

Empathy as a Predictor of Prosocial Behavior of Nurses in the Special Region of Yogyakarta

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Abstract - Nursing services give a huge influence in determining the quality of health services in hospitals since the nurses are those who mostly interact with patients. Within this occurring interaction, a reciprocal relationship between individuals can cause prosocial behavior. This prosocial behavior is needed by the nurses due to their field of work that is related to humanity, which is to help patients who have health problems. Such behavior is important for nurses because it can determine the image and quality of hospital services. This research aims to know whether empathy can predict prosocial behavior of nurses in Yogyakarta. This is ex-post facto research with 58 nurses in Yogyakarta acting as the participants. The sampling technique used was accidental sampling. The data were collected by using a scale. The scale's validity was analyzed through content validity, and its reliability technique was examined by Alpha Cronbach technique. The data analysis technique employed was simple regression analysis. The results of this research show that empathy can predict prosocial behavior by $p=0.000$ ($p<0.05$). Empathy apparently contributes to prosocial behavior as much as 20.5%, while 79.5% are likely contributed by other factors.

Keyword - empathy, prosocial behavior, nurse.

I. INTRODUCTION

Hospital is a facility that provides health services to society [1] to maintain and improve public health in realizing optimum health status for the society and the place it uses for its operation. The Indonesian Republic Law No. 44 of 2009 on Hospitals states that hospitals have the duty to provide complete personal health services. One of the professions that play an important role in hospitals to maintain the quality of health services is nurses [1].

Nurses become an important component in the implementation of health services [2]. The role and duty of the nurse are to provide physical and emotional care to patients [3] in maintaining the best condition for the patient's health problems [2]. Indonesian Republic Law No. 38 of 2014 on Nursing says that health development is realized through the health services, including nursing services where the nursing services become a model of

professional services in fulfilling basic needs given to individuals in both healthy and ill condition that includes physical, psychic, and social disorders in order to achieve optimum health status.

Nursing services provide huge influences to determine the health service quality in hospitals because the nurses are those who mostly interact with patients [4,5] and most of their time are used to serve and take care of the patients [5]. When services occur, a reciprocal relationship between individuals that causes a prosocial behavior [2,6]. Prosocial behavior is defined as an action designed to help and benefit others without having to provide direct benefits to the person who performs the action. The action even may involve a risk to the person who performs it [7,8] regardless of the helper's motives [8].

This prosocial behavior is need by nurses [9] because their field of work is related to humanity, which is to help patients who have health problems. This prosocial behavior is needed by nurses in hospitals [9] because it can determine the image and quality of the hospital service [4,5,10]. While in the field not all nurses have performed such prosocial behavior. The decrease of prosocial behavior among nurses may cause them to be apathetic to things that happen around them. This condition can be seen from the fact that the decrease of prosocial behavior among nurses in hospitals is quite apprehensive. For example, a fact in the Emergency rooms of a hospital in Yogyakarta reveals that the patients are not satisfied with the therapeutic communication done by the nurses. The patients mentioned about the delay of care at the emergency room, lack of prior information about delays in medical care, lack of information related to the illness suffered by the patients, and medical care that is rarely followed by a prior explanation [11].

As for the next fact at the central surgical installation in a hospital in Yogyakarta, the patients often complained about the lack of communication and the obscurity from the nurses that causes them to complain about how long it usually took for them to wait for the process to enter the room and transfer to the ward. The other matter was that almost all of the nurses never introduce themselves and are not friendly when

they accept the patient [12]. Next, the other fact was from a hospital that is located in the province of Southeast Sulawesi. It was found that several patients were unsatisfied with the hospital staff services as the medical checks were not on time, it took so long to get medical care and service, how long it was for the nurses to respond to the patients' problems, even the nurses who were on watch duty weren't so friendly and fussy, the nurses' lack of empathy in giving attention to the patient, and the nurses who weren't helping the patients who had problems to eat or to go to the bathroom [13].

Based on all those facts, it is so regrettable that nurses' services in several hospitals still cannot satisfy the expectation. Nurses' services as devotion and social work are done for the patients' prosperity and recovery [14]. Nurses are supposed to give the best service to their patients through prosocial behavior, but each nurse has a choice to ignore or help a patient that needs help according to motives within the nurse [14]. This choice is strongly related to factors inside the nurses themselves. It shows if prosocial behavior within a person can occur because of factors influencing the prosocial behavior to show up. Of the factors is empathy [7].

