

## AN ANALYSIS OF COPING STRATEGY FOR NURSE CARE IN FACING PSYCHIATRIC PATIENTS IN INTENSIVE SERVICE UNITS (UPI) AT PSYCHIATRIC HOSPITAL OF DR. SOEROJO MAGELANG

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### Abstract

This study aims to get understanding on how the anxiety coping strategies of psychiatric nurses in handling patients who still feel anxious in the Intensive Service Unit (UPI). The method used in this study is a qualitative research by taking data based on the condition of natural objects. The study is conducted on psychiatric nurses in the Intensive Service Unit at Prof. Dr. Soerojo psychiatric Hospital in Magelang. The respondents of this study are taken from stratified purposive sampling that the writers take 2 female psychiatric nurses from female UPI and 3 male psychiatric nurses from Male UPI. Data are collected by observation and interview. The results show that the coping strategies that emerged from each subject differ one another, not all aspects of the coping strategy were used by the respondents. This means that by varying the coping strategies emerging from each respondent can be used as a reference as a study learned by individuals with the same conditions experienced by the respondents.

**Keywords:** Coping Strategy; Anxiety; Mental Nurse

### INTRODUCTION

In general human who have psychological health will be able to carry out activities / function as a whole in their lives. It can be stated that they have normal function if human have full awareness of themselves and their surroundings, then can interact with others, be able to socialize well, and also express their emotions appropriately. Meanwhile, over time and the development of the world with a variety of things, humans often face problems affecting the condition of his soul. For example problems with marriage relationship, economic problems, social interaction issues and so forth. Someone who is psychologically unable or fails to accept the hard facts of life according to him, then it disrupts his mental health. A person can feel frustrated, stressed, depressed which then affects the health of his soul, by not being able to control his emotions, expressing his emotions improperly, unable to interact with his environment, and having no awareness of himself. Mental disorder is a change in mental function that causes interference with mental function, which causes suffering on individuals and / or obstacles in carrying out social roles (Depkes RI, 2000).

Then for those who experience mentally health disorders and those who have people with sympathy and empathy for their condition, they will usually refer to a psychiatric hospital. People with mental health disorders will be treated, given

treatment, given psychotherapy and given medication as needed in psychiatric hospital. It is certainly not only psychiatrists and psychologists who treat patients, but also nurses who directly have daily tasks to deal with matters in detail related to patients.

In order to provide maximum care and service to mental patients, mental nurses are indirectly required to be able to control negative feelings, one of which is anxiety when dealing with and dealing with mental patients at UPI. So to understand how psychiatric nurses can deal with mental patients who are still rowdy at UPI, examined with coping strategies related to anxiety. MacArthur & MacArthur (1999) defines coping strategies as specific efforts, both behavioral and psychological, that people use to master, tolerate, reduce, or minimize the impact of stressful moments. For this reason, nurses need coping or the ability to try to manage the perception gap between the demands of a depressing situation and the ability to meet these demands (Lazarus & Folkman in Sarafino, 2006). It is also in line with the ability to control themselves by Baron & Byrne (2005) is said to be an individual response to overcome problems, the response is in accordance with what is felt and thought to control, tolerate and reduce the negative effects of the situation at hand.

Nurses inevitably have to try to control their feelings and thoughts in dealing with individuals facing problems. Their way in dealing with patients'

problems will be sorted out from two views: firstly, nurses must be able to deal with patients after solving their personal problems [Problem Focused Coping], so nurses are able to focus on providing therapy to patients, and secondly Emotion Focused Coping where nurses are able to regulate their emotions. The purpose of coping is to enable nurses to handle the patients professionally. It is carried out as a nurse in curing the patient.

## METHOD

The variable in this study is an anxiety coping strategy. The respondents of this study are psychiatric nurses who are in charge in the Intensive Service Unit (UPI). There are 5 nurses consisting of 2 female Psychiatric Nurses and 3 male Psychiatric Nurses. The respondents were selected based on purposive sampling.

Data collection is done by observation and interviews. The observation technique used is non-participatory observation and interviews conducted by combining guided and un-guided interviews.

Data analysis techniques in this study are data reduction, data presentation in the form of narration and drawing conclusions.

## FINDINGS AND DISCUSSION

### Findings

#### 1. First Respondent

a. Problem Focused Coping is coping behavior oriented in problem solving.

