

# A Study on the Description of Caring Behavior of Nurses Using a Questionnaire on the Integration of Caring Concepts of Jean Watson and Imam Al Ghazali at the Banyumas Regional General Hospital

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**Abstract**—Background Caring behavior in caring for patients is something that is very important for nurses to pay attention to. However, the reality is that there are still many nurses who have not shown the practice of caring for patients and perhaps some nurses do not have time to listen to patients, provide comfort, or other caring actions. Other research states that some nurses have low caring behaviors and are not yet effective. **Research Objectives:** The purpose of this study is to describe the characteristics of respondents in the behavior of Caring Nurses Using the Questionnaire on the Implementation of the Integration of the Concept of Caring Views by Jean Watson and Imam Al Ghazali at the Banyumas Regional General Hospital. **Research Methods:** This study is a quantitative research with univariate analysis that explains the description of the frequency and percentage of nurse characteristics and caring behavior in providing nursing care services to clients in hospitals. The number of samples was 36 nurses who were on duty in the ICU, ICCU and Melati inpatient ward of the Banyumas Regional General Hospital. Sampling by purposive sampling method. **Results and discussion:** The gender of the respondents was mostly male 63.9%, the education level of the most respondents was D4/S1 Ners. Meanwhile, the age and length of work were 38-47 years old at 47.2% and less than 5 years at 47.2%. The categories of caring behaviors of Jean Watson and Imam Al Ghazali were mostly 50% of the caring behaviors were moderate. Gender affects the quality of care delivery, women tend to be more patient and diligent than men in providing caring behavior, because nurses tend to already have a basis as a mother who provides a sense of security, comfort and attention. Regarding the level of education, the higher the level of education, the higher the critical thinking skills, mature logic, and the higher the quality of nurse performance. Age and length of work affect the feeling of boredom and boredom because they have done the same activities too often and are carried out continuously. Caring behavior is being influenced by the client's perception of the nurse's view, so the client assesses that the nurse in carrying out caring behavior is still in the category of sufficient. **Conclusion:** An overview of the characteristics of the respondents was obtained that most of them were male, the most educated were D4/S1 Nurses, the age of most of them was 38-47 years old and the length of work was less than 5 years. The categories of caring behaviors based on the views of Jean Watson and Imam Al Ghazali are mostly moderate caring behaviors.

**Keywords**—Caring Concept, Jean Watson, Imam Al Ghazali.

## I. INTRODUCTION

Caring is a basic approach concept in nursing. This affects the satisfaction level of inpatients. Caring practices are essential for patient satisfaction. Caring behavior in caring for patients is something that is very important for nurses to pay attention to (Widiastuti et al., 2018). If it is in accordance with the patient's expectations, it is considered satisfactory nursing services. However, the reality is that there are still many nurses who have not shown caring practices for patients and perhaps some nurses do not have time to listen to patients, provide comfort, or other caring actions (Wardaningsih & Junita, 2021). Other studies state that some nurses have low caring behavior and are not effective (Respati et al., 2012) & (Rusita Dewi, 2020). Caring behaviors of nurses such as care, care and empathy can increase comfort for patients. Islamic caring behavior in carrying out nursing care is expected to create a condition of calm and comfort when treatment is carried out (Widiastuti et al., 2018).

The caring behavior of nurses in the world has started to be good, but there are still some countries that have poor nursing care behavior, Aiken Research, shows that the percentage of nurses who have poor quality of caring services is found in Ireland 11%, and Greece 47% (Sujianto et al., 2018). Another study mentioned that patient satisfaction in several hospitals in Jakarta showed that 14% of patients were dissatisfied with the health services provided, due to poor caring behavior, unfriendly nurses, rarely smiling and unsympathetic (Tiara, 2013 in Widiastuti (Sujianto et al., 2018).

Caring is the behavior of nurses in providing care or care with full attention to healing. Understanding caring and making it a soul of nursing is very important, because this caring behavior is what patients always expect from a nurse (Widiastuti et al., 2018). Islamic caring is by incorporating Islamic values in hospitals regardless of the patient's status (Wardaningsih & Junita, 2021).

Islamic caring behavior is like the professional behavior of nurses to patients, families, and the community to give their best with full attention, caring, friendliness, empathy, courtesy, therapeutic communication and responsiveness

based on the Qur'an and as-Sunnah. Islamic caring behavior includes professional, friendly, trustworthy, istiqomah, sincere and patient characters. Research shows that Islamic caring behavior shows positive results on patient satisfaction. Islamic caring behavior can be used as a reference for nurses in providing nursing care regardless of race, ethnicity, religion, culture and customs to be able to increase the patient's calmness and comfort when being treated (Bakar, 2023).

In accordance with the Word of Allah SWT, the Islamic teaching of rahmatal lil 'alamiin in Surah al Anbiya verse 107 which means: We (Allah) did not send you (Prophet Muhammad), except as a blessing for the whole world (Kementerian Agama RI, 2019). This verse emphasizes that if Islam is done correctly, it will bring grace, both for Muslims and for the whole world. Grace is a gift that in religious teachings is divided into two; Rahmat in the context of Rahman and Rahmat in the context of the womb. Mercy, in the context of rahman, is amma kulla syak, encompassing all things, so that even non-Muslims have the right to mercy (Administrator kota Cimahi, 2024).

