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Research Article

Preceptorship Program and Recruitment Process on Improving the Behavior of Professional Nurses in the Inpatient Room of Hospital C Jakarta

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Abstract

Aims: The unprofessional behavior of nurses makes nursing services not provide positive values, which can be influenced by the absence of preceptorship for nurses. The research conducted in June – August 2022 aims to assess the effect of preceptorship program and recruitment process to improve professional nurse behavior.

Design: Quasi-experimental study, with intervention group preceptorship program RS Cinta Kasih Tzu Chi and control group RS Mentari. Samples of intervention and control groups were 35 respondents each, using total sampling technique. Data collection tools are questionnaires and pretest - posttest data collection is carried out 4 days after the questionnaires are distributed.

Method: Data analysis using Wilcoxon test, Chi-square test and multivariate logistic regression test.

Results: The results showed that the behavior of professional nurses increased. There are differences in the behavior of nurses in the intervention and control groups (p value= 0.000). There is the relationship between the recruitment process and an increase in the behavior of nurses (p value = 0.001). Working period (p value = 0.017) and preceptorship program (p value = 0.006) have an effect on increasing the behavior of professional nurses.

Conclusion: It is hoped that RS C will hold a preceptorship program and establish regulations, policies, guidelines and guidelines on the application of the preceptorship method to changes in the behavior of professional nurses. Nurses understand and instill the behavior of professional nurses starting from themselves, colleagues, and patient care.

Keywords:

Preceptorship, recruitment, professional nurse behavior

INTRODUCTION

Nursing services are a form of professional service from health services, based on nursing knowledge and tips aimed at individuals, families, groups, and communities, both healthy and sick. Nurses in providing their services are carried out constantly, continuously, and become a

contribution in determining the quality of the hospital.(1)The success of providing nursing care by nurses who occupy 1/3 of all health workers in Indonesia, both in hospitals and in primary care, needs to be supported by a mechanism for improving the professionalism of nurses.(2).

In nursing services, professional nurse

behavior is needed, with the hope that nurses who behave professionally can provide safe, effective and efficient nursing care; and increase individual satisfaction of nurses with the field of work of the profession they are engaged in.(2).

Meeting the needs of nurses in hospitals, refers to the principles of organizational management, namely recruitment. According to (3), recruitment is an activity to attract a number of applicants to be interested and apply to companies according to the desired qualifications. This means, the purpose of recruitment is to accept as many applicants as possible according to the qualifications of the company's needs from various sources, so that it is possible to recruit the highest quality candidates from the best.

In recruiting nurses, it is also necessary to pay attention to the characteristics of professional nursing. Characteristics of professional nursing according to(4)are having authority, accountability, independent decision making, collaboration, and advocacy.

After recruiting nurses, one orientation method is the preceptor model, which can be used to help new employees and to reward experienced nurses. The nursing staff who act as preceptors are selected based on clinical competence, organizational skills, ability to guide and direct others, and concern for the effective orientation of new nurses. The main function of the preceptor is to orient new nurses to the ward unit.(5).*Preceptor* is an experienced nurse who provides emotional support and is a strong clinical role model for new nurses(6).

Preceptorship in the nursing unit in line with PMK 40 of 2017 regarding career paths, namely improve the professionalism of nurses who are able to provide safe, effective and efficient nursing care. However, at this orientation phase, preceptorship is not yet available at RS C. In accordance with the vision of RS C, which is to become a complete, quality, and

affordable hospital in Indonesia by adhering to universal love, through the preceptorship program it is hoped that it can shape the behavior of nurses, namely caring. Caring is very important in developing a person's self to care. Caring requires competence, the ability to care for, care appropriately and adequately, and we have the freedom to learn and the opportunity to practice in the nursing profession(7)

