



The Relationship between Public Perception and the Role of Nurses in Health Services at the Public Poly of the Tapa Health Center, Bone Bolango Regency

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ABSTRACT

Public perception is an assessment, and public belief in the role of nurses in health services. The interaction between nurses and patients at the Public Poly of the Health Center is the main factor that shapes this perception. The attitude, communication, empathy, and professionalism of nurses in carrying out their roles as care givers, educators, communicators, and liaisons can affect the community's assessment of service quality. This study aims to determine the relationship between public perception and the role of nurses in health services at the Public Poly of the Tapa Health Center, Bone Bolango Regency.

Types of quantitative research with survey methods. The research population is all patients who visited the Tapa Health Center General Polyclinic during the period of January 22-February 7, 2026. The total sample of 138 respondents was obtained using accidental sampling techniques. Data collection was conducted using public perception questionnaires and nurse role questionnaires. Data analysis using the Spearman Rank test.

The results of the data analysis showed that there was a relationship between public perception and the role of nurses in health services at the Public Poly of the Tapa Health Center with a p-value of 0.000 (≤ 0.05) and a correlation coefficient value of 0.515 which showed a moderate strength of the relationship. In conclusion, there is a significant relationship between public perception and the role of nurses, where the better the role of nurses, the more positive the public's perception of nursing services. Suggestions to the Puskesmas and nurses can continue to improve the quality of nursing services so that public perception of services remains positive.

INTRODUCTION

Based on the Regulation of the Minister of Health of the Republic of Indonesia Number 75 of 2014, Puskesmas is a first-level health service facility in the national referral system that plays a role in organizing public health efforts, especially promotive and preventive. As the main service provider, the Puskesmas are required to provide quality, equitable, affordable, and ethically and professionally accountable health services. (Documents, 2021).

Health services are basic needs that must be available at all times because health is a fundamental right for all people and must be fulfilled regardless of social status or income level. Every individual has the right to receive decent health services. The health care system is composed of a number of components that are closely related to each other and function synergistically, with the aim of improving, maintaining, and restoring the health of individuals, families, and entire communities (Nugraha et al., 2023).

According to Law Number 36 of 2009, health workers are individuals who have the knowledge, skills, and authority to provide health services to the community. Permenkes Number 75 of 2014 also emphasizes that health centers must have health workers according to standards. Among these personnel, nurses have an important role not only in nursing actions, but also in providing education, recommendations, and supporting the fulfillment of the health needs of patients and their families (Ministry of Health of the Republic of Indonesia, 2014).

Nurses are health workers who have expertise and play a role in providing health services to patients. A professional nurse must demonstrate attitudes and behaviors that are in accordance with professional standards. To be able to become a good nurse, a person must have adequate knowledge, good skills, and a professional attitude in carrying out their duties. This will support the realization of quality nursing services (Zuliani et al., 2023).

Community perception is a response or assessment formed from individual interactions in a social environment that has shared values, norms, and experiences. This perception is a cognitive and affective process in understanding and assessing an object, event, or relationship based on information received through the five senses (Alaslan, 2017).

According to research by Mutmainnah et al. (2021), public perception of the role of nurses in primary health services tends to be positive. The community considers nurses to be able to carry out their duties competently, not only in providing nursing care, but also in health education, communication, and empathetic attitudes. Good interaction between nurses and patients plays an important role in shaping perceptions and increasing public trust in health services (Perceptions et al., 2021).

Based on initial observations at the Tapa Health Center General Polygraph, it shows that nurses have carried out their roles in services, such as initial assessments, vital signs measurement, and disability of patient conditions. However, communication related to service follow-up and delivery of information to patients has not always been carried out optimally. In addition, the patient's experience of the nurse's attitude and communication still varied at each visit.

The results of the initial survey showed that most respondents had a positive perception of the role of nurses (100%) and rated the role of nurses in the high category (90%). However, there is still a variation in the service experience felt by patients. The increase in the number of patient visits at the General Polyclinic also shows the high interaction between nurses and patients in health services.

