



THE EFFECT OF CAREER DEVELOPMENT AND JOB SATISFACTION ON NURSES' CARING BEHAVIOR IN PATIENTS IN INPATIENT HOSPITAL X KARAWANG IN 2023

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ABSTRAK

Introduction to nurses' caring behavior when providing nursing care to clients that can improve the quality of nursing services and client safety which is certainly expected to help clients heal, but in reality to be able to realize the quality of nursing services is still experiencing obstacles, there is still a high number of uncaring behavior in providing services to patients, concrete steps are needed in solving the problem of high rates of behavior Not Caring through strengthening career development and nurse job satisfaction so that caring behavior can be realized. The purpose of this study was to determine the effect of career development and job satisfaction on the caring behavior of inpatient nurses at Hospital X Karawang. Non-experimental quantitative research method with *cross sectional* analytics using *Logistic Regression*, The sample of this study was 43 inpatient nurses of Hospital X Karawang with data analysis techniques using SPSS Program Version 24.0. The results based on multiple logistic regression analysis showed the influence of career development on nurses' caring behavior obtained p value of 0.009 (p-value < 0.05), there was an effect of job satisfaction on nurses' caring behavior obtained p value of 0.013 (p-value < 0.05). Based on multivariate analysis, there was an effect of career development and job satisfaction on nurses' caring behavior by 73.5%. In addition, the results of the study were obtained by respondents with good career development and have good caring behavior as many as 17 respondents with a percentage of 63% and respondents with less job satisfaction and have poor caring behavior as many as 16 respondents with a percentage of 66.7%. And it was obtained that more respondents in Hospital X Karawang Inpatient in 2023 had less job satisfaction, namely as many as 24 (55.8%) respondents. Conclusion Based on the results of this study, it can be concluded that of the 2 variables studied, the most dominant variable affecting Caring Behavior is the Career Development variable with a value with an odds ratio value of 3.551, but nevertheless does not ignore other variables such as Job Satisfaction with an odds ratio value of 2.924 54. Career development is the biggest influence that influences nurses' caring behavior in patients in Inpatient Hospital X Karawang.

Kata kunci: Caring behavior, career development, job satisfaction.

INTRODUCTION

In the world , nurses' caring behavior has begun to be good, but there are still some countries whose *nurse caring* behavior is bad. Research conducted by (Aiken et al., 2013), shows the percentage of nurses who have poor *quality caring* services is found in Ireland 11%, and Greece 47%. The *International Association of Human Caring* explains that nursing always encompasses four concepts: nursing is what nurses do, humans are the target of what nurses do, health is the goal and the environment is where nurses nurse. Indonesia itself *caring* is one of the assessments for health service users. Based on the results of a patient satisfaction survey conducted by the Ministry of Health of the Republic of Indonesia at several hospitals in Jakarta shows that 14% of patients are dissatisfied with the health services provided, due to poor caring behavior (Ministry of Health, 2008). The results of a research survey in July 2010, the Ministry of Health represented by drg. Usman received the results of the *Citizen Report Card (CRC)* survey which took samples of 738 inpatients in 23 hospitals (Public and Private). The survey was conducted in five major cities in Indonesia and found 9 problem points, one of which was that as many as 65.4% of patients complained about the nurse's attitude that was less friendly, less sympathetic and rarely smiled.

Caring is an important aspect that nurses must do in nursing practice (Norlyk et al., 2023). *Caring* in general can be interpreted as an ability to be dedicated to others, vigilant supervision, showing concern, feelings of empathy for others and feelings of love or affection which is the will of nursing (Potter et al., 2021). In Fauzan's research (2016) caring behavior carried out by implementing nurses the percentage was 57.7% and the rest were not *caring*, the results of the study clearly showed that, there is still a high rate of uncaring behavior of 42.3% in providing services to patients in providing nursing care many factors cause high rates of uncaring behavior need to be looked for factors causing uncaring behavior such as lack of attention to development Career and nurse job satisfaction that occurs in nurses so that it lowers nurses to do *caring*. Nurses' *caring* behavior that can be shown includes, (1) nurses are able to be active listeners by listening patiently to patient complaints, (2) listening to the expression of patients' feelings about the desire to heal and efforts that will be made if cured, motivating patients to express their feelings both positive and negative and accepting positive and negative aspects as patient strengths (Nurrohmah, 2006). *Using creative problem-solving caring process*. Nurses must be able to make decisions creatively by using scientific and systematic problem-solving methods in solving client problems. Nurses are able to use themselves and their knowledge creatively as part of the process of *caring* and healing patients (Watson, 2005). The real form of *nurse caring* behavior in using problem-solving methods is that nurses use a systematic nursing care process and in overcoming patient problems which include the process of assessment, establishing diagnosis, planning, implementation and evaluation processes carried out systematically (Nurrochmah, 2006).

