



EFFORTS TO IMPROVE THE PROFESSIONALISM OF NURSES IN HOSPITALS: SCOPING REVIEW

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ABSTRACT

Low professionalism of nurses will decrease patient satisfaction, decrease trust in health services, increase the risk of care errors, and legal litigation. Efforts to improve the professionalism of nurses in hospitals need to be made to overcome these problems. The purpose of this study was to identify the factors that influence nurses' professionalism and efforts to improve nurses' professionalism. This method using scoping review. The literature search was conducted systematically through Scenedirect, Scopus, and Pubmed databases with keywords related to nurse professionalism and hospitals, with a publication time limit of January 2015 to March 2025. Inclusion criteria included quantitative and qualitative studies that addressed efforts to improve nurse professionalism in Asian hospitals in English. We using 10 articles for this review. Data extraction was performed using a matrix that included information on authors, year, country, study design, participants, and findings. A total of 10 articles that met the inclusion criteria were analyzed. The synthesized results show that efforts to improve nurses' professionalism involve various strategies that can be classified into internal (e.g., ethical behavior, self-efficacy, role cognition) and external (e.g., positive work culture, leadership support, CPD, work environment) factors. Organizational support, continuous professional development, and a conducive work environment were identified as key elements in improving nurses' professionalism. In addition, individual factors such as motivation, professional identity, and flexibility also play a significant role. Improving the professionalism of nurses in hospitals requires a multidimensional approach that considers both internal and external factors. Effective strategies involve individual development, strong organizational support, provision of continuing education and training opportunities, and the creation of a positive and supportive work environment. Integration of these efforts is essential to ensure sustained professionalism and improved quality of nursing care.

Keywords: hospital; improvement efforts; nurse professionalism

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INTRODUCTION

The low professionalism of nurses can cause various problems such as poor communication, weak work ethics, lack of knowledge and skills, lack of empathy, and noncompliance with SOPs (Ummah, 2019). This condition can reduce patient satisfaction, reduce trust in health services, increase the risk of care errors, and legal litigation (Abebe Boe et al., 2024). Nurse professionalism is an important element in improving the quality of care services (Cao et al., 2023; He et al., 2024). Professional nurses provide nursing care based on knowledge, skills, empathy, and integrity, and follow the rules and codes of professional ethics (Hutagaol et al., 2022). Nurse professionalism is closely related to nurse-patient relationships that focus on caring, quality of service, and interpersonal relationships (Cao et al., 2023; Hutagaol et al., 2022).

Joanne R. Duffy's theory of nurse professionalism emphasizes the importance of the nurse-patient relationship and quality of care (Almeida et al., 2016; Kumari et al., 2024). The professional practice model helps nurses understand the relationship between nursing

practice and optimal health care outcomes, with a focus on the quality-caring model. Key components include caring relationships, professional knowledge and competence, interdisciplinary collaboration, and patient outcomes(Wieke Noviyanti et al., 2021).

Several studies support this statement, such as organizational culture that influences nursing professionalism, evidence-based practice training that improves nurse competence, and organizational support that supports continuous nursing professional development (Landra et al., 2019). The results of the study also show that the supervision of the head of the room is very influential on the performance and quality of nursing documentation (Satria Pratama et al., 2020).Preliminary studies through literature review show that nursing committees have an influence on nurse professionalism in hospitals. This finding indicates that the existence and effective functioning of nursing committees can be an important strategy in improving the professionalism of nurses in the hospital environment(Landra et al., 2019). In addition, Sihombing stated that credentialing committees, professional quality committees, and ethics and professional discipline committees have a positive and significant impact on nurse professionalism. This further emphasizes the vital role of nursing committees in maintaining the professionalism of nurses, even in crisis situations (Sihombing et al., 2023).

Nursing committees and hospital support play an important role in the practice of nurse professionalism, such as providing a conducive environment for professional development and improving nurses' skills. Good supervision of the head of the room is also very important to ensure nurses work according to applicable standards and procedures, and improve the quality of nursing services. Therefore, based on this background, the researcher wants to know how efforts to improve the professionalism of nurses in the hospital through scoping review.

METHOD

Study Design

This review uses a scoping review approach to identify steps to develop a research protocol. The scoping review research design was chosen because the reference sources that researchers used varied from journal articles and official websites. Scoping review is a method used to identify in-depth and comprehensive literature obtained through various sources with various research methods and has a relationship with the research topic. The stages in compiling a scoping review refer to Arksey & O'Malley (2005) which have been modified by Levac, Colquhoun and O'Brien including identifying research questions clearly and objectively; identifying relevant articles; selection of related literature from articles and data extraction; organizing, summarizing, and analyzing; reporting data results (Arksey & and O'Malley, 2005). This research question is "How to improve the professionalism of nurses in hospitals?"

