

**EDUCATION MANAGEMENT REGARDING SOFT SKILLS BASED ON ETHICAL PRINCIPLES IN NURSING EDUCATION****Rr. Sri Endang Pujiastuti <sup>✉</sup>, Samsudi, Totok Sumaryanto, Titi Priyatin**

Educational Management of Postgraduate Program of Semarang State University

**Info Artikel***Sejarah Artikel:*

Diterima September 2014  
Disetujui Oktober 2014  
Dipublikasikan  
November 2014

*Keywords:*

*ethical principles, education management, nursing student.*

**Abstract**

Nursing ethics is an essential subject in nursing education to enhance nursing students competence. Nurses must think critically and enhance their soft skills to provide effective care whilst their performance with the expansion in role associated with the complexities of ethical issues. The purpose of this study was to describe education management regarding soft skills based on ethical principles in nursing education. The method of this research is Research and Development (R&D) that conducted at Health Polytechnic Semarang. Data were collected by self report questionnaires including Ethical Issues in Clinical Practice (EICP), Educational Management Regarding Soft Skills (EMRSS) and Focus Group Discussion (FGD) about Education Management Regarding Soft Skills In Nursing Education (SSNE). The results of this study showed that some factors influence including lecturer, nursing students and learning material in nursing ethics are dominant taking part to cultivate nursing students' competence in caring. Proper preparation and active learning process contribute nursing students to become more understanding softs skills based on ethical principles. Indicator evaluation help the lecturer and nursing students to achieve the objectives of the learning in nursing ethics. The conclusion of this study is education management soft skills based on ethical principles cultivate the quality of nursing students' performance.

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<sup>✉</sup> Alamat korespondensi:  
Kampus Unnes Bendan Ngisor, Semarang, 50233  
E-mail: [pps@unnes.ac.id](mailto:pps@unnes.ac.id)

## INTRODUCTION

Education is a basic process to guide nursing students to be competence in health care practice. Ethical issues are more complex in current health care services. Seeking to understand the situation, nursing education has to promote the quality education to develop students' thinking in class and in clinical practices. Ethics issues are taking an increasingly prominent place in health care services. Nurses must think critically and enhance their soft skills to provide effective care whilst coping with the expansion in role associated with the complexities of ethical issues. Nursing students have opportunity to participate in the decision with current health care systems.

In fact, lecturer has to teach many subjects in class and guide the nursing students in clinical practices.. A major problem faced is the insufficient time was allocated within the curriculum. Also, the students preferred teacher centered approaches because all materials are given. However, teacher centered process will build nursing students to passive and uncreative in their thinking (Diyanto, 2009). The supervision may have limited procedures to improve methodology for learning process. Nurses must think critically to provide effective care whilst coping with the expansion in role associated with the complexities of current health care systems (Rr-Pujiastuti & Chaowalit, 2004). Some literature review presented to support that enhancing soft skills to deal ethical issues is necessary not only in the clinical practice setting, but also as an integral component of nursing education programs to promote the development of nurses' critical thinking abilities (Jenny & Rr-Pujiastuti, 2009).

Nurses must think critically and enhance their soft skills to provide effective care whilst coping with the expansion in role associated with the complexities of ethical issues. Therefore, this study can provide beneficial information regarding soft skills to deal with ethical issues. Management in human resources such as lecturers, clinical instructors,

stakeholders and nursing students are an important aspect to achieve the quality of education. Based on this phenomena, this study focus on education management regarding soft skills based on ethical principles in nursing education.

