

**A study on the formulation and transformation of caregivers' work values  
~ Dynamic changes of nurse-patient relationship from laboring, nursing, and caring~**

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## Abstract

The caregivers play a crucial role in maintaining the health and happiness of patients, typically losing their self-management abilities. This society should appreciate their work; people in the academic world should envision their work values as well as their inner mindsets in order to provide meaningful rewards and build a favorable nurse-patient relationship. This study, taking qualitative research approaches, was conducted to in-depth understand the caregivers' sense of work value through interviewing both the caregivers and patients and observing interaction behaviors with patients and their families. Authentic data resulted from a series of interviews accompanying scenario observations were analyzed and validated with triangulation according to research purpose. Finally, this study drew the following conclusions: 1. The caregivers generally possessed hearty patient-centered work values perceiving patients as friends, even family members; 2. Their hard work and enthusiastic dedication built the imperative trust as well as respect from patients and hospital professionals, which reciprocally enhanced the caregivers' self-recognition and work values from laboring up to actualization of social contribution; 3. The caregivers transformed their sense of work values through self-recognition, enthusiastic dedication, affable interaction with colleagues and patients, and self-respect to the work and people.

Keywords: the caregivers, work values, dynamic changes, nurse-patient relationship

## 1. Introduction

The 2019 data from the National Statistics Department, Ministry of the Interior, showed that the average life expectancy of Taiwanese people has increased at 1.68 years/10 years (i.e., from 79.01 years in 2008, to 80.69 years in 2018). As early as 1993, the proportion of our elderly population reached 7.10% or the criterion of an 'aging society'. By 2018, this proportion further rose to 14.56%, turning the nation into an 'aged society'. The aging population is increasingly visible in our daily life. With declining birthrates and a shrinking population of the young generation, the role played by long-term caregivers becomes increasingly important for our aging population (Ming, 2017). Craftman, Westerbotn, Strauss, Hilleras, Hammar (2015) pointed out that people need to take care of the waiter's assistance to maintain health because they lack the ability to take care of themselves. The care attendant is the frontline care provider for long-term care work in China, which directly affects the quality of care. Care workers have high work pressure, heavy workload, poor treatment, high mobility and difficult recruitment, which leads to the dilemma of lack of manpower for care workers in Taiwan with an aging population (Cai, Chen, Lin, Liang, 2013). A care attendant can improve patient clinical assessment and patient safety, thereby enhancing the risk of detecting infection and reducing the time to delay diagnosis and treatment (Sund-Levander, & Tingstrom, 2013). Caregivers play an important role in direct care, health promotion and well-being of patients. Caregivers are important assistants for nursing staff and can provide better care for patients (Maceri, Sekhon, Talley, Dinnendahl, Loseto-Wood, & Jasper, 2019). Caregivers are important human resources and service providers for the long-term care system. They are the first-

line care providers in the long-term care work in China. They directly affect the quality of care. Their work pressure is high, the load is heavy, and their social image is low. And the lack of guaranteed working conditions, etc., it is necessary to interact with the care recipients every day. Care work has become the focus of the daily life of the caregiver, playing an important role in continuous care. The caregiver has long contact time with the case, frequent interactions, cumbersome work, monotonous, time-consuming, and needs to respond to the needs of the case and family members at any time. It can be seen from the above that the care attendant is the main care manpower for long-term care services and affects the quality of patient care. It should also be valued and its work value should be discussed. The main purpose of this study is to deeply analyze the work value of caregivers, the interaction between caregivers and patients, and to explore the affection of caregivers to patients. Research questions: (a) The reason why the caregiver accepts the job? (b) The caregiver accepts the value and viewpoint of holding this job. (c) Others' attitudes and approvals against the staff. (d) The significance of the caregiver's work and the evolution of value work values. Therefore, it is hoped that through this study, the shaping and changes of the caregiver's work value consciousness will be discussed, and a more in-depth analysis will be made against the caregiver's work value consciousness, so as to further understand and cultivate the reference for the management of friendly caregivers and medical units.

