

A PHENOMENOLOGICAL STUDY OF PSYCHOLOGICAL WELL-BEING NON-ORGANIC HOSPITAL NURSES COVID-19 PANDEMIC ERA IN MANADO CITY

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Abstract: *The interesting thing that was found by nurses was that they persisted in their profession even though they were classified as non-permanent / non-organic / contract / honorary employees, and some even still wanted to survive even though it was time to roll the room especially with the ongoing Covid-19 pandemic situation. These phenomena then become interesting for further research, namely: why do nurses persist with the various phenomena described above? How is the psychological well-being shown so that they can survive working during the Covid-19 pandemic. The focus of this research is self-acceptance, positive relationships with others, independence, mastery of the environment, life goals, personal growth and commitment to non-organic nurses during the Covid-19 pandemic. The research method used is a type of qualitative research with a phenomenological approach. The subjects in this study were nurses, doctors and room heads, as well as patients at Manado Hospital. The results of the study showed that non-organic nurses had self-acceptance, positive relationships with others, independence, mastery of the environment, life goals, personal growth and commitment that non-organic nurses had during the Covid-19 pandemic done in various ways and quite well.*

Keywords: *Planning Strategy, Governance, Integrity, Work Restructuring and Organizational Performance*

1. INTRODUCTION

The emergence of Severe Acute Respiratory Syndrome Coronavirus-2 (SARS-CoV-2), a disease caused by coronavirus, has severely tested public health systems in various countries. In this context, medical workers or healthcare providers, as the main force in the fight against the epidemic, bear a monumental task. Unfortunately, many frontline personnel have sacrificed their own well-being and have become infected or even died, leading to increased psychological stress.

WHO declared an International Emergency on January 30, 2020 followed by a declaration of a 'pandemic' on March 11, 2020, in July 2021 instead of the virus disappearing it mutated with a different variant known as the Delta variant, scientists believe that this Delta variant is twice as infectious as the previous one, becoming the dominant variant in several countries including Indonesia and quickly resulting in a spike in Covid-19 cases and hospitalizations.

The growing number of positive cases directly affects the health status so that the morbidity rate continues to increase, along with that, the workload of nurses continues to increase which can result in physical and psychological fatigue and even cause death. The number of continuous increases is very influential on the increase in workload and psychological conditions at the forefront, namely health workers.

The amount of continuous increase is very influential on the increase in workload and psychological conditions of the frontline, namely health workers (Chen et al., 2019). The increasing number of patients but not balanced with the readiness of facilities and sufficient number of medical personnel, will make medical personnel exhausted and increase the heavy burden on medical personnel who are the people most at risk of exposure to the virus (Artiningsih & Chisan, 2020). Many medical personnel work more than their proper shifts, many medical personnel are hired and placed in new specialties with even higher difficulties than before (Zhang et al., 2021). Not to mention, interactions with family and the surrounding environment which can affect psychological conditions.

During sudden natural disasters and infectious diseases, nurses will sacrifice their own needs to actively participate in anti epidemic work and make selfless contributions of moral and professional responsibilities. At the same time, nurses will be in a state of physical and mental stress and feel isolated and helpless in the face of health threats and the pressure of high-intensity work caused by such public health emergencies. Research conducted by (Liu et al., 2020) shows that when nurses are in close contact with patients with infectious diseases such as SARS, MERS-Cov, Ebola,

H1N1, they will suffer from loneliness, anxiety, fear, fatigue, sleep disorders, and other physical and mental health problems. Another study was also conducted by (Wu et al., 2020) where the sudden outbreak of the epidemic made nurses from the Department of Infectious Diseases have to enter negative pressure wards to treat patients after only undergoing brief training on COVID-19. Similar research conducted by (Temsah et al., 2020) states that there are psychological disorders in nurses such as anxiety and worry. High levels of anxiety have a detrimental impact on the mind and body, and can even reduce the body's immunity so that medical personnel are at risk of contracting the corona virus (Diinah & Rahman, 2020).

During the covid-19 pandemic, nurses who are the spearhead and as the frontline in terms of roles and functions and the oath of office of the nursing profession will inevitably sacrifice their own needs to actively participate in anti-epidemic work and make selfless contributions from moral and professional responsibilities. At the same time, nurses will be in a state of physical and mental stress and feel isolated and helpless in the face of health threats and the pressure of high-intensity work caused by such public health emergencies. The results of research conducted by (Liu et al., 2020) show that frontline health care providers caring for patients with COVID-19 have a greater risk of mental health problems. The same thing was also conveyed by (Malesza, 2021) based on the results of the study stating that health workers have difficulty maintaining physical health and mental health conditions that are at risk of psychological disorders such as depression, anxiety, severe stress, and fatigue.

