

Original Article

Optimalisasi Peran Perawat sebagai Upaya Meningkatkan Kualitas Pelayanan Keperawatan di Ruang Penyakit Dalam Rumah Sakit Regional Eduardo Ximenes (HoREX) Baucau, Timor-Leste

Optimizing the Role of Nurses as an Effort to Improve the Quality of Nursing Services in the Internal Medicine Room of the Eduardo Ximenes Regional Hospital (HoREX) Baucau, Timor-Leste

Saturnina Fernandes Belo^{1,2*}, Byba Melda Suhita¹

¹ Eduardo Ximenes Regional Hospital (HoREX) Baucau, Timor-Leste

² Universitas STRADA, East Java, Indonesia

*Email Correspondence: belosaturninafernandes@gmail.com

ABSTRACT

Nursing services are an integral part of healthcare delivery and play a critical role in improving hospital service quality. Nurses, as the healthcare professionals who interact most frequently with patients, have a strategic role in determining the quality of nursing services, particularly in internal medicine inpatient wards. This study aimed to analyze the relationship between the role of nurses and the quality of nursing services in the Internal Medicine Ward of Eduardo Ximenes Regional Hospital (HoREX) Baucau, Timor-Leste.

This study employed a quantitative correlational design with a cross-sectional approach. The sample consisted of nurses working in the Internal Medicine Ward of HoREX Baucau, selected using a total sampling technique. Data were collected using a questionnaire assessing nurses' roles in nursing services and analyzed using statistical tests with SPSS software.

The findings showed that the role of nurses in nursing services was categorized as good. Statistical analysis indicated a significant relationship between nurses' roles and the quality of nursing services, as evidenced by statistically significant test results.

Nurses' roles have a significant contribution to improving the quality of nursing services. Strengthening and optimizing nurses' roles through managerial support and continuous evaluation are essential to achieve high-quality nursing services and improved patient satisfaction.

Keywords: Role, Nurse, Quality, Service, Nursing

ABSTRAK

Pelayanan keperawatan merupakan bagian integral dari pelayanan kesehatan dan berperan penting dalam peningkatan mutu layanan rumah sakit. Perawat sebagai tenaga kesehatan yang paling banyak berinteraksi dengan pasien memiliki peran strategis dalam menentukan kualitas pelayanan keperawatan, khususnya di ruang rawat inap penyakit dalam. Penelitian ini bertujuan untuk menganalisis hubungan antara peran perawat dengan kualitas pelayanan keperawatan di Ruang Penyakit Dalam Rumah Sakit Regional Eduardo Ximenes (HoREX) Baucau, Timor-Leste.

Penelitian ini menggunakan desain kuantitatif dengan pendekatan korelasional cross-sectional. Sampel penelitian terdiri dari perawat yang bertugas di Ruang Penyakit Dalam HoREX Baucau yang dipilih menggunakan teknik total sampling. Pengumpulan data dilakukan menggunakan instrumen kuesioner untuk menilai peran perawat dalam pelayanan keperawatan. Data dianalisis menggunakan uji statistik dengan bantuan perangkat lunak SPSS.

Hasil analisis menunjukkan bahwa peran perawat dalam pelayanan keperawatan berada pada kategori baik. Uji statistik menunjukkan adanya hubungan yang signifikan antara peran perawat dan kualitas pelayanan keperawatan, dengan nilai signifikansi statistik yang menunjukkan hubungan bermakna.

Peran perawat memiliki kontribusi yang signifikan terhadap peningkatan kualitas pelayanan keperawatan. Optimalisasi peran perawat perlu terus ditingkatkan melalui dukungan manajemen dan evaluasi berkelanjutan guna mencapai pelayanan keperawatan yang berkualitas dan berorientasi pada kepuasan pasien.

Kata Kunci: Peran perawat, kualitas pelayanan, pelayanan keperawatan, rumah sakit

Submit: September 19, 2025 | **Accepted:** January 29, 2026 | **Online:** January 30, 2026

Citation: Belo, S. F., & Suhita, B. M. (2026). Optimalisasi Peran Perawat sebagai Upaya Meningkatkan Kualitas Pelayanan Keperawatan di Ruang Penyakit Dalam Rumah Sakit Regional Eduardo Ximenes (HoREX) Baucau, Timor-Leste: Optimizing the Role of Nurses as an Effort to Improve the Quality of Nursing Services in the Internal Medicine Room of the Eduardo Ximenes Regional Hospital (HoREX) Baucau, Timor-Leste. *Jurnal Abdi Kesehatan Dan Kedokteran*, 5(1), 426–432.