## **2. Literature reviews**

### **2.1 Introduction of caregivers**

In Taiwan, there are many different names for caregivers, such as: "nursing", "care", "ward assistant", "assistant nurse", "ward staff", "care assistant", "family caregiver", "Household waiter", "Home attendant", "Guardian" etc (Chen, Lin, 2011). The care attendants were originally classified as "patient attendants" in the health and administrative system, and were referred to as "home attendants" in the social and administrative system. Until 2003, they were collectively renamed as "care attendants". It is quite common in application. The places where caregivers work are usually in medical institutions, nursing institutions, nursing homes and other social welfare institutions or families, to assist patients, disabled or physically and mentally handicapped people in daily life and provide physical, life care and family services. In order to respond to China's long-term care for manpower needs, improve the quality of care services, promote the mutual circulation of the employment market for home attendants and patient service personnel, increase employment opportunities, and integrate the training courses for home attendants and patient service personnel for care attendant training courses, specially formulated Caring for the waiter training implementation plan. Service objects: those who lack the functions of daily life activities or the ability to maintain independent and independent life and need the assistance of others. Service items: housework and daily care services. Body care services. The scope of services must not involve medical and nursing behaviors, but under the guidance of nursing staff, they can assist in the implementation of technical care work (refer to the three items listed in clinical internships). The content of the care attendant's work: to discuss the content of the care attendant's work, the care work can be performed by a trained care attendant. The contents are: commonality in general technical work, cleaning, medication and eating, excretion, comfort and activities. The focus of

work is based on life care, with the core of meeting the basic care needs of the case as the core. Work ability should include physical care, life care, safety maintenance, interpersonal and communication, problem solving and leisure activities arrangements (Chen, Lin, 2011). It can be seen from the above that the work content of the care attendant is daily life care services, body care services, safety maintenance, interpersonal and communication, problem solving and leisure activities arrangements.

## 2.2 Introduction to Work Value

Work value is an important factor that affects an individual's career choices and career planning. Work value is the result of an individual's judgment in life, which enables him to establish certain motivated attitudes or concepts and promote them. The ability to choose the type of occupation. Work value is the subjective value judgment of the worker on the work itself, the experience or the overall result, which is the feeling, attitude and sentiment response. Work value is an individual's internal need, which can form an internal motivation to support or guide individuals in choosing career and work behavior orientation (Super, 1970). Work value is an individual's opinion, thoughts, and judgment criteria for a job, which affects an individual's willingness to work, attitude, and goal (Meglino, 2006). Work value is a part of the value system, and also contains all the attributes of values, but it will have different views on the value of work as scholars study different perspectives (Chen, 2013). It can be regarded as the internal thought performance of the individual to judge the importance of the work. The same job will have different meanings for different individuals. The work itself has no specific meaning, but comes from the individual's endowment to guide individual behavior and development goals, Is a personal preference for work (Chen, 2018). Work value refers to an enduring belief formed by an individual's influenced by preferences or behaviors, an attitude that guides the individual and work behavior performance and goal pursuit (Zhong, 2018; Li, 2019).

## 2.3 The concept, content and function of work value

Ginzberg, Ginsburg, Axelrad, and Herma (1951) first proposed the concept of work value, which is a structure that guides individuals to internally support current behavior. Work value can be generally divided into three categories: intrinsic values, extrinsic values, and concomitant values. Work value spans three sets of factors, and six values are: achievement and independence as achievement and independence values refer to self reinforcers; relationship and recognition as society Facing enhancements (relationship and recognition values to social reinforcers); support and working conditions are support and working condition values to other environmental reinforcers. Work value should include: Intrinsic value: the characteristics of altruism, lofty sentiment, ideal ambition, and sense of accomplishment ; External value: economy, law, perseverance and ability, development, professional characteristics ; Incidental value: qualities of authority, class, domination, discipline, and obedience (Ho, 2006). Super (1970) subdivides work value into fifteen aspects. Intrinsic work value includes: altruism, sense of accomplishment, aesthetic pursuit, creativity, wisdom stimulation, and rights management; external work value includes: independence, prestige, economic compensation, Sense of security, working environment, relationship between