### Objectives of the Study

This research would be intended to develop the education management regarding soft skills in nursing education. Specifically this study had the objectives to:

1. Identify the education management regarding soft skills based on ethical principles in nursing education.
2. Identify the students' experiences and their competences to solve on ethical dilemmas

## METHODS

Research design in this study is research and development and has purpose to develop a model of education management regarding soft skills based on ethically principles in nursing education. Gall and Borg (2003: 569) state that "Educational Research and Development (Educational R & D) is an industry-based development model in which the findings of the research are used to design new products and procedures. The statement shows that educational research and development is a process to develop new products through the process design, define and development. Moreover, the purpose of educational research and development is not intended to examine a theory, but it is intended to produce a new product or to develop a product after several steps including preliminary research, development of design of product, field tryout, and operational product revision. In this research, two methods were used that they were descriptive and evaluative methods. The instruments in this study were modified based on study Development of ethical dilemmas and resolution of ethical dilemmas scales in nursing practice (Chaowalit, Suttharangsee & Inthanont (2001) and Soft skills to enhance self concepts for nursing students (Rr.Pujiastuti, 2006). Data

is collected by self report questionnaires including Ethical Issues in Clinical Practice (EICP), Educational Management Regarding Soft Skills (EMRSS) and Focus Group Discussion (FGD) about Education Management Regarding Soft Skills In Nursing Education (SSNE).

## RESULTS AND DISCUSSIONS

The model of management education regarding soft skills based on ethical principles include the preparation phase, implementation phase and evaluation phase. Lecturers prepare students with opportunities to acquire both learning material regarding ethics principles and students support to become more active in learning regarding ethical principles. Good preparation can increase the student self-confidence and students connect their life experiences with the learning material as prior knowledge and students ideas is expressed naturally during discussion.

Implementation phase is important step to achieve students' competences for nursing ethics. Implementation phase in education management include the teaching, learning methods, and evaluation. The education management regarding soft skills based on ethical principles in nursing education must be considered in the development of this model are as follows:

### 1. Lecturer

The education management model through active learning based on ethical principles has several special characteristics namely lecturers as role model concerned with their performances, emphasis on caring, social interaction, motivation, cooperative, lecturer as facilitator, teacher as motivator, and creative. The role of the lecturer as a role model is needed in learning ethics in nursing to build soft skills for nursing students. Lecturers are expected to be able to create a pleasant atmosphere of the classroom by being friendly to the students (Ridha, 2013). Lecturers have to support students in acquiring new knowledge through

social interactions, experiences, active learning and support and emphasis on caring.

### 2. Student's performance

Nursing students emphasis on their performance both in class and clinical practice for health services. Concerning on students' performance is essential to build students on their caring such as good social interaction, good collaboration and emphasis on quality of care. Students work and learn together to achieve learning goals to achieve their competences about knowledge, skills and attitudes. In health care services, nursing students have nursing roles so the students' activeness keeps positive interdependence among nurses, promotive interaction to patients and families, accountability, and social skills are the elements of quality health care services. Nursing students have opportunity to create their thoughts/ideas widely related to the learning material and learn to improve their performance more caring. So, nursing student have to promote quality care based on ethical principles at health care services. Management in human resources such as lecturers, clinical instructors, stakeholders and nursing students will develop the learning both in class and at clinical practices.

### 3. Learning Material

The developed model of learning materials regarding soft skills based on ethical principles consist of (1) goals and set; (2) presenting ethical principles; (3) organizing students and lecturers and clinical educators; (4) indicators of soft skills evaluation. In this study, most subjects described that the most common methods of theoretical ethics were lecture and discussion. Various teaching methods such as seminar, role play, case analysis improve nursing students to more understand about ethical issues. The topic of discussion about case in clinical practice and experience the decision in clinical practice supposes nursing students develop their thinking to analyze, evaluate and resolve ethical issues using ethical theories and principles.

The finding of a study about the ethical issues regarding professional roles in nursing practice as follows were: (1) lack of autonomy as

nursing students, (2) values conflicts in professional roles, (3) lack of cooperation, (4) low level to maintain standard of care, and (5) neglect of patient care.