The previous study proved that processes related to the affective and cognitive aspects of empathy are positively related to prosocial behavior [15]. It is often assumed that empathetic respond of people who have problems will motivate prosocial behavior [15,16]. Empathy is a multi-dimensional concept that includes cognitive and affective components [17] that can motivate prosocial behavior [16]. The cognitive component takes its form of taking the perspective of other people, while the affective component of empathy is related to the emotion of other people [18,19]. Theory and evidence suggest that empathy as a capability to understand other peoples' experience affectively [20] which is the main motivating factor for prosocial behavior [15,21]. Empathy is also defined as a capability to put self in other people position and understand the feeling, want, idea, and action of others. Due to this reason, empathy is considered to be the most important component in human social behavior [22].

From previous research studies, the researchers believe that there is not yet any research held in the office of the Indonesian Nurses Association (PPNI) that is located in the Special Region of Yogyakarta. As the previous studies focus only on hospital services, this research is expected to elaborate on nurses' empathy in prosocial behavior towards patients in the Special Region of Yogyakarta. The nurses are both those who work in hospitals or any other institutions. From the explanation, the hypothesis is formulated as "empathy can predict nurses' prosocial behavior. The higher the

empathy the nurses possess, the higher is the nurses' prosocial behavior."

II. RESEARCH METHOD

This is ex-post facto research with a quantitative approach held in the office of the Indonesian Nurses Association (PPNI) that is located in the Special Region of Yogyakarta, Indonesia. The research subjects were 58 nurses chosen by accidental sampling.

The data were collected by a questionnaire and the research instrument used a scale of empathy that refers to a measuring tool of IRI (Interpersonal Reactivity Index) by Davis as the aspect of perspective taking (PT), Emphatic concern (EC), Fantasy (FS), and Personal distress (PD) [17] and prosocial scale that according to Bringham, describes friendship, cooperation, helping, acting honestly, and being generous [24]. The scales of empathy and prosocial behavior have four alternative responses. The validity of the scale was analyzed on its content validity, and the reliability test used Alpha Cronbach. Lastly, the data analysis technique applied was a simple regression analysis.

III. RESULTS

Based on the data of the research, the researchers found the following results.

A. Normality Test

Based on the result of Kolmogorov-Smirnov analysis, it can be seen that the significance value for prosocial behavior with $df = 58$ is 0.200 and the significance value for empathy with $df = 58$ is 0.200. Based on these significance values, the significance of the whole variables is $p > 0.05$, so that it can be concluded that data for empathy and prosocial behavior is normally distributed.

B. Linearity Test

TABLE I. TABLE OF LINEARITY

Model	F	Sig.
Regression	14.470	.000 ^b

Based on the linearity test results as presented in table 1, it is apparent that empathy can predict prosocial behavior as linear with $F = 14.470$ and $p = 0.000$ ($p < 0.05$).

C. Hypothesis Test

TABLE II. REGRESSION RESULTS

Model	Unstandardized Coefficients		t	Sig.
	B	Std. Error		
(Constant)	45.646	14.776	3.089	.003
Empathy	.566	.149	3.804	.000

Empathy (variable X) can predict prosocial behavior (variable Y) if $t\text{-count} > t\text{-list}$. In the coefficient table, for empathy the t-count is 3.804 with a significance level of 0.000. The t-list is acquired with the value of $df = n - k - 1$. Based on the formula, it means that $df = 58 - 1 - 1 = 56$ with the level of significance $\alpha = 5\%$ (0.05) divided by 2 equals to 0.025. Then the t-list acquired is 2.009. Based on the t-list, it can be found that $t\text{-count} > t\text{-list}$ ($3.804 > 2.009$). It means that empathy can significantly predict prosocial behavior.

The results acquired are the value of 45,646 and b of 0.566. With the formula of $Y = a + bX$, it is acquired the formula $Y = 45.646 + 0.566 X$. It can be concluded that if empathy experiences 1% increase, the prosocial behavior experiences 0.566 rise. The regression value is positive, meaning that empathy predicts prosocial behavior positively. The higher the empathy is, the higher the prosocial behavior will be. So is the opposite, the lower the empathy is, the lower the prosocial behavior will be.

