The Relationship of Caring Behaviors of Nurses with Post-Surgery Patient Anxiety in St. Ignatius and Pasuline Rooms of Santa Elisabeth Hospital Medan

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Abstract: Caring behavior is something that reflects humans which is manifested through affection, skills, self-confidence and responsibility. Anxiety is a painful and unpleasant condition characterized by feelings of fear, nervousness, restlessness and so on. The aim of this study is to analyze the relationship between nurses' caring behaviors and post-operative patient anxiety. The design used in this research is correlational using a cross-sectional approach. The population in this study are 128 respondents with the sampling technique being accidental sampling with a total of 47 respondents. The instruments in this research are the caring behaviors and anxiety questionnaire zung self-rating anxiety scale (SAS/SRAS). Data analysis in this study uses the Spearman rank test. The results of this study showed that the majority of respondents (57.4%) have a perception of nurses' caring behaviors in the good category and respondents (25.5%) experienced anxiety levels in the mild category, so that the results of the Spearman rank statistical test obtain p-value = 0.002 (p <0.005) which shows that there is a relationship between nurses' caring behaviors and post-operative patient anxiety in St. Ignatius and Pauline Hospital room of Saint Elisabeth Medan.

1. Introduction

Anxiety about the future or uncertainty, unpleasant worries about someone, problematic state of mind situations arising from such worries. Fear and anxiety are not easily distinguishable from anxiety experienced by humans is one of the most basic emotions (Goodwin, 2023).

Anxiety is often described as feelings of worry, anxiety, uncertainty, or fear due to real or perceived threats. Anxiety is considered a disorder or pathology when fear and anxiety are excessive and there are related behavioral disorders such as disturbances in social and work functions (Halter, 2018).

Anxiety is common because almost every individual has experienced it. The level of anxiety in each individual who undergoes surgery certainly varies, some experience mild, moderate, severe, to severe anxiety. Excessive anxiety can cause severe pain and can hinder the healing process after surgery. Identification of anxiety levels in general is helpful in selecting interventions based on the patient's healthy anxiety levels (Halter, 2018).

Based on the results of preliminary data obtained from the Ignatius room at Santa Elisabeth Hospital Medan, there were 10 respondents who were known to have 2 out of 10 respondents who stated that they were not anxious after surgery, 3 out of 10 respondents experienced mild anxiety after surgery, and 5 out of 10 respondents stated moderate anxiety after surgery. Based on this data, there are still patients who experience anxiety after undergoing surgery.

2. Literature Review

Anxiety that occurs in a person can be caused by side effects that arise after undergoing medical procedures, such as pain and limited mobility. In addition to pain, limited postoperative rest can cause discomfort in patients. Postoperative anxiety can increase blood pressure which can hinder surgical wound healing. Anxiety refers to a negative emotional response to a real threat, often accompanying changes in the autonomic nervous system and also includes subjective experiences such as stress, fear, and anxiety. Patients who have just recovered from surgery and experience anxiety may experience delays in the healing process (Maisyaroh, 2019).

Patient anxiety is caused by several factors that affect patient anxiety, one of which is caring nurses. Caring in nursing is defined to provide influential nursing care for clients with full commitment and a sense of responsibility (Karo, 2021). As a nurse, it is important to show care by performing tasks with attentiveness, providing physical support such as holding hands, giving full attention, and being truly by the patient's side. Nursing aims to maintain the health of the patient, prevent the disease really focus on the patient's health, and restore well-being (Watson, 2008).

The impact of anxiety on the sensory system involves increased secretion of neurotransmitters such as norepinephrine, serotonin, and gamma-aminobutyric acid, which can lead to physical (physiological) disorders such as changes in heart rate and pulse, body temperature, breathing patterns, nausea, vomiting, indigestion such as diarrhea, dizziness, loss of appetite, marked weight loss, as well as excessive levels of fatigue, as well as social impacts such as increased or decreased psychomotor activity, a refusal attitude, harsh speech, constant fatigue, unusual body movements, as well as symptoms of mental disorders such as lack of concentration, unfocused thoughts, memory loss, phobias, illusions, and hallucinations (Elisabeth et al., n.d.).

Various ways to lower patient anxiety such as implementing caring behaviors towards clients aim to strengthen trust, speed up the physical healing process, improve well-being, increase energy, reduce treatment costs, and open more open communication channels. Caring is also very useful for facilitating the healing process of patients so that it can help them achieve recovery (Karo, 2021).

Caring behavior can be expressed through the solution of nursing problems faced by patients. In providing nursing care, it is important to consider three dimensions, namely care, cure, and core. This can reduce the patient's dependence on his family and reduce the presence of crowded family members when the patient is hospitalized (Ira Cahyani et al., 2019).