The purpose of this study is to analyze the relationship between public perception and the role of nurses in health services at the General Poly of the Tapa Bone Bolango Health Center.

RESEARCH METHODS

This research was carried out at the Tapa Health Center located in Bone Bolango Regency, Gorontalo Province. This research was carried out for 2 months, namely in January-February 2026. Types of quantitative research with analytical survey research methods. The population in this study includes all patients who come to visit and receive services at the Tapa Health Center Outpatient General Polyclinic, Bone Bolango Regency, in the period from January 22 to February 7, 2026. With a sample of 138 respondents determined using the Lemeshow formula and the sampling technique used was accidental sampling.

Data were collected using a questionnaire that has been tested for validity and rehabilitation. Data analysis was carried out univariate and bivariate using the spearman rank test to determine the relationship between public perception and the role of nurses in health services in Public Polys.

RESULTS

Respondent Characteristics

Characteristics of Respondents by Age

Table 1 Distribution of respondent frequencies based on age in the community at the Tapa Health Center, Bone Bolango Regency.

Age Group (Year)	Quantity	
	n	%
17-25	24	17,4
26-35	28	20,3
36-45	24	17,4
46-55	30	21,7
56-65	19	13,8
66-75	13	9,4
Total	138	100,0

Source; Premiere Date 2026

Based on table 1 of respondent characteristics based on age, it is known that the distribution of respondents is most in the age group of 46-55 years, which is 30 people (21.7%). and number of respondents. The least is found in the age group of 66-75 years, which is 13 people (9.4%).

Characteristics of Respondents by Gender

Table 2 Distribution of respondent frequencies by gender in the community at the Tapa Health Center, Bone Bolango Regency.

Gender	Quantity	
	n	%
Male	39	28,3
Women	99	71,7
Total	138	100,0

Source: Primary Data 2026

Based on table 2 of respondent characteristics based on gender, it is known that the most respondents are female as many as 99 respondents (71.7%) and the fewest respondents are male as many as 39 (28.3%).

Characteristics of Respondents Based on Occupation

Table 3 Distribution of respondent frequencies based on work in the community at the Tapa Health Center, Bone Bolango Regency.

Jobs	Quantity	
	n	%
No/not working	12	8,7
Irt	58	42,0
Farmer	13	9,4
Private/Self-Employed	25	18,1
Civil Servants/ASN	19	13,8
Teacher	7	5,1
Retirees	4	2,9
Total	138	100,0

Source: Primary Data 2026

Based on table 3 characteristics of respondents based on occupation, it is known that respondents based on work are dominated by Irt as many as 58 respondents (42.0%), while the least respondents are respondents with retired status, which is 4 respondents (2.9%).

Characteristics of Respondents Based on Education Level

Table 4. Distribution of respondent frequencies based on education level in the community at the Tapa Health Center, Bone Bolango Regency.

Education Level	Quantity	
	n	%
SD	16	11,6
Junior High School	15	10,9
High School/Vocational School	78	56,5
College	29	21,0
Total	138	100,0

Source: Primary Data 2026

Based on table 4 characteristics of respondents based on education level, it is known that respondents based on education level show that most respondents have high school education levels, namely 78 respondents (56.5%). Meanwhile, respondents with junior high school education were the least, namely 15 respondents (10.9%).

Univariate Analysis

Public Perception

Table 5 Frequency distribution of public perception based on understanding

Public Perception (Understanding)	Frequency (n)	Percentage (%)
Negatives	4	2,9
Positive	134	97,1
Total	138	100,0

Source: Primary Data 2026

Based on Table 5, it shows that the distribution of public perception based on understanding mostly has positive perceptions, namely 134 respondents (97.1%), while those who have negative perceptions are 4 respondents (2.9%). This shows that most of the people who visit the Tapa Health Center Public Polytechnic have

Distribution of Frequency of Public Perception of the Role of Nurses based on opinions and attitudes at the General Poly of the Tapa Health Center, Bone Bolango Regency.

