THE ROLE OF PROFESSIONAL IDENTITY IN IMPROVING NURSING SERVICE QUALITY AND JOB SATISFACTION: A LITERATURE REVIEW

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ABSTRAK

Latar Belakang : Professional identity mencerminkan cara perawat memahami dan menilai dirinya sendiri, yang terbentuk melalui nilai-nilai, norma, serta prinsip etika dalam profesi keperawatan. Konsep ini mencakup empat aspek utama, yaitu nilai-nilai profesional, etika, pengetahuan, dan kepemimpinan. Identitas profesional berkontribusi terhadap mutu pelayanan keperawatan serta tingkat kepuasan kerja perawat. **Tujuan :** Penelitian ini bertujuan untuk mengkaji bagaimana peran professional identity dalam kedua aspek tersebut. **Metode :** Pendekatan literature review deskriptif digunakan untuk menganalisis hubungan antara professional identity dengan kualitas layanan dan kepuasan kerja perawat. Studi ini adalah systematic literature review berdasarkan pedoman JBI, mengevaluasi pengetahuan, motivasi, dan praktik perawat terkait discharge planning. Pencarian dilakukan di PubMed, Science Direct, dan ProQuest menggunakan kata kunci "Professional Identity" AND "Nurses" AND "Quality of Care" AND "Job Satisfaction", dengan menyaring artikel dari 2019-2024 yang relevan. Proses seleksi mencakup identifikasi, penghapusan duplikasi, dan evaluasi, dengan hasil disajikan dalam diagram PRISMA. **Hasil :** Studi menunjukkan bahwa professional identity berhubungan signifikan dengan kepuasan kerja dan potensi burnout pada perawat. Self-directed learning berperan sebagai mediator, sedangkan lingkungan kerja yang mendukung dan iklim organisasi positif berkontribusi pada keterlibatan dan kepuasan perawat. **Kesimpulan :** Identitas profesional yang kuat berkontribusi pada peningkatan kualitas pelayanan dan kepuasan kerja perawat dengan pemahaman yang jelas tentang peran mereka.

Kata Kunci: Identitas Profesional Keperawatan, Kepuasan Kerja, Kualitas Perawatan.

ABSTRACT

Background : *Professional identity reflects how nurses perceive and evaluate themselves, shaped by the values, norms, and ethical principles of the nursing profession. This concept encompasses four key aspects: professional values, ethics, knowledge, and leadership. Professional identity contributes to the quality of nursing care and nurses' job satisfaction.* **Objective :** *This study aimed to explore the role of professional identity in these two aspects.* **Method :** *A descriptive literature review was conducted to examine the relationship between professional identity, quality of care, and job satisfaction. Following JBI guidelines, the review evaluates nurses' knowledge, motivation, and practices related to discharge planning. Searches were conducted in PubMed, ScienceDirect, and ProQuest using the keywords "Professional Identity" AND "Nurses," "Quality of Care," AND "Job Satisfaction," focusing on articles from 2019-2024.* **Results :** *Results reveal a significant link between professional identity and job satisfaction, with professional identity also influencing burnout potential. Self-directed learning serves as a mediator, while a supportive work environment and positive organizational climate enhance nurse engagement and job satisfaction.* **Conclusion :** *A strong professional identity leads to better care quality and job satisfaction, with nurses gaining a clearer understanding of their roles.*

Keywords: *nursing professional identity, job satisfaction, quality of care.*

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INTRODUCTION

Professional identity refers to an individual's self-concept and their relationship with others, shaped by the values, norms, and characteristics of the nursing discipline. This identity influences how a person thinks, acts, and perceives themselves as a nurse [1]. t is composed of four main domains: values and ethics, knowledge, leadership, and professional accountability [2]. A nurse's professional identity involves a deep understanding of their roles, responsibilities, and the core values embedded in the nursing profession. This concept extends beyond clinical expertise, encompassing ethical dimensions and social interactions that influence how nurses deliver care within the public health context [3].