#### 4. Formulating the indicators

Indicator is a sign that student has achieved the basic competence which is signed by changing the behavior such as attitude, knowledge, and skill that can be measured (Ridha, 2013). Soft skills based on ethical principles can be formulated as (1) being able autonomy (2) being able to identify given information about patient illness, (3) being able to keep secret, (4) being able to respond for patient and families' need, (5) provide care fluently and accurately. The finding of a study about the ethical issues regarding professional roles in nursing practice as follows were: (1) lack of autonomy as nursing students (M=2.66), (2) values conflicts in professional roles (M=2.63), (3) lack of cooperation (M=2.63), (4) low level to maintain standard of care (M=2.22), and (5) neglect of patient care (M=2.19). The lack of autonomy was most frequently encountered for nursing students with the mean scores of 2.66 and values conflicts in professional roles was occurred when nursing students were willing help the incompetence patient (Mean= 2.63). The findings indicated that nursing students had high responsibilities for their duties as a member of profession roles. This is relevant with perspective of nursing roles and as nursing students may be restricted from independent responsibility and accountability (Puspitasari, 2006).

Nursing students with limited skills are display some characteristics in managing ethical issues such as coping strategies, self control and self management behaviors. The finding of this study regarding soft skills to deal ethical issues were: (1) taking moral action (Mean =2.81), (2) develop critical thinking (Mean= 2.63), (3) good communication (Mean= 2.59), (4) positive self concepts (Mean= 2.48), (5) improve students' competences (Mean= 2.43). The finding of this study about experiences being confronted with ethical issues were: (1) feeling uncomfortable regarding professional obligation, (2) being

unsure regarding transmitted diseases, and (4) being emotional regarding low quality of care. Experience in ethical issues cultivate a sense of powerlessness, tension, and emotional conflicts (Rr-Pujiastuti & Chaowalit, 2004). Nursing students with limited skills are display some characteristics in managing ethical issues such as coping strategies, self control and self management behaviours.

Understanding ethical principles are guides to moral decision-making and moral actions are centered to the formation of moral judgments in professional practice (Purba & Rr-Pujiastuti, 2009). According to Fry and Johnstone (2002), in order to be able to use moral initiative and taking moral actions, nurses should: (1) identify correctly the most pertinent issues, (2) recognize the implications of these issues for nursing profession, and (3) develop strategies for responding appropriately and effectively to these issues. They also suggest the overall aim for resolutions as follows: (1) the promotion of human well-being and welfare, (2) balancing the needs and significant moral interest of different people, and (3) making reliable judgments.

The finding of this study supposed that develop soft skills is an important competence in nursing to deal with ethical issues. This is relevant that "Soft skills encompass personal, social, communication, and self management behaviours, they cover a wide spectrum: self awareness, trustworthiness, conscientiousness, adaptability, critical thinking, organizational awareness, attitude, initiative, empathy, confidence, integrity, self-control, leadership, problem solving, risk taking and time management" (Paul, Ennis & Norris, 2002).

Concerning the findings of this study, soft skills to deal with ethical issues preferred to develop critical thinking and good communication. This finding demonstrated that the subject promote their awareness when encountered the ethical issues. Therefore, most students usually have a good communication when they care for the patient. This study is relevant that critical thinking is the one way to promote soft skills nursing students (Diyanto,

Rr-Pujiastuti, Warsono, 2009). Critical thinking is the disciplined, intellectual process of applying skilful reasoning as a guide to belief or action (Paul, Ennis & Norris, 2002).

In nursing, critical thinking for clinical decision-making is the ability to think in a systematic and logical manner with openness to question and reflect on the reasoning process used to ensure safe nursing practice and quality care. In addition, most nursing students used problem based learning and role play to enhance soft skills nursing students. Soft skills to deal with ethical issues included advocating for patient, willing to speak on behalf of the patient's rights and helping patient to quality care.

#### 5. Teaching Methods

Various teaching methods such as seminar, role play, case analysis improve nursing students to more understand about ethical issues. The topic of discussion about case in clinical practice and experience the decision in clinical practice supposes nursing students develop their thinking to analyze, evaluate and resolve ethical issues using ethical theories and principles.

### CONCLUSIONS

In conclusion, the need for nursing students to be awareness the ethical issues in clinical practice and more` enhance their soft skills to deal with ethical issues. It recommended to enhance adequate knowledge to build soft skills in nursing regarding various the ethical issues regarding professional roles in nursing practice. Significance of the study is the research findings can be used to prepare

continuing quality education and can be used as a reference for further study to determine proper to develop education management regarding soft skills based on ethical principles in nursing education.

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