This psychological impact is also felt by health workers who provide services to Covid-19 patients, especially nurses. The following is a visualization of the activities and conditions of care services in the covid-19 room shown in Figure 1.1 below:



Figure 1. Visualization of Activities and Conditions of Care Services in the Covid-19 Room

The interesting thing is that nurses still persist with their profession even though they are classified as non-permanent / non-organic / contract / honorary employees, some even want to stay even though it is time to roll the room, especially with the ongoing Covid-19 pandemic situation. Seeing the phenomena that occur, and the results of research conducted generally still highlight more about disease prevalence, clinical characteristics, diagnosis, and treatment. Some news through mass media and electronics have paid attention to the severity of psychological problems in medical personnel and the urgency of providing psychological care. However, there is still a lack of published qualitative research on the psychological well-being of nurses specifically during the co-19 pandemic, so to find answers to these problems, researchers are interested in conducting research with a qualitative phenomenological approach regarding the psychological well-being of nurses during the co-19 pandemic specifically for non-organic nurses / contract nurses / honorary nurses. These phenomena are then interesting to be researched further by conducting a study entitled "Phenomenological Study of Psychological Well-Being of Non-Organic Hospital Nurses in the Era of the Covid-19 Pandemic in Manado City".

2. METHOD

The location of this research is in the Manado regional hospital which has COVID-19 inpatient services. Qualitative research was chosen as the type of research used in this study with a phenomenological approach. There are three kinds of data collection techniques in this research, namely: literature study, observation, and interviews aimed at answering research problems (questions). The subjects in this study (informants) consisted of non-organic nurses in hospitals in Manado City who worked in the covid-19 isolation room. Informants in this study were selected using



snowball sampling technique, which is a method for identifying, selecting and sampling in a network or chain of continuous relationships. Data analysis conducted in this study using the phenomenological data analysis method or known as FDA. Data analysis is used for the purpose of minimizing and limiting findings so that they become organized, structured, more organized and more meaningful data. In other words, data analysis can be interpreted as a process of simplifying the data obtained into a form that is easier to understand and translate so that it can be implemented.

3. RESULTS AND DISCUSSION

Self Acceptance of Non-organic Nurses during the Covid-19 Pandemic

Self-acceptance of non-organic nurses during the Covid-19 pandemic in Manado City is shown in various ways. One of the implementations of self-acceptance of non-organic nurses during the Covid-19 outbreak in Manado City was carried out by the method of realizing and accepting themselves as non-organic nurses who served in the Covid-19 patient isolation room. This self-acceptance is applied by nurses in carrying out their duties. In addition, self-acceptance may arise as a result of acceptance in the surrounding environment. The sense of affection given by the family environment and work environment makes nurses able to accept themselves. The nurses can apply self-acceptance because they get a lot of support and encouragement from their family and the surrounding environment.

In addition, the form of self-acceptance of non-organic nurses in Manado City is also carried out by feeling responsible for the assigned tasks. The process of self-acceptance of nurses creates a sense of responsibility. After successfully accepting the condition of the spread of the covid-19 virus that is happening, the nurses consider the existing mission as a feasible mission. Non-organic nurses realize that their responsibilities as nurses affect the health of patients affected by the covid-19 virus.

With a sense of responsibility for duty, non-organic nurses in Manado City work professionally. The self-acceptance found in non-organic nurses carries out their duties with professionalism and good work performance. Many patients are satisfied with the performance of non-organic employees in Manado City. A professional attitude at work forms non-organic nurses aware of their roles and duties. This creates a sense of pride in the nurses. This sense of pride is a form of self-acceptance experienced by non-organic nurses in Manado City. In carrying out their duties, non-organic nurses obey and follow applicable regulations as a form of self-respect.

This is in accordance with the theory According to (Hurlock, 1986), when people embrace themselves as human beings, they show a positive attitude called self-acceptance. Without upsetting others, the person can cope with their emotional state (fear, anger, anxiety, etc.). Good self-acceptance can only happen if the person is willing and able to see the situation for what it is, not what he or she wants it to be. Also, set reasonable goals for yourself based on your talents. Therefore, it can be said that the person likes and accepts him if he has a positive and reasonable view of himself.