Caring theory according to (7) in the book *Caring in Nursing Classics*, which states that the behavior of professional nurses can be reflected in 6 components called the Six Cs, namely Compassion, Competence, Confidence, Consience, Commitment and Comportment. Research conducted by (8) with the title *Preceptorship Method To The Achievement Of New Nurse Competencies At Jemur Sari Hospital Surabaya* stated that there were problems/difficulties working for new nurses in providing nursing care to patients according to their career paths. This is overcome by an orientation that is considered appropriate to provide learning for new nurses because it emphasizes task performance and its implementation using the preceptorship method (9)

Research conducted by (10) entitled *Application of the Preceptorship Method in Orientation Activities for New Nurses at the Hemodialysis Unit at the Hospital*, it was found that there were several obstacles in the application of the preceptorship method to new nurses at the Hemodialysis Unit, in the form of technical guidance implementation, comparison of the number of preceptors with new nurses, fulfilling the qualifications as preceptors, and standardization to evaluate preceptors as well as to increase the competence of new nurses produced after undergoing an orientation period.

METHODS

The type of research is Quasi Experiment, which is carried out in 2 (two) groups, namely the intervention group and the control group. The intervention group was

carried out at Hospital C, while the control group was carried out at Hospital M, which did pre-test and post-test but was not given certain treatment, while for the intervention group a preceptorship program was carried out.

With respondents in each group as many as 35 people, and sampling technique using convenience sampling. Inclusion criteria: nurses in the inpatient room, working period 0 - 1 year, pra-clinical nurse and clinical nurse I career paths, physically and mentally healthy, willing to be respondents and the exclusion criteria were midwives, nurses who were not present at the pre-test. Inclusion criteria for preceptors: inpatient nurses with PK II and III career paths, physically and mentally healthy, and exclusion criteria: midwives, nurses who were not present at the pre-test.

The research was conducted in the period from June 16 to August 2, 2022.

The instruments used is a questionnaire. There are questionnaire A about characteristics nurses. Questionnaire B was adopted from the book *Caring in Nursing Classics* written by (7) and has been validated by (11) and the results obtained r values of 0.164 - 0.741 with 42 statements. All statement items are valid so that a reliability test is carried out and the results obtained that the Cronbach Alpha value of 0.947 is greater than the standard Cronbach Alpha value of 0.6. (12). The questionnaire

has been declared valid and reliable so there is no need to do a valid and reliable test again in this study.

Questionnaire C was about recruitment: orientation. The questionnaire uses the Guttman scale, to get a firm answer "done" or "not done". Recruitment: orientation, appropriate category if the value is 76-100%.

The behavior of the category is not appropriate if the value is < 76%

From the results of the analysis of the validity of the instrument, it can be seen that all questions are declared valid because r count is in the range (0.544-0.936) > r table (0.3338). The reliability test results: Cronbach's Alpha value is 0.942 so this questionnaire can be interpreted as having very good reliability because it is > 0.60 (13).

Intervention

The training method provided is blended learning. Training was conducted from 7.30 a.m to 05.00 p.m.

Conduct preceptorship training (conducted 1 day) with PK II and PK III nurse participants.

After training (5 July 2022) for 1 day preceptorship role play is done by dividing preceptor into preceptor and preceptee.

Then observations were made using the preceptorship instrument.

RESULTS

1. Results of Knowledge Evaluation in the intervention group

Table 1.
Frequency Distribution of Preceptor Knowledge Evaluation Results in the Intervention Group

(Source: Primary Data, 2022)

Preceptor	Pre	Post	Ascension
n=15	69.37%	91.622%	23.25%

2. Characteristics of Implementing Nurses based on control group and intervention group

Table 2.
Frequency Distribution of Implementing Nurse Characteristics by control group and intervention group

(Source: Primary Data, 2022)

Group	Control		Intervention	
	amount	%	amount	%
Age				
• 21-25 years old	12	34.3	8	22.9
• 26-34 years old	23	65.7	27	77.1
Gender				
• Man	5	14.3	7	20.0
• Woman	30	85.7	28	80.0
Years of service				
• 0-6 months	10	28.6	6	17.1
• >6 months-1 year	25	71.4	29	82.9
Total	35	100.0	35	100.0

According to the researcher, according to the hospital's recruitment policy, the average number of new nurses was 22 to 40 years. In addition to this, the age of 26-34 years is a productive age who is able to make decisions and accept responsibilities in the hospital.