There are ways to foster caring and empathy for others in Al-Ghazali's view, including by means of uzlah, zikir, riyadah, tafakkur and muraqabah (Dwi Agustin & Azizah, 2020). Several studies have stated that Islamic caring has a significant relationship with psychospiritual well-being (Bakar, 2023). Imam Al Ghazali in the book of happiness chemistry explained that to achieve psychospiritual happiness / comfort there are 4 (four) elements that must be understood, namely knowledge of self, knowledge of Allah, knowledge of the world as it is, and knowledge of the hereafter as it is. (J.Murray, 2001). In addition, Jean Watson's caring theory with its 10 characteristics is more applicable to be used in providing nursing care to patients.

II. PURPOSE

To find out the description of nurse characteristics which include gender, education level, age, length of work and caring behavior of nurses was measured by using a questionnaire on the implementation of the integration of caring concepts from the views of Jean Watson and Imam Al Ghazali at the Banyumas Regional General Hospital.

III. METHOD

This study is a quantitative research with univariate analysis that explains the description of the frequency and percentage of nurse characteristics and caring behavior in providing nursing care services to clients in hospitals. The number of samples was 36 nurses who were on duty in the ICU, ICCU and Melati inpatient ward of the Banyumas Regional General Hospital. Sampling by purposive sampling method. The questionnaire on respondent characteristics and caring behavior using the questionnaire integration of the concept of caring Jean Watson's view and the view of Imam Al Ghazali with the validity of all question items r count compared to r-table for alpha 5 % i.e. greater than 0.32 means valid and Cronbach alpha for all question categories in this questionnaire is greater than r table for alpha 5 % i.e. 0.97 means reliable.

IV. RESULT

The results of the study obtained a description of the characteristics of nurses who provide nursing care in the ICU, ICCU and Melati ward of the Banyumas Regional General Hospital as follows:

The characteristics of nurses which include gender, education level, age, workplace ward, length of work at the Banyumas Regional General Hospital can be seen in table 1 below.

TABLE I. Characteristics of nurses based on gender, education level, age, workplace ward, length of work at the Banyumas Regional General Hospital n =36

No	Characteristics	Frequency (f)	Percentage (%)
1	Gender		
	Man	23	63.9
	Woman	13	36.1
	Total	36	100
2	Education Level		
	Diploma 3 Nursing	10	27.8
	D4/S1 Ners	25	69.4
	Master of Nursing/Health	1	2.8
	Total	36	100
3	Age		
	27-37 year	16	44.4
	38-47 year	17	47.2
	48-50 year	3	8.3
	Total	36	100
4	Length of work in the ward		
	Less than 5 years old	17	47.2
	5-10 years old	7	19.4
	Over 10 years old	12	33.3
	Total	36	100

Source: Primary data 2025

Table I shows that the gender distribution of respondents who serve in the ICU, ICCU and Melati wards is the most male, namely 23 people (63.9%) while the rest are women 13 people (36.1%). The distribution of the education level of the most educated respondents was D4/S1 Nurses, which was 25 people (69.4%), while for D3 Nursing and S2 Nursing/Health education, 27.8% and 2.8%, respectively. The age distribution of respondents was 38-47 years old, namely 17 people (47.2%), while the rest were 27-37 years old and 48-50 years old, respectively, 44.4% and 8.3%. The distribution of the respondents' workplaces from the three rooms was the most in the ICU, which was 18 people (50%) while the rest served in the ICCU room and the Melati ward 19.4% and 30.6%, respectively. The distribution of long working in the ICU, ICCU and Melati ward is at most less than 5 years, namely 17 people (47.2%), while 5-10 years 7 people (7%) and over 10 years are 12 people (33.3%).

The level of caring behavior of nurses was measured using a questionnaire on the integration of caring concepts from Jean Watson and Imam Al Ghazali at the Banyumas Regional General Hospital.

The caring behavior of nurses measured by the questionnaire integrating the concept of caring from the views of Jean Watson and Imam Al Ghazali can be seen in the table below.

TABLE II. Caring behavior of nurses measured by the integration questionnaire of caring concepts of Jean Watson and Imam Al Ghazali (n = 36)

Categories of caring behavior based on the views of Jean Watson and Imam Al Ghazali	Frequency (f)	Percentage (%)
Low caring behavior	5	13.9
Moderate caring behavior	18	50.0
High caring behavior	13	36.1
Total	36	100

Source: primary data, 2025

Table II shows that most of the caring behaviors of the respondents based on the integration of the caring concept of Jean Watson and Imam Al Ghazali in the category of moderate caring behavior, namely 18 people (50%), while for high caring behavior and low caring behavior 36.1% and 13.9%, respectively.

