

# Patients Perceptions of Islamic Caring Model on Nurses in Yogyakarta Sharia Hospitals

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**Abstract**— Islamic caring is a form of caring based on Islamic values following the guidance of the Qur'an and Hadith. There are still many unfulfilled caring behaviors. One of them is in the context of Islam in Indonesia, in which most people adhere to Islam, giving rise to many perceptions of patients who receive nursing care. This study aims to determine the patient's perception of Islamic caring nurses in the sharia hospital in Yogyakarta. This study used descriptive qualitative methods. Data collection used in-depth interviews. The participants in this were 10 people admitted to the PKU Muhammadiyah Yogyakarta hospital and Nur Hidayah Bantul Yogyakarta hospital. Participants were determined using purposive sampling. The validity of the data used source triangulation and researcher triangulation. Data analysis was using qualitative data processing software. The results of this study showed patients 'perceptions of nurses' Islamic caring model. The researchers found four themes from this research, namely Islamic nurses, giving spiritual support, services based on Islamic Shari'a and satisfying nursing services. Islamic nurses include patience, friendliness, courtesy, and care; giving spiritual support includes giving prayers and remembrance, worship, motivational support, and collaboration with spiritual formation. Services based on Islamic law include guarding the genitals, carrying out actions according to the law, and differences in the level of understanding of Islamic Islamic Shari'a for each person while satisfying nursing services include satisfying services and expected nursing services. Patients feel happy and satisfied when receiving good care and supported by the foundation of Islamic values. The researchers expect that sharia-based hospitals can comprehensively apply Islamic Sharia treatment.

**Keywords**— *Islamic caring, patient perception, sharia hospital.*

## I. INTRODUCTION

Hospital is one place for people to seek treatment. As an essential facility of the health care system, hospitals are expected to improve public health [1]. The quality of services provided as an institution engaged in the field of health services depends on service providers, including nurses. Providing quality services and patient satisfaction are strategies to consider. The patient's view of services is no less important as one of the determinants in the development of service quality, including in nursing services [2]. Patients' views of nursing services in hospitals usually include several

factors. They are the product, price, place, promotion, process, and people [3].

According to Law No. 38 of 2014, nurses are those who provide care to individuals, families, or communities in a healthy or sick condition [4]. Nurses are expected to provide service professionals according to their competencies to ensure the quality of care, patient safety, and satisfaction with hospital experience [5]. Nurses, as caregivers closest to patients, are required to provide the best service in the form of caring behavior. Caring is something that underlies nursing action and is inseparable from the nursing profession. It forms the quality of nurses' activities shown through attitudes and behaviors based on the values of kindness, attention, caring, compassion, and gentle towards themselves and others [6].

Watson (2004) explains the Theory of Human Care that caring is a reciprocal relationship between the giver and recipient of care that is believed to help accelerate the healing process of patients [7] Caring has a goal to help others grow and actualize themselves. Watson states ten caratives that the nurses are responsible for. They are forming humanistic and altruistic value systems, instilling trust and hope, fostering sensitivity, developing trusting relationships, increasing acceptance of positive and negative feelings of expression, using systematic problem-solving processes, increasing the learning process, providing a supportive, protective and corrective environment, helping basic human needs, and respecting strengths, weaknesses, phenomenological, and spiritual. The International Association of Human Caring mentions that nursing has four concepts in terms of caring. They are the concept of caring (including what will be done by nurses), human beings, or subjects targeted treatment of what nurses will do, health as the goal, and the environment as a treatment place [8].

## II. METHOD

This research used a descriptive qualitative method. The researchers collected the data through in-depth interviews. Participants in this study were 10 patients who had received treatments at PKU Muhammadiyah Hospital and Nur Hidayah Hospital. Both hospitals are in Yogyakarta, Indonesia. Participants were determined using purposive sampling — the validity of the data used source triangulation

and researcher triangulation. Data analysis used qualitative data processing software.

### III. RESULT

Participants in this study were patients who had experienced a hospitalization at PKU Muhammadiyah Yogyakarta Hospital or Nur Hidayah Hospital for at least three days within three months from the beginning of the study. The participants' characteristics are in the following table.

TABLE I. PARTICIPANTS' CHARACTERISTICS

Code	Gender	Age (years old)	Occupation	Education	Length of Stay
P1	M	22	Private employee	Vocational High school	7 days
P2	F	27	Entrepreneur	High school	3 days
P3	M	40	Entrepreneur	High school	4 days
P4	M	20	Entrepreneur	Vocational High school	7 days
P5	F	31	Entrepreneur	MA (Islamic high school)	5 days
P6	F	21	Female employee	High school	5 days
P7	M	54	Unemployed	High school	6 days
P8	F	20	College student	High school	4 days
P9	F	32	Entrepreneur	High school	3 days
P10	M	46	Teacher	Bachelor Degree	3 days

The results of this study found four themes, namely having Islamic morals, providing spiritual support, services based on Islamic law, and satisfying nursing services. Islamic morals are the morals of Muslims who support the nurse's Islamic caring process. Islamic morals, which become the perception of the participants, consisting of patient, polite, friendly, and caring. According to participants, the application of good morals would also affect the patient's nursing and healing processes. The following participant's statement supports this.