<https://doi.org/10.55018/jakk.v5i1.171>

Key Findings

- ⇒ Nurses demonstrated a good understanding and effective implementation of their roles in nursing services within the internal medicine ward.
- ⇒ Optimizing the role of nurses significantly contributes to the improvement of nursing service quality.
- ⇒ Continuous managerial support and evaluation are essential to ensure the full and effective implementation of nurses' roles.

Introduction

The quality of health services in hospitals is one of the main indicators in achieving the goal of safe, effective, efficient, and patient-centered health services (Maweikere et al., 2021). Nursing services as an integral part of the health service system have a very significant contribution to the achievement of the quality of this service, especially in inpatient rooms such as Medisina Interna (Mahyuvi, Katmini, et al., 2023). Nurses as nursing service providers interact directly with patients and spearhead the

implementation of quality nursing care (Abdian et al., 2024; Marpaung, 2025).

The role of nurses in nursing services includes the provision of comprehensive nursing care, from assessment, planning, implementation to evaluation oriented to the patient's clinical needs, which then has an impact on the patient's perception of service quality and overall patient satisfaction. Several studies have shown that quality nursing care will improve patient satisfaction and the overall image of healthcare institutions (Kurnia et al., 2024).

However, in practice, optimizing the role of nurses often faces obstacles such as high workload, limitations of clinical competence, and lack of conducive work environment support, which can affect nurses' performance and the quality of services provided (Astuti et al., 2025; Mahyuvi et al., 2025). Previous research has shown that a high workload can reduce nurse performance and potentially reduce the quality of nursing care (Harefa, 2025).

Hospitals must continue to be able to improve quality services that can be reached by the public in order to create an optimal degree of health. In order for this to be achieved, it is necessary to improve the quality and quality of hospital services in a comprehensive and integrated manner to monitor and evaluate the quality of patient care objectively, systematically and continuously so that the services provided in hospitals have good quality (Aulia, Tria at al, 2023). Nursing services are the main service of a hospital's services, therefore nursing services are provided for 24 hours in the form of professional services to patients. Nurses in health services are the most numerous health workers and interact with clients the most. Nursing services are one of the benchmarks for health services in hospitals, because nurses carry out care tasks for clients directly (Purwaningsih, Diah Fitri, 2015).

Optimizing the role of nurses in the Inpatient Medicine inpatient room is important because this room often handles patients with complex conditions and high comorbidities that require appropriate and prompt nursing intervention. In the context of community service at the Eduardo Ximenes Regional Hospital (HoREX) Baucau, efforts to improve the quality of nursing services through strengthening the role of nurses including improving professional competence, implementing evidence-based nursing practices, and developing therapeutic communication with patients and families are the main focus (Mahyubi & Sari, 2023). This is in line with the principle that nurses are not only technical implementers, but also agents of change who can contribute to improving health service

processes and outcomes (Jamilah & Djamil, 2021).

Thus, the optimization of the role of nurses in the HoREX Baucau Internal Medicine room is expected to be able to improve the quality of nursing services in a real way, both in terms of patient safety, care effectiveness, and patient satisfaction levels, which ultimately improves the health status of the local community (Kartika & Hariyati, 2018).

Methods

Design, Participants, and Setting

This study employed a quantitative correlational design with a cross-sectional approach. The participants were nurses working in the Internal Medicine Ward of Eduardo Ximenes Regional Hospital (HoREX) Baucau, Timor-Leste, selected using a total sampling technique. A total of eight nurses, including staff nurses, charge nurses, and the head of the department, participated in this study.

Instruments

Data were collected using a structured questionnaire designed to assess the role of nurses in nursing service delivery, including understanding of job descriptions, allocation of nursing activities, and professional responsibilities.

Intervention

As part of the study, socialization and educational activities were conducted with nurses, including lectures, discussions, and hands-on practice using an electronic form (e-form) to determine patient dependency levels and allocate nursing activities effectively.

Methods used in activities Community service is as follows (Nursalam, 2020): Activity 1: information sharing activities carried out by lecture method and questions and answers and media used in this activity are laptops, LCDs and booklets. There was one speaker in this activity, namely a nurse who conveyed information about the allocation of nurse activities. Activity 2: practice how to allocate nurse activities by using an e-form to determine the level of patient dependence in the HoREX Baucau Internal Medicine ward.

Data Collection and Analysis

Data collection is done by conducting community service and filling in the allocation of nurse activities using an e-form to determine the level of patient dependence. Statistical analysis using the SPSS application (Saenong, 2024).