1) Active coping is a process carried out by individuals in the form of taking active steps to try to eliminate, avoid pressure, and improve the effects of its effects. This method involves taking action directly and trying to solve problems wisely. This coping is done by approaching patients, ask your colleagues who work in longer hours in the UPI about how to deal with patients.

2) Planning is a step in solving problems in the form of stress management planning and how to overcome them properly. This planning involves action strategies, thinking about what is done and determining the best way to solve the problem. It is conducted by joining the D4 psychiatry study program and reading books about psychiatry nursing.

3) Self-restraint or restraint coping is a response made by individuals by holding back (not in a hurry in taking action) while waiting for the right time. This response is considered useful and needed to overcome the problem at hand. Calm yourself before confronting the

patient, control yourself from anxiety and keep a distance from the restless rowdy patient.

4) Seeking social support for instrumental reason is an effort made to seek social support, both to families and those around them by asking for advice, information, or guidance. This action is done by frequently asking colleagues who are senior about caring the patients.

b. Emotion focused coping is an emotional or affective coping behavior.

1) Seeking Social Support for Emotional Reason is an effort to seek social support such as getting moral support, sympathy or understanding. It is done by often sharing stories with your partner and getting moral support.

2) Positive reintegration is a response made by individuals by making changes and personal development with new understanding and fostering confidence in the main meanings of truth needed in life. It is done by trying scary things such as feeding the patient or doing direct treatment to replace another colleague.

3) Acceptance occurs when individuals accept the circumstances happen as they are because individuals assume there is nothing that can be done again to change the situation and make a better atmosphere. It is done by being more aware of his duty as a psychiatry nurse.

#### 2. Second Respondent

a. Problem Focused Coping is coping behavior oriented in problem solving.

1) Active coping is a process carried out by individuals in the form of taking active steps to try to eliminate, avoid pressure, improve the effects of its effects. This method involves taking action directly and trying to solve problems wisely. It is carried out by realizing that there are still many shortcomings toward the ability in handling patient, so frequently ask seniors in the UPI section about how to treat patients at UPI.

2) Planning is a step in solving problems in the form of stress management planning and how to overcome them properly. This planning involves action strategies, thinking about what is done and determining the best way to solve the problem. It is done by venturing and trying to deal directly with anxious, rowdy patients.

3) Seeking social support for instrumental reason is an effort made to seek social support, both to families and those around them by asking for advice, information, or guidance. It is done by often sharing with seniors at the UPI section, so they get support and solutions in dealing with patients.

b. Emotion focused coping is an emotional or affective coping behavior.

1) Seeking Social Support for Emotional Reason is an effort to seek social support such as getting moral support, sympathy or understanding. By sharing with colleagues in the profession and getting support, it is reminded that it is an obligation as a psychiatric nurse to deal with psychiatric patients despite they feel anxiety.

2) Positive reintegration is a response made by individuals by making changes and personal development with new understanding and fostering confidence in the main meanings of truth needed in life. It is done by being aware that handling is an obligation and seeing seniors that they are able to handle directly, so it can motivate them to think positively that they can handle it too.

3) Denial is an attempt to deny and forget the events or problems experienced by denying all that happened (as if he did not have a problem). It is done by thinking that dealing with anxious noisy patients is okay and worrying is naturally happened.

4) Turning to religion is an effort to do and improve the teachings of the religion that is worshipped. These aspects include carrying out religious teachings properly and correctly, praying, increasing worship to ask God for help and so forth. It is performed by often praying to God to be given strength and trust that God protects.

### 3. Third Respondent

a. Problem Focused Coping is coping behavior oriented in problem solving.

1) Seeking social support for instrumental reasons is an effort made to seek social support, both to families and those around them by asking for advice, information, or guidance. It is done by asking a lot of questions from colleagues or seniors who have worked in UPI.

b. Emotion focused coping is an emotional or affective coping behavior.

1) Seeking Social Support for Emotional Reason is an effort to seek social support such as getting moral support, sympathy or understanding. It is done by often sharing stories to spouse about the tasks carried out and feeling supported by spouse.

2) Positive reintegration is a response made by individuals by making changes and personal development with new understanding and fostering confidence in the main meanings of truth needed in life. When facing obstacles in handling patients, try to

think that it is not a significant problem and immediately try to adjust / adapt in the UPI.

