



COMMUNITY PERCEPTIONS OF THE ROLE OF NURSES AS HEALTH SERVICE PROVIDERS

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ABSTRACT

Nurses are medical officers in hospitals who have an important role in monitoring patient conditions, being involved in planning patient care, and providing interventions in disease management. Current conditions, the role of public health nurses has not been implemented in its entirety. The aim of this research is to analyze public perceptions of the role of nurses as providers of health services. This research was carried out at the Segeri Health Center, Kel. Segeri Kec. Segeri Kab. Pangkep with purposive sampling. The instrument used in this research was a questionnaire regarding public perceptions of the role of nurses which includes the role of nurses as service providers, educators/counselors, case finders, role models/role models, coordinators/collaborators. Univariate data analysis was carried out with the aim of explaining or describing the characteristics of each variable. The research results show that there are good perceptions of respondents regarding the role of nurses, which includes the role of nurses as service providers, educators/counselors, case finders, role models/role models, coordinators/collaborators.

Keywords: health service provider; perception; role of nurse

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INTRODUCTION

Improving the quality of health services is a major issue in health development both nationally and globally (Kemenkes RI, 2020). This is driven by the increasing demands on health service organizations to be able to provide excellent health services to consumers. In the development of an increasingly critical society, the quality of service will be in the spotlight, both for medical services and other forms of service (Srianti, Ansari, & Ma'ruf, 2020). The definition of quality of health services according to WHO is an appropriate or appropriate performance related to the standards of an intervention that is known to be safe, which can provide results to the community concerned that have the ability to produce an impact on death, morbidity, disability and malnutrition (Bakar, 2016). Currently the health service system in Indonesia is not in a good condition (Lestari, 2018). The Human Development Index (HDI) shows that the health sector in Indonesia is at the bottom of the board, which is 112th under Vietnam (109), and far below Malaysia's services (68) (Watimena, 2014).

In implementing health care, a maximum health service system is needed to support the success of health care (Siregar, 2020). One of the efforts to achieve maximum health services requires efforts for national development, which aims to improve the quality of human resources in a sustainable manner (Teja, 2015). Based on the vision of national development through health

development which is to be achieved to create a healthy Indonesia (Keputusan Kepala BTKLPP Kelas I Manado, 2019). In current conditions, the role of the public health nurse has not been fully implemented (Akbar, Juniarti, & Yamin, 2022). This has an impact on differences in public perception of the role of the nurse.

Based on initial data collection by researchers in the work area of the Segeri District Health Center. Segeri Kel. Segeri Kab. Pangkep in April, there was an assumption by the public who use health services, that the role of the public health nurse is limited to treating and organizing/following the posyandu, as the treasurer of the puskesmas, as the pharmacy manager, nutrition implementer and others. While the main role of the functional nursing nurse is as the executor of public health nursing at the puskesmas, the nurse has at least six roles and functions, namely (1) as a care giver, (2) as a case finder (3) as educators/health educators (health teacher/educators), (4) as coordinators and collaborators, (5) advisers (counselors), (6) as role models (role models) have not met their expectations and competence. Based on data on visits to the Segeri Health Center, Kel. Segeri Kec. Segeri Kab. Pangkep in the last 4 months recorded 3250 people who came to visit and the Health Service indicator, presents the percentage of deliveries assisted by health workers, the percentage of babies who are fully immunized, the ratio of the health center to the population and others. (Segeri Health Center Health Profile). Based on this background, the purpose of this study was to analyze public perceptions of the role of public health nurses as providers of nursing services at the Segeri Health Center Kel. Segeri Kec. Segeri Kab. Pangkep.

METHODS

This research was carried out at the Segeri Health Center, Kel. Segeri District. Segeri District Pangkep. The sample in this study was taken by purposive sampling with the inclusion criteria of community respondents in the working area of the Segeri Health Center Kel. Segeri District. Segeri District Pangkep, who was willing to be a respondent, was not in a state of decreased consciousness, and could read and write. The instrument used in this study was a questionnaire about public perception of the role of nurses which included the role of nurses as service providers, educators/ extensionists, case finders, role models/ role models, coordinators/collaborators. The data that has been obtained or collected is processed and analyzed using a computer program through the stages of editing, coding, data entry, and cleaning. Univariate data analysis was carried out with the aim of explaining or describing the characteristics of each variable both the independent variable and the dependent variable which are presented in the distribution of frequencies and percentages. Research ethics is carried out by complying with the rules of informed consent, anonymity and confidentiality.

