Understanding Forgiveness in the Lives of Resilience Nurses during Covid-19 Pandemic

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ABSTRACT

Working as a nurse during the Covid-19 pandemic has several challenges. Nurses serve a lot of sick people. Many nurses are desperate, but there are also nurses who are capable to resilience by forgiveness. How can nurses forgive their-self, others and the situations, so that it becomes resilience in the time of Covid-19 pandemic? This study aims to explore the forgiveness process in nurses who are resilient during the covid-19 pandemic. This study uses a qualitative approach through in-depth online interviews on five nurses who work in in hospitals and health centers of Medan and Jakarta cities. The results show that the process of forgiveness took benefit for their-self, others and the environment which (1) uncovering phases, (2) decision phase, (3) work phase, and (4) deepening phase. Forgiveness bring person able to survive, adapt, recover and endure the painful situation such as covid-19 pandemic. In addition, this study found that gratitude, religious, self-compassion, empathy, and self-control plays the important role to develop forgiveness among nurses. Consequently, resilience nurses rise healthy, become good employee, and able to maintain a better household and take care of their child.

Keywords: forgiveness, nurses, resilience, covid-19 pandemic

1. BACKGROUND OF STUDY

Nurses plays an important roles in the health system, more than half of the workers in the hospital are nurses. Nurses have a significant responsibility [1], especially in covid-19 pandemic, nurses have more challenging tasks both physically and psychologically. Nurses need additional hours for work, spent most of their time in the hospital, and leaving the family at home for long time because of concerns about bringing virus transmission to families at home [2].

The situation will lead to high stress and fatigue [3]. Therefore nurses tend to respond emotionally such as anger, betrayal, depression and anxiety, to their unclear work limitations, lack of autonomy in carrying out their work, confusion and dissatisfaction in human relationships, and conflicts of relationship with their superiors [4]. On the other hand, the number of nurses deaths during the Covid-19 Pandemic is quite high, this also causes the stronger emotional distress. Nurses and their family have a high risk due to contracting the disease with effected physically and emotionally [5].

Maintaining physical and mental health of nurses during the Covid-19 pandemic is a major challenge, hence some nurse cannot commit to stay in the difficult situation of the covid-19 pandemic, unless nurses who have forgiveness became resilience. Resilience nurses in the present study is the nurses who able to adapt, recover and endure in difficult situations.

Forgiveness is one effective way to overcome difficult events. Forgiveness allows a person who is experiencing bad emotions due to painful events to survive and bounce back [6], forgiveness is a valuable and effective way in which a person can feel psychologically better, can overcome experience that it hurts, and can move forward [6].

Forgiveness define as lessening negative feelings and the desire to take revenge against the self, others and the painfulness situation, thus build a positive attitude [7]. The process of forgiveness proceeds gradually in four phases [8]: (1) uncovering phases, which is when a person feels hurt and resentment; (2) decision phase, which the person begins to think rationally and possibility for forgiveness, so, have not been able to give a full apology yet; (3) work phase, which is a new level of thinking to actively apologize; (4) deepening phase, which is the internalization of the meaning of forgiveness. This study aims to describe the phase of forgiveness in resilience nurses, where the nurse is already able to forgive theirself, others and the situations.

2. METHODS

This research uses qualitative methods with phenomenological approaches to understand the forgiveness proceeds experienced by research subjects. A total of five nurses who work in hospitals and health centers of Medan and Jakarta cities. The respondent were interviewed online by using semi-structured type interview questions, and the five significant others of subject also were interviewed for data triangulated. The five subjects are: subject A with 35 years old, subject B with 32 years old, subject C with 37 years old, subject D with 28 years old, and subject E with 42 years old. All respondents are female. The five subjects were selected because they were proven resilience based on measurements using Resilience Scale which made by researcher based on Reivich and Shatte (2020) theory [9]. Finally, data analysis techniques in this study used thematic analysis approaches.

3. RESULT

Initially, the interview data were changed into the form of interview transcript, then analyzed using thematic analysis approach to get the main theme and the common theme of each interview result. Finally, each theme in the form of a short phrase is classified into five phases of the forgiving process expressed by Klatt and Enright (2011) theory [8] :

3. 1. Uncovering Phase

The interview data revealed that Subject A experienced frustration as an effect of facing a growing cases of covid-19. Besides, the number of deaths cases were quite high. Subject A claimed she fills unless and guilty until experienced a disorder of self-acceptance. Subject A cannot accept herself as a nurse, despite having been in the nursing profession for 5 years. Subject A wants redesign her nursing profession. Subject A revealed that at the time was furious at her husband who did not support her resigning decision. Subject A accused her husband did not being affectionate yet of her. The subject claimed negatively thought that her husband wanted her to experience covid-19 and then die.

In line, Subject D also said that she want resign as a nurse. The nurse profession is not subject choice, pandemic covid-19 becomes trigger for the feeling of subjects who do not aspiring to be nurse. The subject again blamed the parents who forced the subject to become a nurse. The subject fell ill and was criticized for being positive of Covid-19 viruses. The subjects D were isolated for three times. The subject D said she felt hopeless and wanted to end her life.

While Subject B revealed that there was a personality change at the beginning of the covid-19 pandemic in Indonesia. Subjects B who have extroverted personalities such as tend to be cheerful, talkative and friendly, suddenly the attitude of the subject turns into a quiet introvert, squeezer, and feel hopeless. Along with the increasing cases of covid-19 and very few that can be cured, subject B becomes increasingly depressed, as well as the subject's husband who got work termination. The Subject B reported that they are divorced in those time.