The role of identity professionals is very important in shaping the attitudes and behaviors of nurses, which in turn has a direct effect on the quality of services provided to patients. This process involves self-reflection and continuous development that allows nurses to adapt to changes in nursing practice as well as the demands of patients and society [4]. The importance of a holistic approach to the professional development of nurses' identities also includes interdisciplinary collaboration, which allows them to work closely with a variety of healthcare professionals to achieve the best outcomes for patients [5]. Involvement in this multidisciplinary team not only enriches the nurses' learning experience, but also encourages innovation and new approaches in responding to the evolving health needs of the community [6].

Effective communication skills are also key in building solid relationships between team members, thereby increasing synergy and coordination in providing optimal care to patients. The development of these skills is essential to ensure that nurses can adapt to the changing dynamics in the healthcare environment, as well as improve the quality of services provided to patients. The importance of ongoing training and professional development also cannot be overlooked, as it allows nurses to stay up-to-date with the latest medical knowledge and best practices in the healthcare field. One way to achieve this is through continuing education programs that are specifically designed to meet the new demands and challenges in the medical world [7].

A nurse's professional identity includes a deep understanding of the roles, responsibilities, and values inherent in the nursing profession. This identity not only focuses on technical or clinical skills, but also includes the ethical, social, and emotional aspects that shape how nurses provide care to patients and interact with the work environment. The development of professional identity is influenced by education, work experience, and the social environment in which nurses practice [8]. The importance of building a professional identity not only has an impact on the quality of health services provided, but also increases job satisfaction, confidence, and commitment of nurses to their profession [9].This process requires deep self-reflection and a commitment to continuous self-development, so that nurses can face the changing dynamics in the world of nursing and the evolving demands of patients [10].

Collaboration between professions is an integral part of professional identity development, as collaboration with other healthcare professionals helps nurses understand their role in multidisciplinary teams and encourages innovation and new solutions in patient care [11]. In this context, effective communication skills are key to building solid relationships within the team, improving coordination, and ensuring patients receive the best possible care [12].

In addition, continuous training also plays an important role in strengthening

professional identity. Through education specifically designed to meet the needs and challenges of the ever-evolving medical world, nurses can continually update their knowledge and skills. This training not only helps nurses remain technically competent, but also supports them to continue to develop professionally in the face of the complexities of modern nursing practice [13].

Therefore, this literature review research is designed to provide a deeper understanding of the factors that affect the development of nurses' professional identity, the challenges faced in this process, and their impact on the quality of health services. This study also aims to identify effective strategies in supporting the development of nurses' professional identity, both through education, training, and clinical practice. The results of this review literature are expected to be a reference for educational institutions, hospital management, and nurses themselves in building a solid and adaptive professional identity to changes in public health needs.

METHODS
Desain Study

This study is a systematic literature review that follows the guidelines of the Joanna Briggs Institute (JBI) as a guide in assessing the quality of the study to be summarized [14]. This research protocol has been designed to evaluate the literature related to nurses' knowledge, motivation, and practice towards discharge planning.

Search Strategy

Literature searches were conducted on PubMed, Science Direct, and ProQuest databases. Search strategy for articles or journals using keywords and boolean operators by entering specific search strategies as follows:

1. In the PubMed database: Keyword combination: ("Professional Identity" AND "Nurses" AND "Quality of Care" AND "Job Satisfaction").

2. In the ScienceDirect database: Keyword combination: ("Professional Identity" AND "Nurses" AND "Quality of Care" AND "Job Satisfaction").

3. In the ProQuest database: Keyword combination: ("Professional Identity" AND "Nurses" AND "Quality of Care" AND "Job Satisfaction").

Search results were filtered based on relevance to inclusion criteria such as year of publication, research design, and article language to ensure suitability with the objectives of this review.

Inclusion and Exclusion Criteria

Inclusion and exclusion criteria are that studies are included in the review if they meet the criteria. The included study must discuss Professional Identity, service quality, and job satisfaction of nurses. Articles in English or Indonesian with publications in the last five years (2019-2024) to ensure the relevance of the information to current conditions. The included study must be a intprimary research with a quantitative design, such as descriptive, *cross-sectional*.