3) Denial is an attempt to deny and forget the events or problems experienced by denying all that happened (as if he did not have a problem). It is done by making the workload that is not a burden because it is an assignment as a psychiatric nurse even though the workload in the UPI is high.

### 4. Fourth Respondent

a. Problem Focused Coping is coping behavior oriented in problem solving.

1) Active behavior is a process carried out by individuals in the form of taking active steps to try to eliminate, avoid pressure, and improve the effects of its effects. This method involves taking action directly and trying to solve problems wisely by frequently participating in training in handling psychiatric patients.

2) Seeking social support for instrumental reason is an effort made to seek social support, both to families and those around them by asking for advice, information, or guidance. It is carried out by frequently asking how to handle patients at UPI and get support from colleagues who were first at UPI.

b. Emotion focused coping is an emotional or affective coping behavior.

1) Denial is an attempt to deny and forget events or problems experienced by denying all that happened (as if he did not have a problem). It is carried out by fighting anxiousness and giving more courage to face the patient directly.

### 5. Fifth Respondent

a. Emotion focused coping is an emotional or affective coping behavior.

1) Seeking Social Support for Emotional Reason is an effort to seek social support such as getting moral support, sympathy or understanding. It is done by finding support from the family, talking about the conditions of working in the UPI.

2) Positive reintegration is a response made by individuals by making changes and personal development with new understanding and fostering confidence in the main meanings of truth needed in life. It is done by adapting to the UPI section, we learn a lot from our colleagues so we can think positively that we can also handle it.

3) Denial is an attempt to deny and forget the events or problems experienced by denying all that happened (as if he did not have a problem). It is performed by not considering the burden as an obstacle and not

complaining of anxiety or workload even though the workload at UPI is high.

### Discussion

From the results of the study conducted by the writers, the strategies that appear on each respondent are different, not all aspects appear on each respondent. This can happen through a psychological perspective with a humanistic approach that humans are individuals who have the potential to solve their problems. The dynamics of the human personality are unique and positive, the personality and character of individuals differ from one another. Apart from these aspects the emergence of the coping strategy differences can occur from differences in personal maturity / maturity, background knowledge and experience, so that the possible differences in coping strategies that arise can differ from one respondent to another. According to the writers the differences in coping strategies are considered prevalent because this study is in the context of qualitative research where this study is based on natural conditions experienced by the respondent without experiment or intervention on the conditions of the respondents and also this qualitative research is subjective, which means that in the study using interviews highly appreciate opinion of research subjects. The subjectivity is a form to obtain information or data that can be studied and understood by writers and readers as a part of the respondent's opinion of their condition. Apart from the different coping strategies that arise from each respondent, what is more basic to understand is about the coping strategy that arises from each of these respondents to be a study of an anxiety that can be used as a reference to the same conditions.

### CONCLUSION

Based on the results of the study with the title "An analysis of coping strategy for nurse care in facing psychiatric patients in intensive service units (UPI) at psychiatric hospital of dr. Soerojo Magelang", the coping strategy that arises from each subject is different, not all aspects of the coping strategy appear on each respondent of this study, yet the variety of coping strategies that arise from each of these respondents can be used as a reference as a study to be studied by individuals with the same conditions experienced by the respondents. Coping strategies that emerge from the respondents are instrumental social support, positive reinterpretation, and denial. Seeking for social support instrumental reason shows that individuals when adjusting and experiencing

conditions as in this study are anxiety facing psychiatry patients, requiring outside guidance from those who are competent as a form of coping their readiness to make changes and self-development eliminating the anxiety conditions they experience. Then the positive reinterpretation becomes a coping that is also fundamental from the individual, with thoughts / desires to make changes and develop personal with understanding and belief in the meaning of the main truths needed in life then the individual has a basis to eliminate his anxiety that grows from within him certainly influenced by positive and balanced thinking and affective between thinking and controlling emotions. Whereas the denial appears as a form of coping which also contributes significantly to the problem solving anxiety experienced in dealing with mental patients, that if individuals have coping assume that the condition they experienced is not a problem and not an obstacle for themselves, the individual will be able to be optimistic and sure can through the conditions experienced so that anxiety is considered reasonable and can be removed with a positive response. And the difference from how the coping strategy undertaken by research subjects is an individual uniqueness, individual differences that can be studied for subjectivity.

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