Different from Subject B, Subject C said that she has angry of herself for not being able to accompany her children to study online at home. Besides, at the same time her husband become homeless.

Meanwhile, Subject E is a single parent who has a child with a history of poor health. Pandemic situations make the subject go awry so that the subject feels hopeless and depressed.

3.2. Decision Phase

Subject A feels compassion of patients who need her treatment services. While decision phase of forgiveness in subject B occurs when subject begins to be health grateful compares to professional friends who mostly experienced covid-19 virus infections. While subject C trust that burden mind with the problems make unhappy and unsuccess to be good parents.

Likewise, Subject D who had been desperate and wanted to end his life due to a disease that did not heal, but when Subject D began to be healthy, she directly grateful for the health he had and did not want to burden herself with various thoughts and problems. Just like subject D, despair and depression are also experienced by subject E, but subject E claimed that the situation make her re-thinking and fill compassion of child.

3.3. Work Phase

The interview result revealed that forgiveness in subject A occurred when the subject help patient in the Hospital. While forgiveness in subject B and C occurs when their active to maintain self-health by stays in calm attitude since accompanying children studying at home. Subject C forcing herself to accept all duties and responsibilities sincerely, do not willing to burden his mind with the problems and keep positive mind. Likewise, Subject D doing self-control to do not blame parents again, and life enjoy by grateful. Subject D decided to forgive parents who force herself to be nurse. In line, subject E decides to forgive in order to feel a relieved and spacious heart. Subject E still keep healthy by develop self-compassion.

3.4. Outcome Phase

On the outcome phase, all respondents understood that forgiveness is important and has positive benefits for themselves and others. However, the process of reaching an understanding of the impact of forgiveness varies on each person. Subject A feels light in carrying out her duties as a Health nurse after doing forgiveness of self, forgiveness of others, namely husbands, and forgiveness of pandemic situations that are happening.

Subject A did not longer regret being a nurse, nevertheless being grateful has the opportunity to help others for seeking God rewards.

Gratitude after deciding forgiveness is also experienced by subject B. Although the subject experienced couple divorced, since decide to forgive herself, others and situation, subject B got survive and endure. Subject B fill more religious than before pandemic Covid-19. In contrast to B who experienced divorce in uncertain situations, Subject C can maintain his household in the covid-19 pandemic by forgiving themselves early, thus the condition of family household becomes better. Meanwhile, Subjects D and E felt a relieved and airy heart after committing forgiveness.

Forgiveness force subject D able to adapt with the situations and recover self-ambition. In line, forgiveness makes subject E survive with the situations. The following Table is the conclusions of forgiveness phase of respondent of this study.

Table 1. The forgiveness phase of respondent A, B, C, D, and E

		Forgiveness phase		
		Uncovering Phase	Decision Phase	Work Phase	Outcome Phase
A	Frustrated, guilty and useless feeling, self-unacceptance, negatively thought and feeling to husband, want resign	When feels compassion and empathizing with patients in the hospital who need her treatment.	help patient in the Hospital	Feeling light in serving as a nurse
B	Personality changes from extrovert to introvert, depressed and fill hopeless. Couple divorced	Make health compares to professional friends who mostly experienced covid-19 virus infections.	Active to maintain self-health by stays in calm attitude since accompanying children studying at home	got survive and endure. Fill more religious than before pandemic Covid-19.
C	Angry of herself for not being able to accompany her children to study online at home. Her husband become homeless.	Burden mind with the problems make unhappy and unsuccess to be good parents	stays in calm attitude, forcing herself to accept all duties and responsibilities, keep positivizing	family household becomes better
D	Want resign, trigger, blames parents, despair and suicidal	Aware about grateful which is good for health	do not blame parents again, life enjoy by grateful, and force herself to be nurse	Able to adapt with the situations, can recover self-ambition, and healthy
E	Single parent who has a poor health child, feels awry, hopeless and depressed	Re-thinking of child and feel compassion to child	to keep self-healthy by develop self-compassion.	Survive with the situations

4. DISCUSSION

The results showed that each respondent had a unique background of reason in deciding to do forgiveness. Many of the themes of this study's findings are in line with previous research. Developing empathy for the perpetrator is one of the most important factors mentioned in previous research. Nevertheless the results of this study found empathy to parties that are different from those mentioned by a number of scholar [10], [11], that there is a relationship between forgiveness and empathy in perpetrators. Empathy is a person's ability to feel the feelings or experiences of others. Through empathy for the hurt party, one can understand the

feelings of the hurt party feeling guilty and depressed due to painful behavior [10] , [11].

Different from previous studies, the results of this study found that empathy in question is empathy in others who need the services of subjects such as patients, and children of subjects, not empathy in perpetrators of crime. The empathy of the subject is able to motivate the subject to resilence, in order to provide services for patients and also for nurses families.

In addition, the results of interview analysis also found the theme of gratitude appeared in most respondents, so decided to do forgiveness. It's obvious that gratitude important to make forgiveness as mention by previous study [12]. Religious plays an important role to establishment of resilience. [13].

Meanwhile, the motivation to be free from the burden of mind is also a reason to do forgiveness in the

present study. As a result the subject becomes resilient is who got survive and endure. It may be more religious, develop self-compassion and empathy to get forgiveness.

Consequently, nurses got more healthy and able to maintain a better household and take care of child. Besides, grateful also make nurse enjoy, able to adapt with the situations, and can recover self-ambition by do not blame others. Finally the present study found that the process of forgiveness took benefit for their-self, others and the environment. Forgiveness bring person be able to survive, adapt, recover and endure the painful situation such as covid-19 pandemic.

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