Table 6 Frequency distribution of public perception based on opinion
Public Perception (Opinions and attitudes) Frequency (n) Percentage (%)

Public Perception (Opinions and attitudes)	Frequency (n)	Percentage (%)
Negatives	4	2,9
Positive	134	97,1
Total	138	100,0

Source: Primary Data 2026

Based on Table 6, it shows that the distribution of public perception based on opinions and attitudes mostly has a positive perception, namely as many as 134 respondents (97.1%), while those who have a negative perception are 4 respondents (2.9%). This shows that most people have good opinions and attitudes towards the role of nurses in providing health services at the Tapa Public Health Center.

Distribution of Frequency of Public Perception of the Role of Nurses based on experience at the Public Polytechnic of the Tapa Health Center, Bone Bolango Regency.

Table 7 Frequency distribution of public perception based on experience

Community Perception (Experience)	Frequency (n)	Percentage (%)
Negatives	2	1,4
Positive	136	98,6
Total	138	100,0

Source: Primary Data 2026

Based on Table 7, it shows that the distribution of public perception based on experience mostly has a positive perception, namely 136 respondents (98.6%), while those who have a negative perception are 2 respondents (1.4%). This shows that some

Frequency Distribution of Public Perception of the Role of Nurses based on beliefs at the General Poly of the Tapa Health Center, Bone Bolango Regency.

Table 8 Frequency distribution of public perception based on beliefs

Community Perception (Belief)	Frequency (n)	Percentage (%)
Negatives	5	3,6
Positive	133	96,4
Total	138	100,0

Based on Table 8, it shows that the distribution of public perception based on beliefs partially has a positive perception, namely 133 respondents (96.4%), while respondents who have a negative perception are 5 respondents (3.6%). This shows that most people have good faith in the ability and role of nurses in providing health services at the Tapa Health Center Public Poly.

The Role of Nurses

Distribution of Nurse Role Frequency based on care givers at the General Poly of the Tapa Health Center, Bone Bolango Regency.

Table 9 Frequency distribution of nurse roles by care giver

The Role of a Nurse (Care Giver)	Frequency (n)	Percentage (%)
Low	1	0,7
Medium	6	4,3
Height	131	94,9
Total	138	100,0

Source: Primary Data 2026

Based on Table 9, it shows that the distribution of nurse roles based on care provider indicators at the General Poly of the Tapa Health Center, Bone Bolango Regency is mostly in the high category, namely 131 respondents (94.9%). Respondents who 6 respondents assessed the role of nurses in the medium category (4.3%), while those who assessed in the low category were 1 respondent (0.7%). This shows that most people consider that nurses have carried out their role as care givers well in providing health services.

Distribution of Nurse Role Frequency based on educators at the General Poly of the Tapa Health Center, Bone Bolango Regency.

Table 10 Frequency distribution of nurse roles by educator

The Role of Nurses (Educator)	Frequency (n)	Percentage (%)
Low	2	1,4
Medium	7	5,1
Height	129	93,5
Total	138	100,0

Source: Primary Data 2026

Based on Table 10, it shows that the distribution of nurse roles based on educator indicators at the General Poly of the Tapa Health Center, Bone Bolango Regency is mostly in the high category, namely 129 respondents (93.5%). Respondents who assessed the role of nurses in the medium category were 7 respondents (5.1%), while those who assessed in the low category were 2 respondents (1.4%). This shows that nurses have carried out their role as educators well.

Distribution of Nurse Role Frequencies based on communicators at the General Poly of the Tapa Health Center, Bone Bolango Regency.

