

Integration of Professional Ethics, SOP Compliance, and Health Worker Professionalism in Improving the Quality of Health Services: Case Study in Indonesian Health Institutions

Hendry Wibowo¹⁾, Lira Firna²⁾

^{1,2)} Health Administration Study Program, Universitas Muhammadiyah Muara Bungo, Jambi, Indonesia

Email*: endrywib@gmail.com , lirafirnag@gmail.com

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ABSTRAK

Etika profesional, kepatuhan terhadap Standar Operasional Prosedur (SOP), dan profesionalisme tenaga kesehatan merupakan faktor kunci dalam menentukan kualitas dan keselamatan pelayanan kesehatan. Penelitian ini menganalisis peran etika antar tenaga medis dalam menciptakan lingkungan kerja kolaboratif serta dampak penerapan SOP dan sikap profesionalisme terhadap kinerja institusi kesehatan, seperti yang terlihat di Kantor Kesehatan Bitung dan Rumah Sakit Umum Radjak Hospital Salemba. Hasil studi menunjukkan bahwa konsistensi dalam menjalankan SOP meningkatkan efisiensi dan akurasi pelayanan, sementara ketidakpatuhan—seperti yang terjadi di RSUD Gambiran Kota Kediri dan Rumah Sakit "X" Malang—dapat mengganggu alur layanan dan membahayakan pasien. Faktor-faktor seperti pemahaman prosedur, dukungan manajemen, dan budaya kerja berpengaruh signifikan terhadap kepatuhan. Penelitian ini merekomendasikan penguatan budaya kepatuhan melalui pelatihan, supervisi, dan kebijakan berbasis bukti untuk meningkatkan mutu layanan kesehatan. Integrasi etika, SOP, dan profesionalisme dinilai sebagai solusi strategis dalam membangun sistem kesehatan yang lebih aman, efisien, dan berorientasi pada kepuasan pasien.

Kata Kunci : Etikamedis, Standar Operasional Prosedur (SOP), profesionalisme, kepatuhan, kualitas pelayanan kesehatan.

ABSTRACT

Professional ethics, compliance with Standard Operating Procedures (SOPs), and professionalism of health workers are key factors in determining the quality and safety of health services. This study analyzes the role of ethics among medical personnel in creating a collaborative work environment and the impact of SOP implementation and professionalism on the performance of health institutions, as seen in the Bitung Health Office and Radjak Hospital Salemba General Hospital. The results of the study indicate that consistency in implementing SOPs increases the efficiency and accuracy of services, while non-compliance—as occurred at Gambiran Hospital, Kediri City and "X" Hospital, Malang—can disrupt service flow and endanger patients. Factors such as understanding procedures, management support, and work culture have a significant effect on compliance. This study recommends strengthening a culture of compliance through training, supervision, and evidence-based policies to improve the quality of health services. The integration of ethics, SOPs, and professionalism is considered a strategic solution in building a safer, more efficient, and patient satisfaction-oriented health system.

Keywords : Medical ethics, Standard Operating Procedures (SOPs), professionalism, compliance, quality of health services.

BACKGROUND

Medical practice requires the competence and authority of a doctor in providing medical services. Competence is the ability of a doctor based on knowledge, skills and professional attitudes to practice, while authority is the authority given by the authorized party to a doctor to carry out the practice. In making ethical clinical decisions, a doctor is responsible for moral judgment to maintain patient safety. Patient safety is an effort to prevent injury caused by errors due to carrying out an action or not taking action that should be taken.

Medical professionals must comply with professional ethics, civil law provisions and applicable laws and regulations. If they violate the code of professional ethics, medical personnel will receive ethical sanctions from professional organizations based on the ethical violations committed and if proven to have committed negligence and violated the law, legal sanctions can be given. Quality and safe health services are the main pillars in efforts to improve public health. Achieving optimal service is highly dependent on three fundamental aspects, namely professional ethics, compliance with Standard Operating Procedures (SOP), and the professionalism of health workers. These three aspects interact with each other and become the foundation in creating an effective, efficient service system that is oriented towards patient safety and satisfaction.