Caring behavior is formulated by Watson (1979) into ten characteristic factors which are conveyed back into *clinical caritas processes* that provide direction for nurses in applying *caring* behavior (Watson, 2005). Nurses' caring behavior is listed in Watson's ten characteristic factors, namely: Forming a humanistic and altruistic value system Nurses in carrying out nursing care should instill *humanistic* and *altruistic* values. Instilling *faith and hope*: Nurses in nursing care must be able to generate trust and optimism in clients so that they are able to adjust and be optimistic about their situation (Mohammadi, 2023). *Cultivating sensitivity to one's self*. Nurses must be able to feel and understand all changes that occur in themselves and others (Rentmeester & Liebzzeit,

2023). Nurses who are used to being sensitive to their own feelings and needs will more easily feel the needs and feelings of others. Cultivate spiritual practice, transpersonal relationships, work outside the ego, and become sensitive to oneself. Developing *helping and trust relations*. Fostering trusting, honest, and empathetic relationships in establishing therapeutic interpersonal relationships with the aim of helping others is a behavior that a nurse must adopt (Gray, 2023). The interpersonal relationship between patients and nurses is the actualization of human relationships in the process of *caring* (Watson, 2007). Using *creative problem-solving caring process*.

Nurses must be able to make decisions creatively by using scientific and systematic problem-solving methods in solving client problems. Nurses are able to use themselves and their knowledge creatively as part of the process of *caring* and healing patients (Watson, 2005).

Career development is essential to engage and retain the best talent and prevent them from going to competitors (Kaliannan et al., 2023). Individuals want to stay when they feel they have the opportunity to grow, learn, and improve their careers (Management Observers in the USA, 2014). Career development is an effort made formally by the company in order to improve the ability of employees and develop the competencies of employees, so as to increase job satisfaction and job loyalty to the company. (Hankiewicz et al., 2015).

Career development is a formal approach taken by a company so as to get employees according to the qualifications needed by the company (Khan et al., 2023). Career development is an opportunity for employees to move up in the organizational ladder. (Mondy et al., 2008). Career is an effort to make money, an effort to have more responsibility, gain more status, pride, and strength that employees get from the company (John, 2013). Career is all work and contribution rewards given by the company to employees for their achievements in the form of positions, increased status, and awards from the company (Mobley, 2011).

Self-esteem predicts career expectations, which then directly affects career planning and career exploration by bypassing career goals (Morris & Lent, 2023). People who have optimism and high self-esteem usually career development is one of the goals that the person wants to achieve (Patton, 2023). Employees who are given the opportunity to develop their careers will experience lower *turnover intentions* compared to employees who are not given the opportunity to develop their careers. This is because career development encourages a higher work ethic for the company. (Gomez, David, and Robert.2015).

Nurse professional career development includes four main nurse roles namely, Clinical Nurse (PK), Manager Nurse (PM), Nurse Educator (PP), and Research Nurse (PR). Clinical Nurses (PK) are nurses who provide nursing care directly to clients as individuals, families, groups, and communities. Nurse Manager (PM) is a nurse who manages nursing services in health facilities, both as a *front line manager*, middle management, and top manager. Nurse Educator (PP) is a nurse who provides education to students in nursing education institutions. Research Nurses (PR) are nurses who work in the field of nursing/health research. (Permenkes No. 40 of 2017)

Job satisfaction according to (Ivancevich et al., 2006) explains that, job satisfaction is the attitude of workers towards their work as a result of their perception of their work. Colquitt, LePine and (Wesson et al., 2023) define job satisfaction, explaining how a person feels about work and what he thinks about work, employees who have high job satisfaction have experienced positive feelings when thinking about their tasks or being part of a group in doing their tasks, while employees who have low job satisfaction have negative feelings

when thinking about their jobs, Employees feel satisfied compared to others. or when being part of a group in doing their tasks.

