



**IMPLEMENTATION OF THE ROLE OF NURSES AS ADVOCATORS
FOR PATIENTS IN THE CLASS III**

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ABSTRACT

The advocate is an act by the nurse to defend and protect the rights of the patient, to improve what is best for the patient, to meet the patient's need. Implementation of the nurse's role as advocate is very important for the patient. This study aims to know the description of the implementation of the role of nurse as advocates in patient. This research uses quantitative method with descriptive observational research design and approach is done by survey. The sample in this research were 242 patients in the class III inpatient room at Soewondo Kendal hospital using proportional stratified random sampling of 611 population. Research shows that the implementation of the role of nurse as an advocate on this patient has been done fairly well. Can be concluded that the implementation of the role of nurse as an advocate in patients in Soewondo Kendal hospital has been implemented with good results. Based on the results of research, it is advisable for hospitals to maintain service and improve the quality of good service with always respect the right of patients. Hospitals are expected to conduct training or seminars for nurses about the role of advocates in patients.

Keywords: advocate; patient; role of nurse

INTRODUCTION

Nurses are the most important human resources in a hospital company. Nurses have an important role in providing health services in the hospital environment, because they maintain continuous contact with patients and their families during a 24-hour period. (Astiti & Etlidawati, 2020 in Setiyanika and Susanti, 2023). The role of nurses is very important for patients, especially the role as advocates. If the role of nurses as advocates is not carried out, it will create dissatisfaction in patients regarding the performance of nurses while being treated in the hospital, and nurses can be considered unprofessional in carrying out their roles.

The role of an advocate must be carried out by nurses in the nursing care that nurses provide. Because nurses are obliged to defend the rights of clients which include: the right to receive the best possible service, the right to privacy, the right to be able to determine their own destiny, and nurses must provide the information that clients need. If the role as an advocate. Nurses do not carry it out, it will cause dissatisfaction with the client regarding the nurse's service, and nurses are not optimal in carrying out their role as client advocates. Elmiyanti & Sallang's (2022) research in Luwuk Banggai, Central Sulawesi found that the results of this study showed that the majority of respondents with good role implementation were 33 respondents (73.3%), role implementation was sufficient, 12 respondents (26.7%) and role implementation was lacking. Advocacy in nursing appears to be integrated from the aspects of individuality, professionalism and empowerment experience, extraordinary care. The implementation of the role of nurses as a care process in hospitals is very likely to cause human error by health workers which can harm patients. A nurse is required to be more careful and precise in every action such as administering oral medication, injections, and even blood transfusions (Telaumbanua, 2019).

The phenomenon that the author has found in the hospital, is when the doctor visits and checks the patient's condition, what the nurse does when carrying out her role as an advocate for the patient is less able to do it because the nurse only follows what the doctor says without providing advocacy for the client's interests. Nurses when accompanying the doctor to check the patient's condition, only explain the patient's condition to the doctor briefly and seem to only follow the doctor's decision without providing the best opinion for the patient's condition. In terms of providing health education to clients and client families, nurses only do what they are according to the knowledge and skills that the nurse has.

Based on the results of a preliminary study on October 11, 2024 to October 12, 2024 to nurses, patients, and also client families through interviews and observations at one of the regional hospitals in the Kendal area, 3 out of 5 nurses working at the hospital said that the role of nurses as client advocates has been carried out but not all the time, only at certain times (if there is room counseling) and the doctor on duty can be invited to exchange opinions. Nurses said that if the doctor on duty could not be invited to exchange opinions, they only followed the doctor's orders. During the observation, 5 out of 7 nurses were less able to carry out their role as advocates for clients because they were constrained by several things such as nurses providing nursing services according to their abilities and also interviews with patients from them said that they were not satisfied with the services provided by nurses.

