

# Literature Review: Nurses’ Caring Behavior in Emergency Situations

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| Article Info                                                                              | Abstract                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| Article History<br>Submitted, 2026-05-13<br>Accepted, 2026-06-24<br>Published, 2026-06-30 | Nursing caring behavior is an essential aspect of nursing care, particularly in emergency departments that are characterized by fast-paced, complex, and high-pressure environments. This study aims to identify the factors influencing nurses’ caring behavior in emergency care situations. The method used is a literature review by analyzing 10 research articles published between 2020 and 2025, obtained from the Google Scholar and PubMed databases. The selected articles met the inclusion criteria, namely studies discussing nurses’ caring behavior in emergency departments, using both quantitative and qualitative methods, and available in full-text form. The results of the analysis show that nurses’ caring behavior is influenced by three main groups of factors: organizational, psychological, and individual factors. Organizational factors, particularly workload, were found to be the most dominant factor contributing to the decline in nurses’ caring behavior. Meanwhile, psychological factors such as work motivation and individual factors such as personality were shown to have a positive relationship with increased caring behavior. However, several studies reported inconsistent findings, particularly regarding work stress, which was not always significantly associated with caring behavior. Overall, it can be concluded that nurses’ caring behavior in emergency situations is the result of a complex interaction between internal and external factors, with high workload being the main barrier to optimal caring practice. Therefore, proper workload management, increased motivation, and strengthening nurses’ personality traits are needed to maintain caring behavior in emergency nursing care. |
| Keywords: Caring, nurses, emergency, workload, work motivation                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

## Introduction

Emergency care services are a crucial component of the healthcare system because they are directly related to the management of critical conditions that threaten patients’ lives (Aliun et al., 2024). The characteristics of emergency services, which are fast-paced and urgent, require nurses and other healthcare professionals to possess high competence in terms of technical skills, knowledge, and clinical abilities in providing care. In addition, nursing care must also be holistic by considering the biological, psychological, social, and cultural dimensions of patients (Zuliani et al., 2023). Therefore, in addition to professional competence, nurses are also expected to demonstrate caring behavior in their practice.

Caring behavior is an essential element in nursing because it reflects empathy, compassion, and professional responsibility in providing patient care (Wahyuningtiyas & Mulyaningsih, 2026). The application of caring behavior is very important in the delivery of nursing services, as it supports optimal patient recovery (Purwanti et al., 2020). Caring also serves as an indicator of nurses’ professional performance, including their ability to assess, analyze, and understand patients’ conditions and needs comprehensively (Kartika et al., 2025).

However, various data show that the quality of nurses’ caring behavior in several countries is still relatively low. Some reports indicate poor caring quality rates of 11% in Ireland, 47% and 56% in Greece, 4% in Switzerland, and 18% in Poland (Faisal et al., 2024). Based on a study conducted in Indonesia in 2026 by (Kuntarti & Rahmayanto, 2026) nurses’ caring behavior in hospitals is classified as high, with an average score of 3.50 out of 4. However, aspects of caring related to interpersonal relationships and emotional closeness are

still lower compared to professional skills. In addition, no significant relationship was found between caring behavior and nurses’ performance appraisal systems, indicating that caring aspects are not yet fully reflected in hospital performance evaluations.

Caring behavior is influenced by three main factors: personal factors, psychological factors, and organizational factors. Based on the study by (Ayatulloh et al., 2024), individual factors such as personality, psychological factors such as motivation, and organizational factors such as workload and rewards significantly influence the caring behavior of emergency nurses, with workload being the most dominant factor. The Emergency Department (ED) itself has environmental characteristics that differ from general inpatient wards because it is more complex, dynamic, and noisy. Noise in the ED occurs continuously 24 hours a day and originates from various sources such as staff conversations, patient and equipment movement, medical monitor alarms, and operating medical devices, accompanied by frequent work interruptions that make it difficult for healthcare workers to maintain focus (Emar et al., 2022). This high-pressure environment can increase nurses’ workload. This is consistent with the study by (Kurniasih & Farida, 2024) at PKU Muhammadiyah Gamping Hospital, which found that high workload negatively affects caring behavior. In practice, nurses in the ED and ICU who experience high workloads tend to focus more on medical procedures, so communication aspects such as providing explanations to patients and families are often less prioritized.

In line with Jean Watson’s Theory of Human Caring, caring is the core of nursing practice that emphasizes a transpersonal relationship between nurses and patients, where nurses not only focus on biological aspects but also provide emotional, psychological, and spiritual attention in every nursing interaction. In the context of emergency services such as the Emergency Department (ED), which is characterized by a fast-paced, complex, and high-pressure environment, the implementation of caring often faces challenges because high workload, noise, and repeated interruptions can hinder the development of an optimal interpersonal relationship between nurses and patients. This condition indicates that although technical actions are the main priority in critical situations, the caring aspect according to Watson remains essential to be maintained because it plays a role in providing a sense of safety, reducing patient anxiety, and supporting a holistic healing process.