In contrast, articles that do not meet these criteria are excluded from review. Publications that are systematic reviews, editorials, case reports, or opinion pieces are not included because they do not provide relevant primary data. Similarly, studies that did not involve the context of health care or *professional identity*, or that did not provide adequate data such as research methods, sample sizes, or primary outcomes, were excluded. Articles other than in English or Indonesian are also not included due to accessibility and comprehension limitations.

Study Selection Process

The study selection process is carried out through systematic stages to ensure that only relevant and high-quality studies are included in this review. The first step is to identify the article through a

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search on major electronic databases such as PubMed, Science Direct and ProQuest, using relevant keywords and Boolean operators. The articles generated from the search are then imported into the reference management software to remove duplicates.

After duplicates are removed, the first stage of selection is carried out by reviewing the title and abstract to ensure compliance with the inclusion and exclusion criteria. Articles that met the initial criteria were then fully examined to assess the relevance and quality of the research content based on the research method, the population studied, and the reported results. Furthermore, articles that meet the criteria are included in the extraction data table to record key information, such as the purpose of the study, the study design, the data collection method, and the main results. This selection process is presented in a PRISMA flowchart to provide a transparent picture of the number of articles identified, screened, and included in the final review. This approach ensures that this review is based on relevant, reliable evidence and supports a deep understanding of the practice of professional identity by nurses.

RESULT

The research covered in this literature review provides in-depth insights into the role of professional identity, independent learning ability, and various factors that affect nurses' motivation and well-being. These studies show a significant relationship between professional identity and job satisfaction, as well as potential burnout in nursing students, with self-directed learning serving as a strong mediator in the relationship. In addition, findings from other studies underscore the importance of a supportive clinical work environment, a positive organizational climate, and internal motivation as key elements influencing nurses' job engagement and job satisfaction.

The study also highlights the need to develop nurse education and management policies that support the strengthening of professional identity and self-study skills to prevent or reduce fatigue that nurses may experience. These results provide a basis for educational institutions, hospital managers, and nurses themselves to formulate more effective strategies in improving the quality of health care and nurse welfare. The following are the main results of these studies in the table 1:
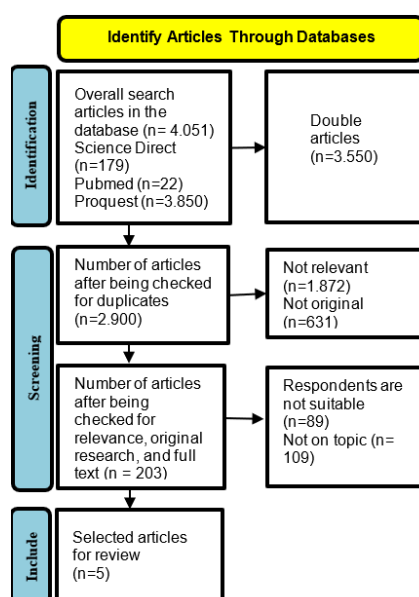