According to Schemerhorn, Hunt, Osborne and Uhl-Bein (2012: 64) job satisfaction, describes the degree to which someone feels positive about a job, which is an attitude that reflects one's feelings towards work, co-workers and the work environment. The five components of job satisfaction include: First work that demands role responsibilities, interests, second supervision that has the ability, knowledge, skills so that it can provide technical assistance and social support, third good treatment with colleagues social harmony and respect, fourth there is a career promotion opportunity, fifth Sufficient wages.

METODE

Non-experimental quantitative research with cross sectional analytics using Logistic Regression. The sample for this study was 43 inpatient nurses at X Karawang Hospital with data analysis techniques using the SPSS Version 24.0 program. namely doing a cross tab between the dependent variable (Caring behavior) and the independent variable (Career Development) with the Caring Behavior variable consisting of 5 indicators: forming a value system, instilling trust and hope, fostering sensitivity towards self and others, developing relationships of mutual trust and help. , using a systematic problem solving process. The career development variable consists of 3 indicators: qualifications, career advancement process, opportunities for promotion to the same career ladder. The job satisfaction variable consists of 3 indicators: the job itself, salary satisfaction, co-workers.

This design was chosen because there will be no intervention and data collection will only be done once. Measurements were carried out simultaneously and then the correlation of the two variables was analyzed. The target sample in the research is based on the calculation results. The sample in this study is nurses who work in inpatient care at X Karawang Hospital, the total research sample is 43 nurses who are nurses who work in inpatient hospitals where they are nurses whose daily task is to provide health services. directly to the community using health services.

RESULTS AND DISCUSSION

Univariat Analysis

Describe the characteristics of each variable studied. This analysis was carried out on each variable of the study. In general, analysis only produces frequency and percentage distributions of each characteristic and variable. Univariate Analysis of Age Characteristics of Nurses in Inpatient Hospitals. X Karawang in 2023

Characteristics	Frequency	Percentage (%)
Age		
20 – 25 Thn	11	25,6
26 – 35 Thn	16	37,2
36 – 45 Thn	11	25,6
46 – 55 Thn	5	11,6
Total	43	100,0

Source: Data Primer, 2023

There are more respondents in hospitalization. X Karawang in 2023 aged 26 – 35 years, namely as many as 16 (37.2%) respondents. Univariate Analysis of Gender Characteristics of Nurses in Hospital Inpatients. X Karawang in 2023

Characteristics	Frequency	Percentage (%)
Gender		
Man	16	37,2
Woman	27	62,8
Total	43	100,0

Source: Data Primer, 2023

There are more respondents in hospitalization. X Karawang in 2023 who is female, which is 27 (62.8%) respondents. Univariate Analysis of Educational Characteristics of Nurses in Inpatient Hospitals. X Karawang in 2023

Characteristics	Frequency	Percentage (%)
Education		
D3 Nursing	40	93,0
S1 Nursing	3	7,0
Total	43	100,0

Source: Data Primer, 2023

There are more respondents in hospitalization. X Karawang in 2023 who are educated in D3 Nursing, namely as many as 40 (93.0%) respondents. Univariate Analysis of Nurse Length of Service Characteristics in Hospital Inpatients. X Karawang in 2023

Characteristics	Frequency	Percentage (%)
Period of Service		
< 4 Year	8	18,6
4 - 10 Year	12	27,9
> 10 Year	23	53,5
Total	43	100,0

Source: Data Primer, 2023

More respondents were obtained in Hospital Hospitalization. X Karawang in 2023, which has a working period of > 10 years, is 23 (53.5%) respondents. Univariate Analysis of Nurse Career Development Variables in Inpatient Hospitals. X Karawang in 2023

The Effect of Career Development and Job Satisfaction on Nurses' Caring Behavior in Patients in Inpatient Hospital X Karawang in 2023

Variable	Frequency	Percentage (%)
Career Development		
Not Good	16	37,2
Good	27	62,8
Total	43	100,0

Source: Data Primer, 2023

More respondents were obtained in Hospital Hospitalization. X Karawang in 2023 has good career development, which is 27 (62.8%) respondents. Univariate Analysis of Nurse Job Satisfaction Variables in Hospital Inpatients. X Karawang in 2023