Based on the description above, a review of existing research articles is needed to explore other factors that may influence nurses’ caring behavior in emergency situations. In this article, the researcher is interested in identifying the “nurses’ caring behavior in emergency care situations”.

Methods

This study used a literature review method to examine the factors influencing nurses' caring behavior in emergency situations. The literature used consisted of research articles published between 2020 and 2025, obtained from scientific databases such as Google Scholar and PubMed. All articles obtained were then reviewed and selected based on their relevance to the research focus. The keywords used in the study were "caring," "nurse," and "emergency." The selected articles were those that met the inclusion criteria, namely a maximum journal publication period of 6 years (2020-2025), using Indonesian and English, the research subjects in the articles were nurses, and the articles were available in full text. Meanwhile, exclusion criteria included articles that did not discuss the variables studied, were not fully accessible, and were published outside the specified year range.

Results and Discussion

This literature review was conducted using 10 journals published between 2020 and 2025. The results of the journal analysis are presented in Table 1 as follows:

| Table 1. Results of Journal Analysis |                                                                                                               |                                                                                                                                                                                                                                               |                                                                                                                                                                               |
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| No                                   | Study                                                                                                         | Method                                                                                                                                                                                                                                        | Results                                                                                                                                                                       |
| 1                                    | Nurse Workload and Caring Behavior in Emergency Department and Intensive Care Unit (Kurniasih & Farida, 2024) | This study used a quantitative correlational design with a cross-sectional approach. The sampling technique was total sampling, with a sample of 43 nurses at PKU Muhammadiyah Gamping Hospital. Data were analyzed using Spearman rank test. | There was a significant relationship between nurses’ workload and caring behavior in the emergency department and ICU of PKU Muhammadiyah Gamping Hospital (p-value = 0.022). |
| 2                                    | Determinant Factors Affecting Emergency Nurses’ Caring Behavior in the Emergency                              | This was a quantitative study with a cross-sectional approach. The population consisted of nurses in the emergency department of Dr. Soetomo General Hospital, Surabaya, with a total of 72                                                   | There was a significant influence of personality (p = 0.047), motivation (p = 0.045), workload (p = 0.018), and                                                               |

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|   | Department (Ayatulloh et al., 2024)                                                                                                                      | nurses. A purposive sampling technique was used, resulting in a sample of 48 nurses. Inclusion criteria included nurses with at least 1 year of work experience, minimum diploma in nursing (D3), emergency training certification, and at least Clinical Nurse level II. Exclusion criteria included respondents who did not participate, resigned, or whose contract had ended. Research instruments included personality questionnaires (Zhang et al., 2019), motivation and workload questionnaires (Nursalam, 2020a), and reward questionnaires based on Team Collaborative Leadership (LaFasto & Larson, 2001). Data were analyzed using multiple logistic regression. | rewards ( $p = 0.021$ ) on emergency nurses' caring behavior. The most dominant factor was workload.                                                                                                                                                                                                        |
| 3 | Emergency Room Nurses Caring Behaviour Based on a Crosssectional Study (Ma'ruf & Harjati, 2023)                                                          | This was a quantitative cross-sectional study conducted in the emergency department of Tugu Ibu Hospital, Depok, in September 2022. The sample included all 14 emergency nurses. The dependent variable was caring behavior, while independent variables included age, gender, length of service, and education level. The instrument used was the Emergency Caring Scale. Hypothesis testing used independent t-test and one-way ANOVA.                                                                                                                                                                                                                                     | There were no significant differences in caring behavior based on gender ( $p = 0.36$ ), age ( $p = 0.53$ ), education ( $p = 0.31$ ), marital status ( $p = 0.94$ ), and length of service ( $p = 0.24$ ). The study concluded that demographic characteristics did not influence nurses' caring behavior. |
| 4 | The Relationship Between Workload and Nurses' Caring Practice (Nuriyah et al., 2025)                                                                     | This was a non-experimental quantitative study with a sample of 100 nurses. The workload instrument was adapted from Nursalam (2017). Data were analyzed using Spearman rank test.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | There was a significant relationship between workload and nurses' caring behavior.                                                                                                                                                                                                                          |
| 5 | The Relationship Between Work Motivation and Nurses' Caring Behavior in Inpatient and ICU Units at Islamic Hospital Banjarmasin (Istiqamah et al., 2025) | This study used a quantitative associative design. The population included all nurses in inpatient and ICU units at RSI Banjarmasin, with a total sampling of 75 nurses. The study was conducted in April 2025 for one week. Instruments included a work motivation questionnaire and the Caring Behaviors Inventory-24 (CBI-24). Data were analyzed using Spearman Rank test.                                                                                                                                                                                                                                                                                               | There was a significant correlation between work motivation and caring behavior ( $p = 0.001$ ; $r = 0.752$ ).                                                                                                                                                                                              |
| 6 | The Relationship Between Workload and Nurses' Caring Behavior (Herman & Deli, 2021)                                                                      | This was a correlational analytic study with a cross-sectional approach. The sample consisted of 73 nurses using purposive sampling. Data were analyzed using Pearson correlation. Instruments included workload and CBAS (Caring Behaviors Assessment Scale) questionnaires. The study was conducted at Bhayangkara Hospital Makassar.                                                                                                                                                                                                                                                                                                                                      | There was a significant relationship between workload and nurses' caring behavior.                                                                                                                                                                                                                          |
| 7 | Level and predictors of caring behaviours of critical care nurses (Ahmed et al., 2022)                                                                   | This was a cross-sectional study with convenience sampling from six adult ICUs in two government hospitals in Sharjah (UAE) and two university hospitals in Amman (Jordan). Inclusion criteria included willingness to participate, at least a bachelor's degree, and more than 1 year ICU experience. Non-English-speaking nurses were excluded. Data were analyzed using multiple linear regression (G*Power). The sample consisted of 226 ICU nurses.                                                                                                                                                                                                                     | The results showed that 48.5% of ICU nurses in the UAE and 47.4% in Jordan had good caring behavior. Predictors of caring behavior included female gender, master's degree education, interest in nursing profession, and nurse-to-patient ratio of 1:1.                                                    |
| 8 | Work Stress and Perception of Caring Behavior Among Nurses (Hangewa et al., 2020)                                                                        | This was a correlational analytic study with a cross-sectional design. The sample consisted of 34 respondents. Data were collected using questionnaires validated                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Work stress was not significantly related to nurses' perceived caring behavior in the emergency department                                                                                                                                                                                                  |

