improve skills and experience; the experience itself is one of several ways to gain knowledge and influence social life. Zulkarnaen (2017) averred that motivation at work is essential; work will go well when one wants to complete work. People with less responsibility will affect motivation and cause less good caring behaviour. The initial action given by nurses when dealing with patients for the first time is caring; good nurses tend to adapt to patients to improve patient recovery; this shows that caring behaviour is significant for nurses. Nurses who have applied caring to patients have given attention, carried out their obligations to patients, and carried out nursing care sincerely (Firmansyah et al., 2019).

The extrovert personality type is more caring caused of his brilliant attitude in speaking, free from anxiety, not easily embarrassed, not awkward, usually conservative, friendly and gregarious, likes to work together, is adaptable and flexible, implementing nurses can do good caring behaviour by several factors, namely creating hope and trust, building trusting relationships, increasing and accepting positive or negative feelings, increasing the stages of interpersonal learning, creating a physical, mental, sociocultural and spiritual environment that is sporty, protective and corrective, and fulfils needs humans (Bayu, 2018; Meyer, 2014). There are also nurses with extroverted personality types who have poor caring
behaviour, from the results of the researcher’s analysis, caused by nurses’ skills and length of work. It is known that several factors can influence caring behaviour, namely individual factors consisting of skills and abilities, psychological factors consisting of motivation and personality, and organizational factors consisting of leadership resources, rewards, structure, and work design. Supporting research is research by Kusnanto (2019), which says that abilities, skills, family, social level, experience, leadership, rewards, structure, and work can have an impact on caring behaviour and nurse performance.

Nurses show caring in nursing as a relationship between nurse and patient characterized by the nurse’s attitude, care, experience, and sensitivity in the relationship. In addition, the communication that occurs meets the elements of active listening, showing understanding and an attitude of empathy. The relationship will help protect the dignity and comfort of the patient. However, it requires nurse experience that is influenced by the environment, such as safety, workload, time, and other factors (Andersson et al., 2015). Research in China by Liu et al. (2006) on cancer patients shows that patients need the emotional support of nurses as they live under the pressure of their life-threatening illnesses. Patients need to be listened to as they talk about their problems and feelings and are given solid expectations and motivation from nurses.

Nurses become an effective source of support for the recovery of patients. The nurse’s behaviour and attitude are expressions of a caring attitude that can affect the patient’s mood. The caring behaviour of a nurse is influenced by three factors: individual factors consisting of abilities and skills, as well as educational background; psychological factors consisting of personality attitudes and motivations; and organizational factors consisting of leadership resources in exchange for the structure and design of her work. The practice of caring is also essential for growth and development, improving or improving human conditions or way of life. If the nurse has a caring attitude that is not good, the nursing care does not go well, and the patient will feel un Mbpsconcerned or unsatisfactory service (Pardede et al., 2020).

Caring behaviour cannot be separated from the nursing process in hospitals, and nurses are said to work professionally when they can carry out the care process with a sense of caring for patients (Ikafah & Harniah, 2017). It is just that there are still some nurses who do not carry out caring themselves or even they do not understand how to apply caring. When a nurse carries out caring behaviour well, the patient and the patient’s family will feel satisfied with the services that have been provided. This study recommends that a breakthrough is needed to respond to these problems, such as providing house training to nurses. A study conducted by Purwaningsih (2015) said in-house training innovation is a complex skill and soft skill training program organized by a hospital using training facilities, training equipment, determining participants, and bringing in their trainers. It was further said that in-house training impacted significant progress in applying nurse caring behaviour, nurse motivation, and patient satisfaction after nurses received training in caring behaviour (in-house training). In addition, this study also recommends the recruitment of hospital nurses to accept more nurses with extroverted personalities because they tend to have good caring behaviour needed in the nursing care process.

Based on the researcher’s assumptions, as a nurse, although having different personality types, caring is the essential thing in carrying out obligations as a nurse because it is a nursing philosophy and a differentiator between nurses and other health workers. So according to researchers, although the personality types of nurses are different, a nurse must always show sincere caring behaviour to achieve the goals of patient care and recovery.

Conclusion

This study found that most of the nurses who worked in the inpatient room of Stella Maris Hospital Makassar have an extrovert personality type. Based on the chi-square statistical test, the value of $\chi^2 = 0.000$ means that there is a significant relationship between personality type and nurse caring behaviour. Therefore, this study recommends providing in-house training to nurses to improve the application of caring nurse
behaviour and, in recruiting nurses, to accept more nurses with extroverted personality types because they tend to have good caring behaviour needed in the nursing care process.

Limitations of the study
The limitation of this research is that it was only conducted at one hospital. The results can be used as a comparison for further research conducted in other hospitals. Using observational methods to assess nurses' caring behaviour is also expected to provide more objective results.

Acknowledgement
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Conflict of Interest
We declare no potential conflict of interest concerning the study, authorships, and or publication of this article.

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