Variable	Frequency	Percentage (%)
Job Satisfaction		
Less Satisfied	24	55,8
Satisfied	19	44,2
Total	43	100,0

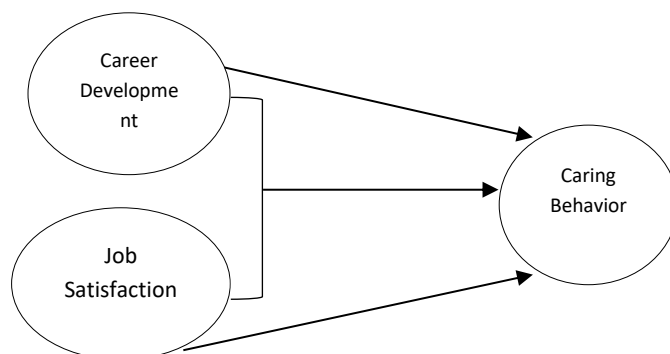
Source: Data Primer, 2023

More respondents were obtained in Hospital Hospitalization. X Karawang in 2023 has less job satisfaction, which is 24 (55.8%) respondents. Univariate Analysis of Variables of Caring Behavior of Nurses in Inpatient Hospitals. X Karawang in 2023

Variable	Frequency	Percentage (%)
Caring Behavior		
Not Good	22	51,2
Good	21	48,8
Total	43	100,0

Sumber: Data Primer, 2023

Based on table 6.7, more respondents were obtained in Hospital Hospitalization. X Karawang in 2023 has poor caring behavior, which is 22 (51.2%) respondents.



Concept Framework

Bivariat Analysis

Bivariate analysis is used to analyze the relationship between each independent variable and the dependent variable. The following are the results of bivariate analysis. Bivariate Analysis of the Relationship of Career Development with Caring Behavior of Nurses in Inpatient Hospitals. X Karawang in 2023.

Career Development	Caring Behavior				Total		p-value	OR (95%CI)
	Not Good		Good		N	%		
	N	%	N	%				
Not Good	12	75,0	4	25,0	16	100	0,036	5,100 (1,289-20,171)
Good	10	37,0	17	63,0	27	100		
Total	22	51,2	21	48,8	43	100		

Source: Data Primer, 2023

It is known that respondents with good career development and have good caring behavior as many as 17 respondents. The results of the *chi square* hypothesis test obtained a p-value of 0.036 ($p\text{-value} < 0.05$), so it can be concluded that H_0 was rejected which means that there is a relationship between career development and nurse caring behavior in patients in hospital hospitalization. X Karawang in 2023. The results of the analysis obtained the value of *Odds Ratio* (OR) 5,100, meaning that respondents with poor career development have a 5,100 times chance of having poor caring behavior compared to respondents who have good career development . Bivariate Analysis of the Relationship of Job Satisfaction with Caring Behavior of Nurses in Inpatient Hospitals. X Karawang in 2023

Job Satisfaction	Caring Behavior				Total		p-value	OR (95%CI)
	Not Good		Good		N	%		
	N	%	N	%				
Less Satisfied	16	66,7	8	33,3	24	100	0,048	4,333 (1,197-15,693)
Satisfied	6	31,6	13	68,4	19	100		
Total	22	51,2	21	48,8	43	100		

Source: Data Primer, 2023

It is known that respondents with less job satisfaction and have poor caring behavior as many as 16 respondents (Karo et al., 2023). The results of the *chi square* hypothesis test obtained a p-value of 0.048 ($p\text{-value} < 0.05$), so it can be concluded that H_0 was rejected which means that there is a relationship between job satisfaction and nurse caring behavior in patients in

hospital hospitalization. X Karawang in 2023. The results of the analysis obtained an Odds Ratio (OR) value of 4,333, meaning that respondents with less job satisfaction have a chance of 4,333 times have less good caring behavior compared to respondents who have satisfaction in their jobs.

Multivariat Analysis

Multivariate analysis is used to analyze the effect between all independent variables on the dependent variable. The following are the results of a multivariate analysis:

Seleksi Bivariat

After going through the previous test stage, variables were obtained as multivariate candidates, namely variables that have a p-value of < 0.25.