3. Materials and Method

This study uses a correlational design using a cross-sectional approach. It was used to observe the relationship between the independent variables of caring behaviors and the dependent variables of patients' anxiety. The population in this study amounted to 128 respondents with the sampling technique being accidental sampling with a total of 47 respondents. The instrument in this study is the Caring Behaviors and Anxiety Questionnaire and the Self-Rating Anxiety Scale (SAS/SRAS). Data analysis in this study used the spearman rank test.

The independent variable of this study is caring babaviors and the dependent variable of this study is postoperative patient anxiety. The questionnaire on caring behavior consisted of 40 questions taken from Karo's (2019) work and was not tested for validity because the questionnaire was standard. The instrument to measure the patient's anxiety level consisted of 20 questions taken from the questionnaire of Nursalam (2020). The measurement scale of this variable is the ordinal scale.

The author will conduct an ethical test of the research thesis to test the feasibility of the research thesis and then obtain a research permit at Santa Elisabeth College of Health Sciences Medan Year 2024 No.079/KEPK-SE/PE-DT/IV/2024.

4. Results and Discussion

Table 1. Distribution of Respondents Based on Post-Operative Demographic Data in St. Ignatius and Pauline Room, Santa Elisabeth Hospital Medan in 2024.

No	Characteristics of respondents	f	%
1	**Age**		
	17-25 year	6	12
	26-35	6	12
	36-45	10	21
	46-55	8	17
	56-65	11	23
	66-75	4	8
	>75	2	4
	Total	**47**	**100**
2	**Religion**		
	Islam	7	14
	Katolik	6	12
	Protestan	34	72
	Total	**47**	**100**
3	**Gender**		
	Male	27	57
	Female	20	42
	Total	**47**	**100**
4	**Tribe**		
	Batak toba	26	55
	Batak karo	13	27
	Simalungun	3	6
	Jawa	1	2
	Mandailing	1	2
	Melayu	2	4
	Nias	1	2
	Total	**47**	**100**
5	**Education**		
	SD	4	8
	SMA	24	51
	D3	9	`19
	S1	10	21
	Total	**47**	**100**

The results in table 1 of the highest respondent age are in the age range of 56-65 years of 56-65 years of 11 respondents (23%) and the lowest age of >75 of 2 respondents (2%). Religious data was obtained by the highest number of Protestants amounting to 34 Catholic respondents amounting to 6 respondents (12%). The highest number of male sex data was 27 respondents (57%), and the lowest number of females was 20 respondents (42%). The tribal data was obtained by the majority of the Toba Batak tribe, namely 26 respondents (55%). The latest education data was obtained by the majority of respondents with a high school education of 24 respondents (51%) and a minority with an elementary education of 4 respondents (8%).

Table 2. Distribution of Respondents Based on *Caring* Behaviors of Nurses in *Post* Surgery in the St. Ignatius and Pauline Room of Santa Elisabeth Hospital Medan in 2024.

No	*Caring Behaviors* of Nurses	f	%
1	Excellent	8	17
2	Good	27	57.4
3	Pretty Good	12	25.5

4	Less	-	-
	Total	**47**	**100**

From Table 2, it was found that the caring behaviors of nurses in the respondents with the highest number of respondents in the good category amounted to 27 respondents (57%) and the lowest was very good with 8 respondents (17%).

Table 3. Distribution of Respondents Based on Postoperative Anxiety Level in St. Ignatius and Pauline Rooms of Santa Elisabeth Hospital Medan in 2024.

No	Post-Surgery Patient Anxiety	f	%
1	Not anxious/normal	31	66
2	Mild anxiety	12	25.5
3	Moderate anxiety	4	8.5
4	Severe anxiety	-	-
	Total	**47**	**100**

Based on Table 3, Based on the results of the analysis of table 5.5, it shows that the distribution of the frequency and percentage of anxiety levels of postoperative patients, the majority of which are in the non-anxious/normal category, which is 31 respondents (66%) and the lowest in the moderate anxiety category, which is 4 respondents (8%)..

Table 4. Results of Analysis of the Relationship between *Nurses' Caring Behaviors* and Post-Surgery Patient Anxiety in the St. Ignatius and Pauline Room of Santa Elisabeth Hospital Medan in 2024.

			Caring behaviors	Anxiety
Spearman's rho	Category *Caring behaviors*	Correlation coefficient	1.000	-0,438**
		Sig (2-tailed)	.	0,002
		N	47	47
	Categories Anxiety	Correlation coefficient	-0,438**	1.000
		Sig (2-tailed)	0,002	.
		N	47	47

** Correlation is significant at the 0.01 level (2-tailed).

Based on table 4 the results of the analysis show that the Spearman Rank statistical test obtained a p-value of 0.002 (p<0.05) so that there can be a significant relationship between the caring behaviors of nurses and post-operative patient anxiety in the St. Ignatius and Pauline rooms of Santa Elisabeth Hospital Medan in 2024. This shows that the better the caring behaviors of nurses, the less anxiety patients are postoperative.