The highest gender is female (82.86%) In line with research conducted by Wulandari, the type of nursing job is described as a job that tends to be a woman's job that is closely related to her social spirit, although nowadays, there are quite a number of men who interested in the nursing profession. According to the researcher, the nursing profession is dominated by women and women are more flexible to be placed in any unit, while male nurses tend to be chosen who are more experienced to be placed in special units, such as the emergency room, operating room (14).

3. Professional Nurse Recruitment Process based on control group and intervention group

Table 3.
Professional Nurse Recruitment Process based on control group and intervention group

Recruitment process: nurse orientation	Control		Intervention	
	amount	%	amount	%
According to the criteria	30	85.7	33	88.6
Does not meet the criteria	5	14.3	2	5.7
Total	35	100.0	35	100.0

(Source: Primary Data, 2022)

From table 3 data is obtained that 33 respondents (88.6%) underwent the appropriate recruitment process. This is in line with research conducted by (15) Orientation is the process of adjusting a new employee to the work environment so that he can relate quickly and effectively to the new environment. (16). Employee orientation and training means providing them with the company background information and skills they need to carry out their new jobs most successfully. Orientation is a component of the new employee socialization process.

Socialization is an ongoing process in the form of instilling in employees the attitudes, standards, values, and behavior patterns expected by the organization and its departments. According to the researcher's opinion, recruitment at the hospital has been carried out according to existing policies and SOPs, each new nurse who has been recruited will undergo an orientation period of 1 year. Within 1 year, the ability and behavior will be assessed by the head of the room. During the preceptorship program, the preceptee follows the preceptor service schedule, usually morning or evening service. The preceptor will explore the abilities and behavior of the preceptee, if there is an action or something that the preceptee does not understand, then the preceptor can provide input or guidance.

4. Professional nurse behavior based on control group and intervention group before and after the Preceptorship Program

Table 4.
Professional nurse behavior based on control group and intervention group before and after the 2022 Preceptorship Program

No	Professional Nurse Behavior	Before Program Conducted		After Program Conducted	
		Control	Intervention	Control	Intervention
1	<i>Compassion</i>	73.71	80.00	76.00	85.71
2	<i>Competence</i>	93.14	94.29	93.14	96.57
3	<i>Confidence</i>	86.29	89.71	85.71	96.00
4	<i>Conscience</i>	81.71	80.57	82.86	97.71
5	<i>Commitment</i>	77.71	76.00	81.71	91.43
6	<i>Comportment</i>	85.71	86.29	87.43	97.71

(Source: Primary Data, 2022)

According to the theory of (17), individual knowledge obtained from training is included in the effort to develop meaningfully on the level of nurses' need for knowledge. Meanwhile, according to (18) basically learning will lead to changes in behavior both actual and potential.

In the opinion of the researcher, the increase in the 4 C components of the behavior of professional nurses in the control group even though they had not received training was probably due to the fact that during practice in the hospital, new nurses interacted with more experienced colleagues, thus enabling new nurses to adopt the behavior of professional nurses. In the intervention group, there was an increase in all C components of professional nurse behavior because new nurses received guidance from supervisors who had attended Preceptorship training.

5. The Effect of the Preceptorship Program on the Improvement of Professional Nurse Behavior in 2022

Table 5.
The Effect of the Preceptorship Program on the Improvement of Professional Nurse Behavior in 2022

preceptorship program	Nurse behavior						<i>P Value</i>
	Increase		Not Increase		<i>Amount</i>		
	n	%	n	%	n	%	
Control	21	60.0	14	40.0	35	100	0.006
Intervention	31	88.6	4	11.4	35	100	

(Source: Primary Data, 2022)

Table 5 shows that the effect of the Preceptorship program on improving the behavior of professional nurses in the control group was 60.0%, while the intervention group increased by 88.6%. Based on statistical test shows p value = 0.006. It can be concluded that there is an effect of the preceptorship program on improving the behavior of professional nurses in the control group and intervention group in 2022.