Eligibility Criteria

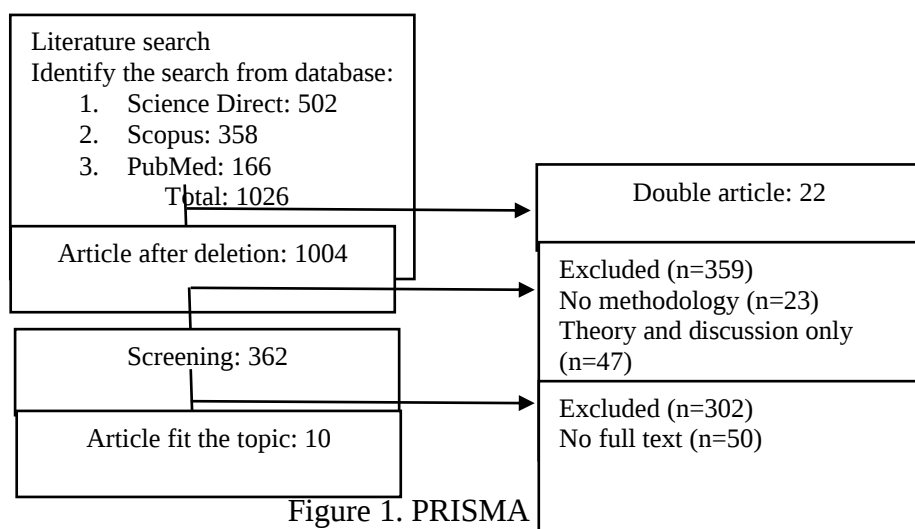
The articles used in this scoping review were literature search methods that included discussions of improving nurse professionalism in hospitals in Asia. The literature used was in English. Participants in the reviewed articles were nurses working in hospitals, both in outpatient and inpatient units. Articles were selected based on inclusion and exclusion criteria. Inclusion of articles used: 1) studies with quantitative or qualitative methods, 2) nurses in a hospital environment or related health clinics, 3) include programs, efforts, interventions or strategies that aim to improve the professionalism of nurses in hospitals, 4) The language used is English. Exclusion criteria included: 1) opinion articles, editorials, abstracts only, 2) studies involving nursing students, 3) interventions provided indirectly to improve nurse professionalism, 4) not in English.

Search strategy

Searching for related literature, this article uses data based on Scienedirect, Scopus and Pubmed with a research time of January 2015 to March 2025. In the literature search using Boolean operators "OR/AND". The keywords used in the search are "nursing" OR "nurse OR registered nurse" AND "professionalism" AND "hospital OR medical center OR healthcare facility".

Literature identification and selection

In conducting this scoping review, the literature was searched independently through trusted databases. Articles that have been obtained are analyzed, differences, and duplication. Figure 1 describes the process of searching and selecting articles as literature using Preferred Reporting Items for Systematic Reviews and Meta-analysis (PRISMA) (Tricco et al., 2018).



Data extraction from selected literature

Articles that have been obtained are extracted in the form of a matrix in Microsoft word. The domains used in data extraction include the name of the researcher, year, country, article title, design, respondents or participants, and findings see Table 1. The data selection process was carried out through several stages, starting from selecting articles that were in accordance with the research objectives, namely how efforts to improve the professionalism of nurses in hospitals through scoping reviews obtained from various search engines such as Scopus, Pubmed and Science direct. The appropriate articles were then analyzed in more depth by reading the entire content of the article including year of publication, location and year of research, research design, population characteristics, standard intervention procedures, type and format of intervention, frequency and duration of education, measurement of outcome results. The collected literature was then analyzed according to the inclusion and exclusion criteria determined by the researcher and then mapped articles based on characteristics.