Table 11 Frequency distribution of nurse roles by communicator

Role of Nurse (Communicator)	Frequency (n)	Percentage (%)
Low	0	0
Medium	4	2,9
Height	134	97,1
Total	138	100,0

Source: Primary Data 2026

Based on Table 11, it shows that the distribution of nurse roles is based on the indicator of information conveyor (communicator) in the General Poly The Tapa Health Center in Bone Bolango Regency is mostly in the

high category, with 134 respondents (97.1%). Respondents who assessed the role of nurses in the medium category were 4 respondents (2.9%), while there were no respondents who rated them in the low category. This shows that nurses have carried out their role as communicators well, namely being able to communicate effectively with the community in providing information and health services.

Distribution of Nurse Role Frequencies based on liaison at the General Poly of the Tapa Health Center, Bone Bolango Regency.

Table 12 Frequency distribution of nurse roles by liaison

The Role of a Nurse (Liaison)	Frequency (n)	Percentage (%)
Low	1	0,7
Medium	10	7,2
Height	127	92,0
Total	138	100,0

Source: Primary Data 2026

Based on Table 12, it shows that the distribution of nurse roles based on liaison indicators at the General Poly of the Tapa Health Center, Bone Bolango Regency is mostly in the high category, namely 127 respondents (92.0%). Respondents who assessed the role of nurses in the medium category were 10 respondents (7.2%), while those who assessed in the low category were 1 respondent (0.7%). This shows that nurses have carried out their role as liaisons well, which is to help bridge communication and coordination between patients and other health workers in the health service process.

Normality test

Table 13 Test of normality of public perception and the role of nurses at the General Poly of Tapa Health Center, Bone Bolango Regency.

Yes	Null hypothesis	Tests	Sig.	Verdict
1.	Perception Distribution Society	Kolmogorov Test- Smirnov One Sample	.002	Rejecting hypothesis zero.
2.	Distribution of Nurse Roles	Kolmogorov- Smirnov Test One Sample	.000	Reject the null hypothesis.

Based on the results of the normality test using the One-Sample Kolmogorov-Smirnov Test, a significance value was obtained for the variable of public perception of 0.002 and the variable of the role of nurses of 0.000. The significance value of the two variables is less than (0.05), so it can be concluded that the data is not normally distributed. Therefore, the analysis of the relationship between variables was continued using a non-parametric test, namely Spearman Rank.

Bivariate Analysis

Table 14 The relationship between public perception and the role of nurses in the General Poly of the Tapa Health Center, Bone Bolango Regency.

Public Perception	The Role of Nurses					Total			P-Value
	Low	%	Medium	%	Height	%	n	%	
Positive	1	8	4	3	128	96,2	133	100	0,000

Negatives	1	20	0	0	4	80	5	100
Total	2	1,4	4	2,9	132	95,7	138	100%

Source: Primary Data 2026

Based on Table, it shows that of 133 respondents with positive perceptions, 128 respondents (96.2%) assessed the role of nurses in the high category, 4 respondents (3%) assessed the role of nurses in the medium category, and respondents with positive perceptions assessed the role of nurses in the low category as many as 1 respondent (0.8%). Then of the 5 respondents with negative perceptions, who assessed the role of nurses in the high category as many as 4 respondents (80%), and respondents with negative perceptions who assessed the role of nurses in the low category as many as 1 respondent (20%), and did not. There are respondents with negative perceptions who assess the role of nurses in the medium category.

The results of the statistical test using Spearman Rank obtained a correlation coefficient value of 0.515 with a p-value < 0.001 ($p < 0.05$). The correlation coefficient value of 0.515 shows that the strength of the relationship between public perception and the role of nurses is in the medium category with a positive relationship direction. A p-value of less than 0.05 shows that H_0 was rejected H_1 accepted, which means that there is a statistically significant relationship between public perception and the role of nurses at the Tapa Health Center General Poly. This means that the more positive the public perception, the higher the public assessment of the role of nurses.

