

NURSE EXPERIENCE WORKING IN RS X (PHENOMENOLOGY STUDY)

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ABSTRACT: Objective : Employee turnover causes financial and non-financial problems for RS X. The research aims to reveal mental phenomena (values, feelings, emotions) of nurses who survive working in the hospital.

Method : The study was phenomenological qualitative research methods. The main data sources were obtained from in-depth interviews and observations. Informants selected by purposive sampling and analyzed using Interpretative Phenomenology Analysis (IPA).

Results : This study has 13 research themes that have interaction themes on two core themes; actively feeling engage and feel less comfortable with their work. Employee engagement is psychological meaningfulness, psychological safety and psychological availability. This research shows feeling valued, feeling safe, and having the physical, intellectual and emotional ability to carry out the task thoroughly.

Conclusion : Employees who feel safe and comfortable at work will be able to give their best abilities and actively engaging with their organization.

KEYWORDS: turnover, phenomenology, actively engage.

I. INTRODUCTION

The role of nurses in providing patient care is the longest service contact time between patients and families. Sudarma states nurses were a vital role in hospital (Sudarma, 2008). It will directly reflect the quality of services provided. The preliminary study shows nurses are 40% of all employees at RS X. The employee turnover rate is below 10% while Putra states that turnover rate is 10-12% in service companies (Putra, 2016). Various formal reasons conveyed include following a husband/wife, approaching the house and continuing study. Resignation of employees causes financial and non-financial problems.

This study seeks to uncover mental phenomena (values, feelings, emotions) of nurses who work at RS X, revealing knowledge of values as nurses and their work, revealing company values where they work, interaction with supervisors, other employees and hospital environment .

II. METHODS

It was phenomenological qualitative research methods. The phenomenological is hermeneutic phenomenology (interpretative). It based on human interpretations experience, objects or social situations(Reiner, 2012). Main data sources from in-depth interviews and observations(Moleong, 2017). Determination of informants with purposive sampling method are 6 nurses. The data analysis uses Interpretative Phenomenology Analysis (IPA) to find the research theme(Larkin, 2012). All informants made written agreements as informants.

III. RESULTS

The obtained theme from the meaning of interview transcripts by researchers themselves. Researchers made observations when doing in-depth interviews with all informants. There are 13 research themes.

Feeling actively engage with RS X

The informant wants to be committed to tasks and feels that RS X is a suitable place to work.

"And in total, you know, bro, I was approached and I didn't know what I was doing, so I deepened there once," (INF2 AP01).

Feel proud to work at RS X

The feeling of being proud to work in Hospital X came from the sub-theme, the informant felt the image of the best hospital and felt proud to be chosen to work at RS X.

"So, Hospital X is one of the hospitals that I look good on and I can work here, I can receive a big honor and join here" (INF5YWH01).

Feel comfortable and at work

The atmosphere of "seduluran" was felt by informants as a work environment. It made them feel comfortable and felt at home during work.

"Yes, from the beginning until 1-3 months, I did not feel at home, because I can adapt it to those who have been hitting the old man" (INF2 AP01).

"But here I am different, because maybe the private is yes Doc, its family, maintain relationships, mutual communication is good, so everything I think is fine, good, make myself comfortable." (INF5 YWH01).

Feeling no objection to the assignment.

The informant stated that nurses could be assigned to various types of tasks. For informants, this is not a disgraceful thing to do while working at RS X.

"Like Mr. S, too," I don't feel like lilo, I'm welcome, I don't want to hit ngene ", " I'm sorry, I don't, I enjoy, I'm fine ", I'm like that. They felt like that, but I didn't, I didn't even know about it in Tata Graha, for me it was the most impressed that at Tata Graha it was unique ... I knew the problem of kasbon-kasbon, I knew the problem was to prepare my guests opo patch, I didn't have it at all. And in laundry also becomes the same as cleaning service "(INF2 AP01).

Feeling that RS X can guarantee the needs

Feelings of being assured are reflected in the informants who feel that their psychological needs are met, their financial needs are met, and they feel that RS X will not experience bankruptcy in the future.

"So, in my dream, if he is a company, he will automatically last longer ... I chose because he was a big company, which in my opinion might be for the term 20 or until I was old maybe he could survive here (INF3 SA01)

Feeling pleasure with the current boss

Informants feel happy with supervisors who are not snobby, do not discriminate and who listen to subordinate input. The current styles like the relationship of mother and child.

"My boss has been like my mother all this time, like my friend I can communicate not like I really have to if the Javanese talk really like that" (INF5 YWH01).

Feeling aware of the role of a nurse

Nurses during work must be able to behave politely, keep learning, respect each other and maintain good relationships.

"And there are others who complain like this" nurse is not talking, yelling, even though I don't feel jolted "yes maybe I don't feel but I don't realize that, you don't realize what I'm doing (INF2 AP01).

"Yes, it is stressful, but it makes me also enjoy it more because it continues to be encouraged to learn" (INF5 YWH01).

Nurses must continuous learning, be polite, team working, and effectively communication.

Feeling excessive workload

The task of nurses in caring was felt to be quite tiring.

"When I was in VIP B, most of the patients asked to be treated if there was one or Doctor A, it had to be done without any time lag" (INF4 CKP01).