RESULTS

Table 1.
Characteristic Distribution of Respondents According to Age (n = 38)

Age (year)	f	%
19-24	10	26,3
25-31	9	23,7
32-38	8	21,1
39-44	7	18,4
> 45	4	10,5

Table 1, it can be seen that out of 38 people (100%). Respondents aged 19-24 years were 10 people (26.3%), respondents aged 25-31 years were 9 people (23.7%). Respondents aged 32-

38 years were 8 people (21.3%). Respondents aged 39-44 years were 7 people (18.4%). Respondents aged > 45 years were 4 people (10.5%)

Table 2.
 Distribution of the Characteristics of Respondents Based on Education (n = 38)

Education	f	%
Can read and write	35	92,1
Can't read and write	3	7,9

Table 2, it can be seen that of the 38 people (100%) respondents who could write and read were 35 people (92.1%) and respondents who could not read and write were 3 people (7.9%).

Table 3.
 Distribution of Respondent Characteristics According to Gender (n = 38)

Education	f	%
Female	18	47,4
Male	20	52,6

Table 3, it can be seen that out of 38 people (100%). Most of the respondents were male, 20 people (52.6%), while the respondents who were female were 18 people (47.4%).

Table 4.
 The Distribution of the Characteristics of the Respondents According to Visits (N =38)

Visit (time)	f	%
1-3	18	47,4
4-6	14	36,8
7-9	6	15,8

Table 4, it can be seen that out of 38 people (100%). Respondents who had visited the health center varied widely, 18 people visited 1-3 times (47.4%). Furthermore, 14 people (36.8%) visited 4-6 times. Respondents who visited 7-9 times were 6 people (15.8%).

Table 5.
 Distribution of Public Perceptions of Nurses as Health Service Providers (n=38)

Community Perception	f	%
Good	22	57,9
Not Good	16	42,1

Table 5, it shows that of the 38 respondents, 22 people (57.9%) had a good perception of health services in the building, while 16 people (42.1%) had a less good perception.

Table 6.
 Distribution of respondents towards nurses as health service providers(n=38)

Nurse's Role	f	%
Good	22	57,9
Not Good	16	42,1

Table 6 shows that out of the 38 respondents, 22 people (57.9%) had a good perception of the nurse's role as a service provider, while 16 others (42.1%) had a bad perception.

DISCUSSION

Public Perceptions of Health Service Providers

From the results of the above study using the univariate analysis test, it was found that out of 38 respondents who had a good perception of the role of nurses as service providers, there were

22 people (57.9%), then those who had a bad perception were 16 people (42.1%).), this shows that the better the role of nurses in providing services to the community, the better the community's response. So in this case the nurse and assesses the health services provided well. The researchers' assumptions based on the results of the study found that the public's perception of the role of nurses as service providers was very good. This is because the services provided to health workers are considered satisfactory for the people who come to the health center. Besides that, the better the health services provided, the better the public's perception. Perceptions of performance cannot meet expectations, so what happens is dissatisfaction (Kumar, Hossain, Jin, Safeer, & Chen, 2021). Other factors that influence respondents' perceptions are functional, structural, situational and personal factors. Functional factors are the characteristics of each individual who receives the stimulus. Excitement, service received, and past experiences go a long way. The feeling of pleasure that visitors have when receiving nursing services at the Puskesmas can cause visitors to have a positive perception. In addition, the character of the individual himself who easily accepts any given stimulus, namely nursing services, also supports the creation of positive perceptions (Shambodo, 2020).