colleagues, relationship with supervisor, changeability, lifestyle, etc. Chen (2013) work value includes three levels: intrinsic value-self-growth value and self-identity value, external value-social identity value and added value-interpersonal interaction value. The beliefs that individuals hold when they are engaged in work are used to judge work-related things and behavioral goals, and reflect personal needs and preferences, and then guide attitudes and behaviors (Ouyang, 2010). Changes have occurred along with the social experience, and personal work and career choices will be affected by their own internal standards (Lin, Zhu, 2016). Including self-growth, working environment, affiliation and co-worker relations, work status, altruism, security, financial rewards and prestige, etc. (Chen, 2018).

It can be seen from the above: the value of work is the internal needs of the individual, which can form an internal motivation to support or guide the individual in choosing a career. As a result of changes in the social experience, personal work and career choices will be affected by their own internal standards.

### **3. Research methods**

#### **3.1 Research design**

This research adopts the quality research method, inviting the personnel currently engaged in the work of the caregiver to collect data on the work value of the caregiver and the interactive relationship between the caregiver and the patient through interviews, in order to obtain the deep heart of the caregiver feeling research materials. The conceptual architecture diagram of this study is as follows Fig1:

#### **3.2 Research participants**

This study adopted qualitative methods. The interviewed caregivers have worked in a hospital in the southern region of Taiwan for 3 months or above, who were able to complete the questionnaire and communicate in Chinese and Taiwanese, were selected to participate in this study. The researcher is a senior clinical nursing staff who has been working for more than 22 years. The research object is a clinical caregiver. The first respondent: female, 49 years old, highly-educated, widowed, married with 1 child and 1 woman, and worked for more than 22 years. The second interviewee: female, 45 years old, highly-educated, married, having 1 child and 1 woman, and working experience for more than 15 years. This study is based on literature information and clinical experience as a guide to establish an interview outline. Contents of the interview outline: Could you tell me about the journey you took as a caregiver? Please outline the main content of your work Is it okay? Could you please tell me how the patient interacts with you in the past few years? In your several years of work experience as a caregiver, how does the family interact with you? Could you also talk about several reasons why you love this job? Use a semi-structured questionnaire interview, interview 2 caregivers, observe, conduct in-depth interviews, at the beginning of the interview, the researchers first explain the research Purpose and process, after obtaining the consent of the subject, the whole recording is conducted, and the interview is about 40 minutes to 1 hour.

### 3.3 Data collation and analysis

After the meeting, the researchers will translate the recording materials into verbatim manuscripts, and then make a qualitative analysis verbatim, and summarize the themes and concepts for each topic. When logging in, give each participant a code number (first respondent: C1 and second respondent: C2). When using content analysis, find the topics found in the records and transcribed data and the topics between the topics Correlation. According to the basic information of the interviewees: the caregiver is an ordinary job, and does not require particularly high conditions. The average person will do as long as he has a job, without special expertise and education.

## 4. Research findings

4.1 The entry of an individual into the profession of long-term caregivers is generally based on financial consideration. It is not a job highly respected by society. Because the job is characterized by features like high work pressure, low pay and low social status, the caregiving profession has faced for years problems of workforce shortage and high turnovers (Tsay et al., 2013).