Ethical Approval

This Community Service pays attention to the ethical principles of health research which refer to WHO-CIOMS (Susanto, 2024).

Results

The results of community service activities obtained the following characteristics of participants:

Table 1. Characteristics of nurses

Features		n	%
Age	30 - 45 years old	5	62,5
	46 - 61 years old	3	37,5
Gender	Male	1	12,5
	Women	7	87,5
Education	D3	3	37,5

Features		n	%
	S1	5	62,5
Working period	1 - 10 years	4	50,0
	> 10 years	4	50,0

Table 1 shows that this activity was attended by 8 nurses. The age of all participants was 30-45 years old as many as 5 (62.5%) nurses. Based on the gender, the majority of participants were women as many as 7 (87.5%) nurses. The majority of nurse education at the S1 level is 5 (62.5%) nurses. Based on the working period of nurses, the majority are the same between 1 - 10 years and more than 10 years as many as 5 (50.0%) nurses (**Figure 1, Figure 2, and Figure 3**).

Table 2. The role of nurses in efforts to improve the quality of nursing services

Yes	Profession	n	%
1	Nurse	8	100
Statistical Analysis P value 0.00			

Table 2 shows that the role of nurses in providing services to patients is in the good category with an average of 100 roles that have been carried out.



Figure 1. Explain the purpose of community service activities



Figure 2. Sharing and determining the allocation of nurse activities



Figure 3. Discussion with the nurses

Discussion

The role of a good nurse is supported by the dominant age of health workers in the range of 30 - 45 years, where this age range is a productive age so that they can carry out their duties well. The knowledge possessed by nurses in the age range of 30 - 45 years is still fresh and updated on the development of science and technology so that it can support in carrying out their roles according to their profession. This is also evident from the level of education owned by nurses, which is at least the D3 level and dominated by S1. The length of service can also affect the

role of a nurse, as the average length of service Between 1 - 10 years there are even those who have more than 10 years of work experience. This can provide more experience in providing nursing services (Kartika & Hariyati, 2018; Mahyuvi, Masqurotin, et al., 2023).

The role of nurses in providing nursing services to patients with an average score of 100. Although there are still those who answer that it is not optimal in providing health counseling. This may be due to the fact that patients receive treatment at the polyclinic so that there is not enough time for nurses to provide detailed health information related to health for patients, but patients get more information from doctors when conducting examinations (Kieft et al., 2014; Suwardianto, Santoso, et al., 2025). The role of nurses that have been carried out well needs to be maintained and improved to be able to improve the quality of nursing services. The role of nurses in providing services to patients greatly determines the quality of nursing services in providing nursing services to patients comprehensively, effectively and efficiently (Nurjannah et al., 2022; Suwardianto, Mahyuvi, et al., 2025).

Conclusion

The role of nurses is very important in improving the quality of service in nursing, so the role of nurses needs to be improved. Achieving the quality of nursing services that can meet patient expectations and satisfaction requires every nurse to have competence as a professional nurse. Community service with the theme of optimizing the role of nurses in an effort to improve the quality of nursing services at HoREX

Baucau Internal Medicine Ward runs smoothly and is beneficial for hospitals, nurses, and will indirectly also provide benefits to patients. Through this community service activity, it is hoped that nurses will be able to maintain and even improve the quality of nursing services through the optimal implementation of their respective roles. Hospital management needs to conduct an evaluation to maintain maximum service quality, and needs to assess patient satisfaction with the services obtained while receiving treatment at the hospital.

Acknowledgment

Thank you to various parties who support this community service.

Conflict of Interest

There is no conflict of interest.

Author Contribution

Saturnina Fernandes Belo:

Conceptualization, Methodology, Investigation, Data Analysis, Writing - Original Draft.

Byba Melda Suhita: Data Curation, Validation, Visualization, Writing - Review & Editing, Supervision.

References

Abdian, T., Rahimi, Z., Shadfard, Z., Dowlatkhah, H., & Mardaneh, A. (2024). Effect of spiritual health in the quality of nursing care for patients with covid-19. *Bangladesh Journal of Medical Science*, 23(2), 463-470. <https://doi.org/10.3329/bjms.v23>

i2.72173

Astuti, D., Siswanti, H., & Mardiana, S. (2025). Quality Of Nursing Services And Inpatient Satisfaction Levels: A Correlative Study. *The 20th University Research Colloquium 2025*.