Figure 1. PRISMA flowchart

Table 1. Article Analysis

Title	Purpose	Method	Instruments	Result
The mediating effect of self-directed learning ability between professional identity and burnout among nursing students [15]	This study investigated the correlation between professional identity, self-directed learning, and fatigue, and conducted a test to see if self-directed learning mediated the relationship between professional identity and fatigue in nursing students.	This study is a cross-sectional study, a total of 884 nursing students from two medical universities in China were recruited as participants in this study.	Data was collected through the dissemination of demographic information, the Academic Burnout Scale, the Professional Identity Questionnaire of Nursing Students, and the Self-directed Learning instrument.	Nursing educators need to focus on developing effective strategies to improve nursing students' professional identity and self-learning abilities, with the goal of preventing or reducing the fatigue they experience.
The influence of professional identity and ageism on turnover intention in nursing homes: a cross-sectional study from suzhou, China [16]	The purpose of this study is to evaluate the influence of professional identity and age discrimination on the intention to change jobs in nurses working in nursing homes.	This study is a cross-sectional study, taking data from April to May 2019, as many as 410 nurses in nursing homes using a random cluster sample using a questionnaire. Descriptive analysis, t-test, one-way ANOVA, Pearson correlation, and multiple regression were performed for data analysis.	A structured questionnaire development of professional identity scale for nurses, designed for data collection, consists of four sections including covariance, intention to change jobs, professional identity, and age discrimination.	The results of the study show that nurses who have a high level of self-responsibility tend to have a strong professional identity. Self-responsibility is considered a key element in a nurse's professional identity because it reflects their ability to care for themselves through the recognition of care patterns and decisions related to health promotion. A high level of self-esteem and awareness of self-needs can strengthen a nurse's professional identity.
What makes nurses flourish at work? How the perceived clinical work environment relates to nurse motivation and well-being: A cross-sectional study. [17]	The purpose of this study is to explore the underlying psychological mechanisms and borderline conditions in which the characteristics present in the clinical work environment affect the well-being of nurses.	The study used a cross-sectional survey design to explore the relationship between clinical work environment and nurses' motivation and well-being. The study was conducted in general acute care hospitals across Belgium, involving a total of 1,729 direct care nurses.	The study used a variety of instruments to measure key variables related to nurse motivation and well-being.	Research has found that job resources significantly improve nurses' health. In particular, there was a strong positive association with work motivation ($\beta = 0.513$) and work engagement ($\beta = 0.462$). This suggests that when nurses feel adequate work resources, they are more likely to feel motivated and engaged in their work environment
Factors related to motivation, organisational	The purpose of this study is to explore motivation,	This study uses a cross-sectional design. Data was collected through	The study used a variety of instruments to effectively	The results highlight the importance of various demographic and work-

Title	Purpose	Method	Instruments	Result
climate and work engagement within the practice environment of nurse practitioners in the Netherlands. [18]	organizational climate, work engagement, and related factors in the practice environment of nurse practitioners.	a digital survey that included a mix of multiple-choice and open-ended questions. This approach facilitates the collection of quantitative and qualitative data, providing a comprehensive understanding of respondents' experiences and perspectives.	measure key factors of motivation, organizational climate, and work engagement among nurse practitioners. Instruments in the form of Digital Surveys, Demographic and Work-Related Questions, Motivation Assessment Tools, Organizational Climate Instruments, Work Engagement Measurement and Qualitative Open-ended Questions	related factors in shaping the motivation and engagement of nurse practitioners, emphasizing the need for supportive policies and practices in the healthcare environment.
Professional Nursing Practice Environment and Work Engagement: The Mediating Roles of Self-Efficacy and Achievement Motivation. [19]	The purpose of this study is to test the hypothesis that work involvement is influenced by external resources, specifically the professional nursing practice environment, and internal resources, such as self-efficacy and achievement motivation.	The study used a cross-sectional study design and a total of 515 registered nurses were recruited from four tertiary hospitals located in Chengdu, China.	The study used several validated research instruments to measure key variables, including the Nursing Job Index Practice Environment Scale, General Self-Efficacy Scale, Achievement Motivation Scale and Utrecht Work Involvement Scale.	These results highlight the importance of external and internal resources in promoting job engagement among nurses, which is critical to addressing the global nursing shortage and improving overall job satisfaction in the field

DISCUSSION

The importance of a supportive clinical work environment, a positive organizational climate, and internal motivation as key elements influencing nurses' job engagement and satisfaction.

Nurses view professionalism as the ability to address patient concerns through knowledge, skills, empathy, and adherence to ethical standards, professionalism is seen as an important factor in providing high-quality nursing care, which can be improved through continuous evaluation and understanding of professional standards [20]. A study found a significant correlation between professional attitudes and job loyalty, suggesting that professionalism is closely related to commitment to patient care [21]. Research conducted by I Gede (2018) found that the self-concept of nurse professionals relates to how nurses perceive themselves as professionals in nursing. This study shows that organizational and job characteristics affect the self-concept of nurse professionals, which in turn affects their work productivity. The organizational environment also contributes to the formation of professional self-concept. By understanding this self-concept, it is hoped that nurses can increase their work productivity in the inpatient room.