### V. DISCUSSION

The results showed that the respondents based on gender characteristics were mostly male 63.9%, and the rest were female. According to Zulkarnain, (2017) Gender affects the quality of caregiving, women tend to be more patient and diligent than men in providing caring behavior, because nurses tend to already have a basic as a mother who provides a sense of security, comfort and attention. According to Magdalena Purba et al., (2013) In his research, it was stated that there was no difference in providing nursing care to male students.

The results of the characteristics of the education level are that the education level of the respondents is mostly D4/S1 Nurses, while respectively D3 nursing and S2 Health/nursing. Nurses when providing nursing care sometimes do not pay attention to the form of caring behavior in dealing with patients, whereas when studying when before becoming a professional nurse working in a hospital, caring behavior is the most often emphasized to provide a sense of comfort, safety and be able to make patients excited in the healing process (Zulkarnain, 2017).

The caring behavior shown by nurses is sometimes less visible because of factors that affect nurse performance such as education where to gain knowledge which makes the quality of individual nurses working in hospitals. According to Dewi, (2010 in the Zulkarnain, 2017) shows that the higher the level of education, the higher the critical thinking, mature logic, systematic in thinking and the higher the quality of nurse performance. Education level is significantly related to the caring behavior of nurses. Education has an impact on the performance of nurses, especially in providing nursing care in the form of caring behavior. Education is the main factor in a person's knowledge, a person with a better education tends to be better in behaving and behaving. Nurses with a better level of education tend to be better in their behavior and attitude. Nurses with a higher level of education are able to provide insight, knowledge, teach, explain and are able to act better than nurses with a lower level of education. So that education is directly proportional to the performance and behavior of caring for patients (Zulkarnain, 2017).

The age characteristics of most respondents were 38-47 years old, which was 47.2%, while respectively, the age of 27-37 years and 48-50 years was 44.4% and 8.3%, respectively.

The distribution of long working in the ICU, ICCU and Melati ward is at most less than 5 years, namely 17 people (47.2%), while 5-10 years 7 people (7%) and over 10 years are 12 people (33.3%). Age and length of work affect the feeling of boredom and boredom because they have done the same activities too often and are carried out continuously (Zulkarnain, 2017).

The distribution of the respondents' workplaces from the three rooms was the most in the ICU, which was 18 people (50%) while the rest served in the ICCU room and the Melati ward at 19.4% and 30.6%, respectively. Caring behavior in the room cannot be optimized because nurses' tasks are very large and the workload is also high. Nurses rarely apply caring behaviors because they focus more on providing nursing care to patients. Aspects of caring behavior that cannot be done are the aspects of fostering sensitivity to others, accepting expressions of feelings and monitoring the problem-solving process (Zulkarnain, 2017).

The results of the study showed that most of the respondents' caring behavior was based on the integration of the caring concept of Jean Watson and Imam Al Ghazali's views in the category of moderate caring behavior, while the rest were high caring behavior and low caring behavior. This is in accordance with research (Aryani et al., 2024) which states that based on a survey at the Labuang Baji Makassar hospital, most of the 67% of caring behavior data was obtained very good/medium/adequate, which means that there are still nurses who are still not good in providing good service, especially in the application of Islamic spiritual care. Moderate/good/sufficient caring behavior is influenced by the client's perception of the nurse's view, so that the client assesses that the nurse in carrying out caring behavior is still in the sufficient category. Sufficient caring behavior from the services provided by the nurse, the client will tend to have a good perception of the nurse (Fikri, 2017).

Research Aryani et.al (2024) It also shows that 44.4% of Islamic spiritual caring behaviors are not often carried out by nurses, the remaining 94.8% of Islamic spiritual caring behaviors are often carried out. The results of this study are also in accordance with the research (Dewi, 2017) who stated that caring behavior in the Pavilion room was mostly in the good category of 65.6%, while caring behavior in class III was mostly in the poor category of 57.6%. This research is in line with his research Firmansyah et al., (2019) that the caring behavior of nurses based on Jean Watson's theory in the inpatient room shows that 52.1% of caring behaviors are sufficient. However, this research is not in line with the research (Fikri, 2017) which stated that at RSAU Dr. M. Salamun Bandung showed the results of 77% of affective behavior was lacking and there were still bad caring behaviors.

There are three things that cannot be separated from caring behavior, namely attention, responsibility, and done sincerely. A caring attitude will also increase the client's trust in the nurse practitioner and reduce the client's anxiety. Both of these can strengthen the client's coping mechanism so as to maximize the healing process. The key to the quality of nursing care services is the attention, empathy and care of the

nurses (Watson, 2018). The fulfillment of the needs of caring nurses will make the client positive during the hospitalization (Firmansyah et al., 2019). Nurses are part of the health service team in hospitals, caring behavior shown by nurses in providing services is one of the indicators of service quality

## VI. CONCLUSION

Respondent characteristics based on gender, education and age affect services. The categories of caring behaviors based on the views of Jean Watson and Imam Al Ghazali are mostly moderate caring behaviors. This study recommends further research on the impact of Jean Watson and Imam Al Ghazali's caring on client satisfaction while hospitalized.

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