RESULT

Tabel 1.
Characteristic of Included Studies

Author	Country	Subjects	Study Design	Implementation Efforts Professionalism
Yu et al (Yu et al., 2022)	China	Nurses	Cross-sectional	Adhere to ethical behavior, values and professional principles. Openly discuss and report safety-related concerns. Actively seek to prevent errors from occurring. Model appropriate behavior. Take responsibility for patient care.
Kim, Hee	Korea	Nurses	Cross-sectional	The pursuit of professionalism among nurses

Author	Country	Subjects	Study Design	Implementation Efforts Professionalism
jeong and Park, Dahye(Kim & Park, 2023)				involves maintaining moderate to high levels of professional behavior, which is fostered by a positive professional selfconcept and influenced by self-efficacy. This higher level of professionalism not only contributes to greater job satisfaction and organizational commitment, but also plays an important role in increasing job embeddedness, which indicates stronger connection and integration within their work environment. Ultimately, fostering self-efficacy is emphasized as a key strategy to further enhance nursing professionalism and strengthen nurses' attachment to their profession and workplace.
Pareek, B and Batra, K (Pareek, Bharat & Batra, 2022)	India	Nurses	Qualitative method	Based on this study, nursing educators' professionalism efforts are multifaceted, encompassing their professional knowledge and competencies, personal values and attitudes, the influence of professional role models, and their personal and professional commitment. Furthermore, teaching and role-modeling by educators and senior colleagues significantly strengthened professionalism among nursing students. However, their professionalism is also shaped by the broader social culture and faces challenges from factors such as workload, faculty shortages, problems with professional organization and curriculum implementation, poor working conditions, job insecurity, low salaries, lack of autonomy and role clarity, and low job satisfaction. Ultimately, fostering professionalism in nursing educators requires addressing both individual attributes and organizational and external environmental factors that may support or hinder their professional development and practice.
Zuo et al (Zuo et al., 2023)	China	Nurses	Cross Sectional	The status quo of nurses' role cognition, as revealed by this study, indicates an aboveaverage understanding of their professional role, although variations exist compared to nurses across different specialties and educational backgrounds. Factors that positively influenced role cognition included increasing age, higher job title and education level, married status, longer nursing work experience (although with the caveat that very long tenure could potentially lead to decreased professional achievement), and fewer night shifts. Crucially, this study established a significant positive correlation between nurses' role cognitions and their professional identity, indicating that a clearer understanding of their role fosters a stronger professional identity, which is crucial for effective nursing practice and gaining recognition within the healthcare system.
Ibrahim, Salwa et al (Mahmoud, Salwa I & Amer, 2024)	Mesir	Nurses	Deskriptive Correlational	This study revealed a significant positive correlation between strategic flexibility and professionalism among nursing staff, indicating that nurses' increased ability to adapt to a changing environment has a positive impact on their professionalism. The majority of head nurses and staff nurses reported high levels of strategic flexibility and professionalism. Although head

Author	Country	Subjects	Study Design	Implementation Efforts Professionalism
				nurses generally showed higher average scores in both areas, especially in coordination and information flexibility, as well as in nursing practice and human respect, challenges remain in areas such as flexibility of professional capacity and responsibility, accountability, and career development. Ultimately, these findings suggest that empowering nurses with autonomy and flexible work arrangements is critical to fostering a positive workplace culture, improving organizational outcomes, and increasing their overall work engagement, competence, and professionalism.
He, Xingyue, et al. (He et al., 2024)	China	Nurses	Descriptive Qualitative	This study emphasizes the dynamic development of nursing professionalism through early shaping factors such as personality, family upbringing, and education; growth factors involving professional identity and benefits, alongside challenges such as work-family conflict and difficulties faced by new nurses; as well as factors rooted at the individual, organizational, and societal levels, including peer support, role models, professional rewards, and tailored external motivation. These findings underscore the importance of early socialization, on-the-job experiences, supportive environments, and recognition of the unique cultural and social influences on nurses in China to foster and sustain their professional growth and commitment.
Lee, Won and Jang, Insil (W. Lee et al., 2023)	Korea	Nurses	Cross-sectional study	Nurses' professionalism, especially their sense of devotion and vocation, contributed to their awareness and appreciation of the hospital's patient safety culture, in line with previous research; therefore, cultivating these aspects of professionalism remains a valuable endeavor in building a fundamental understanding of patient safety, even as further research explores its evolving influence in today's medical environment.
Lee, Mi-Aie and Lim, So-Hee (M. A. Lee & Lim, 2023)	Korea	Nurses	Multiple regression analysis	Hospital nurses in Korea showed slightly higher intention to stay and lower intention to leave than nurses in regional hospitals, possibly due to the metropolitan location of the participants. Stay intention increased with age, work experience, and income, while exit intention decreased in the same group and in married nurses. Perceptions of external job opportunities differed by gender. Moderate nursing professionalism correlated positively with intention to stay and negatively with exit intention, requiring continuous development. The nursing work environment, especially staffing and participation, was the strongest factor influencing stay (positive) and exit (negative) intentions. Nursing managers are advised to focus on improving the work environment, increasing professionalism, and considering demographic factors to improve nurse retention.
Yu, Xiaoyan et al. (Yu et al., 2022)	China	Nurses	Qualitative study	Nurse professionalism in hospitals involves continuous improvement of knowledge and skills through specialization and CPD (Continuous Professional Development), driven by selfinitiative and a positive work culture. The development of confidence and competence alongside experience is