In daily practice, interactions between medical personnel often face complex challenges. Problems such as ineffective communication, role conflicts, and differences in perception between professions can hinder collaboration and potentially reduce the quality of service. Ethics between health professions are an important foundation for building a harmonious work environment, mutual respect, and placing patient interests above all else. Without strong ethics, the risk of miscommunication and internal conflict will increase, which can ultimately endanger patient safety. On the other hand, SOPs are prepared as standard guidelines that aim to ensure consistency, accuracy, and safety in every health service action. SOPs that are implemented properly will minimize errors, increase efficiency, and strengthen the accountability of health workers. However, the implementation of SOPs in the field is often less than optimal due to various factors, such as a lack of understanding of SOPs by health workers, minimal supervision from management, and low individual commitment in carrying out established procedures. A real example can be found in Hospital "X" Malang, where non-compliance with SOPs disrupted the flow of outpatient services and increased the risk to patient safety. In contrast, institutions such as the Bitung Health Office and RSU Radjak Hospital Salemba showed that compliance with SOPs consistently improved the efficiency, quality, and safety of health services. The professionalism of health workers is also a key factor in the successful implementation of ethics and SOPs. Discipline, responsibility, integrity, and commitment to service standards not only affect individual performance but also have a direct impact on the reputation of health institutions. When professionalism is weak, various problems can arise, such as what happened in the implementation of nursing care in the ICU-ICCU of Gambiran Hospital, Kediri City, where a gap was found between theory and practice in the field. This shows that professionalism is

not just knowledge and skills, but also includes attitudes and behavior in carrying out tasks consistently and ethically. Based on the description above, it is clear that the relationship between ethics, compliance with SOPs, and professionalism greatly determines the quality of health services. However, there is still a gap between theory and practice in the field, which has the potential to reduce the quality and safety of services. Therefore, this study was conducted to analyze in depth the relationship between ethics, SOPs, and professionalism in the context of health services. It is hoped that the findings of this study can be the basis for policy recommendations to strengthen the health system, improve health workers' compliance with SOPs, and ensure safer, quality, and patient-centered services. In addition, the results of this study are also expected to contribute to efforts to develop professional and ethical health human resources, in order to support the achievement of national health development goals.

METHOD

1. Research Design

This study uses a systematic review research method. Systematic review research is a method that aims to help find the best results that can be obtained by systematically searching for literature, then reading all the literature obtained and analyzing all the literature data and drawing conclusions from the results of the literature data analysis to answer the problem efficiently, clearly, and relevantly. The author searches for articles using the keywords "health ethics" and "legal ethics in health". Article searches are accessed through several sources, namely Google Scholar. The exclusion criteria for this study are article reviews, articles that only provide abstracts, and journal results. The data collected from the data collection method are then processed and combined to obtain related explanations that affect access to health services in Indonesia.

2. Population and Sample

The articles used in this study are article texts with an observational research design. The selected articles are Indonesian and English articles that discuss the analysis of the influence of service access on legal ethics in administrative health services.

3. Variable

The dependent variable in this study is access to health services, and the independent variable in this study is legal ethics in administrative health services.

4. Operational Definition

Access according to the Big Indonesian Dictionary (KBBI) means entrance. Health services are all efforts made individually or together in an organization to maintain and improve health, prevent and cure diseases, and restore the health of individuals, families, groups, and/or communities.

RESULT

Ethics among medical personnel play a major role in maintaining the quality of health services. Professional relationships between health workers based on ethics can improve the quality of services and patient trust in health institutions. The implementation of Standard Operating Procedures (SOP) has consistently been proven to increase employee job satisfaction, both at the Bitung Health Office and at the Radjak Hospital Salemba Hospital.

Employees who understand and implement SOPs well show more effective, productive, and error-free performance. A professional attitude strengthens the positive influence of SOPs on performance. Employees with a high professional attitude tend to be more compliant with SOPs, increase their job satisfaction, and have a positive impact on work output. Factors that influence SOP compliance, such as level of knowledge, motivation, managerial support, adequate facilities, and workload, were found to have a significant effect on nurse compliance, especially in critical care in the ICU-ICCU of Gambiran Hospital, Kediri City. The impact of non-compliance with SOPs was found to be very detrimental, especially in outpatient services at the "X" Hospital in Malang. This non-compliance causes services to be ineffective, prolongs patient waiting time, decreases satisfaction levels, and increases administrative risks.