DISCUSSION

Analysis of Public Perception in Health Services at the Public Poly of the Tapa Health Center, Bone Bolango Regency

Based on the results of a study conducted on 138 respondents at the General Poly of the Tapa Health Center, Bone Bolango Regency, public perception was analyzed based on four indicators, namely understanding, opinions and attitudes, experience, and belief in the role of nurses in health services.

In the comprehension indicator, the results showed that most respondents had a positive perception, namely 134 respondents (97.1%), while respondents with negative perceptions were 4 respondents (2.9%). This shows that most people have a good understanding of the role and function of nurses in health services at the Tapa Health Center Public Poly. Public understanding of health services can be formed through information received, service experiences, and interactions with health workers.

According to Mangku and Yulianti (2018), understanding is a person's ability to interpret and reinterpret the information that has been received so that individuals can know and understand an object well. The better the public's understanding of duties and responsibilities nurses, the more positive the perception formed of nursing services. The results of this study are in line with the research of Djafar, Irwan, and Amalia (2023) which states that a good level of patient understanding of health services can increase positive assessments of the quality of services provided by health workers (Djafar, Irmawati, iIwan, 2023).

In the opinion and attitude indicators, the results showed that most of the respondents had a positive perception, namely 134 respondents (97.1%), while respondents with negative perceptions were 4 respondents (2.9%). This shows that the community has a good view and attitude towards the role of nurses in providing health services. Public opinions and attitudes towards health workers are usually formed from service experience, information received, and interactions that occur between patients and nurses.

According to Nisa et al. (2023), a person's perception can affect the formation of attitudes and will ultimately affect individual behavior towards an object. In the context of health services, a nurse's friendly attitude, empathy, and good communication skills can form a positive attitude of the community towards nursing services. The results of this study are also in line with the research of Djafar et al. (2023) who stated that the attitude of health workers who are friendly and professional is one of the important factors in forming a positive assessment of patients towards health services.

In the experience indicator, the results of the study showed that most of the respondents had a positive perception, namely 136 respondents (98.6%), while respondents with negative perceptions were 2 respondents (1.4%). This shows that the community has a good experience while receiving health services from nurses at the Public Poly of the Tapa Health Center. Experience is one of the important factors in the formation of perception because individuals tend to judge a service based on the experience they have experienced firsthand.

According to the perception theory put forward by Masje (2022), experience is one of the internal factors that affect how a person assesses and interprets an event or service he receives. A good healthcare experience, such as nurses who are responsive, friendly, and provide services quickly and appropriately, will form a positive impression on the community. The results of this study are also in line with the research of Wahyudi (2020) which shows that a good nursing service experience can increase patient satisfaction and positive perception of health workers.

In the confidence indicator, the results showed that most of the respondents had a positive perception, namely 133 respondents (96.4%), while respondents with a negative perception were 5 respondents (3.6%). This shows that most people have a high level of trust in the ability and professionalism of nurses in providing health

services. Public confidence in health workers is usually formed from service experience received, information from the surrounding environment, and professional image of health workers in the community.

According to Syahputra and Putra (2020), public perception is formed through the process of individual observation, experience, and interpretation of an object which then results in certain beliefs or beliefs. In health services, public confidence in the competence of nurses is very important because it can increase patients' trust in the services provided.

Analysis of the Role of Nurses in Health Services at the General Poly of the Tapa Health Center, Bone Bolango Regency

Based on the results of a study on 138 respondents at the Public Poly of the Tapa Health Center, Bone Bolango Regency, the role of nurses in health services was analyzed based on several indicators, namely care givers, educator communicators, and liaison.

In the indicator (care giver), the results showed that most respondents assessed the role of nurses in the high category, which was as much as 131 respondents (94.9%), medium category as many as 6 respondents (4.3%), and low category as many as 1 respondent (0.7%). This shows that the nurses at the Tapa Health Center General Poly have carried out their role as nursing caregivers well. The role of the care giver is the main role of the nurse in providing health services directly to patients, starting from conducting assessments, providing nursing actions, to evaluating the patient's condition.