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|    |                                                                                                                                                                                  | by previous studies. Data were analyzed using Spearman rank test.                                                                                                                                                                                                                                                                                                                          | and ICU of GMIM Pancaran Kasih Hospital, Manado.                                                                                                                                                                                                       |
| 9  | The Relationship Between Workload and Nurses' Caring Behavior in the Emergency Department of Dr. Sardjito Hospital and Gadjah Mada University Hospital(M. A. Putri et al., 2024) | This study used a descriptive correlational design with a cross-sectional approach. Bivariate analysis used Chi-Square test. The study was conducted from June 6 to July 17, 2024, involving 45 nurses and 45 patients in the emergency departments of both hospitals.                                                                                                                     | There was a significant relationship between workload and nurses' caring behavior (p = 0.007).                                                                                                                                                         |
| 10 | Relationship Between Workload And Caring Behavior And Patient Safety Implementation In The Emergency Installation Room (Wulandari et al., 2023)                                  | The research method used a quantitative study with a cross-sectional approach. The sample size was 3 respondents using a total sampling technique. The instruments used were a workload questionnaire, a Gadar Concern Scale (GDS-46) questionnaire, and a patient safety implementation observation sheet. Data analysis was performed using the Pearson test and the Spearman Rank test. | There was a relationship between workload and nurses' caring behavior in the SMC Emergency Department, Telogorejo Hospital, Semarang (p-value 0.002 <0.05). The higher the nurses' workload, the more likely it was to affect nurses' caring behavior. |

Based on the analysis of the 10 journals above, the data indicate that nurses' caring behavior is influenced by several factors, including individual factors (personality), psychological factors (work motivation), and organizational factors (workload and rewards). Most studies found a significant relationship between workload and caring behavior, where higher workload tends to negatively affect the quality of nurses' caring behavior. Meanwhile, work motivation was also proven to have a positive and significant correlation with caring behavior. Organizational factors such as workload and rewards even emerged as the most dominant predictors of emergency nurses' caring behavior. In contrast, individual characteristics such as gender, age, education level, marital status, and length of employment generally did not show a significant difference in caring behavior. However, not all studies were consistent, as some research found that work stress was not significantly related to caring behavior. Overall, it can be concluded that nurses' caring behavior is more strongly influenced by work-related and motivational factors than by demographic characteristics.

**Relationship Between Workload and Nurses' Caring Behavior**

Various studies have shown a significant relationship between workload and nurses' caring behavior. A high workload, both physical and psychological, can lead to nurses experiencing fatigue, stress, and decreased focus in providing nursing care. This condition results in a decline in the quality of caring behaviors such as empathy, attention, therapeutic communication, and concern for patients (Herman & Deli, 2021). Conversely, when the workload is lighter and more balanced, nurses have more time to provide more humane and attentive care. Therefore, good workload management is a crucial factor in maintaining the quality of caring in nursing practice.

