Relationship of Self-Efficacy with Nurse Anxiety Levels in Providing Health Services during the COVID-19 pandemic at Aisyiyah Pariaman Hospital

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Annotation: COVID-19is a virus that causes respiratory tract infections, ranging from the flu, Middle East Respiratory Syndrome (MERS) to Severe Acute Respiratory Syndrome (SARS). Therefore nurses as medical personnel who play a major role in handling COVID-19have a high risk of transmission. This causes psychological problems in the form of anxiety. Therefore, self-efficacy is needed by a nurse in providing health services during the COVID-19 pandemic. The purpose of this study was to determine the relationship between self-efficacy and anxiety levels of nurses in providing health services during the COVID-19 pandemic at Aisyiyah Pariaman Hospital in 2021. This type of quantitative re-search was an analytical descriptive design with a Cross-Sectional Study approach. Sampling by total sampling with a statistical test using Chi-Square. The results showed that respondents (55.9%) had high self-efficacy and (55.9%) respondents were mild anxiety, the significant relationship between self-efficacy and anxiety levels showed p-value = 0.002. This research serves as information for all health workers to increase self-efficacy and reduce anxiety in serving the community during the COVID-19 pandemic, to achieve health welfare in the community.

Key words: Self-Efficacy, Anxiety, Nurse, Service, Health COVID-19Hospital

INTRODUCTION

Based on data from the World Health Organization (WHO), the development of the COVID-19disease outbreak which first occurred in Wuhan, China in December 2019, to April 2020 has spread to 210 countries. With the characteristics of its very fast spread between humans, coupled with the very high mobility of humans and across national borders, making this virus even more dangerous. Based on

data from Worldometer as of April 23, 2020, positive cases due to this virus have reached 2.7 million worldwide where the United States, Spain and Italy occupy the top three ranks as the countries with the highest cases in the world, leaving China as the initial place of the spread this virus (Worldometers 2020; Hermon et al, 2020; Fernandes et al, 2021; Fatimah et al, 2021).

Based on data from the official website of the National Task Force, many cases in West Sumatra Province are ranked 10th nationally and number one in Sumatra. With 221 cases, the number of cases in West Sumatra is 1.8 percent of the total 12,071 confirmed positive cases in Indonesia. DKI Jakarta is still the highest in Indonesia with a total of 4,687 cases (38.8 percent). Followed by West Java, East Java, Central Java, South Sulawesi, West Nusa Tenggara, Bali, and Papua. The total number of positive cases of COVID-19in West Sumatra Province is 8,699 cases. The first case was in Padang, which was 4,406 cases (51%), Pariaman was the fifth with 276 cases (3%), and Pasaman was the last 47 cases (1%) (CNN Indonesia, 2020).

In this situation of the COVID-19 pandemic, nurses are required to be able to provide nursing care by providing their best service. The existence of self-efficacy or self-efficacy in individuals can help nurses increase their self-confidence to be able to do more according to the goals at hand by increasing motivation and positive emotions in individuals despite the limitations that are being faced (Bandura, 2010).

The existence of self-efficacy in individuals can help nurses to improve the treatment outcomes to be achieved by trying to complete difficult tasks because they perceive it as a challenge that must be overcome. Strong self-efficacy will make an individual nurse more interested and more attentive to the task at hand, when faced with difficult situations, they have confidence that they will be able to control the situation. So with high self-efficacy, a person can bring out the best of himself, reduce anxiety, stress and reduce depression tendencies (Merolla, 2017; Zulkosky, 2009). On the other hand, nurses who do not have self-efficacy or lack confidence, and feel unable to provide services amid the COVID-19 pandemic situation, this is what causes psychological problems such as anxiety disorders in nurses. Therefore nurses need to learn knowledge about the new coronavirus and adjust the therapy plan continuously (Xiong et al, 2020).

Another benefit that nurses get if they have high efficacy is that they can improve the treatment outcomes they want to achieve by trying to complete difficult tasks because they perceive it as a challenge that must be overcome. Strong self-efficacy will make an individual nurse more interested and more attentive to the task at hand, when faced with difficult situations, they have confidence that they will be able to control the situation. So with high self-efficacy, a person can bring out the best of himself, reduce anxiety, stress and reduce depression tendencies (Merolla, 2017; Zulkosky, 2009).