"... there must be relations between how the nurses take care of the patients and how fast patients will cure, and there is a whole new level of satisfaction. The nurses are well-trained so that they will treat us at no time. We, patients, also love friendly nurses..." (P1, Male, 22 years old).

"... there are several types of patients, miss. If you are facing the sick one, be patient and try to understand them. If you are a nurse, also be patient, so that the patients will feel comfortable..." (P6, Female, 21 years old)."

The second patient's perception of Islamic caring is the provision of support for spiritual facilities. Spiritual facilities that become the perception of patients are in terms of prayer and dhikr, worshipping, giving motivation, and bringing spiritual development. The participant revealed that spiritual support from nurses would have an impact on patient psychology, and as a reinforcement in the patient during treatment. It is in line with the following patient's statement.

"You keep praying, but you don't know when you will recover. At least, your mind is more controlled, clearer, so it's okay. As an example, before eating, you have to pray, so do when you are sick." (P1, Male, 22 years old)

The third patient perception of Islamic caring is service based on Islamic law. Services based on Islamic Sharia, according to participants, include treatment based on mahram, covering 'awrah or intimate parts, and the level of understanding of Islam. According to the participants, these three things may increase the patient's comfort when treatment and will show the criteria of Muslim nurses. This opinion is in line with the following participant's statement.

"... In my opinion, according to real Islamic rules, Muslims should wear sharia-based outfits. Well, for example, I already wear hijab, but it still looks sexy. My clothes are too tight. It shouldn't be like this..." (P9, Female, 32 years old).

The last patient's perception of the Islamic caring model is satisfactory nursing services, which include getting satisfactory services and expected nursing services. He stated that the patients would be satisfied when they got help immediately, such as when the infusion fluid ran out, or when patients called the nurses by ringing the bell. The following patient's statement supports this perception.

"... When I was here, for example, the infusion fluid was about to run out, or the fluid would not flow, and I just needed to push the bell. Then the nurse would come immediately ..." (P5, Female, 31 years old)

However, some participants stated that if patients were calling for help, the senior nurse would handle it. The participants agreed that it would depend on the number of patients treated at the moment, as seen in the following participant's statement.

"... the treatment at the emergency room is fast, but here sometimes it takes a long time. For example, my infusion liquid runs out. Usually, the nurse will come 30-40 minutes later, maybe because there are a lot of patients or I'm not sure..." (P6, Female, 21 years old)

Participants mentioned that they wanted to get the best treatment and service from nurses. Excellent service would make patients feel comfortable and satisfied, they added. An example of treatments expected by patients includes getting treatment intensively. Their nurses should always be ready and responsive to complaints from patients, as revealed by the following patients.

"... We want to be well-treated intensively and regularly controlled as a form of caring. Excellent service makes you comfortable and satisfied ..." (P10, Male, 42 years old)

"... We want to be treated well, as the nurses are always ready to help. When there are emergencies or complaints, nurses should help us immediately..." (P8, Female, 20 years old)

#### IV. DISCUSSION

##### A. Islamic Morals

Islamic morals on each person are different depending on their personality, functions, roles, and how they should behave according to their position in social groups [9]. The results of this study found Islamic moral themes, which include patience, friendliness, decency, and caring.

Participants in this study stated that they would be happy if treated patiently, both in action and verbally. A nurse's proper attitude is in line with research which argues that calm and patient-nurses will provide comfort to patients and indirectly affect recovery because the patient's psychology will feel safe when served by them [10]. A good behavior such as patience, sincerity, and calm are the obligation in Islam because Muslims should be gentle and affectionate to everyone [11].

This order is according to the word of Allah in Al Imran:159, which means:

“So, by mercy from Allah, [O Muhammad], you were lenient with them. And if you had been rude [in speech] and harsh in heart, they would have disbanded from about you. So, pardon them and ask forgiveness for them and consult them in the matter. And when you have decided, then rely upon Allah. Indeed, Allah loves those who rely [upon Him] upon.”

Based on the verse above, Allah SWT has given mercy to humans and asked them to always be gentle towards others.