Positive Relation with Other Non-organic Nurses during the Covid-19 Pandemic

Social relationships are an integral part of human existence and activities. Every human being will be involved in social interactions because they are social beings. One of the hypotheses of sociology, a scientific discipline that studies society, is social interaction. Social exchange between two or more people is referred to as social contact in sociology. Sociologists' Theories on Social Interaction. Several sociologists addressed discussions related to social interaction in the late 19th and early 20th centuries.

Human fortitude, satisfaction, and pleasure resulting from close relationships with others, from intimacy and love, are aspects of having positive relationships with others. People who are warm, have satisfying and trustworthy relationships with others, care about the well-being of others, and have the capacity to experience empathy, affect, intimacy, and give and take in relationships tend to score high on the test. Low scores indicate a lack of close relationships, a lack of trust in others, an inability to be warm and open, and a lack of concern for the well-being of others. They experience social relationships as frustrating and isolating. These people are opposed to commitment to others.

Positive interpersonal relationships refer to one's capacity to build trusting, warm relationships with others and display strong emotions of empathy, love and compassion. The connection involves experiencing the self as a metaphysics associated with the ability to merge one's identity with others and prevent feelings of alienation and being alone. The connection is not merely a relationship with others to fulfill psychological needs such as intimacy.



The positive relationship that exists among non-organic nurses in Manado City in particular has several forms, including good cooperation between nurses. In addition, good communication must be carried out so that positive relationships are well maintained. The form of communication carried out by the nurses is by holding meetings. The positive relationship that exists between non-organic nurses creates an intimate relationship. This relationship has an impact on the synergized performance of the nurses. This proves that non-organic nurses in Manado City have a warm personality, trust others, and care about others.

Autonomy of Non-organic Nurses during the Covid-19 Pandemic

1. How to Carry Out Duties as a Non-Organic Nurse in the Era of the Covid-19 Pandemic

Nurses act as educators by helping clients so that clients can learn to improve their health knowledge and skills for their health and know the symptoms of the disease, the actions provided, so that behavior changes and increases independence. Based on the results of the study, it explains that the implementation of nurses' work is carried out in accordance with the SOPs that apply to Covid-19 cases, using complete PPE when providing care to patients. Nurses take blood pressure three times a day in Covid-19 patients, when nurses are on morning duty they will enter the patient's room and they will tell the patient to apply with the afternoon service, then they explain what the patient's illness is and while they joke with the patient This is also in line with research conducted by (Elbqry et al., 2021) which states that more than three-quarters of the participants studied had a satisfactory level of knowledge and infection control measures.

2. Problem Solving

Making decisions when solving problems is a vital ability for health professionals, especially in nursing care. Based on the results of the interviews, it can be seen that the way to solve problems as a non-organic nurse when the COVID-19 outbreak struck, specifically by carrying out consultations with the head of the room or the organic one in charge in the isolation room, then together looking for the best solution what to do in the problem. In addition, nurses also find out the cause of the problem and try to solve it if it cannot be resolved I report to the head of the room and ask for a solution to solve the problem. In addition, it was also conveyed by research informants that in carrying out their duties, they always discuss with colleagues so that they provide input to each other and also fellow nurses can help to solve existing problems. So that a good solution is obtained and the problem can be resolved.

Informants in the study also explained that when facing a prominent problem regarding patient complaints, there must be a meeting with friends, usually once every two weeks or if there is a very urgent complaint, it is immediately gathered to get results and explanations. Based on educational background, non-organic nurses during the co-19 pandemic are also professional because they have taken special school education for nurses and health. But back again to the individual, not all have the same ability, for example how to install an IV, some can install it once, some have to be able to get it several times, but in general they are professional in doing their job. This is in accordance with research (Pratiwi, 2020), which explains that one of the needs of nurses to engage in professional nursing practice is the ability to make judgments in resolving ethical difficulties.

3. Able to Place Yourself in Carrying Out Duties as a Non-Organic Nurse in the Isolation Room

The ability to place oneself is an important process for a person at work in order to carry out work independently. Self-placement ability or career adaptability is the ability to adapt to changes in job demands and the work environment. (Super & Knasel, 1981) was the first to suggest conducting research on career flexibility. Based on the results of the study, it is explained that the ability to place oneself in carrying out duties as a non-organic nurse in the isolation room is by collaborating with doctors about what the needs of the patients being treated are and of course respecting each other. Informants in the study also explained that they put themselves in carrying out their duties and functions as non-organic nurses together with doctors who work in the covid-19 inpatient room, building good relationships with doctors so that they can work together so that patient care can be maximized.