Bivariate Selection Results

Variable	p-value	Kandidat
Career Development	0,036	Ya
Job Satisfaction	0,048	Ya

Source: Data Primer, 2023

Based on table 6.10, it can be known that the variables that enter candidates as multivariate variables that have a p-value of < 0.25, namely career development and job satisfaction. The results of bivariate selection between independent variables against dependent variables, all variables produce p values < 0.25, so that all variables can proceed to multivariate analysis and can enter multivariate modeling.

Permodelan Multivariat

After bivariate selection, the initial multivariate modeling is as follows.

Multivariate Modeling Results

Variabel	B	Nagelkerk eR Square	p value	OR	95%CI	
					Lower	Upper
Career Development	1,267	0,735	0,009	3,551	0,824	15,307
Job Satisfaction	1,073		0,013	2,924	0,735	11,634
Constant	3,680		0,010	0,000		

Source: Data Primer, 2023

Based on this information, it is an initial model of multivariate analysis which is then analyzed multivariately and seen if the independent variable is obtained p value < 0.05 then it is included in the multivariate model, but if the p value > 0.05 then the variable must be excluded from the analysis. The results of the initial model analysis obtained that all variables have p values

< 0.05, so all independent variables enter into multivariate modeling of nurse caring behavior variables in patients, because there is no p-value > 0.05, so no variables are excluded from the multivariate initial model and the multivariate final model is a multivariate initial model. The results of the multivariate analysis obtained 2 variables that have a significant effect on the caring behavior of nurses in patients, namely career development variables and job satisfaction.

The results of the hypothesis test of multiple logistic regression analysis on the effect of career development on nurses' caring behavior obtained a p value of 0.009 (p-value < 0.05), it can be concluded that there is an influence of career development on nurses' caring behavior in patients in hospital hospitalization. X Karawang in 2023. The results of the analysis obtained an *Odds Ratio* (OR) value of 3,551, meaning that respondents with poor career development have a chance of 3,551 times having poor caring behavior compared to respondents who have good career development.

The results of the hypothesis test of multiple logistic regression analysis on the effect of job satisfaction on nurses' caring behavior obtained a p value of 0.013 (p-value < 0.05), so it can be concluded that there is an effect of job satisfaction on nurses' caring behavior in patients in hospitalized hospitals. X Karawang in 2023. The results of the analysis obtained an *Odds Ratio* (OR) value of 2.924, meaning that respondents with less job satisfaction have a chance of 2.924 times have less good caring behavior compared to respondents who have satisfaction in their jobs.

In the results of this multivariate analysis, the influence of career development and job satisfaction on nurses' caring behavior was 73.5%. In addition, the variable that has the greatest influence on the variable of nurse caring behavior is career development, because it has the largest *Odds Ratio* (OR) value among other variables.

The Influence of Career Development on the Caring Behavior of Inpatient Nurses at RS X Karawang

The results of the hypothesis test of multiple logistic regression analysis on the effect of career development on nurses' caring behavior obtained a p value of 0.009 (p-value < 0.05), so it can be concluded that there is an influence of career development on nurses' caring behavior in patients in hospitalized hospitals. X Karawang in 2023. The results of the analysis obtained an *Odds Ratio* (OR) value of 3,551, meaning that respondents with poor career development have a chance of 3,551 times having poor caring behavior compared to respondents who have good career development. Good career development and having good caring behavior as many as 17 respondents or 63% and the remaining 37% are not good.

The results of the hypothesis test of multiple logistic regression analysis on the effect of career development on nurses' caring behavior obtained a p value of 0.009 (p-value < 0.05), so it can be concluded that there is an influence of career development on nurses' caring behavior in patients in hospitalized hospitals. X Karawang in 2023. The results of the analysis obtained an *Odds Ratio* (OR) value of 3,551, meaning that respondents with poor career development have a chance of 3,551 times having poor caring behavior compared to respondents who have good career development. Good career development and having good caring behavior as many as 17 respondents or 63% and the remaining 37% are not good.

The application of inpatient nurse career development has been carried out by Hospital X Karawang but has not been maximally implemented, the career path has not fully implemented the standards of the Minister of Health No. 40 of 2017 concerning the development of nurses'

professional career paths which regulate 4 main roles of nurses, namely Clinical Nurse (PK), Nurse manager (PM), Nurse educator (PP) and Nurse Research / Research (PR).