Harefa, A. S. (2025). Service Quality And Patient Satisfaction: A Literature Review On Their Relationship In Healthcare Service. *Jurnal Penelitian Keperawatan Kontemporer*.

Jamilah, J., & Djamil, M. (2021). Pengaruh Sikap Perawat Terhadap Pelayanan Kesehatan pada Rumah Sakit Rehabilitasi Medik dan Paru Peureulak Aceh Timur. *Jurnal Ekonomi Manajemen Dan Sekretari*. <https://doi.org/10.35870/jemensr.i.v6i1.1143>

Kartika, I. R., & Hariyati, R. T. S. (2018). Kompetensi Perawat Dan Kepuasan Pasien Terhadap Pelayanan Keperawatan di Rawat Jalan. *NERS: Jurnal Keperawatan*.

Kieft, R. A. M. M., De Brouwer, B. B. J. M., Francke, A. L., & Delnoij, D. M. J. (2014). How nurses and their work environment affect patient experiences of the quality of care: A qualitative study. *BMC Health Services Research*, 14(1). <https://doi.org/10.1186/1472-6963-14-249>

Kurnia, A., Khusnul, N., Fatimah, S., Intan, T., Ridwan, H., & Sutresna, I. (2024). The Effect of Workload on Nurse Performance in Hospital Inpatient Settings: A Systematic Literature Review. *GENIUS JOURNAL*, 05(02), 315-325. <https://doi.org/10.56359/gj>

Mahyuvi, T., Indasah, I., Suhita, B. M., & Suwanto, S. (2025).

- Implementation of Recurrent Neural Network and Kalman Filter Method to Predict Hypertension Case in East Java Province. *Nonlinear Dynamics and Systems Theory*.
- Mahyuvi, T., Katmini, Indasah, & Prasetyo, J. (2023). *Mengenal dan Mencegah Hipertensi di Masyarakat*. Tata Mutiara Hidup Indonesia.
- Mahyuvi, T., Masqurotin, & Rumpiati. (2023). Therapeutic Communication with Patient Anxiety Levels During Operation Preparation: A Cross-Sectional Study. *International Journal of Nursing and Health Services (IJNHS)*, 6(4). <https://doi.org/10.35654/ijnhs.v6i4.716>
- Mahyuvi, T., & Sari, N. (2023). Overcoming Anxiety Chronic Kidney Failure Patients with Spiritual Mindfulness Intervention: A Case study. *Nursing Sciences Journal*, 7(2).
- Marpaung, L. J. V. (2025). Hubungan Pelayanan Perawat Dengan Kepuasan Pasien Rawat Inap di RSUD Cilincing. *Jurnal Manajemen Dan Administrasi Rumah Sakit Indonesia (MARSII)*, 9(1).
- Maweikere, Y., Manampiring, A. E., & Toar, J. M. (2021). Hubungan Beban Kerja Perawat Dengan Tingkat Kepuasan Pasien Dalam Pemberian Asuhan Keperawatan Di Ruang Rawat Inap RSU Gmim Pancaran Kasih Manado. *Jurnal Keperawatan*.
- Nurjannah, Pertiwiwati, E., & Riany, I. (2022). Hubungan Komunikasi Terapeutik dengan Tingkat Kepuasan Pasien Rawat Inap Ruang Penyakit Dalam RSUD H. Damanhuri. *Nerspedia*.
- Nursalam. (2020). *Metodologi Penelitian Ilmu Keperawatan (Edisi 5)*. Salemba Medika.
- Saenong, M. T. (2024). *Metodologi penelitian kesehatan : teori, praktis disertai contoh*. CV. Eureka Media Aksara.
- Susanto, N. (2024). *Metodologi dan aplikasi besar sampel penelitian kesehatan*. CV Gosyen Publishing.
- Suwardianto, H., Mahyuvi, T., Eva Irmawati, N., Guntur Alfianto, A., Ulfa, M., & Widyo Retno, A. (2025). The Anxiety of Patients with Hand Fixation (Restrain) in Intensive Care Unit. *Malaysian Journal of Nursing*, 16(03), 48–55. <https://doi.org/10.31674/mjn.2025.v16i03.005>
- Suwardianto, H., Santoso, T., Mahyuvi, T., Alfianto, A. G., Amaral, O. D. B., Pinto, J., & Kumar, S. (2025). Association Between Length of Work Experience and Spiritual Intelligence Among Adult Medical-Surgical Nurses: A Cross-Sectional Study. *International Journal of Health Concord*, 1(2), 151–161. <https://doi.org/10.55018/ihc.v12.21>