"We have to check the input, bro, check the price of medicines, don't get it, it will be a pity later for the patients so we have to check it out. The problem is there, and then it has not been detailed in the ER already (INF4 CKP01).

Feeling unhappy with boss style in the past

Leadership attitude like "bendoro", is felt as an inconvenience in RS X. Historically, RS X was indeed a hospital of Dutch colonial heritage that had a thick "bendoro-bendoroan" culture.

"In the past, yes, the name was in the past, it was colonial, yeah, yeah, so the relationship between superiors and subordinates was like how we are Javanese, how about it? Yes, the boss is very reluctant. Because it used to be the Dutch boss's Doc automatically, that's the connection." (INF1 BW01).

"In the past, it was still bendhoro-bendhoroan, if it used to be. ... Bendhoro is like a boss, if it's still like that first. But if it is now treated like that it can't (INF2 AP01).

Feeling uncomfortable with the doctor

Another problem that often arises is the specialist visit time in an inpatient room.

"Hours of visit, the doctor doesn't suit Doc ... we can't promise what time to visit, sometimes in the morning, sometimes in the afternoon, sometimes at night" (INF4 CKP01).

Feeling there is a mismatch with some nurses

Sometimes there was a difference of opinion between nurses.

"Maybe it's just a matter of work, sometimes at the back there is a slight gap, like if it's not what they asked for" (INF3 SA01).

Feeling anxious about company provisions

Some informants have repeatedly followed a series of selection tests. Repeated test failures cause a fear and sometimes make the informant feel anxious.

"Yes, at least we did a TPA, but 50% of the performance appraisal is also 50%, for us who have a long working period, that's what Doc is, but I don't know, it's the decision from above ... Maybe because I'm married, I have a wife's child, if I come to another hospital, if I leave, if I get a job" (INF3 SA01).

Feeling less comfortable with the work environment

The informant felt that his works was dominated by senior nurses. There is a feeling of not being "relieved" when starting work at RS X.

"What makes it unnecessary is the pattern of work. If at RKZ, I might be there a lot of friends ... Well, maybe for 3 years there were a lot of friends, then young people, lots of young friends, after here the people were elders, the young ones included the three of me" (INF2 AP01).

IV. DISCUSSION

Intention to stay, is a mental picture of nurses who want to keep working and reflect their feelings of attachment to organization. Kahn states that three psychological conditions that determine the level of employee engagement are psychological meaningfulness, psychological safety and psychological availability (Kahn, 1990). The feeling of self-bonding is a reflection of the three psychological conditions above. The desire to bind him to the place of work because he feels valued, feels safe, feels he has the benefit of returning to him in carrying out his role and has the ability physically, intellectually and emotionally to carry out his task thoroughly and successfully.

Damayanti mentions one of the main determinants of employees staying in their workplace is feeling proud of their workplace (Damayanti, 2013). Psychological strength is an inspiration for him in carrying out his tasks thoroughly. These feelings will be able to bring the spirit of running extra role behavior from the task and the role as usual (in role). Hardjanti mentions a feeling of happiness and feeling able to develop decreases intention to quit (Hardjanti, 2017). This experience is supported by the emergence of valuable feelings, feeling valued, and feeling able to give and accept the type of work and accept others in the process of working.

Saks stated that perceived supervisor support is one of the determinants of employee engagement (Saks, 2006). The presence of supervisors between the execution of daily employee duties, listening to and receiving subordinate input raises the condition of meaningfulness psychological. This can influence in the execution of tasks and roles. Shuang Ren states that one type of leadership was directive leadership style. The "bendoro-bendoroan" is a reflection of the directive leadership style and is considered inappropriate in the current era. A new generation employees now want a more participatory leadership style than the directive leadership style (Shuang Ren, 2018). Several reasons to quit like desire to get a better allowance and find an improving his career. Fang stated that the accumulation of work, inability to cope with work stress, lack of support, increasing demands, role conflict causing work fatigue (burnout)(Fang, 2017). The nurse feeling that he was already working hard but on the other hand the patient continued to demand, creating a feeling of stress during work. A demanding workload causes feelings of distress, feelings of discomfort and insecurity in work. The inability to adapt to overcoming workload will increase the desire to quit the job (intention to quit). Every organization must have a gap between the desire of employees and the conditions that occur in the work environment. A problem that often arises is the time of the visit of a specialist in an inpatient room that cannot be ascertained. David stated that late arrival affected patient satisfaction (David, 2014). Furthermore, Riskiyah stated that doctor's short visit time (3-4 minutes) and often not timely caused the patient's dissatisfaction (Riskiyah, 2017). The amount of work pressure on nurses can often affect the condition of nurse psychology so that nurses are more emotionally easy to deal with problems in their workplace. Permana states that every organization must have a gap (Permana, 2017). This gap can lead to conflicts that can ultimately lead to employee turnover.

V. CONCLUSION

This study has 13 research themes. There are two core themes; actively feeling engage and feel less comfortable with their work. This research shows feeling valued, feeling safe, and having the physical, intellectual and emotional ability to carry out the task thoroughly. Employees who feel safe and comfortable at work will be able to provide their best abilities in completing tasks and engage with their organizations. Employee engagement is psychological meaningfulness, psychological safety and psychological availability.

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