The second Islamic character is being friendly. According to participants' recognition, a friendly nurse would always be greeting patients, talkative, and showing an open attitude. Whereas the friendly manner demonstrated by a nurse will make patients feel comfortable [12]. The pleasant manner demonstrated by the nurse also includes decency and smile. Friendly nurse service belongs to a code of ethics and part of Islamic service standards [13]. Friendly nurses will have a positive impact on the patient's healing process because patients will feel comfortable during the treatment process [10]. Being friendly also makes patients familiar with nurses and establishes good interpersonal relationships so that patients can express all complaints freely. Also, nurses can get complete information about the data needed for the patient's healing process.

The third Islamic morality is being polite. The nurses' decency is visible through their habits. Nurses would be asking for permission when doing procedures (checking blood pressure, taking blood, injecting), asking for permission when examining the patient's private area, saying greetings before entering the patient's room, and apologizing when doing something wrong. Being friendly and courteous belong to therapeutic communication, which has a significant positive impact on patient satisfaction and a substantial effect on overall hospital service satisfaction [14]. The polite attitude shown by nurses to patients can improve the relationship between the two so that the treatment process will get easier [15].

The last Islamic morality is caring, and it has the same term in nursing. It is central to nursing practice where nurses work with care, according to Watson (2012) [16]. The caring

attitude given should involve sincere feelings [17]. Truthfulness in caring aims to get Allah's abundant blessings. When humans do something good sincerely, they are saving for getting something good in return from Allah [18]. The nurse's concern is not only with physical problems, but also emotionally and spiritually, such as smiling, asking how the patient feels, how they pray, and reminding to always pray for his recovery. One participant revealed that he was happy if the nurses still cared about him; he had the perception that the nurses' care would affect his recovery. The care that nurses give to patients will increase the relationship, mutual trust, enhance physical healing, and create a sense of comfort [16]. The better the level of care of nurses in nursing care is, the happier the patient and family will be in receiving services. In other words, excellent services will strengthen the therapeutic relationship between patients and nurses [17].

##### B. Providing Spiritual Needs

Meeting spiritual needs is an essential aspect of nursing, and the nurse must fulfill by looking at the right spiritual needs for patients. It does not rule out the possibility of collaborating with other health services, such as Islamic spiritual development [19]. Giving basic spiritual needs that become patient's perceptions based on research results are facilitating mosque, guiding prayers and dhikr, providing motivational support and religious formation services.

The first step in giving spiritual needs is to guide prayer and dhikr. The guidance on prayer and dhikr is by collaborating with the Islamic spiritual department of the hospital. Meanwhile the nurses' Islamic caring interventions are giving prayer and doing dhikr to patients [20]. Pain can cause psychological disorders in patients. Nurses also should provide spiritual guidance, such as giving prayers. If the patient has a lack of faith, he will quickly leave prayer and dhikr. Their faith and conscience become arid [21]. This condition is where the nurses should guide the patients to pray, continue to strengthen the patients' mental. Nurses also should convince them if the pain comes from God, and there will be something positive behind it [21]. This statement is in line with the word of God in Al Baqarah: 214, which means:

“Or do you think that you will enter Paradise while such [trial] has not yet come to you as came to those who passed on before you? They were touched by poverty and hardship and were shaken until [even their] messenger, and those who believed with him said, “When is the help of Allah?” Unquestionably, the help of Allah is near.”

The verse above explains that everything happens in this world based on God's will, and to Him, we ask for help, only God is the only helper for us through the prayers.

The other spiritual support is to facilitate religious service. It is one of the ten carative caring factors proposed by Jean Watson, namely, developing spiritual factors. Majelis Upaya Kesehatan Islam Seluruh (MUKISI), in the Sharia Hospital Standard Guidelines version 1438 of 2017 [22], states that one of the services of sharia hospitals is to guide the patients to pray and do tayammum. Worshipping is something that cannot be left behind, and it will increase the patient's immunity because, with various worshipping activities, patients will be more adaptive [23]. Meeting spiritual needs can also reduce the patient's anxiety and doubt during the treatment period [24]. When someone prays, then

his soul will be free from stress [25]. Nurses can help to meet the patient's needs by providing facilities such as teaching tayammum and how to pray, either standing, sitting, or lying on the bed [23].

The last provision of spiritual support is to motivate and present spiritual development. Based on the results of interviews conducted by ten respondents, giving motivation here includes encouragement to heal, and Islamic advice to remain patient in dealing with illness. Usually, the spiritual leaders give Islamic advice. However, they would prefer the nurses advised as to the sidelines of their duties during the examination. Patients in the hospital would experience several problems such as psychological problems and could not solve the issues themselves, so guidance or spiritual advice may calm their anxiety [26]. The motivation is by giving information based on Islamic values, instilling calmness and hope, and providing encouragement to patients not to despair about their illnesses, especially patients with chronic diseases [27]. This statement is also consistent with Watson's caring theory (2004) that states that one of the carative caring factors is to instill hope and confidence in patients [7]. Following the Hospital Operational Standards Guidelines for Hospital Spiritual Services [27], hospitals should provide spiritual facilities for patients to restore their better psychological condition and demand patients to get sincerity, patience, and calmness. Nurses have an essential role in providing spiritual nursing care, such as giving advice or religious advice, and modifying a safe and comfortable environment for worshipping patients. However, most nurses still focus on physical care alone [19].