METHOD

The research design used by the researcher is descriptive observational. with a survey approach. The population in this study were patients undergoing treatment in the class III inpatient room of Dr. H. Soewondo Kendal Hospital with details on the room per month in one year, namely: cempaka 91 people, kenanga 246 people, flamboyant lower 142 people, flamboyant upper 132 people, and a total of 611 people per month. The sampling technique in this study was to use proportional stratified random sampling. This research tool used an open questionnaire sheet for the characteristics of nurses and a questionnaire on the implementation of the role of nurses as advocates. Data analysis used univariate.

RESULTS AND DISCUSSION

Patient Characteristics

Table 1
Frequency Distribution of Patient Characteristics by Age

Patient Characteristics	Mean	Median	SD	Min	Maks	CI (95%)
Age	51,09	51,00	15,403	16	98	49,14-53,04

Table 1 shows that the average age of patients is 51.09 years with a standard deviation of 15.403, the youngest age is 16 years and the oldest is 98 years. From the interval estimation results, it can be concluded that 95% is believed that the average age of patients is between 49.14 years and 53.04 years.

Table 2 describes the characteristics of patients based on gender, occupation, and education at Dr. H. Soewondo Kendal Regional Hospital. It can be seen in the table that the majority of respondents were female, namely 128 respondents (52.9%), based on occupation, the majority worked in other jobs, namely 101 respondents (41.7%) and had no education, namely 104 respondents (43.0%).

Table 2
Frequency Distribution of Patient Characteristics

Patient Characteristics	f	%
Gender		
Male	114	47,1
Female	128	52,9
Work		
Self-employed	1	0,4
Private	21	8,7
Trader	19	7,9
Other	101	41,7
Doesn't work	100	41,3
Education		
No School	104	43,0
Elementary school	73	30,2
Junior high school	41	16,9
Senior high school	24	9,9

Table 3
Frequency Distribution of Nurse Characteristics Based on Age

Characteristic of Nurses	Mean	Median	SD	Min	Maks	CI (95%)
Age	32,59	32,00	6,773	25	51	31,04-34,14

Table 3 shows that the average age of nurses is 32.59 years with a standard deviation of 6.773, the youngest age is 25 years and the oldest is 51 years. From the interval estimation results, it can be concluded that 95% believe the average age of patients is between 31.04 years and 34.14 years.

Table 4
Frequency Distribution of Nurse Characteristics

Characteristics of Nurses	f	%
Gender		
Male	27	35,5
Female	49	64,5
Education		
D3 Nursing	46	60,5
Bachelor of Nursing	2	2,6
Ners	28	36,8

Table 4 describes the characteristics of nurses based on gender and education at Dr. H. Soewondo Kendal Regional Hospital. It can be seen in the table that most of the respondents were female, namely 49 respondents (64.5%), and had a D3 nursing education of 46 respondents (60.5%).

Table 5.
Central Tendency of Nurses' Length of Service

Characteristic of Nurses	Mean	Median	SD	Min	Maks	CI (95%)
Length of working	7,63	4,00	6,912	2	29	6,05-9,21

Table 5 shows that the average length of work of nurses is 8 years with a standard deviation of 6.912, the lowest length of work is 2 years and the longest is 29 years. From the interval estimation results, it can be concluded that 95% believe that the average length of work of nurses is between 6.05 years and 9.21 years.

Table 6
Frequency Distribution of the Role of Nurses as Advocates

The Role of Nurses as Advocates	f	%
Good	11	4,5
Enough	160	66,1
Less	71	29,3

Table 6 shows that the role of nurses as advocates is mostly sufficient, namely 160 respondents (66.1%). The implementation of the role of nurses as advocates for patients which includes anticipatory guidance, role modeling, educational information, providing support and collaboration and referrals can be seen in the following table:

Table 7.

the role of nurses as advocates based on the type of implementation of anticipatory guidance advocacy