Author	Country	Subjects	Study Design	Implementation Efforts Professionalism
				important, with nursing leaders facilitating structured CPD and work-life balance.
Rahmah, Nur Miladiyah, et al (Rahmah, 2022)	Indonesia	Nurses	Qualitative Phenomenological	Nurses' professionalism efforts in hospitals include active participation in continuous professional development (CPD) through formal and non-formal methods to improve competence, knowledge, and professionalism in providing safe and effective nursing care. A credentialing system is used to evaluate nurses' competencies and assign clinical assignments, ensuring the quality and safety of services. Support from nursing managers is essential in implementing the credentialing process and improving CPD including providing direction, supervision, and creating a safe and comfortable work environment. Good mentoring and leadership supervision programs also play a role in optimizing nurses' career development and competence, which ultimately improves the quality of nursing care, reduces negligence, and enhances patient safety through supportive, empathetic, family-focused practice, and emotional and spiritual support.

The results of the above studies show that nurse professionalism is influenced by factors classified into internal and external factors as shown in table 2.

Tabel 2.

Internal dan Eksternal Factors Affecting Nurse Professionalism

Author	Internal Factors	External Factors
(Yu et al., 2022)	Ethical behavior, sense of responsibility, initiative, self-driven learning	Positive work culture, structured CPD programs, leadership support
(Kim & Park, 2023)	Positive self-concept, self-efficacy, job satisfaction, organizational commitment	Professional development structures, workplace integration
(Pareek, Bharat & Batra, 2022)	Knowledge, personal values, role modeling, professional commitment	Workload, faculty shortage, organizational issues, poor work conditions, social-cultural influences
(Zuo et al., 2023)	Role cognition, professional identity, educational background, marital status	Night shift frequency, workplace recognition, varying specialization demands
(Mahmoud, Salwa I & Amer, 2024)	Strategic flexibility, accountability, adaptability	Leadership roles, organizational flexibility, work environment support
(He et al., 2024)	Personality, family upbringing, professional identity, internal motivation	Peer support, mentorship, societal norms, recognition systems
(W. Lee et al., 2023)	Sense of vocation, dedication	Patient safety culture, professional value integration in hospital policies
(M. A. Lee & Lim, 2023)	Age, experience, marital status, income, moderate professionalism	Work environment, staffing levels, participation in decision-making
(Yu et al., 2022)	Confidence, competence, continuous learning	Leadership-driven CPD, work-life balance support
(Rahmah, 2022)	Active CPD participation, competency, empathy, commitment to care	Credentialing systems, management support, mentoring, safe work environment

From these results, it can be written that efforts to improve nurse professionalism are carried out through various strategies involving individual, organizational, educational aspects as well as cultural and social influences. At the individual level, nurses' professionalism is shaped through an understanding of ethical values, moral principles, and commitment to responsibility in providing safe and quality nursing care. Several studies highlight the importance of professional self-concept and positive self-efficacy in shaping nurses' professional attitudes and behaviors (Kim & Park, 2023). Professionalism is also instilled early on through early socialization, direct work experience, and educational roles as well as

the formation of a professional identity that is influenced by personality and family background (He et al., 2024).

On the other hand, organizational support is an important factor that strengthens professionalism. The role of nursing managers who provide supervision, mentoring, and create a supportive work environment has been shown to be effective in improving nurse engagement and career development (Rahmah, 2022; Yu et al., 2022). A positive work environment, including balanced workload, flexibility in work arrangements and participation in decisionmaking processes, has also been reported to impact nurses' intention to stay in the profession and increase loyalty to the organization (M. A. Lee & Lim, 2023; Mahmoud, Salwa I & Amer, 2024). Continuous professional development education is a key aspect in maintaining and improving nurse competence. Development activities carried out both formally and informally encourage increased knowledge, skills and confidence (Rahmah, 2022), also the implementation of a credentialing system as a form of mechanism to ensure service quality and continuous competency development is one of the efforts to improve professionalism. In addition, the above results also explained that the influence of social culture and respect for the profession contributed to strengthening nurses' professional identity (Pareek, Bharat & Batra, 2022). Overall, the findings suggest that nursing professional development is a complex and ongoing process that is influenced by a combination of internal and external factors. Integration of these efforts is necessary to ensure robust professionalism, commitment to quality of care and future sustainability of the nursing profession.