The second factor influencing the positive perception of respondents is a structural factor which is more biological, where a person perceives something as a whole even though the stimulus received is incomplete, making visitors' perceptions of all puskesmas services positive so that visitors feel satisfied after treatment. Third are situational factors related to non-verbal language in the form of facial expressions which also influence perception (Roji & Jooste, 2020). A friendly smiling nurse who when asking the patient's condition also creates a feeling of joy in the heart so that you feel what care has been given what the patient needs (Ulansari, Jufri, & Iskandar, 2015). The last factor is a personal factor that is more personal, individual, which includes experience, social culture, expectations, motivation, and individual personality (Arifin, 2017). Meanwhile, people who have negative perceptions of puskesmas nurses are also caused by several factors. Unpleasant previous experiences with nursing services, unsatisfactory and unsatisfactory services are the cause of negative perceptions, this is supported by the existence of individual characteristics that are difficult to accept the stimulus given (Mane, Juahaepa, & Abstrak, 2018).

Community Perceptions of Health Educators/Educators

Learning is the basis of health education related to all stages of health and all levels of prevention. As health educators, nurses are able to assess the needs of patients/clients, teach first-level prevention and improve the health of patients/clients, to individuals, families, groups/communities, restore health from an illness, prepare health education/education programs, both for topics health and illness topics such as nutrition, exercise/exercise, stress management, illness and disease management, etc., providing appropriate information for health and lifestyle including information about disease, treatment, etc. as well as helping patients/clients select health information sourced from books, newspapers, television, or friends (Amri, Dewi, & Nurchayati, 2019).

The researcher's assumption based on the data above is that the role of nurses as educators/health instructors is very important for the community so that it can be used as a reference for the community, especially in providing health services. Apart from that, it can also increase people's knowledge about how to get good service and be able to satisfy people's desires to get good service. The role of nurses as educators requires nurses to provide health education to individual families, groups and communities in settings at home, in community health centers and in the community in an organized manner in order to instill healthy behavior so that changes in behavior occur as expected in achieving optimal levels of health. The skills

of health workers, especially Indonesian nurses, are still categorized as needing to continue to develop nurses' abilities to control disease (Dumit, 2014). The aim of developing the capacity of nurses is so that health workers are able to provide secondary services before primary services. The Indonesian government is expected to make efforts to develop nurse skills by providing the required training.

Public Perceptions of Case Inventors

Nurses play a role in detecting and finding cases and tracking diseases suffered by people who come to visit the health center, this is to facilitate decision making in determining a diagnosis so that it can be immediately handled by the health team (Tafwidhah, 2010). The researchers' assumptions based on the data above can be said that the role of nurses as case finders in this case is only to facilitate the determination of diagnoses of diseases that can arise in the community so that the health team is more able to provide the right steps in preventing diseases that will occur and be able to immediately provide related services with the conditions that the community suffers from. This is in accordance with what is expressed by people selectively interpreting what they witness based on their interests, backgrounds, experiences, and attitudes (Arifin, 2017). The intensity of the stimulus, the strength of the stimulus will also determine whether the stimulus is realized or not. In general, strong stimuli are more likely to be responded to than weak stimuli. Humans often perceive other people using shortcuts, namely by judging someone based on our perception of that person's self-group (streiotape) (Jufri, 2010).

Community Perception of Role Models/Role Models

Nurses as role models or "role models" mean that their daily behavior is imitated by others (Ayu Eka, Rumerung, & Tahulending, 2021). This role model is used at all levels of prevention, especially clean and healthy living behavior (PHBS). Apart from that, community health center nurses must also display their professionalism in their work, namely by implementing the nursing code of ethics, using a systematic and effective approach in decision making. Apart from that, nurses must also be able to foster a sense of empathy, patience, and be able to create comfort and always provide good service to community members who come to the health center so that people feel more comfortable when they come to visit or seek treatment. This can create a good public perception of the role of nurses in providing health services (Creswell & Clark, 2017). The researchers' assumptions are based on the role of nurses as role models to the community, nurses who are able to provide a sense of empathy, and are able to create comfort for patients, are able to understand the situation of maintaining patient privacy when visiting the community health center and so that people who come to visit the community health center feel comfortable and feel cared for, with regard to This is able to increase public perception of nurses in providing good and satisfying services to the public/patients. One of the personal factors that influence interpersonal perceptions is experience, someone who has had experience regarding certain rights will influence a person's accuracy in improving perceptions (Arifin, 2017). This public perception can be understood because it is based on experience and from the fact that nurses often provide treatment at general polyclinics. This happens because one of the internal factors that influences perception is assumptions, which influence perception according to the experience of seeing, feeling, etc (Irawan, 2018).