5. Discussions

Caring behaviors of nurses in post-operative patients in the St. Ignatius and Pauline room of Santa Elisabeth Hospital Medan in 2024.

Based on the results of the study, it was found that caring behaviors in the most respondents were good as many as 27 respondents (57.4%) and the least, which was very good as many as 8 respondents (17%). This shows that almost all respondents consider nursing services to have good caring behaviors.

The researcher assumes from the results obtained that nursing services have good caring behavior. As a nursing service, of course, it will be in direct contact with patients. A nurse has a caring sense to always show a sense of concern when the patient tells about his problems and the nurse shows a sense of empathy, love and respect to the patient, the nurse gives nursing information clearly to the respondent. Caring behavior for respondents can increase mutual trust, increase physical healing, safety, and cause a feeling of more comfort. The better the caring of the nurse which shows that most patients state that the caring behaviors have

been given by the nurse is good, because the quality of nursing care services is very important is the attention, empathy and concern of the nurse to support the patient's recovery.

The above assumption is supported by Farlina (2022), stating that caring behaviors of nurses are indispensable by fostering trust in nurses so as to build a relationship of mutual trust that will facilitate the healing process of patients, especially those who experience anxiety after surgery. Nevertheless, taking a short time to talk to the patient can reduce negative thoughts from a lack of connection, such as dissatisfaction, anxiety, and the patient's anger.

The above assumption is supported by the theory of Potter & Perry (2009), which states that caring is about giving care and appreciation to fellow human beings is the ability to commit to others, pay attention with care, show empathy, and cultivate feelings of love or care, which is the core of nursing practice. Some respondents stated that nurses' caring behaviors are in the good category because nurses who take actions by showing empathy, love and respect to patients during hospitalization and treatment, helping patients to be sensitive, with a patient attitude towards patients, smiling and greeting every nursing action to patients, providing support and listening to patient complaints to help the patient's health process.

The researcher assumes that the caring behaviors of nurses in the surgical inpatient room are quite good because some nursing services implement sufficient caring behaviors, because some nurses also rarely provide time to study in depth the problems experienced by patients and there are still nurses who do not pay enough attention to patients. Caring for nurses is sufficient because nurses who have given kindness and affection and are open in carrying out therapeutic actions given to patients, as well as nurses who always show positive things to the patient's condition. Nurses in the room who have good care, because nurses have a sensitive attitude to the needs of patients and their conditions, so that the relationship between nurses and patients is well established. It can be seen that nurses have provided interaction between nurses and patients well physically, emotionally and spiritually, and there is good caring behavior, so respondents express feelings about nurses as providers of nursing care services will be good.

The above assumption is supported by research conducted by Firmansyah (2019), caring behavior mostly shows that 52.1% of respondents consider caring behavior sufficient. This is influenced by the respondent's perception of the nurse's view, so that the respondent considers that nurses in caring behavior are still sufficient. Sufficient caring behavior from the services provided by the respondent nurse will tend to have a good view of the nurse. Nurses who have concern in providing nursing care to patients in hospitals are nurses who have a caring attitude. Nurses who have caring, empathy, communication, are gentle and affectionate so that patients will feel comfortable, safe and the stress of pain felt will be reduced.

The above assumption is in line with research conducted by Sumarauw (2021), that 14 respondents (46.7%) considered caring behavior sufficient. This is due to nurses who do not listen to patients, nurses who lack attention to patients, nurses do not provide guarantees regarding hospital procedures, in carrying out their duties a nurse must be professional and optimal. stating that the nurse who shows her actions is a nurse who has knowledge and skills that are well perceived by the patient. A nurse who shows confidence in the patient, the nurse is considered to be skilled and professional and able to use the tools competently and is able to provide nursing care must reflect caring behavior in action.

Anxiety Level of postoperative patients in the St. Ignatius room of Santa Elisabeth Hospital Medan in 2024.

Based on diagram 5.2, the results were obtained that the highest level of anxiety of the respondents, namely the non-anxious/normal level of 31 respondents (66%), mild anxiety amounted to 12 respondents (25.5%) and the lowest moderate anxiety amounted to 4 respondents (8.5).