According to Potter and Perry (2017), nurses as care givers are responsible for providing comprehensive nursing services, including meeting the biological, psychological, social, and spiritual needs of patients. Services provided professionally and appropriately can increase public trust in health workers. The results of this study are in line with the research of Sari and Rahmawati (2021) which states that most patients assess the role of nurses as nursing caregivers to be in the good category because nurses are able to provide services quickly, precisely, and responsive to patient needs

In the indicator (educator), the results showed that most respondents assessed the role of nurses to be in the high category, which is as much as 129 respondents (93.5%), medium category as many as 7 respondents (5.1%), and low category as many as 2 respondents (1.4%), which shows that nurses have carried out their role well in providing health education or education to patients. The role of educators is very important in health services because nurses are responsible for providing information and knowledge to patients about health conditions, treatment, and disease prevention efforts.

According to Nursalam (2020), nurses as educators have the duty to provide health education to patients and families so that they are able to understand their health conditions and participate in the treatment process. Health education provided by nurses can increase patient knowledge so that patients are better able to maintain and improve their health. The results of this study are in line with the research of Handayani and Putri (2022) who shows that the provision of health education by nurses can improve patients' understanding of the disease and the treatment undergone (Home & Pilot, 2022)

In the indicator (communicator), the results showed that most respondents assessed the role of nurses in the high category, namely 134 respondents (97.1%), medium category as many as 4 respondents (2.9%), while there were no respondents who assessed in the low category. This shows that nurses have been able to establish good communication with patients during the health service process. Communication is one of the important aspects of nursing services because through effective communication nurses can dig up information about the patient's condition and provide explanations related to the actions to be taken.

According to Potter and Perry (2017), therapeutic communication is communication that is consciously planned by nurses to help patients understand their health conditions and increase mutual trust between patients and health workers. The results of this study are in line with the research of Wahyuni (2020) who stated that good communication between nurses and patients can increase patients' positive perception of the health services provided.

In the indicator (liaison), the results of the study showed that most respondents assessed the role of nurses to be in the high category, which is as much as 127 respondents (92.0%), medium category as many as 10 respondents (7.2%), and low category as many as 1 respondent (0.7%). This shows that nurses have carried out their role as a liaison between patients and other health workers well. The role of liaison is very important because nurses serve as liaisons who help convey information between patients, patients' families, and other health workers such as doctors.

According to Nursalam (2020), nurses have a role as coordinators and liaisons in the health team to ensure that the health services provided to patients run effectively and integrated. The results of this study are in line with the research of Putri and Handayani (2022) who stated that nurses who are able to carry out coordination and communication functions between health workers can improve the quality of health services.

The Relationship between Public Perception and the Role of Nurses in Health Services at the Public Polytechnic of Puskesmas Tapa, Bone Bolango Regency

Based on the results of the analysis of 138 respondents using the Spearman Rank statistical test to determine the relationship between public perception and the role of nurses, a p-value of 0.000 ($p < 0.05$) was obtained, so it can be concluded that there is a relationship between public perception and the role of nurses at the Tapa Health Center General Poly. The relationship between public perception and the role of nurses shows that public assessment of nursing services is influenced by how nurses carry out their professional roles in providing health services to patients.

Judging from Table 7, it shows that of the 133 respondents with positive perceptions, most of them assessed the role of nurses in the high category, namely 128 respondents (96.2%), then respondents with positive perceptions assessed the role of nurses in the medium category as many as 4 respondents (3%), and respondents with positive perceptions who assessed the role of nurses in the low category as many as 1 respondent (0.8%). This shows that people who have a positive perception tend to give a high assessment of the role of nurses. This condition can be caused because the community directly experiences good nursing services, such as nurses' caring attitudes, good therapeutic communication, and nurses' accuracy in providing nursing care to patients.