This is also in line with research conducted by (Elbqry et al., 2021) which states that more than three-quarters of the participants studied had a satisfactory level of knowledge and infection control measures. Almost all participants studied had a positive attitude towards COVID-19. A total of 57.4% of the medical participants studied had moderate levels of COVID-19 psychological stress, while 49.1% of the paramedical participants studied had moderate levels of COVID-19 psychological stress. But less than a quarter had severe levels of COVID-19 psychological stress. There was a significant correlation between the level of COVID-19 psychological stressors and the level of satisfactory knowledge among medical participants.

Environmental Mastery of Non-organic Nurses during the Covid-19 Pandemic

A person's ability to choose and build an environment that suits his physical state is referred to as environmental mastery. He can handle situations that are not directly related to him (Isdiyah & Ernawati, 2020). If a person can construct an environment that suits him and adapt to his environment, then it is said to have good environmental mastery. A person's ability to organize their environment helps them deal with external circumstances. Merchants with effective environmental control will still be able to compete in the sales market and foster a creative mindset in transactions. However, if the environment is not controlled, people will become independent of their self-control. The capacity to choose and design an environment that accommodates their physical circumstances is this dimension. People with high scores on this dimension will be able to control their surroundings, take advantage of the possibilities available, and choose or create situations that suit their own desires and values.

This is also in line with research conducted by (Palupi et al., 2021) which states that there is a significant correlation between the level of psychological stressor covid-19 and the level of satisfactory knowledge among medical participants. Most health workers have a satisfactory level of knowledge, infection control measures and a positive attitude towards Covid-19. Most of them have a moderate level of Covid-19 psychological stress. Based on the discussion above, the authors provide recommendations for non-organic nurses in terms of mastery of the environment, namely nurses must understand the roles and functions as non-organic nurses, be able to face problems, adjust to the work environment in any situation. Recommendations from the author to hospital management and the government are through the provision of facilities, namely a proper work environment in accordance with the quality standards of isolation room services.

Purpose of Life of Non-organic Nurses during the Covid-19 Pandemic

The purpose of life of non-organic nurses during the covid-19 outbreak was obtained from a feeling of gratitude that was still attached to nurses or medical personnel in general, because they considered that a nurse was obliged to provide services for handling covid-19 patients when this pandemic came. So that most of them say that their biggest aspiration is to become a nurse, because they think that being a nurse is a very noble task and can help many other people, making them feel proud of the work they are currently doing.

According to (Ryff, 2018), a person's ability to achieve life goals is referred to as the life purpose feature. An individual can be said to have a good life purpose aspect if they believe that their present and past lives have value, they have beliefs that give them purpose, and they have targets to achieve in life. Lack of these qualities causes an individual to feel as though life has no purpose to fulfill, not feeling value in their previous lives, and not having beliefs that give life greater meaning. Good psychological health is necessary during a pandemic like this to prevent excessive fear and terror that can actually lower immunity. Psychological well-being has a significant impact on one's physical well-being or health. Since a person's ability to gain satisfaction in life for a well-achieved life goal component is as important as their level of happiness, psychological well-being is not just about happiness (Isdiyah & Ernawati, 2020). The individual's capacity to choose life purpose and direction is the life purpose dimension. People who place a high value on this dimension will have a distinct sense of life direction and purpose, as well as a sense of significance both in the present and in the past, which allows them to consciously feel what has been achieved in the present (Malesza, 2021). People can push themselves and work hard to get or achieve their life goals when they have a purpose in mind. The experiences that a person has will give his or her life purpose. Traders with a meaningful life purpose will be able to use their entrepreneurial expertise to grow their business and inspire themselves to achieve their goals. People without a life purpose will find their lives to be less meaningful and will be less internally motivated to pursue their goals. This is also in line with research conducted by (Hidayat et al., 2020) that shows competence and motivation have a positive and significant effect on nursing performance directly and indirectly through satisfaction. This study shows that the competency variable has a dominant effect on nursing performance.

Personal Growth (Personal Growth) of Non-Organic Nurses during the Covid-19 Pandemic

Personal growth is the capacity of individuals to realize their own potential. The sensation of being able to progress through stages of development, accepting new experiences, appreciating one's potential, and consistently making improvements in one's life are all signs of good personal growth. Someone who is weak in this area, on the contrary, will show a lack of ability to change attitudes and actions, a sense of being stuck in their ways, and a lack of interest in their life now leading. Environmental mastery and independence increase with age (age 25-39, age 40-59, age 60-74), according to data from many studies (Ryff, 1989); (Ryff & Keyes, 1995); (Ryff & Singer, 1996)).