The results of research conducted by (19) that there is an increase in caring behavior in the 100% group after the preceptorship program is carried out. The researcher's opinion, through the preceptorship program at RS C, has an impact on increasing the behavior of professional nurses before and after the program. After the training there was a change in the behavior of professional nurses, namely increased caring, quick response, and better communication in serving patients.

6. The Effect of Preceptorship Program, Recruitment Process, Nurse Characteristics on Improving Professional Nurse Behavior

Table 6.
Multivariate logistic regression analysis The Effect of Preceptorship Program, Recruitment Process, Nurse Characteristics on Increasing Professional Nurse Behavior in 2022

		Sig.	Exp(B)	95% CI EXP(B)	
				Lower	Upper
Step 1a	Preceptorship program	0.025	4,789	1,220	18,797
	Recruitment process	0.075	0.167	0.023	1,199
	Years of service	0.020	5.039	1,286	19,738
	Constant	0.406	0.405		
Step 2a	Preceptorship program	0.006	6,249	1,690	23,106
	Years of service	0.017	5.025	1.336	18,901
	Constant	0.000	0.076		

(Source: Primary Data, 2022)

Table 6 shows that in Step 1a it appears that the variables that influence the improvement of nurse behavior are tenure, recruitment process: orientation, and preceptorship program. And in Step 2a the variables that influence the improvement of nurse behavior are years of service (p value = 0.017) and preceptorship programs (p value = 0.006). Nurses who took part in the preceptorship program had an increased probability of 6.2 times the behavior of nurses compared to nurses who did not participate in the program. Nurses with a tenure of more than 6 months are likely to have an increase of 5.0 times in their behavior compared to nurses with a tenure of up to 6 months.

Kumaladewi (20) explains that recruitment is very important, because the effectiveness of the selection directly depends on the size and quality of the number of applicants. In the opinion of researchers, the preceptorship program that is carried out affects the increase in the behavior of professional nurses. After joining the program, new nurses become more concerned with patients and the patient's environment and the preceptor helps improve nurse behavior.

DISCUSSION

Based on table 1, showing the results of the evaluation of preceptor knowledge (PK II and III nurses) after preceptorship training, the average value increase was 23.35%. Preceptorship training is a process of teaching knowledge and skills, as well as attitudes to help new nurses develop nurse competencies, which is carried out by a preceptor to a preceptee. ((21),(22). In the opinion of the researcher, before being given the training program, the preceptor did not understand and did not know what to do, but after attending the training, the preceptor's knowledge increased.

Table 2 above shows the largest frequency distribution of respondents aged 26-34 years, in the control group (65.7%) while in the intervention group (77.1%), female sex

was 85.7% in the control group and 80.0 % in the intervention group, working period >6 months – 1 year 71.4% in the control group and 82.9% in the intervention group.

From the characteristics of nurses aged 26-34 years as many as 50 people (71.4%). According to(23) A person's age will affect his body condition, someone who is young can be able to do heavy work and vice versa if someone is elderly then the ability to do heavy work will decrease, elderly workers will feel tired quickly and do not move swiftly when carrying out their duties so that it can affect performance.

According to research (24) Adult age (25-35 years) can affect a person's emotions and interactions, at an adult age a person can easily control his emotions and be able to interact socially with various groups, both interpersonal, partner and inter-professional.

According to the researcher, according to the hospital's recruitment policy, the average number of new nurses was 22 to 40 years. In addition to this, the age of 26-34 years is a productive age who is able to make decisions and accept responsibilities in the hospital.

The most gender is female (82.86%) In line with the research conducted(25), the type of nursing work is described as a job that tends to be a woman's job that is closely related to her social spirit, although nowadays, quite a lot of men are interested in the nursing profession. According to the researcher, the nursing profession is dominated by women and women are more flexible to be placed in any unit, while male nurses tend to be chosen who are more experienced to be placed in special units, such as the Emergency Room, Surgery Room.