The relationship between high workload and decreased caring behavior is also supported by research conducted by (Putri et al., 2024). This study demonstrated a significant relationship between nurses' workload and caring behavior. Under conditions of heavy workloads, nurses tend to struggle to perform optimally and professionally in providing comfort, attention, compassion, care, health care, and positive encouragement to patients. Consequently, the quality of nursing care can decline because nurses are more focused on completing tasks than on building therapeutic relationships with patients.

Furthermore, a high workload can also trigger burnout, which can lead to a loss of empathy, sympathy, and responsiveness among nurses toward patients. This condition not only impacts caring behavior but can also lead to a decline in overall nurse performance. This is in line with research conducted by (Herman & Deli, 2021), which shows that nurses tend to be more caring toward patients when they have a light workload. If excessive workload conditions persist, the quality of interactions between nurses and patients will decline, ultimately impacting the quality of nursing care. Therefore, patient management, proportional task allocation, and strong organizational support are necessary to ensure optimal nurses' caring behavior in providing nursing care.

### **Relationship Between Work Motivation and Nurses' Caring Behavior**

Based on several studies, work motivation is one of the factors influencing nurses' caring behavior. According to Yustina (Noffita et al., 2024), nurses' intrinsic motivation can encourage them to work harder to achieve their goal of providing optimal caring behavior and delivering high-quality nursing care. This is supported by research conducted by (Kurniawati & Bunga, 2024) which found that organizational culture and workload significantly influence nurses' caring behavior in hospitals. A strong organizational culture can create shared goals, employee motivation, and a control structure that shapes behavior.

According to (Istiqamah et al., 2025) work motivation is influenced not only by internal factors such as personal satisfaction, sense of responsibility, or life goals, but also by external factors such as leadership style, reward systems, a supportive work environment, and opportunities for professional development. When an institution creates a positive and supportive work environment that facilitates individual achievement, nurses are more motivated to demonstrate caring behavior in their practice. Therefore, the researcher suggests that providing rewards or recognition for nurses is necessary to further increase their motivation in delivering caring-based nursing care.

### **Relationship Between Personality and Nurses' Caring Behavior**

Based on the literature review, personality or individual factors are also influential in shaping nurses' caring behavior. This is supported by research conducted by (Pardede et al., 2020) which found a relationship between personality type and caring behavior among inpatient nurses at RSUD Porsea. They stated that extroverted personality types tend to exhibit better caring behavior. This is also supported by (Rahmatin et al., 2024) who found that good caring behavior was most commonly observed in nurses with an agreeable personality type. This personality trait is characterized by high friendliness, warmth, trust, generosity, a peaceful attitude, forgiveness, and kindness. According to the researcher, personality can influence caring behavior, and nurses with more open personality traits tend to demonstrate better caring behavior. However, this can be addressed through service excellence training for all nurses so that ultimately all nurses are able to provide high-quality caring behavior to patients. Furthermore, nurses in the Emergency Department (ER), as the frontline healthcare workers, are highly susceptible to stress due to high physical and emotional work pressure. When the ER is overloaded with patients, limited resources can complicate patient care, threaten patient safety, and increase work stress for ER nurses (Saleky et al., 2023). Therefore, ER nurses require professional character traits that can maintain composure, think quickly, and remain empathetic in emergency situations.

### **Conclusion and Recommendations**

Based on the literature review, it can be concluded that nurses' caring behavior in emergency situations is a multi-dimensional phenomenon. It is primarily driven by the synergy of three key factors: organizational (workload and rewards), psychological (work motivation), and individual (personality traits). The synthesis reveals that workload is the most dominant structural barrier; excessive clinical demands often force nurses to prioritize technical procedures over holistic, caring-based interactions. On the other hand, work motivation and agreeable personality traits act as significant facilitators that sustain caring behavior even in high-pressure environments. Ultimately, optimal caring is not merely a personal attribute of a nurse but is heavily dependent on a supportive organizational ecosystem.

For Hospital Management: 1) Implement a dynamic staffing-to-acuity ratio to ensure that workload remains manageable during peak emergency hours; 2) Develop a transparent reward and recognition system to bolster nurses' external motivation, which is proven to correlate with increased caring behavior.

For Nursing Practice: 1) Encourage the integration of "Caring Rounds" even in emergency settings to ensure that psychological and social needs of patients are addressed alongside medical treatment; Provide regular soft-skill training and emotional intelligence workshops to help nurses maintain empathy under the stressful conditions of the ED.

For Future Research: Future studies should involve a broader range of databases and include qualitative perspectives from patients to gain a more balanced understanding of caring quality in emergency units.

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