*"I started working as a caregiver after job-hunting. The purpose of getting a job was satisfied, as I earned income. Since then, I have been doing what I have been doing for the last 22 years. It is hard work (C1)."*

*"December 28, 1997: I was introduced to the job by my sister-in-law, who is a caregiver and she also works in my institute. At that time, I talked to her about my intention to find a new job. I think it is a decent job for taking care of the elderly. So, I made up my mind to become a caregiver (C2)."*

Every caregiver wants a job and a stable income, in work schedules compatible with family life. The job turns out to have an additional value in life. For example, the initial purpose of the job is financial support for the family, but later what has been learned from the job can be extended to their own family. While caregiving is tough work, it can also make a great career. But once inside the profession, the development is rather limited. It is not easy to change jobs later on, and caregiving then becomes a lifelong career.

4.2 Long-term caregivers generally recognize and accept their fate to work hard. Caregivers on the average work 5 days a week, >10 hours a day, with 15 hours/month in working overtime. Caregiving has become the focus of their daily life (Tasy et al., 2013).

*"Taking care of patients' daily lives, assisting them in eating (gavage), body cleaning, helping them get out of bed and moving around, and talking to them. Professional skills: such as skills on turning patients in bed, in gavage, feeding, how to restrain them without causing them physical injuries, and how often we need to check on them. Other things on caring would depend on personal experiences (C1)."*

*"During working hours, we need coordination with the nursing staff. Anything of attention is informed and communicated between us. Nursing staff is very considerate, and they are very good at communication (C2)."*



Caregiving jobs require patience and are not short of challenges of all kinds. Not only drains energy and mind, but also many difficult situations arise in caring for them. Caregivers often feel unwell respected. But they choose to accept the situation and adhere to the profession. Caring for the entire living of a patient is tough. Coordinating with patients and nursing staff, with emphasis on teamwork, and establishing excellent communication and interaction. Interacting true-heartedly with patients and presenting them with our professional image of caregivers.

4.3 Long-term caregivers generally are able to have good interactions with the relevant personnel in the workplace, and to create win-win situations.

*"Build in their mind a sense of trust in us. They will then be happy to allow us to take care of them. In this way, they would be willing to tell us what is in their minds (C1)."*

*"Family members have the impression that we are very enthusiastic and we will take the initiative to ask what else we need to serve. The family members feel very good and reassured of our caregiving. We take care of them as our own family and our relationship is very close."*

*"I usually contact their family members by phone and the internet LINE. I become a good friend of the family members, and together we take care of the elderly patient. The family members would use LINE to show their agreement and gratitude towards me (C2)."*

Emotions are internally connected. Interacting frequently with patients, giving out greater care and more greetings, would facilitate reciprocal trusts. Thereafter both parties feel free to talk to each other. The end result is meeting care needs of all possible aspects with a gentle and an intimate attitude. Patient feedback is the prime motivation for caregivers in continuing their career, making their job more meaningful and valuable. The work of caregivers is hence internally valued and externally being respected, affirmed and recognized. These factors on identity, value and feeling could eventually change their attitude and value on caregiving work.

4.4 Long-term caregivers, after 5 years on job, generally cherish their work and develop a positive view of their occupation and work duties. Thus, it can raise their sense of honor, and improve public image of care service professionals and their important role in society.

*"After starting my caregiving job, I feel happy every day, chatting with patients, taking good care of them, and interacting well with them. I am happy every day. My current job is relatively meaningful and fulfilling. I have a great sense of achievement (C1)."*

*"After finishing the scheduled work at hand, we will go to chat with patients, take them out for a walk, treat them like my own grandparents (C2)."*

*"Sharing with their family members every bit of the patient's life, funny little things and patients' reactions during interactions. I usually avoid telling family negative happenings to avoid their anxiety. This job gives me great sense of achievement. Because I can take care of patients, make them happy, live in a stable condition and enjoy every day (C1)."*

Caregivers often work enthusiastically and conscientiously. They have empathy with the patients and can share feelings of their underlying illness. They treat patients as their own family members and closely connect with them in emotions. Engaging in work as a caregiver can be recognized and appreciated by the community. Transformation or even sublimation of work values

come from work experiences, services, caring for patients and interests in people. Being recognized and approved in favor by others, able to learn, work enthusiasm, sense of accomplishment, and inner joy are important reasons why caregivers love their job. Innovation the caregivers' value and recognize, they will devote themselves on the work and take care of the patients very well.