Most working period between > 6 months – 1 year (77,14%), this is in accordance with the objectives of the researcher, new nurses who work > 6 months – 1 year, are still in the orientation period and this is in accordance with PMK No. 40 Year 2017, perform therapeutic communication in

nursing care, apply caring in nursing, show assertiveness, show empathy, show ethical attitudes.

In line with the research conducted by (26) New nurses face the highest pressure conditions in 1 year of practice because they feel the gap between the theory they have learned and when they practice as employees in hospitals, some of the pressures faced by new nurses in their work environment such as lack of clinical, social and emotional support lower their confidence to practice nursing care.

Based on table 3 above, it shows that the largest percentage of the nurse recruitment process according to the criteria, the control group (85.7%), and the intervention group (88.6%). Table 3 shows that 33 respondents (88.6%) underwent the appropriate recruitment process. This is in line with the research conducted (27) Orientation is the process of adjusting a new employee to the work environment so that he can relate quickly and effectively to the new environment.(28). Employee orientation and training means providing them with the company background information and skills they need to carry out their new jobs most successfully. Orientation is a component of the new employee socialization process. Socialization is an ongoing process in the form of instilling in employees the attitudes, standards, values, and behavior patterns expected by the organization and its departments. It is in line with (29)The orientation program for new nurses, if properly designed, is expected to overcome various issues that arise. New nurses will prepare themselves and adapt more quickly in fulfilling the responsibilities of the assigned tasks. A good orientation program will also help a new nurse perform well and produce good performance as well, be able to adapt to the role, and increase confidence in her work. There is a relationship between the orientation program and the evaluation of the work performance of new nurses. These conditions then make the program in self-development and adaptation,

motivation in carrying out tasks full of responsibility.

According to the researcher's opinion, recruitment at the hospital has been carried out according to existing policies and SOPs, each new nurse who has been recruited will undergo an orientation period of 1 year. Within 1 year, the ability and behavior will be assessed by the head of the room. During the preceptorship program, the preceptee follows the preceptor service schedule, usually morning or evening service. The preceptor will explore the abilities and behavior of the preceptee, if there is an action or something that the preceptee does not understand, then the preceptor can provide input or guidance.

Table 4 above shows that the behavior of professional nurses before the preceptorship program in the intervention group and control group, namely Commitment was not carried out by 24% and Compassion was not carried out by 20%. The behavior of professional nurses before the preceptorship program in the intervention group and control group, namely Commitment was not carried out by 24% and Compassion was not carried out by 20%.

It shows that the behavior of professional nurses after the Preceptorship program which is not carried out by Compassion is 14.29%, but Commitment has increased to 91.43%. These results illustrate that the behavior of professional nurses Commitment has increased, while Compassion must be considered because it only increased by 5.71%.

According to theory(30), individual knowledge obtained from the training is included in the effort to develop a meaningful understanding of the level of nurses' need for knowledge. Meanwhile, according to(31)Basically, learning will lead to changes in behavior, both actual and potential. In the opinion of the researcher, differences in behavior after undergoing training can increase the confidence,

knowledge, and competence of professional nurses.

Table 5 above shows that in the intervention group the average score of nurse behavior before the intervention was 25.37 and the average score of nurse behavior after the intervention was 28.34, so there was an increase in the nurse's behavior score of 2.97 in the intervention group. Based on the results of the Wilcoxon statistical test, that P value: 0.000 (<0.05), it means that there is differences in the behavior of professional nurses between before and after the preceptorship program in the control group and the intervention group in 2022.

(2) the competencies of new nurses, among others, are conducting therapeutic communication in nursing care, applying caring in nursing, showing assertiveness, showing empathy, showing ethical attitudes. According to (7), the behavior of professional nurses reflected in 6 components called Six Cs, namely Compassion, Competence, Confidence, Conscience, Commitment and Comportment. (Caring in Nursing Classics, 2013). Research conducted by (32) explain *Preceptor* can significantly affect the competence of new nurses which include knowledge, skills, and attitudes, which can directly affect the critical thinking abilities of new nurses and can help bridge the gap between theory and practice. The researcher's opinion, after the research, new nurses experienced an increase in caring behavior, for example caring about the patient's bell, communicating to patients.

