

Coping Strategy of High Care Unit Nurses of Government Hospital

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Abstract:- Coping strategy is essential for nurses in controlling work stress. Coping strategy varies they are taking lessons from the situation, doing activities, such as hobbies, participating actively in activities, sharing problems with close friends, and making the difficult situation as apart of life experience. The research aimed to describe coping strategy of HCU nurses in Government Hospital. Coping strategy based on feeling, diversion of situation, building self confidence, social support, solving problems by family, avoiding problems, spiritual support, relationships with friends, support from professionals, participating in activities, humor and relaxation.

The research was a descriptive quantitative. The respondents were HCU nurses with total sampling of 47 nurses. The valid and reliable questionnaire was used. Data was analyzed using quantitative analysis. The result showed that HCU nurses used coping strategy which was on scale of 3,07 with a range of 1-5 (SD = 0,31). HCU Nurses use an average of relaxation coping strategy which was on scale of 3,34 with a range 1-5 (SD = 0,59). It is recommended that nurses learn coping strategies, and avoid stressors through stress management relaxation training.

Keywords:- Coping Strategy, Nurses, HCU Room.

I. INTRODUCTION

From the result of Indonesian National Care Association's research (2006), it was found out that 50,9% of Indonesian nurses experienced work stress, caused by too high and time-consuming workload, low salary, and inadequate incentive¹. Factors causing work stress come from three sources, which are the work itself, the organization, and external factors outside the work, such as environment, family, crisis events in life and others². The care given to HCU patients demands high fulfillment of the patients' need. The activities which are done cover valuation of patients' life-threatening condition, the care for patients with acute critical condition who need immediate action or critical patients, continuous hemodynamic monitoring every hour, interpretation and intervention of diagnostic tests conducted to patients, therapy according to treatment program, and other actions. The complex dynamic of HCU care and patients' critical condition often trigger work stress. Coping done by an individual to face stressful situation is based on the coping source chosen by the individual to handle it. The coping sources which are usually used by

individuals among others are physical health and energy, spiritual support, positive beliefs, problem-solving skills, social skills, and material support³.

According to the research done by Cai, Kun, and Zhang in Renmin Hospital (2008) about stressors at work and coping strategy of nurses for mental patients, it was found out that stress experienced by the nurses usually happened when the workload increased such as when facing terminally ill patients and death. The coping strategies used by the nurses such as taking lessons from the situation, doing activities such as hobbies, participating actively in activities, sharing problems with close friends, and making the difficult situation as a part of life experience are more effective for nurses in handling stressful situation⁴. In line with it, from the research about anxiety and religious coping to emergency room and ICU nurses in Phoenix Hospital Arizona (2009), it was found out that there was an influence of religious coping to the anxiety level felt by the nurses in facing work stressor in emergency room and ICU. This of course, in accordance with the theory which states that belief and positive outlook are obtained through religious media that each individual believes⁵.

Coping strategy done by HCU nurses of Government Hospital in Padang through going on vacation together, work rotation, religious activity, and doing exercise had only worked temporarily. The research were conducted to find out what coping strategies were used by HCU nurses in handling work stress in Government Hospital Padang.

II. METHOD

The research design used was descriptive quantitative. The research aimed to describe HCU nurses coping strategy in Government Hospital. The research population was all HCU nurses who served in 3 HCU rooms (surgical inpatient, non-surgical inpatient, and pediatric inpatient installation) of Government Hospital. The sampling method was total sampling that obtained 47 respondents. The instrument used to measure coping strategy was modified by the researcher based on A COPE, Adolescent Coping Orientation for Problem Experiences⁶.

The coping strategy measurement was done using 54 statements involving each coping strategy which were outburst = 5 statements, situation diversion = 8 statements, building confidence = 6 statements, social support = 6 statements, problem-solving by family = 6 statements, avoiding problems = 5 statements, spiritual support = 3

statements, relation with friends = 2 statements, professional support = 2 statements, participating in activities = 4 statements, humour = 2 statements, and relaxation = 4 statements. The questionnaires were filled in using scale set from A-SCOPE inventory which were 1 = never, 2 = seldom, 3 = sometimes, 4 = often, 5 = always. The assessment method used was by adding scores from the statements according to the number of statements, and making a range of 54 – 270.

III. RESULTS

The result of the research consists of the nurses' characteristics and coping strategies.

A. HCU Nurses' Characteristics

The average age of HCU nurses was 33 years old, with an age range of 24 years old for the youngest and 48 the oldest. The nurses' average year of service was 8,5 years, with a range of 1 year to 26 years. The number of female nurses were more than male nurses which was 74,5 %.

B. HCU Nurses Coping Strategies

The HCU nurse coping strategy describes overflowing feeling, diversion of situation, building self confidence, social support, solving problems by family, avoiding problems, spiritual support, relationships with friends, support from professionals, participating in activities, humor and relaxation as coping strategies used by nurses HCU of Government Hospital in Padang.