The development of a professional identity is essential because it contributes to job satisfaction, employee descriptions, and reduced turnover intentions. A strong professional identity helps individuals understand their role in the context of work and improve performance and mental health. A positive professional identity increases employee engagement, which in turn reduces the intention to leave the job, which is directly related to job satisfaction, creating a more productive work environment [23]. Professional identity development is very important because it is related to self-development and

professionalism. It affects motivation, career choice, and an individual's ability to cope with challenges, especially in conditions of instability that require adjustment in education and employment [24]. The development of professional identity is essential in health professions education because it integrates personal values with societal expectations and professional responsibilities, supporting the formation of reflective and ethical health workers in the face of the complexities of the modern health system [25].

Job satisfaction is significantly influenced by a strong professional identity, as evidenced by various studies. A strong professional identity increases employee engagement and satisfaction, which in turn reduces the intention to switch across different professions. These relationships are mediated by factors such as career commitment and organizational support, highlighting the diverse nature of job satisfaction. Research shows a strong positive correlation between professional identity and job satisfaction, especially among teachers and healthcare professionals [26] Job satisfaction often acts as a mediator between professional identity and retention intent, suggesting that a strong professional identity can lead to higher job satisfaction, which encourages employees to stay in their roles [27]. In addition, organizational and academic support significantly increases job satisfaction, with professional identity serving as a mediator in this relationship [28].

Develop education and management policies that strengthen nurses' professional identity and self-study skills to prevent or reduce fatigue.

Continuing education and training is essential for the development of professional identity, as it can facilitate the acquisition of new skills as well as the improvement of existing competencies.

This ongoing process not only supports the individual's career advancement but also aligns professionals with the evolving demands of their respective fields. Continuing education allows professionals to acquire new knowledge and skills that are essential for their roles, especially in dynamic fields such as healthcare and management [29]. Engaging in continuous learning encourages self-reflection and identity negotiation, allowing professionals to self-imagine their future in their careers [30] A positive organizational culture encourages nurses to embody professional values and ethics, knowledge, leadership, and behavior, which are essential for the formation of a professional identity [30] A strong professional identity can lead to increased job satisfaction, better patient outcomes, and increased teamwork among healthcare professionals. By fostering a clear sense of identity, nurses can navigate the complexity of their roles more effectively [31]

Nursing Implications

Strengthening the professional identity of nurses has significant implications in nursing practice. A strong professional identity encourages nurses to provide high-quality care by applying ethical standards and professionalism, which positively impacts patient safety and satisfaction. In addition, a good professional attitude can increase nurses' loyalty and work commitment, reduce turnover rates, and create a stable and productive work environment. The development of professional identity also requires continuous education and training so that nurses can improve their skills and adapt to the dynamics of health services. Support from the work environment, such as a positive organizational culture and career development opportunities, is crucial in forming a strong professional identity, which in turn impacts nurses' productivity and well-being.

A well-developed professional identity also contributes to increased job satisfaction, which has an impact on motivation, engagement, and the quality of services provided. Additionally, a strong professional identity allows nurses to contribute effectively in multidisciplinary teams, thereby improving the coordination of care and patient clinical outcomes. Thus, the implementation of strategies that focus on developing professional identity is key in supporting nurses to carry out their roles optimally in the health care system.

CONCLUSION

Professional identity plays a crucial role in improving the quality of service and job satisfaction among nurses. The development of a strong professional identity, supported by a positive work environment and appropriate educational policies, can help nurses face challenges in their practice. Therefore, educational institutions, hospital management, and nurses themselves must collaborate to build a solid and adaptive professional identity that meets the evolving public health needs

SARAN

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