Community Perceptions of the Coordinator/collaborator

Nurses coordinate all health services received by families from various programs, and collaborate with families in planning nursing services and act as liaison with health service institutions and other related sectors. The community health organization at the Segeri Community Health Center has formed a community health coordinator, but only an appointment from the head of the community health center has not been issued with a decision

letter regarding the community health coordinator. Seeing these conditions, it is natural that the existing coordinator has not been able to properly influence the coverage of community health services, this coordinator is only an acknowledgment that he has not been able to carry out his function optimally. Thus it is necessary to re-effectively existing coordinators and form new coordinators for family care target areas. The organizing process involves the implementation of the steps that must be carried out, in such a way that every activity carried out and the necessary implementing staff receive the best possible arrangements, and every activity to be carried out has a person in charge (Syukran, Agustang, Idkhan, & Rifdan, 2022).

The researcher's assumption based on the description above is that nurses in carrying out their role as coordinators/collaborators must comply with the provisions that have been established, where the role of nurses here is interpreted as meaning that nurses are only as distributors to the community, where in determining or providing a treatment action they must collaborate with other health teams. Apart from that, as we know, the role of nurses here is only to provide the best care to sick family members when visiting the health center, whether they are just coming for treatment or patients who are hospitalized. This is because nurses often help pharmacists to distribute and explain medicines to patients seeking treatment. Apart from the fact that there are only a few pharmacists in community health centers, health workers help each other in other roles to meet patient needs.

Researchers' assumptions regarding recommendations for health services at the Segeri Health Center Kel. Segeri District. Segeri District Pangkep that health services should be equalized by not differentiating one from another on the basis of kinship and in services a friendly attitude should be established, namely (smile, greeting, greet) towards patients as good communication ethics in health services. Forms of professional service include comprehensive forms of bio, psycho, social and spiritual services aimed at individuals, families and community hospitals, both healthy and sick, covering the entire life process of visiting humans without distinction of race, ethnicity, nation, culture, economic status. and employment, health services should be provided in an equitable and fair manner.

In providing health services in the form of education to the community, they can provide information about their illness and immediately take action and treatment at the Community Health Center to prevent problems/complaints from getting worse. Nurses in their role as case finders require health and the ability to immediately provide first aid to people who need it as well as agility and accuracy in solving problems, especially in making the right decisions to meet the needs of the community (Kumar et al., 2021). And by him it can also serve as a role model for the community in health services and immediately apply it to himself as a nurse/health worker so that people have a positive perception and can trust health services as a place for treatment, so that people are often happy to visit the Puskesmas if they feel any abnormalities. abnormalities regarding their health status. In this case, health workers are good sources of information and consultants in carrying out their duties as health service providers. The role of nurses and doctors in collaborating to improve patient health is carried out through positive feedback. Nurses provide suggestions and recommendations regarding patient care in a good way, without directly challenging the doctor. As a response, doctors often receive nurse recommendations so that good collaboration will occur (Creswell & Clark, 2017).

CONCLUSIONS

From the results of the research conducted on the perceptions of the public using health services on the role of nurses at the Segeri Health Center in Pangkep Regency, it can be concluded that the public's perceptions of the role of nurses as service providers based on the results of research

using statistical analysis tests showed that out of 38 respondents who had a good perception of the role nurses as service providers as many as 22 people (57.9%), then those who have a poor perception are as many as 16 people (42.1%), this shows that the better the role of nurses in providing services to the community, the better the public's response / perception of the role of the nurse. Based on the role of nurses as health educators/counselors, the results show that the role of nurses as extension workers is very important because it can be used as a reference for the community which can later be applied in everyday life. Based on the results obtained, the public's perception of the role of the nurse as the inventor of this case states that the puskesmas nurse has a role in detecting and finding cases and tracing the disease. Based on the results obtained, the community's perception of the nurse's role as a role model is used at all levels of prevention, especially clean and healthy living behavior for the community. Based on the results obtained, the public's perception of the role of nurses as coordinators. Nurses coordinate all health services received by families from various programs, and work together with families in planning nursing services and as a liaison with health care institutions and other related sectors.

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