Table 6 shows that the influence of the program *Preceptorship* to improvement in the behavior of professional nurses in the control group was 60.0%, while the intervention group increased by 88.6%. Based on statistical tests show p value = 0.006. It can be concluded that there is an effect of the preceptorship program on improving the behavior of professional nurses in the control group and intervention group in 2022.

The results of research conducted by (33) that there was an increase in caring behavior in the 100% group after the preceptorship program was carried out. The researcher's opinion, through the preceptorship program at RS C, has an impact on increasing the behavior of professional nurses before and after the program. After the training there was a change in the behavior of professional nurses, namely increased caring, quick response, and better communication in serving patients.

Based on table 8 shows that recruitment process: orientation towards improving the behavior of professional nurses, increased according to the criteria by 82.5% higher than the recruitment process that did not meet the criteria by 28.6%. Based on the Chi Square statistical test analysis, it shows that there is a significant relationship between the recruitment process and the increase in the behavior of nurses (p value = 0.001).

(26) New nurses face the highest pressure conditions in 1 year of practice because they feel the gap between the theory they have learned and when they practice as employees in hospitals, some of the pressures faced by new nurses in their work environment such as lack of clinical, social and emotional support lower their confidence to practice nursing care. With the orientation, new nurses are introduced to the vision, mission, hospital culture, hospital environment, so that new nurses can understand and will improve the behavior of new nurses.

Based on table 6 shows that on Step 1a It appears that the variables that influence the improvement of nurse behavior are years of service, recruitment process: orientation, and preceptorship program. And in Step 2a the variables that influence the improvement of nurse behavior are years of service (p value = 0.017) and preceptorship programs (p value = 0.006). Nurses who took part in the preceptorship program had an increased probability of 6.2 times the behavior of nurses compared to nurses who

did not participate in the program. Nurses with a tenure of more than 6 months are likely to have an increase of 5.0 times in their behavior compared to nurses with a tenure of up to 6 months.

(34) explained that recruitment is very important, because the effectiveness of the selection directly depends on the size and quality of the number of applicants. In the opinion of researchers, the preceptorship program that is carried out affects the increase in the behavior of professional nurses. After joining the program, new nurses become more concerned with patients and the patient's environment and the preceptor helps improve nurse behavior.

Limitation study

The limitation in the research experienced was the response of respondents in filling out questionnaires via online google forms, due to lack of awareness in filling out questionnaires. Filling out the questionnaire which was distributed directly by the researcher, really depended on the response from the new nurse who filled it out, which was influenced by the patient's tired and psychological condition. Respondents fill in their statements subjectively, so it is difficult to determine the true intentions of the respondents. In addition, this research is a quantitative study and it is not easy to understand the respondent's perception because it cannot be studied more deeply.

CONCLUSION

There is an effect of tenure with an increase in nurse behavior (p value: 0.017) and preceptorship program (p value: 0.006) in the control group and the intervention group. Nurses who took part in the preceptorship program had an increased probability of 6.2 times the behavior of nurses compared to nurses who did not participate in the program. Nurses with a tenure of more than 6 months are likely to have an increase of 5.0 times in their

behavior compared to nurses with a tenure of up to 6 months. Nurses who took part in the preceptorship program had an increased probability of 6.2 times the behavior of nurses compared to nurses who did not participate in the program. Nurses with a tenure of more than 6 months are likely to have an increase of 5.0 times in their behavior compared to nurses with a tenure of up to 6 months.

The basis of this research can be further developed in further research, both with different approach methods and further exploration of preceptorship methods to improve the behavior of professional nurses, so that they can contribute to improving the image of the profession and developing nursing science in the future. Future researchers can also conduct research with large amounts of data to explore further the improvement of professional nurse behavior.

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