Strategi Koping n = 47	Mean	Median	SD	Min-Max
	3,07	3,09	0,31	1,80-3,34
feeling	2,18	2,60	0,55	1,36-3,30
diversion of situation	2,76	3,25	0,49	1,66-3,98
building self confidence	3,30	4,00	0,49	3,51-4,36
social support	2,76	4,00	0,49	2,60-4,17
solving problems by family	2,85	3,33	0,46	2,79-4,17
avoiding problems	1,80	4,00	0,90	1,19-2,94
spiritual support	2,81	3,00	0,67	2,38-4,60
relationships with friends	2,79	5,50	0,68	1,62-3,96
support from professionals	2,43	2,50	0,90	2,06-2,79
participating in activities	3,07	3,00	0,76	2,74-3,44
Humor	2,80	3,50	0,77	2,06-3,53
Relaxation	3,34	3,25	0,59	2,62-3,72

Table 1:- HCU Nurse Coping Strategy of Government Hospital Padang 2014

HCU nurses generally used relaxation as coping strategy which was 3,34 in scale with a range of 1 – 5.

Ruang HCU	Coping strategy	feeling	diversion of situation	building self confidence	social support	solving problems by family	avoiding problems	spiritual support	relationships with friends	Support from professionals	participating in activities	Humor	Relaxation
non-surgical inpatient n=20	3,00	2,10	2,59	3,33	2,73	3,02	1,63	2,92	2,78	2,43	2,51	3,65	3,06
surgical inpatient n=17	3,13	2,26	2,83	3,13	2,83	2,76	1,98	2,69	2,88	2,44	3,41	3,74	3,54
pediatric inpatient installation	3,12	2,17	2,99	3,53	2,68	2,65	1,82	2,80	2,65	2,35	3,38	3,50	3,53

Table 2:- HCU Nurse Coping Strategies in Irna Non Surgery, Irna Surgery and Child Care of Government Hospital Padang 2014

The highest coping strategy was used by HCU nurses of surgical inpatient room which was 3,13 in scale with a range of 1 – 5. The coping strategy used was humour in scale of 3,74 with a range of 1 – 5.

IV. DISCUSSION

HCU nurses generally used relaxation as a coping strategy which was 3,34 in scale with a range of 1 – 5. This data was in line with the nurses' interview result which stated that they instilled a sense of responsibility and sincerity in performing their work. If they felt tired and stressful, they did relaxation activities such as listening to music, watching TV, doing sports and hobbies.

Coping strategies done by an individual in a stressful situation is based on the coping source chosen by him/her to handle it. The coping source is a strategy which is used to help the individual determine what to do and what to retain. The use of coping source can be adapted to the situation and the capability of the individual, so that the implementation can be effective. The coping source that can be used among others are physical health and energy, spiritual support, positive beliefs, problem-solving skill, social skill, and material support³.

Factors which determine coping strategy used by an individual are *problem-solving focus coping* in which the individual actively finds solution for the problem to eliminate conditions or situations which cause stress, and *emotion focus coping* in which the individual involves efforts to handle emotion and adapts to the impact which is caused by stressful situations. The coping strategy chosen by an individual depends on the person's personality traits and how high the stress level is⁷. The highest coping strategy was used by HCU nurses of surgical inpatient room which was 3,13 in scale with a range of 1 – 5. The coping strategy

used by the nurses was humour in scale of 3,74 with a range of 1 – 5.

To improve coping mechanisms, family support is needed in providing emotional support and suggestions as alternative strategy based on experiences, and in persuading to focus on other positive aspects. Beside family support, there must be efforts to develop coping strategy through activities such as finding information about the problem solving, to evaluate his/her own abilities in taking decision and expressing feelings which cause stress, and to develop positive beliefs⁸.

Coping mechanisms is not a single occurrence because coping involves ongoing transactions with environment, and the process should be considered as dynamic series. Coping is not an effort to handle all stressful conditions because not all of them can be completely handled. The effective coping is the coping which helps someone tolerate and accept stressful situation and not worry about the stress that cannot be handled⁹.

Knowledge and intelligence are other coping sources which enable individuals to see different ways to handle stress. Coping sources also include the power of ego identity commitment to social network, cultural balance, a stable system of values and beliefs, orientation of health and genetics prevention, or the power of exercise³.

According to the research by Cai, Kun, and Zhang in Renmin Hospital (2008) about stressor at work and coping strategy of mental patient nurses in China, stress at work for nurses generally happened when workload increased, when facing terminally ill patients and death. It was caused by over anxiety during those situations. From the result, it was also found out that positive coping strategies such as taking lessons from the situation, doing hobbies, participating actively in activities, sharing problems with close friends, and making the difficult situation as a part of life

experience were more effective for nurses in handling stressful situation⁴.

In writer's opinion, strategies used by the HCU nurses of Government Hospital in Padang were individual. Each individual had his/her own strategy to produce effective coping. Unfortunately, out of twelve coping strategy, the nurses were still unable to decide which coping strategy to use. The utilization of human resource and facilities of the hospital should also be improved in order to create professional service for both patients and nurses.

V. CONCLUSION

HCU nurses generally used relaxation as a coping strategy which was 3,34 in scale with a range of 1 – 5. The highest coping strategy was used by HCU nurses of surgical inpatient room which was 3,13 in scale with a range of 1 – 5. The coping strategy used was humour in scale of 3,74 with a range of 1 – 5.

It is suggested that HCU nurses avoid stressor and learn coping strategies to avoid work stress and improve work productivity. The hospital is expected to provide consultation media for nurses who are having problem and to provide stress management training.

ETHICAL CLEARANCE

As a procedure in the research, the first activity carried out was to submit a letter of ethical clearance to the research ethics institute namely the Legal and Ethics Committee of RSUP. Dr. M Djamil Padang. Research began to be implemented after obtaining ethical clearance.

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CONFLICT OF INTEREST

The authors have no conflict of interest to declare.

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