DISCUSSION

Professionalism is a multifaceted concept that encompasses various attributes, behaviors and attitudes required of professionals in interactions with their clients, in this case nurses and patients (Kumari et al., 2024). Professionalism of nurses is essential for patient safety and quality of care. Professionalism includes professional responsibility, ethics and competence in providing care (Bekalu & Wudu, 2023; Çalışkan Alkan & Çelik Durmuş, 2023). Previous research shows that nurse professionalism is influenced by internal and external factors. Here are some internal factors that affect professionalism: 1) Education: nurses with higher education tend to have a higher level of professionalism (Abebe et al., 2025; Zaitoun, 2024). Competence and continuing education such as work experience and education level have a significant effect on nurses' professionalism. Nurses with longer experience and higher education tend to show a higher level of professionalism (Kurucová et al., 2023; Tanaka et al., 2016).

Furthermore, 2) Training and development: ongoing training and participation in workshops improve nurses' competence and professionalism (Zaitoun, 2024). 3) Organizational culture: Positive organizational culture and job satisfaction contribute to higher levels of professionalism (Abebe et al., 2025; Bekalu & Wudu, 2023), 4) Self-image: positive self-image and protection in protection relationships are also associated with higher professionalism (Abebe et al., 2025; Bekalu & Wudu, 2023). Another internal factor that affects the professionalism of nurses is nurse competence which has a significant positive correlation with nurse professionalism. The higher the nursing competence, the higher the professionalism of nurses (Zaitoun, 2024). The level of education is a factor that greatly influences the professionalism of nurses. Nurses with higher levels of education show higher levels of professionalism (Kurucová et al., 2023). Professional identity also has a major influence on job satisfaction and professionalism. A strong professional identity can increase nurses' job satisfaction and professionalism (Zaitoun, 2024). Emotional intelligence and resilience, in this case individual factors such as emotional intelligence, resilience, and self-leadership play an important role in shaping nurses' professionalism. Nurses who have the

ability to manage stress and show resilience in crisis situations are more likely to maintain high professionalism (Ejupi & Squires, 2025; Jang et al., 2023). Then another internal factor is self-efficacy or self-belief in professional abilities also plays an important role in shaping professional care practice behavior, thus shaping the professional values held by nurses so that it affects the level of professionalism of nurses (Ansari et al., 2025).

Furthermore, the influence of external factors. External factors play an important role in facilitating nurses' professionalism. These factors are broadly categorized into organizational, social, economic, political and cultural influences (Ejupi & Squires, 2025). In other research results, these factors through effective management, continuing education, supportive work environment, and end up improving the quality of care provided by nurses thus increasing nursing professionalism (Ansari et al., 2025; Ejupi & Squires, 2025). External factors that can affect nurses' professionalism include the work environment and organizational support. Support from the organization, including adequate facilities, training and supervision are important to improve nurse professionalism. Organizations that provide support and professional development opportunities tend to have more professional nurses (Chenoweth et al., 2014; Pareek, Bharat & Batra, 2022). Next is social and economic policy. Gunn explained that state policies regarding education, health, labor market, and gender equality also affect the professionalism of nurses. Policies that support professional development and gender equality can increase the level of professionalism of nurses (Gunn et al., 2019). Finally, cultural and social perceptions. Cultural and social perceptions of the nursing profession also influence professionalism. A deep understanding of psychological and cultural influences can help in designing effective interventions to improve professionalism (Ejupi & Squires, 2025). Strengthening the professionalism of nurses requires a holistic approach, including self-development through continuing education, training and mentoring, as well as the creation of a healthy, fair and supportive work environment by the organization. In addition, cultural influences, social values and public opinion also play an important role in shaping and sustaining the professionalism of nurses, especially in developing countries that still face various structural challenges. Effective management of all these factors can enable nurses' professionalism to increase sustainably, thereby realizing a better health care system.

CONCLUSION

Nurse professionalism is a crucial aspect in improving the quality of nursing services, patient safety and organizational efficiency. This professionalism is influenced by internal and external factors that interact and support each other. Efforts to improve the professionalism of nurses can be carried out through various strategies involving the development of individual professional scans and identities, organizational support and work environment, training, education and CPD, flexibility and adaptability, the role of education and cultural and social influences.

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