Based on the results of researcher interviews with 10 nurses who work at Aisyiyah Hospital, 6 of them said that they felt doubtful and anxious in handling patients during the COVID-19 pandemic because when asked, some of the patients lied to hospital health workers in a questionnaire referring to questions related to COVID-19, such as he said there was no traveling out of town, and finally the patient admitted that after the results were reactive or positive for COVID-19from the laboratory examination that he was traveling out of town, the nurse was the main person who would contract the COVID-19disease, because these cases are often found causing the nurse's anxiety to be higher in providing services during the COVID-19 pandemic, 4 of them feel anxious and are still not confident in their ability to serve patients, especially wearing full PPE facilitated by a strict hospital which is not allowed. The purpose of this study was to determine the relationship between self-efficacy and the level of anxiety of nurses in providing health services during the COVID-19 pandemic at Aisyah Pariaman Hospital in 2021.

METHODS

This study uses an analytical descriptive type of research with a research design using a Cross Sectional approach, namely the cause or risk and effect variables that occur in the object of research are measured or collected simultaneously (at the same time (Notoatmodjo, 2012; Armaita et al, 2020). The results of this study are to determine the relationship of efficacy nurses with anxiety levels in providing health services during the COVID-19 pandemic at Aisyiyah Pariaman Hospital in 2021.

Univariate analysis was conducted to see the frequency distribution of the independent variables, namely: self-efficacy, and level of anxiety. Meanwhile, bivariate analysis is an analysis that aims to find the degree of significance by connecting two variables, namely independent and dependent. Data analysis techniques to determine the relationship between two variables that have known characteristics of each by using statistical testing procedures using chi-square test analysis p-value 0.05 then it is said there is a relationship and vice versa if the p-value > 0.05 then it is said there is no relationship.

RESULTS AND DISCUSSIONS

Univariate Analysis

Self-efficacy

Self-efficacy in this study was measured by 20 question items where based on the recapitulation of respondents' answers to the 20 question items about respondents' self-efficacy with nurses' anxiety levels in the quality of health services during the COVID-19 pandemic, the respondents' self-efficacy levels were categorized into 2 levels, namely high and low, with the frequency distribution can be seen in Table 1 below.

Table 1. Frequency distribution of respondents based on self-efficacy in Aisyiyah Pariaman Hospital in 2021 (n=59)

Self efficacy	Frequency	%
High	33	55.9
Low	26	44.1
Amount	**59**	**100**

Based on Table 1, it can be seen that more than half of the 33 respondents (55.9%) had high self-efficacy in providing health services to patients who were treated during the COVID-19 pandemic.

The results of research conducted on respondents' self-efficacy in providing health services to patients treated during the COVID-19 pandemic at Aisyiyah Hospital, it is known that from 59 respondents 33 people (55.9%) have high self-efficacy in providing health services to patients. being treated during the COVID-19 pandemic. Self-confidence is a part of self that can affect the type of activity chosen, the amount of effort that will be made by the individual, and patience in the face of difficulties. Efficacy will determine success or failure in displaying behavior and will subsequently affect a person's self-efficacy. If a person experiences success, his self-efficacy will increase, and high self-efficacy will motivate individuals cognitively to act more diligently and especially if the goals to be achieved are clear (Bandura, 2010).

Anxiety level

The level of anxiety in this study was measured by 14 statement items where based on the recapitulation of respondents' answers to the 14 question items about the respondent's level of anxiety in providing health services during the COVID-19 pandemic, the respondent's level of anxiety was categorized into 3 categories, namely no anxiety, anxiety mild moderate anxiety, with a frequency distribution can be seen in Table 2 below.

Table 2. Frequency distribution of respondents based on the level of anxiety of nurses in providing health services during the COVID-19 pandemic at Aisyiyah Pariaman Hospital in 2021 (N = 59)

Anxiety level	Frequency	%
None	23	39.0
Light	33	55.9
Medium	2	3,4
Weigh	1	1,7
Amount	**59**	**100**

Based on Table 2, it can be seen that more than half of the 33 respondents (55.9%) had mild anxiety. The results of this study are in line with research conducted by Suhamdani et al (2020) regarding the relationship between self-efficacy and anxiety levels of nurses during the COVID-19 pandemic in West Nusa Tenggara Province, it was also found that more than some respondents (64%) had high self-efficacy in quality health services during the COVID-19 pandemic.

Self-confidence is a part of self that can affect the type of activity chosen, the amount of effort that will be made by the individual, and patience in the face of difficulties. Efficacy will determine success or failure in displaying behavior and will subsequently affect a person's self-efficacy. If a person experiences success, his self-efficacy will increase, and high self-efficacy will motivate individuals cognitively to act more diligently and especially if the goals to be achieved are clear (Bandura, 2010).