## 5. Research results

The work of a caregiver is a low-level, low-paying, labor-loaded, long-term occupation. However, due to the practice of helping beliefs, it is more affirmative of the individual's labor value. The work is respected and recognized and recognized, so that we know:

5.1 Career value in the workplace is missionary and passionate. The interaction between the caregiver and the patient is closely connected. The caregiver's emotions for the patient are rich and true. The personal value of the caregiver can lead to the care of the patient as the center. The caregiver accompanies the care of the patient day and night, cultivates friendly emotions in the labor service, actively provides assistance, care and response, and establishes a positive relationship between doctors and patients.

5.2 The change in the relationship between doctors and patients in labor, care, and care of caregivers has sublimated their self-worth awareness, continued to invest and accept, and persisting in labor services is the guarantee of patient trust, care safety and quality.

5.3 Positive interaction-I like to share the patient's life and reactions with my family, value the value, and benefit people's life value. Devotion to work and self-identification and self-affirmation. Recognition and recognition, learning, enthusiasm, sense of accomplishment, and inner joy are important reasons why caregivers love this job.

5.4 After the understanding of life, work experience and time experience, the caregiver's attitude towards long-term work and the value of the work continue to pursue the self-interest and the life value of others from work, and reflect on the value and significance of life, Will sublimate to the profession that is willing to continue to invest, accept, and persist in this work, full of human glory.

## 6. Conclusions

The Ministry of Health and Welfare (2018) emphasized the improvement of the professional value of long-term care services in the bound version of the Long-Term Care Decade, establishing the image recognition of the caregivers and communicating their professional value and significance to enhance their sense of honor and increase professional recognition. Degree and honor, strengthen the professional image of caregivers. Ming (2017) pointed out that caregivers are proud of this work, and then show the value and significance of professional service personnel at work, and strive to strengthen their professional image and improve service quality. The purpose of this study is to deeply analyze the work value of caregivers, the interaction between caregivers and patients, and to explore the affection of caregivers to patients.



6.1 Caregivers have always been classified in an occupation with low-pay, low-rank, and doing soiled work. They are regarded not as the mainstream "professional" jobs. The reason for the job invaluable to the level it deserves is because of hidden abilities people do not see behind its non-skilled requirements. These abilities of caregivers include: patience, empathy, and attentiveness. The professional value of caregivers lies not in "providing services" only, but in best assisting patients how to do things they cannot do due to handicaps. This is the key source of caregivers' sense of accomplishment.

6.2 It is a transformation of the relationship between caregivers and those they serve. The work of caregiving is tough. Their work is lowly viewed by the general public. Despite this, caregivers still like their job. The key factor is that they agree with the work value and accept their job. They can see the true value of their services, the value of their own lives, together with the values of patients and the society. It is the recognition of these values that has made them very happy and respect their job. Induction graph of research conclusion is as follows Fig. 2.

## **7. Suggestions**

To teach patients and their families to respect caregivers, and to show gratitude. In this way, the approval they perceive is more solid. The government, in coordination with educational institutes, to run related vocational training for caregivers, to establish a system for their professional licensing, to strengthen career development, and to shape their social images for better professional identity and self-identity, and to consolidate their awareness of work value.

## **8. Implications of this study**

The caregiver may initially work for work, and the work has general and professional parts, which is hard work. After interacting with the patient and establishing a trust relationship, life understanding, work experience and time experience, the caregiver's attitude towards long-term work and the value of the work continue to pursue self-interest and the value of the work value from the work. More delicate and intimate care is needed to meet the needs of all levels. Because of respect, affirmation, recognition, and making the work more engaged, because of the reason for loving this job, it also provides services beyond the ordinary workplace. The transformation of the relationship between doctors and patients in the labor, care, and care of caregivers has sublimated the sense of self-worth. "The caregiver is our family." It deserves our attention to their professional value and highly positive recognition of them.