Table 1. Selected Articles for Systematic Review

Authors (Year)	Title	Method	Results
Holijah, Lenny Yulianty, Aldino Alki, Sulaida, Dewi Siska, Sigit Rahmat(2025)	Etika Antar Tenaga Medis Dalam Penyelenggaraan Pelayanan Kesehatan	Pendekatan literature review dan studi deskriptif naratif.	Setiap tindakan medis yang membahayakan pasien dan melanggar etika serta hukum harus dihindari. Pentingnya pelatihan dan pendidikan etika bagi tenaga medis agar mampu menghadapi dilema etis secara kompeten dan profesional.
Injelly Gabriela Tangka, Lucky O.H.Dotulong, Hendra Novie Tawas (2024)	Pengaruh Penerapan Standar Operasional Prosedur (SOP) dan Sikap Profesionalisme Pegawai terhadap Kepuasan Kerja dan Kinerja Pegawai di Kantor Kesehatan Bitung	Pendekatan kuantitatif dengan analisis jalur menggunakan SEM PLS, uji validitas dan reliabilitas instrumen.	SOP dan sikap profesionalisme berpengaruh positif dan signifikan terhadap kepuasan kerja dan kinerja pegawai. Kepuasan kerja juga berpengaruh positif terhadap kinerja pegawai. Pengaruh SOP dan profesionalisme terhadap kinerja tidak dimediasi secara signifikan oleh kepuasan kerja

Didik Setiyawan, Annisa Fitriani, Cindy Ade Veronica, Adeli na Suryati (2023)	Dampak Penerapan Standar Operasional Prosedur (SOP) terhadap kinerja Karyawan Rumah Sakit Umum Radjak Hospital Salemba	Pendekatan kuantitatif dengan pengumpulan data melalui kuesioner yang diujivaliditas dan reliabilitasnya, kemudian dianalisis menggunakan uji statistik seperti uji normalitas, uji asumsi klasik, dan uji hipotesis	Penerapan SOP memiliki pengaruh positif dan signifikan terhadap kinerja karyawan di Rumah Sakit Radjak Salemba
Nazvia Natasia (2014)	Faktor yang mempengaruhi Kepatuhan Pelaksanaan SOP Asuhan Keperawatan di ICU-ICCU RSUD Gambiran Kota Kediri	Kuantitatif korelasional dengan pendekatan cross-sectional.	Motivasi dan persepsi berpengaruh signifikan terhadap kepatuhan, sedangkan usia, tingkat pendidikan, dan lama kerja tidak berpengaruh.
Hendrik Stiyawan, Mansur, Viva Maiga Mahliafa Noor. (2018)	Dampak Tidak Patuh Terhadap Pelaksanaan SOP Alur Rawat Jalandi Rumah Sakit x Malang	Observasi, wawancara tidak terstruktur, analisis dokumen SOP, diskusi kelompok terfokus (FGD) dan metode McNamara.	Ditemukan faktor penyebab ketidakpatuhan terhadap SOP meliputi aspek dokumen, pelaksanaan, dan faktor manusia, serta dampaknya terhadap kualitas pelayanan.
Nidaan Khofia (2024)	Study Pustaka Aspek Hukum Pelepasan Informasi Medis Pasien Terkait Dengan Klaim Asuransi Di Fasilitas Pelayanan Rumah Sakit	Literature review atau kajian pustaka dengan pendekatan deskriptif kualitatif, meninjau penelitian dari tahun 2020-2023 melalui pencarian di Google Scholar	Prosedur pelepasan informasi medis untuk klaim asuransi melibatkan surat izin tertulis dari pasien dan proses administratif di rumah sakit, serta pentingnya dokumen lengkap dan sah sesuai prosedur yang berlaku

Dimaz Aidil, Ilham. (2023)	Analisis Keamanan Informasi Rumah Sakit Menggunakan Cobit 2019 Dengan Fokus Domain APO13 : Systematic Literature Review	Systematic Literature Review (SLR), yaitu analisis yang menggabungkan berbagai penelitian terdahulu untuk mengidentifikasi dan menganalisis masalah terkait keamanan informasi di rumah sakit, dengan fokus pada pertanyaan penelitian yang telah ditetapkan	Keamanan informasi rumah sakit umumnya di Level 3, tapi masih lemah pada pelatihan, pembaruan risiko, dan kontrol akses. COBIT 2019 membantu, namun butuh evaluasi, pelatihan, dan kebijakan yang lebih kuat.
Muh Chandra Alim, Erni Febrianti, Rika Kurnia Kandacong. (2025)	Pelaksanaan Manajemen Logistik Kesehatan dan Pengelolaan Stok Obat di Fasilitas Kesehatan Tingkat Lanjut di Provinsi Sulawesi Barat	Studi kepustakaan dan review sistematis	Pengelolaan logistik obat dan alat kesehatan cukup baik, tapi masih terkendala fasilitas, sistem manual, dan regulasi. Perlu peningkatan teknologi, pelatihan, dan evaluasi rutin untuk efisiensi dan keberlanjutan.
Rinda Lestari (2020)	Pengelolaan Limbah Medis di RSUP Dr. M. Djamil Padang	Studi observasi dan evaluasi pelaksanaan SOP pengolahan limbah laboratorium dan limbah rumah sakit, termasuk pengamatan langsung terhadap proses, kepatuhan petugas, dan penilaian fasilitas serta prosedur pengelolaan limbah	Sebanyak 83% SOP pengolahan limbah padat laboratorium telah dijalankan, sedangkan 17% belum terlaksana karena keterbatasan fasilitas. Beberapa pelanggaran SOP terjadi pada pencucian kontainer, pengikatan limbah, dan penggunaan lift yang tidak sesuai prosedur.