Role Frequency Distribution Indicator The Role of Nurses as Advocates	Nurses as Advocates for Every Patient	
	f	%
Anticipatory Guidance		
Good	7	7,0
Enough	19	49,2
Less	6	43,8
Role Modeling		
Good	6	6,6
Enough	3	55,0
Less	3	38,4
Educational Information		
Good	9	3,7
Enough	5	43,4
Less	8	52,9
Support Provider		
Good	1	4,5
Enough	5	47,5
Less	6	47,9
Collaboration and Referrals		
Good	7	19,4
Enough	6	72,7

Table 7 shows that the role of nurses as advocates based on the type of implementation of anticipatory guidance advocacy is mostly sufficient for 119 respondents (49.2%), role models are mostly sufficient for 133 respondents (55.0%), and educational information is mostly lacking for 128 respondents.

Patient Characteristic

Patients Age

The results of the study showed that patients based on an average age of 51.09 years with a standard deviation of 15.403, the youngest age was 16 years and the oldest was 98 years. The results of this study are in line with Rikomah (2020) showing that respondents with the highest level of knowledge at the age of 26-35 years with a percentage of 30.05% age greatly influences the quality of an individual's knowledge. The results of the assessment of the role of nurses as advocates for the majority of the elderly stated that the role of nurse advocates is quite good. This is because elderly patients do not have high demands or expectations for the services provided by nurses so that what nurses do is considered quite good.

Gender

The results of the study showed that most of the patients were female, namely 128 respondents (52.9%). This is in accordance with the annual report of the medical records of Dr. H. Soewondo

Kendal Hospital which shows that the average number of female visitors is greater than the average number of male visitors each month in 2024. The 2024 household health survey (SKRT) report also stated the same thing that the disability rate in women (53%) is higher than in men (47%) and based on the morbidity rate which is 52% of the total population of Indonesia, the morbidity rate in women (54%) is higher than in men (49%).

Work

The results of the study showed that most of the elderly worked in other jobs, as many as 101 respondents (41.7%). Other jobs in this study included farmers, laborers, and fishermen. This may be because in terms of location, Dr. H. Soewondo Kendal Regional Hospital is located around an agricultural area and close to the beach. Jobs such as farmers, laborers, and fishermen are quite heavy jobs so they tend to be more susceptible to disease. Patients who work in other jobs mostly have a fairly good assessment of the implementation of the role of nurses. Common factors that influence patient perceptions of their experiences are age, acuity, culture, socioeconomic status and cognitive capacity. These factors create demographics that currently influence hospital policies and practices (Primanita, 2011; Susan E. Mazer, 2022).

Level of Education

The results of the study showed that most patients with an uneducated level of education were 104 respondents (43.0%). This is related to the age of the patients, most of whom are elderly. The elderly generally do not go to school. The education of patients who do not go to school mostly gives an assessment of the implementation of the role of nurses quite well. According to Jacobalis and Samsi (2000 in Sari W.K, 2024) the level of education can influence a person's rational and irrational mindset in making decisions to use or utilize a health service.

Characteristic of Nurses

The results of the study showed that while the characteristics of nurses were on average 33 years old with a standard deviation of 6.773, the youngest age was 25 years and the oldest was 51 years. This shows that most nurses are still of productive age. According to researchers, the number of productive ages available can be a fairly good basic capital for hospitals to improve the quality of services, especially the implementation of the role of nurses as advocates. So that it is expected to increase work productivity, motivation and high work enthusiasm in order to improve professionalism. Age greatly affects the level of nurse competence with the early adulthood age range being a fairly productive age with good performance, because late adulthood is at risk of making mistakes in providing nursing services (Loerzel et al., 2021). The results of this study are in line with the research of Hu et al (2022) on the level of career competence with nurse job satisfaction which found that the majority of respondents with an early adulthood age range have healthy memories, abilities, and souls, so that nurses can provide nursing care optimally and competently.