The results of this study found that more than half of the respondents (55.9%) had high self-efficacy. Self-efficacy appears mostly in the statement of questionnaire number seventeen, namely the respondent's belief in making a record of the patient's progress until the patient is declared cured. Many factors affect nurses' confidence in health services, including the presence of complete personal protective equipment such as surgical masks, face shields, eye protection, medical gowns, medical gloves, head coverings, and protective shoes, not only that at Pariaman Hospital. also have experienced health workers. If you look at the work experience of nurses at Aisyiah Hospital in general, they have worked + 4 years. This is because the work experience of nurses is related to experience and views on something, the longer a person works, the more mature the process of thinking and acting in dealing with something. This is following the statement put forward by Alwisol (2010). Individuals whose other people succeed in carrying out an activity and have comparable abilities can increase their self-efficacy.

The results of research conducted on the distribution of respondent frequencies based on the level of anxiety of nurses in providing health services during the COVID-19 pandemic at Aisyiyah Pariaman Hospital in 2021, it was found that more than half of the 33 respondents (55.9%) had mild anxiety.

Bivariate Analysis

Table 3. Relationship of self-efficacy with nurses' anxiety levels in providing health services during the COVID-19 pandemic at Aisyiyah Pariaman Hospital in 2021 (N=59)

Self-efficacy	Anxiety level								Total		P value
	None		Light		Medim		Weigh				
	f	%	f	%	f	%	f	%	N	%	
High	19	57.6	12	36.4	2	6.1	0	0.0	33	100	0.002
Low	4	15.4	21	80.8	0	0,0	1	3.8	26	100	
Amount	**23**	**30.0**	**33**	**55.9**	**2**	**3.4**	**1**	**1.7**	**59**	**100**	

Based on Table 3, it can be seen that the percentage of respondents who have mild anxiety is more found in respondents who have low self-efficacy (80.8%) compared to respondents who have high self-efficacy (36.4%). Based on the results of statistical tests using cross-tabulation using chi-square

shows p-value = 0.002 < 0.05. Ha's decision was accepted, which means that there is a significant relationship between the respondents' efficacy in providing health services during the COVID-19 pandemic at Aisyiyah Pariaman Hospital. This means that nurses at the Aisyiyah Pariaman Hospital have been able to provide an assessment of what they have been, are doing, and will do to achieve the goal of running health services to respondents in the face of the Covid 19 pandemic.

Anxiety is a physiological state of the body in dealing with certain situations, but anxiety can also turn into a disorder if it is excessive and not proportional to the situation. According to Kaplan et al (2010) anxiety is a response to certain threatening situations and is a normal thing that occurs accompanied by development, change, new experiences, as well as in finding one's identity and life.

The results of the analysis conducted showed that the percentage of respondents who had mild anxiety was more found in respondents who had low self-efficacy (80.8%) compared to respondents who had high self-efficacy (36.4%). Based on the results of statistical tests using cross-tabulation using chi-square shows p-value = 0.002 < 0.05. Ha's decision was accepted, which means that there is a significant relationship between the respondents' efficacy in providing health services during the COVID-19 pandemic at Aisyiyah Pariaman Hospital. This means that nurses at Aisyiyah Pariaman Hospital have been able to provide an assessment of what they have been, are doing, and will do to achieve the goal of running health services to respondents in the face of the Covid 19 pandemic.

Anxiety is a response to certain threatening situations and is a normal thing that occurs accompanied by development, change, new experiences, as well as in finding self-identity and life. Anxiety is a subjective feeling of restless mental tension as a general reaction to the inability to cope with a problem or lack of security. These uncertain feelings are generally unpleasant which will later cause physiological and psychological changes. Anxiety in the view of health is also a condition that shakes because of a threat to health (Fitri & Julianty, 2007)

In this study, it was found that mild anxiety was more common in respondents who had low self-efficacy (80.8%) compared to respondents who had high self-efficacy (36.4%). Self-efficacy is the most important part of cognitive social theory or self-efficacy as a belief in one's ability to achieve results. The existence of strong self-efficacy can make the respondent more interested and more attentive to the task at hand, if the respondent is faced with a difficult situation, the respondent has confidence that he will be able to control the situation. From the results of the analysis, it can be seen that if the respondent has high self-efficacy, then the respondent can bring out the best of himself, thereby reducing anxiety, stress and reducing depression tendencies in carrying out nursing care during the COVID-19 pandemic.

CONCLUSIONS

More than half of the respondents have high self-efficacy in providing health services to patients being treated during the COVID-19 pandemic. More than half of the respondents did not experience anxiety in providing health services to patients being treated during the COVID-19 pandemic. There is a significant relationship between self-efficacy and nurses' anxiety levels in the quality of health services during the COVID-19 pandemic at Aisyiyah Pariaman Hospital in 2021.

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