Shinta Nurwantika, Ahmad Hamkani (2025)	Kepatuhan Perawat Melaksanakan Standar Operasional Prosedur Pencegahan Risiko Jatuh Dalam Upaya Pencegahan Risiko Jatuh Di Rumah Sakit: Literatur Review	Tinjauan literatur dari berbagai sumber yang membahas kepatuhan perawat terhadap SOP pencegahan risiko jatuh, dengan analisis faktor internal dan eksternal yang mempengaruhi kepatuhan.	Kepatuhan perawat terhadap SOP dipengaruhi faktor internal (pengetahuan, sikap, pengalaman, motivasi) dan eksternal (dukungan organisasi, fasilitas). Implementasi SOP masih belum optimal karena hambatan struktural dan personal. Peningkatan kepatuhan memerlukan: (1) peningkatan pengetahuan dan motivasi perawat, (2) pelatihan rutin, (3) penyediaan fasilitas memadai, dan (4) kepemimpinan yang kuat untuk mengurangi risiko pasien jatuh.
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DISCUSSION

The success of good health service efforts is also inseparable from the professional behavior of health workers. These health workers include doctors, nurses, midwives, and people who work in health services. The professional behavior of health workers is reflected in their professionalism, the six elements of professionalism that must be possessed are altruism, accountability, excellence, duty, honor and integrity, respect for others. Health services are interactions based on ethical principles such as mutual respect, cooperation, and honesty that can strengthen relationships between medical professionals and improve the quality of service. Strengthening ethical culture needs to be an integral part of health worker training. An important part of a health service is the availability and compliance with standards, because quality health services are when the service is carried out in accordance with existing standards. Generally, officers encounter many variations in the implementation of health services. In ensuring the quality of health services, standards are used to minimize existing variations. Professionalism is a pillar that will position the bureaucracy as an effective machine for the government and as a parameter for the ability of the apparatus to work well. professionalism is competence, effectiveness, efficiency, and responsibility. Another view states that what is meant by professionalism is reliability in

carrying out tasks so that they are carried out with high quality, on time, carefully, and with procedures that are easy to understand and follow.

Health workers as a profession must have professional authority that can be realized in practice. As responsible and accountable professionals, who work as partners to provide support, care and advice on their own responsibility and provide services to the community. The services provided include preventive efforts, access to medical assistance or other appropriate assistance, and carrying out emergency measures. SOPs function as important work guidelines that set minimum standards in every service action. Consistent application of SOPs provides procedural certainty for employees, reduces errors, and increases job satisfaction. On the other hand, SOPs also help management in assessing employee performance objectively. In terms of its function, Standard Operating Procedures (SOPs) function to form a work system and work flow that is orderly, systematic, and accountable, describes how work objectives are carried out in accordance with applicable policies and regulations, explains how the process of implementing activities takes place, as a means of ordering the implementation of daily work according to the established method, ensures consistency and a very systematic work process, and establishes reciprocal relationships between work units. Standard Operating Procedure (SOP) is a description of the work steps (systems, mechanisms and internal work procedures) required in carrying out a task to achieve organizational goals. Employee professionalism is a strengthening factor in the implementation of SOP. Without a professional attitude, SOP is just a meaningless formality. Professionalism encourages employees to act based on applicable ethical and procedural standards, thus having a direct impact on improving the quality of service and achieving performance targets. Compliance with SOP is influenced by internal and external factors. Efforts to improve compliance are not enough just by socializing SOPs, but must also pay attention to supporting aspects such as routine training, personal motivation, reasonable workload, and adequate infrastructure support.

AUTHOR CONTRIBUTION

Hendry Wibowo was responsible for formulating the background and objectives of the activity and contributed to the preparation of educational materials and implementation of counseling. Lira Firna Pebriani were involved in the analysis of questionnaire data and documentation of the activity.

CONFLICT OF INTEREST

The authors declare that this research was conducted without any commercial or financial conflict of interest that could influence the results of the study.

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