### *C. Following Islamic Law*

Based on the results of the study, services following Islamic Sharia include covering awrah, maintaining mahram relations, understanding of patients' knowledge about fiqh, and defining Islamic nurses' qualifications. Services following Islamic Sharia means that the services provided to patients follow Islamic principles referring to service quality standards [28]. The first patients' perception in service, according to the sharia law, is covering awrah. Islamic hospital services guarantee efforts to cover the patient's awrah by providing facilities and education for patients during the treatment process [22].

The patient's perception of service, according to the second sharia law, is mahram-based treatment. In sharia hospital service standards as the part of sharia service groups, also states that Islamic care, including services according to the same gender, maintains the elements of ikhtilat and khalwat [22]. Based on the results of the study, five out of ten participants said they agreed with mahram-based gender because they did not want the existence of ikhtilat. Besides, they felt more comfortable. However, half of the total participants did not dispute it, and they considered fine if done by a different gender. Heyder reveals that one of the Islamic caring interventions is, if possible, the procedure given by the same gender as the patient [20]. It aims to maintain the patient's mahram kin, but in an emergency, health workers may break the rule. Hospital Operational Standards (SOPs) [29] used as triangulation explain that the same gender-based treatment only involves the installation of catheters to female patients and excludes regular treatment unlisted in the procedures.

The third patient's perception of service based on sharia law is related to the nurse's, and the patient's level of knowledge regarding Islam influences the patient's perception of caring for Islamic nurses. The higher the level of Islamic education from nurses and patients is, the better the patient's understanding of Islamic caring will be. Knowledge is a fundamental domain for the formation of an action. Age, education, and social relations can influence perception. Someone can learn from seeing, hearing, or experiencing something, both formally and informally [30]. In this study, participants who were more than 25 years old and had received Islamic education had a better understanding of religion and agreed to Islamic-based nursing services compared to younger participants. One example of the treatment expected by participants is about prayer, especially prayer when they are sick, treatment based on the same gender, and spiritual support.

The patient's perception of service, according to the last Islamic law, is related to the qualifications of Islamic nurses. Based on the results of the study, patients' perceptions of Islamic caring also concern the female nurses' uniform. The participants revealed that female nurses must cover their awrah, and they should also limit the workplace relationships between male and female nurses. The dress code qualifications of a woman working in health services, including nurses, must pay attention to awrah, use of makeup, accessories, and tattoos [31]. Uniform worn by health workers must be safe, comfortable, clean, and infection-proof. They also must obey the dress ethical code by not using transparent or semi-transparent clothes, sleeveless, short skirts, or pants.

Further explained, not all countries where the majority of the population is Muslim apply this rule because there are no clear guidelines. Research involving ten Islamic health institutions shows that the dress code for female health nurses must be loose, tunic by covering the thighs, trousers, and headscarves. It means not only implementing hospital regulations, but also including one of Islamic caring, and preventing indecency towards women while interacting with patients. Indonesian nursing often has a negative image that is sexual, dressing according to Islamic provisions might help with this negative perspective [31].

### *D. Satisfying Nursing Services*

This study shows the patients' perceptions of nurses' Islamic caring seen from the services. Satisfactory nursing service, according to the participants, is providing their needs immediately and skillfully. The quality of nurse services in delivering treatment is visible through the attitude of professionalism performed [32]. The better the action is, the better the patient's perception of caring for the patient's nurse will be [33].

The result also revealed that patients had expectations of nursing services. They wanted their needs fulfilled. The nurses should be responsive and skillful in resolving their complaints and do immediate actions when patients need help. Expectations and demands for speed, assurance, and empathy are at the patient's top priority for the health service quality [34]. An excellent service quality is in line with what the patient expects, i.e., the health worker has worked well, especially when the patient needs help [35]. But health workers must provide excellent services when patients need

them. Nurses or other health workers should be responsive, reliable, smiling, and be polite when providing health services to increase the patient's satisfaction during treatment [36].

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## V. CONCLUSION

Islamic nurses include patience, friendliness, courtesy, and care; giving spiritual support includes giving prayers and remembrance, worship, motivational support, and collaboration with spiritual formation. Services based on Islamic law include guarding the genitals, carrying out actions according to the law, and differences in the level of understanding of Islamic Islamic Shari'a for each person while satisfying nursing services include satisfying services and expected nursing services. Patients feel happy and satisfied when receiving good care and supported by the foundation of Islamic values. The researchers expect that sharia-based hospitals can comprehensively apply Islamic Sharia treatment.

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