Analysis of The Influence of Hersey-Blanchard Leadership and Nurse Maturity on Caring Behaviour Performance Based on Patient Perception

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ABSTRACT

The quality of nursing care services in Indonesia need to be improved particularly in caring behavior aspect. One cause for this factor is a lack of caring behaviour. Caring behavior as a form of nursing care toward the patient is described as an act that cares for or respects humanity in relation to those who are unable to meet their needs. This was an observational study with a cross-sectional design. Four inpatient rooms were utilized in this study, and each inpatient room was represented by the head nurse and associate nurse. The data obtained using the questionnaire instrument was analysed using Multinomial Logistic Regression ($\alpha = 0.05$). The results showed that the majority of the Head nurses of the inpatient rooms (37.5%) applying the selling leadership style. The nurse associate’s maturity level was M3 (42.5%) and M2 (32.5%). Caring behaviour was mostly moderate (45%). The selling leadership style is the most applied leadership style conducted by the head nurse. The head nurses are less appropriate when it comes to applying the leadership style as it is related to the maturity level of the associate nurses, M3. A good level of caring behaviour is influenced by the leadership. The caring behaviour of the associate nurses can be improved by changing the style of the selling leadership into a participating leadership style, which is more appropriate when paired the maturity level of the nurse associate.

Keywords: leadership style, nurse maturity level, caring behavior, nurse.