D. Determinant Coefficient Test (R^2)

TABLE III. DETERMINANT COEFFICIENT TEST

Model	R	R Square
	.453 ^a	.205

Based on the data, it is found if the r-count value is 0.453 with the determinant coefficient r^2 of 0.205. This means that the contribution of empathy to prosocial behavior is 20.5% while the remaining 79.5% is of other variables that are not studied in this research.

IV. DISCUSSION

Based on the results of the research, it is found that $t\text{-count}$ is $3.804 > 2.009$ and the value of $p = 0.000 < 0.05$ that shows that H_0 is rejected and H_a is accepted. It means that empathy can predict prosocial behavior on nurses in the Special Region of Yogyakarta. The analysis result uses simple linear regression shows the t-count of 3.804, meaning that empathy can predict

prosocial behavior positively. The higher the empathy is, the higher the prosocial behavior will be.

The results are in line with Baron and Byrne's empathy is a factor that can influence prosocial behavior [7]. They also strengthen with the findings of Lockwood, Cardoso, & Viding that states that both cognitive and affective components can assess the problem of other people and can motivate prosocial behavior [16]. The research that is conducted by Eisenberg, Eggum & Di Giunta stating that processes related to affective and cognitive empathy are positively related to prosocial behavior [15].

The experience of empathy often results in sympathy [8,18,23] and the attention of other people is based on fears or understanding (perspective) [24] about a person's emotional condition and situation and compassion [23] so is affection [31,8]. To reduce the uncomfortable feeling, we can increase positive feeling and reduce negative one by helping and feeling the happiness of people they help [8, 25].

In many cases of the nursery, the concept of empathy has been placed in other concepts as a concern, affection, and sympathy [26]. It is found that empathy has many positive impacts on patients' satisfaction [29], trust to the caretakers [27], obedience to therapy [28,29], and to clinical results [27,30]. The empathy that is related to understanding the patient's feeling and not making them wonder makes nurses possible to explain their symptoms and to get involved with patients to person-who-take-care relation [31].

According to Davis, the aspects of good empathy is an individual's tendency to take over the perspective of another person spontaneously, can feel sympathy, mercy, and concern to other people, can change self to a feeling and action that is experienced by other, so as concern towards self's inconvenience to deal with other people's problem and motivation to reduce the inconvenience [17]. While in Bringham's words, good aspects within an individual in behaving prosocial is an individual that is willing to have a closer relation with other people, cooperate with other people for an objective, help those in need doing something as it is such as not cheating, and willingly give some of their possession to those who need it [24].

Based on the determinant coefficient (R^2), the acquired r-count is 0.453 and the scale of effective contribution that is given by r^2 is 0.205. This finding shows that empathy is a factor that influences prosocial behavior as much as 20.5%, while the other unstudied factors contribute to the rest, 79.5%. According to Sarwono & Meinarto, factors affecting prosocial behavior are situational factors that include bystander, interest, attribution towards the victim, time concerning

model, and the victim's need, and factors from the inside include mood, character, gender, and residence [25]. In a study conducted by Shah and Rizvi, it is found that personality traits are significantly related to prosocial behavior, in which they can predict whether an individual is behaving prosocial or not [32]. While according to Afolabi, there is a relationship between religiosity with prosocial behavior [33], while according to Haryati, there is a positive and significant relationship of emotional maturity and religiosity on prosocial behavior [6].

V. CONCLUSION

Based on the results, this study suggests that empathy slightly affects the prosocial behavior of nurses in the Special Region of Yogyakarta, and that empathy can predict prosocial behavior positively. It means under the research context, the research hypothesis is accepted, or the higher the empathy is, the higher the prosocial behavior will be. The effective contribution of empathy towards prosocial behavior is 20.5 percent, so the other 79.5 percent is of other factors as situational factors that includes bystander, interest, attribution towards the victim, time concerning model, and the victim needs. Other factors from the inside include mood, character, gender, residence, emotional maturity and religiosity are likely to contribute as well. Thus, it can be concluded that empathy is not the only factor affecting the prosocial behavior of nurses in the Special Region of Yogyakarta.

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