Nurse career development is very necessary in overcoming the problem of nurse caring behavior, through structuring the strengthening of nurse career development, namely the process of increasing career paths in hospitals according to national standard level regulations, the promotion process of nurse career level advancement in accordance with competency qualifications, the opportunity for nurse career advancement is given to all nurses openly and accountably so that career development It can be felt by nurses, feel cared for, feel that the abilities they have are valued, so that a sense of pleasure and confidence arises that will contribute to caring behavior.

The Effect of Job Satisfaction on the Caring Behavior of Inpatient Nurses at RS X Karawang

The results of the hypothesis test of multiple logistic regression analysis on the effect of job satisfaction on nurses' caring behavior obtained a p value of 0.013 ($p\text{-value} < 0.05$), so it can be concluded that there is an effect of job satisfaction on nurses' caring behavior in patients in hospitalized hospitals. X Karawang in 2023. The results of the analysis obtained an *Odds Ratio* (OR) value of 2.924, meaning that respondents with less job satisfaction have a chance of 2.924 times have less good caring behavior compared to respondents who have satisfaction in their jobs, . Known respondents with less job satisfaction and had poor caring behavior as many as 16 respondents or 66.7% and the remaining 33.3% Good

In line with research conducted by Tutut, 2019 the results of the study showed the effect of job satisfaction with nurses' caring behavior, indicated by a p-value of $0.003 < 0.05$ with a correlation coefficient of 0.266 which means that between the two there is a positive direction of influence in a low correlation level. Employees who expressed satisfaction at work were 61 respondents (50.4%) and shown by nurses who behaved caring as many as 73 respondents (60.3%).

Nurse job satisfaction needs to be considered starting from the salary of nurses, love, pleasure of a nurse in her profession, colleagues who always support helping in their work as nurses, nurse salary problems carried out by X Karawang hospital in overcoming these problems have not been optimally carried out by the payroll system such as periodic salary increases

Nurse job satisfaction is very necessary so that nurses have caring behavior in providing nursing care, to be able to achieve good job satisfaction the hospital pays attention to nurse salary income through periodic salary increases every year adjusted to the hospital's ability, peer support is needed in solving work problems, sharing experiences about nursing care services, the hospital provides support, Nurse motivation in cultivating her love and pleasure as a nurse in providing services to patients,

The Effect of Career Development and Job Satisfaction on the Caring Behavior of Inpatient Nurses at Hospital X Karawang

The results of this multivariate analysis, the influence of career development and job satisfaction on nurses' caring behavior was 73.5%. In addition, the variable that has the greatest influence on the variable of nurse caring behavior is career development, because it has the largest *Odds Ratio* (OR) value among other variables, which is 3.551.

In line with the results of research conducted by Bangun, 2019 that the variables of job satisfaction and career development have a strong and unidirectional influence on nurse services,

meaning that when the job satisfaction felt by nurses in carrying out their activities and career development obtained from hospitals is good, it will have a great influence on nurse services.

The large role of job satisfaction and career development in realizing good caring behavior is very necessary, to be able to realize good caring behavior hospitals should pay more and serious attention to job satisfaction hospital nurses provide periodic salary increases and hospital career development provide promotion opportunities to all nurses, provide equal career path opportunities to nurses in accordance with the competencies given space of opportunity with the development of nurse professional career paths that regulate 4 main roles of nurses, namely Clinical Nurse (PK), Nurse manager (PM), Nurse educator (PP) and Nurse Research / Research (PR)

Conclusion

The conclusion of the results of hypothesis testing with logistic regression analysis is that of the 2 variables studied, the most dominant variable affecting Caring Behavior is the Career Development variable with a value with an odds ratio value of 3.551, but nevertheless does not ignore other variables such as Job Satisfaction with an odds ratio value of 2.924 54. Career development is the biggest influence influencing nurses' caring behavior in patients in hospital hospitalization. X Karawang. This is because the nurse's caring behavior has problems in career development can interfere with caring behavior, the better the career development experienced by nurses in patients in hospital hospitals. X Karawang is getting better caring behavior and vice versa if the nurse's career development is not good then caring behavior is less good. Inpatient nurses who experience problems with their job satisfaction can interfere in carrying out their duties at the hospital, have an impact on caring behavior, the better the job satisfaction experienced by nurses, the better the nurse's caring behavior in carrying out their duties caring for patients, and vice versa, if job satisfaction is not good, the nurse's caring behavior is not good in carrying out their duties caring for patients.

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