



**PATIENTS' PERCEPTION TOWARDS NURSE
CARING BEHAVIOURS IN ADULT MEDICAL
WARDS IN HOSPITAL UNIVERSITI SAINS
MALAYSIA (HUSM)**

by

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LIST OF ABBREVIATIONS

AIDS	Acquired immunodeficiency syndrome
CBA	Caring Behaviour Assessment
CBI	Caring Behaviour Inventory
f	Frequency
HUSM	Hospital Universiti Sains Malaysia
M	Mean
n	Number
PCU	Progressive Care Unit
SD	Standard deviation
SPSS	Statistical Package for Social Sciences

PATIENTS' PERCEPTIONS TOWARDS NURSE CARING BEHAVIOURS IN ADULT MEDICAL WARDS IN HOSPITAL UNIVERSITI SAINS MALAYSIA (HUSM)

ABSTRACT

Caring is an essence and central focus in nursing and become an important element in delivering a good nursing care to patients. The purpose of this study was to identify the relationship between gender and patients' perception of important nurse caring behaviour at adult medical wards in HUSM. Watson's theory of human caring was used as a theoretical framework for this study. The Caring Behaviours Assessment instrument is a 63 items questionnaire and used a Likert-type summation scale. Data was collected using self-administered questionnaire. The response rate was 51.20%. The results of the study revealed that, "check my condition very closely" ($m = 4.40$) as the single most important behaviour by the nurses to indicate a sense of caring by the patients. The finding of this study also revealed Human Needs Assistance ($m = 4.18$) as the most important subscale and this correlates with the results of other similar studies using the CBA tool. However, this study showed no association between gender and their perception towards nurse caring behaviour $p = 0.792$ which the value of $p > 0.05$. Similar with several previous studies, respondents considered technical competence to be the most important nurse caring behaviour, which further the emphasizes the notion of caring as a moral stance integral to all interactions with patients.

**PERSEPSI PESAKIT TERHADAP TINGKAH LAKU PENYAYANG DI KALANGAN
JURURAWAT DI WAD MEDIKAL DEWASA DI HOSPITAL UNIVERSITI SAINS
MALAYSIA (HUSM)**

ABSTRAK

Tingkah laku penyayang merupakan inti pati dan fokus utama dalam kejururawatan dan menjadi satu elemen penting dalam memberikan penjagaan yang baik kepada pesakit. Tujuan kajian ini adalah untuk mengenalpasti hubungan antara gender dan persepsi pesakit terhadap tingkah laku penyayang jururawat di wad perubatan dewasa di HUSM. Teori '*Watson of human caring*' digunakan sebagai rangka teoritikal untuk kajian ini. Instrument Penilaian Tingkah laku Penyayang merupakan soal selidik yang mengandungi 63 item dan menggunakan skala Likert-jenis penjumlahan. Data dikumpulkan dengan menggunakan soal selidik yang diberikan sendiri oleh pengkaji. Kadar respon adalah 51.20%. Keputusan kajian menunjukkan "memeriksa keadaan saya dengan rapi" ($m = 4.40$) sebagai tingkah laku yang paling penting oleh jururawat untuk menunjukkan pesakit rasa disayangi. Keputusan kajian ini juga menunjukkan "manusia memerlukan bantuan" ($m = 4.18$) sebagai subskala paling penting dan ini berkorelasi dengan hasil kajian lain yang menggunakan alat CBA yang serupa. Namun, kajian ini menunjukkan tidak terdapat hubungan antara gender dan persepsi mereka terhadap tingkah laku penyayang jururawat iaitu $p = 0.792$ di mana nilai $p > 0.05$. Selari dengan beberapa kajian sebelum ini kompetensi teknikal dianggap sebagai tingkah laku penyayang jururawat paling penting yang lebih menekankan gagasan tentang tingkah laku penyayang sebagai sikap moral yang integral dalam semua interaksi dengan pesakit.