Then of the 5 respondents with negative perceptions, who assessed the role of nurses in the high category as many as 4 respondents (80%), and respondents with negative perceptions who assessed the role of nurses in the low category as many as 1 respondent (20%), and there were no respondents with negative perceptions who assessed the role of nurses in the medium category. This shows that even though there are respondents who have a negative perception, some respondents still rate the role of nurses in the high category. This can be caused by There are other factors that affect the public's assessment of the role of nurses, such as previous health service experience, community expectations for health services, and individual patient conditions when receiving health services.

The results of the statistical test using Spearman Rank obtained a correlation coefficient value of 0.515 with a p-value of 0.000 ($p < 0.05$). The correlation coefficient value of 0.515 shows that the strength of the relationship between public perception and the role of nurses is in the medium category with a positive relationship direction. The direction of positive relationships shows that the more positive the public's perception, the higher the public's assessment of the role of nurses. A p-value of less than 0.05 indicates that H_0 was rejected and H_1 was accepted, which means that there is a statistically significant relationship between public perception and the role of nurses at the Tapa Health Center General Poly.

This relationship can occur because public perception of health workers, especially nurses, is formed from direct experience in receiving health services. Nurses who are able to carry out their role as (care giver) in providing optimal nursing care, as (educator) in providing health education to patients, as (communicator) in establishing effective communication with patients and families, and as (liaison) In connecting patients with other health workers, it will shape a positive public perception of nursing services. On the other hand, if the nursing services received are not in accordance with the expectations of the community, it can form a negative perception of the role of nurses.

The results of this study are in line with the research of Abdullah, Daeli, and Hidayatullah, (2024) found that the quality of nursing services has a significant relationship with patient satisfaction, where most respondents assessed the quality of nursing services to be in the good category, which was 60.2%, and most respondents expressed satisfaction with the health services received, which was 62.7%. Results of statistical analysis The study showed a P-value of 0.000 ($P < 0.05$), which indicates a significant relationship between the quality of nurse services and patient satisfaction. This shows that the better the quality of nursing services provided, the higher the level of patient satisfaction with the health services received.

The study emphasizes that public perception of nursing services is formed from the direct experience of patients in receiving services, so that optimal service quality is one of the main factors in forming positive perceptions. The services provided by professional nurses include the ability to provide appropriate and safe nursing care (care giver), the ability to provide health information and education to patients and families (educators), the ability to build effective and empathetic communication with patients (communicators), as well as the role of liaison between patients and other health workers or health care systems (liaison), will increase the positive assessment of patients towards nurses.

CONCLUSION

Based on the results of the study on 138 respondents, most of the public had a positive perception of the role of nurses, namely 133 respondents (96.4%), while a negative perception was 5 respondents (3.6%). This shows that nursing services at the Tapa Health Center Public Poly are considered good by the community.

The results showed that the role of nurses was mostly in the high category, namely 132 respondents (95.7%), the medium category of 4 respondents (2.9%), and the low category of 2 respondents (1.4%). This shows that nurses have carried out their role well in health services.

The results of the Spearman Rank test showed a p value of 0.000 (<0.05) and a correlation coefficient (r) = 0.515, which means that there is a moderate and significant relationship between public perception and the role of nurses. The better the role of nurses, the more positive the public's perception of nursing services.

ADVICE

The agency is expected to conduct periodic assessments of the quality of nursing services, including aspects of caring attitudes, therapeutic communication, and the accuracy and speed of action, as a basis for improving service standards so that the public's view remains positive.

It is expected to be able to manage the nursing role optimally by effectively carrying out the functions of care giver, educator, communicator, and liaison. Nurses also need to identify priorities in providing services so that services run smoothly, do not cause errors, and maintain the quality of interaction with patients and families.

The next study is expected to expand the scope of the study object and include other factors that have the potential to affect public perception, such as service experience history, patient psychological condition, community expectations, and environmental variables, in order to produce a more comprehensive picture of the relationship between public perception and the quality of nurse services.

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