Gender

Most of the nurses were female, namely 49 respondents (64.5%). This is because the nursing profession is generally more in demand by women, considering that the nursing profession is closer to mother instinct problems. However, this condition has now changed, many men become nurses, but in reality the proportion of women is still greater than men. The results of the study obtained that nurses with female gender mostly play a better role as advocates than male nurses. Female gender in nurses is one of the factors of nature that is not possessed by men where women tend to have dominant caring, patient, motivated to improve their career level and gentle. (Ouyang et al., 2019), in addition, women have an attractive interest in working as nurses with the hope of having a career level that continues to increase compared

to men because the nature of women who have the potential to maximize the quality of nursing care services (Specchia et al., 2021).

Education

The results of the study showed that most nurses had a D3 nursing education of 46 respondents (60.5%). The results of the study are in accordance with the research conducted by Ruhadi (2021) which states that career levels are levels of job positions that are based on formal education as a form of appreciation in their work, career level development aims to improve and increase the effectiveness of the implementation of work by these employees, so that they can develop further in channeling good contributions to achieve a maximum goal (Ruhardi, 2021). In this study, the majority of participants were diplomas, so that the majority of nurses can start carrying out the role of advocates because of the educational background they have, in carrying out the role of advocates, good knowledge and skills are needed. Role is a form of behavior expected of a person in certain situations. What is meant by the role of a nurse is a way to express the activities of nurses in practice, where they have completed their formal education which is recognized and authorized by the government to carry out professional ethical duties and responsibilities (Anggraeni et al., 2020).

Length of Working

The results of the study showed that most nurses had an average length of work as nurses of 8 years with a standard deviation of 6.912, the lowest length of work was 2 years and the longest was 29 years. This shows that most nurses at Dr. H. Soewondo Kendal Regional Hospital have been working for quite a long time. In accordance with the theory, the longer a person works, the more skilled and experienced they are in carrying out their work. In this study, nurses who had an average work experience of more than one year had the ability to carry out the role of advocates for patients quite well. According to Anderson's theory, where he is, the longer a person's work experience, the more skilled he is, and usually the longer it is, the easier it is for him to understand the task, thus providing opportunities to improve performance and adapt to one's environment, so the experience gained will be better (Utami et al, 2020). Length of service is a factor related to compliance because the longer a person works, the better their ability and experience in working. Workers with a work period of >5 years have better experience compared to new workers, so they are more familiar with safe procedures at work. (Kiswara et al, 2020).

Implementation of the Role of Nurses as Advocates

The results of the study showed that the implementation of the role of nurses as advocates was mostly sufficient, namely 160 respondents (66.1%), the role of nurses as advocates was lacking as many as 71 respondents (29.3%) and a small part of the role of advocates was good as many as 11 respondents (4.5%). This shows that nurses have made sufficient efforts to protect client rights and act on behalf of clients. "The goal of nurses is not to get satisfaction from other health professionals but rather to help patients get the best care, even if it means patients are hospitalized and looking for other health care professionals". Therefore, the main focus of the role of nurse advocacy for patients is to respect patient decisions and increase patient autonomy (Blais, 2002 in Elmiyati 2022). When providing nursing care to patients, the role of nurses as advocates is very necessary. If nurses do not play their role as advocates, it will cause dissatisfaction with the client regarding the nurse's services, and nurses are considered not to be optimal in carrying out their role as client advocates. According to (Suryani, Maria., Setyowati, & Sabri 2010 in Syukur, 2023) Nurses as patient advocates are expected to be able to be responsible for helping patients and families interpret other information needed from various service providers and in providing other information needed

to obtain approval for nursing actions given to patients and to maintain and protect patient rights.

Anticipatory guidance

The results of the study showed that the role of nurses as advocates based on the type of implementation of anticipatory guidance advocacy was mostly sufficient, as many as 119 respondents (49.2%). This shows that the implementation of anticipatory guidance advocacy has been carried out quite well by nurses, for example: nurses have provided an explanation to patients in advance if they are going to carry out nursing actions, nurses explain preventive and safety measures to patients and families related to the disease (health education), nurses help if patients experience difficulties regarding their health, nurses provide support to patients that patients will recover, nurses care about the health conditions experienced by patients.