The researchers assume that the study conducted in the St. Ignatius and Pauline rooms showed that the anxiety patients felt after surgery were mostly in the category of not anxious/normal. This is because many respondents felt that after the surgery the anxiety was reduced because they had gone through the surgery process, also supported by nursing services that made the patient feel not anxious, because before undergoing the surgery process

the nurse explained in advance the procedure of action to be carried out to the respondent, several things that made the respondent not anxious, because the anxiety experienced by the respondent after undergoing surgery was partially Besar said it was easy to fall asleep and could rest well at night, some respondents also said they had never had nightmares after undergoing surgery.

The above assumption is supported by research by Rudiyanto (2022), stating that anxiety is sometimes related to various other procedures that must be performed on patients as well as the dangers and risks posed by surgical procedures. Anxious patients who are characterized by looking tense, unable to rest with energy, often waking up and sleeping for only a short time, breathing rapidly, often still and tense face, but most   postoperative patients will feel worried that if the body is moved in a certain position post-surgery will affect the surgical wounds that are still not healed that have just been completed. It is also due to the pain felt after the effects of anesthesia are gone.

The above assumptions are supported by Hamdiah's (2022) research, which states that mild anxiety from the results of this study was obtained by respondents who could not rest calmly, were easily surprised, restless after surgery, when they woke up sluggish and had nightmares. Anxiety after surgery is also often caused by pain.

The researchers' assumption is that patients who experience such anxiety are anxious after undergoing surgery. The moderate anxiety felt by the respondents was due to the fear of being disturbed by stomach and digestive pain after surgery and remaining in the hospital until the treatment period was completed, making the patient sleep, feeling lonely and restless. The anxiety experienced by the respondents after surgery also arises physical responses such as sweating easily, frequent urination, difficulty sleeping at night, and the inability to do activities on their own. Nurses who have an attitude of caring for patients will give positive changes by being by the patient's side when the patient needs the help of the nurse, this change is to reduce moderate anxiety experienced by the patient.

The relationship between nurses' caring behaviors and postoperative patient anxiety in the St. Ignatius and Pauline Room, Santa Elisabeth Hospital, Medan, in 2024.

Based on the results of the statistical test using the Spearman Rank test, a p-value of 0.002 (p<0.05) was obtained, which means that there is a relationship between the caring behavior of nurses and the level of postoperative patient distress at Santa Elisabeth Hospital Medan in 2024.

The researchers assume that nurses' caring behaviors have a relationship with patients' anxiety. The presence of eye contact, body language, voice intonation, showing empathy, love and respect for the patient, listening attitude and accepting the patient as it is done by the nurse to the patient will form a trusting relationship between the patient and the nurse, and a friendly and skilled attitude when performing nursing procedures will provide a sense of security and comfort to the client.

The above assumption is supported by Haeruman (2022), stating that caring behavior can reduce patient anxiety. Patients will feel comfortable with the nurse's behavior in providing nursing care which is shown when the nurse practitioner respects the patient and develops trust, humility and respect for them. The caring attitude of the nurse also helps patients overcome their fears in speeding up the healing process.

The above assumption is supported by research conducted by Wijanarko (2021), that patients' assessments of caring nurses are related to the services received or felt directly by the patient where the caring attitude includes prioritizing the patient's interests, hopes and beliefs, developing sensitivity, helping and trusting each other, supporting the physical, mental, sociocultural and spiritual environment, helping to meet needs. Caring attitude is related to patient anxiety because a nurse's service to a good inpatient is able to provide more attention than just caring but is able to be present by treating patients individually, giving respect and giving enthusiasm for their recovery.

The researcher's assumption based on the results of the study shows that nurses' caring behaviors can reduce anxiety so that they can improve the patient's recovery by providing nursing information that can reduce the risk of surgery so that it does not have an impact on the treatment period after surgery. The increase in anxiety after surgery is also influenced by the lack of caring which is the nurturing owned by the nurse, so that with the decrease in

anxiety, the caring behaviors of the nurse are better and will support recovery after the surgery in the operating room.

6. Conclusion

Caring behaviors perawat diruangan St.Ignatius dan Pauline Rumah Sakit Santa Elisabeth Medan Tahun 2024 disimpulkan memiliki caring yang baik sebanyak 27 responden (57,4%) dari 47 responden. Kecemasan pasien diruangan St. Ignatius dan Pauline Rumah Sakit Santa Elisabeth Medan Tahun 2024 disimpulkan memiliki tingkat kecemasan normal/tidak cemas sebanyak 31 responden (66%) dari 47 responden. Terdapat hubungan caring behaviors perawat dengan kecemasan pasien post operasi diruangan St.Ignatius dan Pauline Rumah Sakit Santa Elisabeth Medan Tahun 2024 didapatkan dari hasil uji stastistik Spearman Rank diperoleh p-value 0,002 (p<0,005).

It is hoped that future researchers can conduct further research on the factors that influence satisfaction as research considerations.

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