There is a definite decline in life purpose and personal progress with age. Age greatly affects the scores of the dimensions of self-acceptance and positive interaction with others.

The personal growth dimension that exists in nurses in Manado City shows that they always try to develop in terms of knowledge. This is done by participating in seminars, training activities organized by health agencies. In addition, they also develop their knowledge independently by always updating information and knowledge about health on the internet.

According to Ryff & Keyes individuals who are high in the personal growth dimension are those who consider themselves to be always developing, accepting new experiences, having the capacity to reach their own potential, and being able to feel the changes that occur in their lives. Over time, one's self and behavior can evolve into a more knowledgeable and useful individual. In contrast, people with low levels of personal growth will feel as if they are stagnating, will not see themselves improving or developing, will become bored and lose interest in life, and will feel unable to cultivate positive attitudes and behaviors (Ryff & Keyes, 1995).

In this case, nurses in Manado City have shown changes since the Covid pandemic. For example, by complying with health protocols, being more able to appreciate time with family, serving patients well, and always being grateful. The nurses revealed that the Covid-19 pandemic and their duties as nurses had a big impact on their lives.

According to the theory (Atwater, 1983), a person may be encouraged to grow faster under various circumstances or circumstances. Some of these issues include physical modifications, environmental changes, important life events. In this case, the conditions that affect changes in nurses in Manado City are important life events followed by environmental changes due to the Covid-19 pandemic, and physical changes. This is in line with research (Yaslina & Yunere, 2020) which states that nurse characteristics are not related to Covid-19 anxiety. Nurses who are resilient and those who perceive higher organizational and social support are more likely to report lower anxiety related to Covid-19.

Commitment of Non-organic Nurses during the Covid-19 Pandemic

Definition of Commitment is the capacity and readiness to match one's actions with the requirements, priorities, and goals of the organization. It includes methods of creating goals or addressing organizational requirements that essentially place the organization's mission above individual interests. Hospitals and nurses on the frontlines of the covid-19 outbreak are under immense pressure. During the pandemic, nurses are operating in many countries with inadequate resources, high patient populations, staff shortages, and unprepared health systems that require self-commitment from a nurse. According to the findings of research that has been conducted in a number of non-organic nurses in Manado City, it was found that there are several factors that form self-commitment to their work. The commitment is divided into internal and external commitment, respectively. The internal dedication is in the form of pride in work, ideals, job demands, professional oaths. While the commitment formed due to external factors is due to the incentives given to medical personnel from the Government's handling of Covid-19, in addition to family economic factors during the pandemic.

The high organizational commitment possessed by nurses is also shown in the significant voluntary efforts made for the expansion of the company. As well as Nurses who prove dedication to the principles of the company are more likely to contribute to the overall effectiveness and increase organizational productivity. This commitment will increase expertise and confidence in the workplace, and increase the work productivity of nurses in dealing with covid-19. This is supported by the theory (Masrohatin, 2022) which asserts that organizational commitment, especially the willingness to work hard and act in ways that support one's behavior, is needed as one of the best performance markers of an employee's Organization Citizenship Behavior (OCB). This is also in line with research conducted by (Hidayat et al., 2020) that shows competence and motivation have a positive and significant effect on nursing performance directly and indirectly through satisfaction. This study shows that the competency variable has a dominant effect on nursing performance.

4. CONCLUSION

Self-acceptance of non-organic nurses in the Covid-19 era in Manado City is shown through the implementation of self-acceptance carried out with the technique of realizing and accepting oneself as a non-organic nurse working in the Covid-19 patient isolation room. Meanwhile, the positive relationship that exists among non-organic nurses in Manado City in particular has several forms, including the existence of good cooperation between nurses. In addition, good communication has been carried out so that positive relationships are well maintained. The form of communication

carried out by the nurses is by holding meetings. Then is the independence (autonomy) of non-organic nurses in the covid-19 era in Manado City seen from how to carry out their duties as non-organic nurses where the implementation of nurses' work is carried out in accordance with the SOPs that apply to covid-19 cases, using complete PPE when providing care to patients. Furthermore, the purpose of life of non-organic nurses during the covid-19 outbreak is obtained from the feeling of gratitude that is still attached to nurses or medical personnel in general, because they consider that a nurse is obliged to provide services for handling covid-19 patients when this pandemic comes. Personal growth in non-organic nurses is that they work professionally, develop according to their knowledge and continue to learn. Non-organic nurses have a sense of commitment in themselves as the frontline in handling covid. This commitment can be formed from within themselves, for example because of one of their ideals, a sense of pride in their work, a sense of responsibility, oath and professional demands.

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