Role Models

The results of the study showed that the role of nurses as advocates based on the type of role model advocacy implementation was mostly sufficient, 133 respondents (55.0%). This shows that the implementation of role model advocacy has been carried out quite well by nurses, for example: the nurse's attitude is a good example for patients to apply every day, the nurse comes to the patient's bedside to convey information, the nurse is friendly, polite, and speaks softly, the nurse in carrying out their duties never discriminates between one patient and another, the nurse carries out their duties professionally or well when providing nursing actions, the nurse provides a verbal response to the patient's call or complaint.

Educational Information

The results of the study showed that the role of nurses as advocates based on the type of implementation of Educational Information advocacy was mostly lacking 128 respondents (52.9%). This shows that the implementation of educational information advocacy has not been carried out by nurses optimally, for example: nurses do not provide explanations to patients and families to help increase health knowledge, nurses do not provide information to patients and families about the development of their illness, nurses do not help patients and families explain information until patients understand, nurses do not teach patients to live healthier after returning home from the hospital, nurses in providing health education do not provide examples.

Support Provider

The results of the study showed that the role of nurses as advocates based on the type of implementation of advocacy support providers was mostly lacking as many as 116 respondents (47.9%). This shows that the implementation of advocacy support providers has not been carried out well enough by nurses. This can be seen from the patient's answers stating that nurses have not appreciated and supported the decisions that have been taken by patients, nurses have not provided solutions and suggestions to patients and their families, whenever there is information related to nursing actions to be taken, nurses have not helped patients in solving problems about nursing actions and helping patients make decisions, nurses do not ask the reasons for the decisions that have been taken by patients, nurses never force their will on the decisions chosen by patients and when patients are confused about making decisions, nurses do not help patients explain things or information needed by patients and families.

Collaboration and Referrals

The results of the study showed that the role of nurses as advocates based on the type of implementation of collaborative advocacy and referrals was mostly sufficient, as many as 176

respondents (72.7%). This shows that the implementation of collaborative advocacy and referrals has been carried out quite well by nurses. It can be seen from the respondents' answers stating that nurses have been quite helpful in expressing what patients feel to the doctors who treat them, nurses work together with other health teams to help patients in their healing process, nurses immediately provide referrals if the patient's health condition is not good, nurses become liaisons in efforts to help patients communicate with the health workers who treat them, nurses carry out their duties quite well to achieve patient recovery and nurses in being liaisons between patients and other health workers are always friendly. In minimizing complications in patients, officers as expert health workers have the best open door to provide health services, especially complete nursing services or care by helping patients meet basic needs comprehensively, nurses as part of expert health workers act as guardians, teachers, client advocates, guides, change specialists, pioneers, directors, social workers, and scientists and engineers of nursing practice (Wahyudi, 2020 in Putri V.R, 2024).

CONCLUSION

The characteristics of nurses are mostly 33 years old with a standard deviation of 6.773, the youngest age is 25 years and the oldest is 51 years, female, as many as 49 respondents (64.5%), and have a D3 nursing education as many as 46 respondents (60.5%), and the average length of work for nurses is 7.63 years with a standard deviation of 6.912, the lowest length of work is 2 years and the longest is 29 years. The role of nurses as advocates is mostly sufficient, as many as 160 respondents (66.1%), the role of nurses as advocates is lacking as many as 71 respondents (29.3%) and a small part of the role of advocates is good as many as 11 respondents (4.5%). Meanwhile, the role of nurses as advocates based on the type of implementation of anticipatory guidance advocacy is mostly sufficient for 119 respondents (49.2%), role models are mostly sufficient for 133 respondents (55.0%), Educational Information is mostly lacking for 128 respondents (52.9%), Support providers are mostly lacking for 116 respondents (47.9%) and Collaboration and Referrals are mostly sufficient for 176 respondents (72.7%).

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