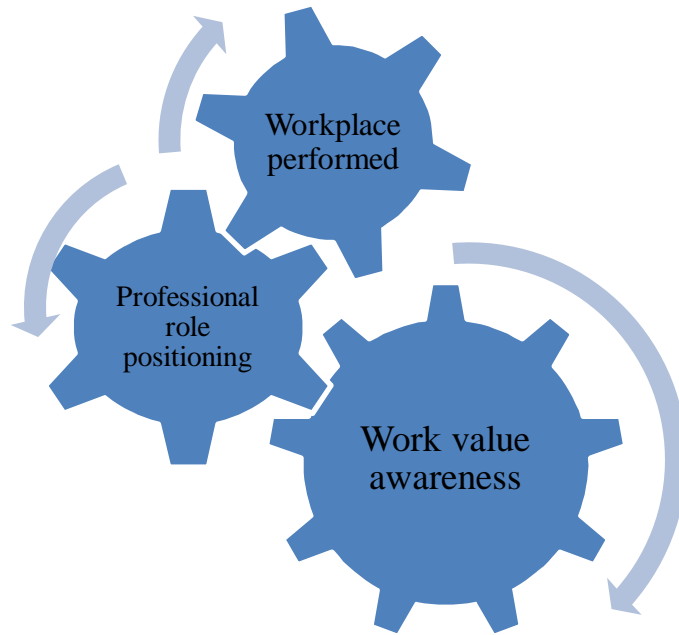


Fig1. The conceptual architecture diagram

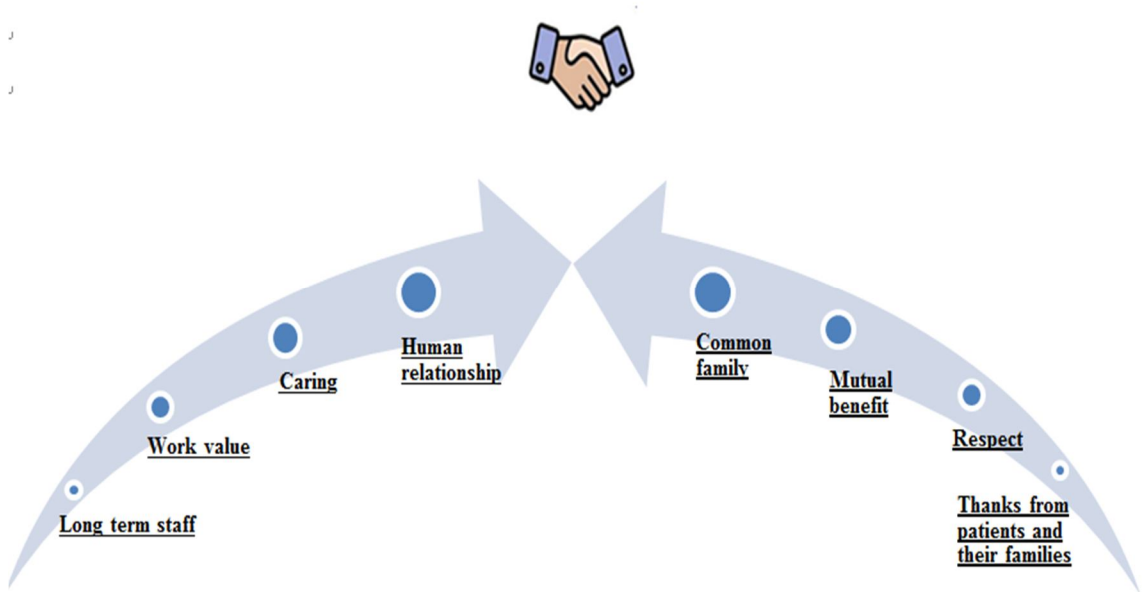


Fig. 2 Induction graph of research conclusion

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