

INFORMASI ARTIKEL

Received: February, 12, 2026

Revised: March, 04, 2026

Available online: March, 04, 2026

at: <https://e-jurnal.iphorr.com/index.php/mhc>

The role of nursing committees in improving service quality and nurses' psychological well-being: A literature review

Ekklesia Hitipeuw

Institut Teknologi dan Kesehatan Muhammadiyah Kalimantan Barat

Corresponding author: *E-mail: esihitipeuw7@gmail.com

Abstract

Background: The quality of nursing services is an important indicator of healthcare quality in hospitals. The nursing committee plays a strategic role in ensuring nurses' professionalism through credentialing processes, competency development, and supervision of ethical and professional standards.

Purpose: To review the role of nursing committees in improving the quality of nursing services based on previous research findings.

Method: A narrative literature review approach. The reviewed articles were obtained from relevant national and international journals focusing on nursing committees and the quality of nursing services. Article selection was conducted based on relevance to the research topic and objectives, followed by systematic analysis and synthesis.

Results: Nursing committees play a significant role in improving the quality of nursing services through credentialing and re-credentialing, professional development and coaching, and supervision of nursing practice standards and ethics. Optimizing the role of nursing committees contributes to improved nurses' competence, performance, and professionalism, which in turn enhances the quality of nursing care and patient safety.

Conclusion: Nursing committees have a strategic role in supporting the improvement of nursing service quality in hospitals. Continuous strengthening and evaluation of nursing committee functions are necessary to ensure optimal contributions to nursing service quality.

Keywords: Literature Review; Nursing Committee; Nurse Professionalism; Quality of Nursing Services.

INTRODUCTION

The quality of nursing services is a key component in assessing the overall quality of healthcare services in hospitals (Albanese, Evans, Schantz, Bowen, Disbot, Moffa, & Polomano, 2020). Nurses, as healthcare professionals who interact most frequently and for the longest duration with patients, play a strategic role in determining patient safety, patient satisfaction, and the institutional image of healthcare facilities (Hartatie, 2025). High-quality nursing care is not only determined by nurses' clinical skills but also by management systems, professional development, and structured

supervision of nursing practice. Improving the quality of nursing services remains a significant challenge for hospitals amid increasing public demands for healthcare services that are safe, effective, and patient centred. Various studies indicate that the quality of nursing services is closely related to nurses' competence, adherence to nursing care standards, and organizational support in creating a conducive work environment for nurses. Therefore, a system that ensures sustainable nursing professionalism is essential (Sofyan, Aulia, & Siregar, 2020).

The nursing committee is one of the hospital's organizational elements that plays an important role in maintaining and improving the quality of nursing services (Jariah & Agustini, 2022). The committee functions in managing nursing professionalism through the implementation of credentialing and re-credentialing processes, professional development and competency enhancement, and supervision of ethical standards and professional discipline (Afriyadi, Asriwati, & Nasution, 2025). Through these functions, the nursing committee is expected to ensure that nurses who provide care possess the required competence, health status, and professional behaviour in accordance with established standards (Gunawaty, 2019).

Several studies show that the optimal functioning of the nursing committee contributes to improved nursing service quality, greater adherence to practice standards, and enhanced nurse performance (Ningsih, Novita, & Bandur, 2020). High-quality nursing services are associated with increased patient satisfaction and trust in hospital services. However, scientific studies specifically addressing the role of the nursing committee in improving nursing service quality remain limited and are scattered across research with varying focuses (Anggeria, 2018).

RESEARCH METHOD

This study employed a literature review method using a narrative approach to identify, examine, and synthesize relevant research findings regarding the role of the nursing committee in improving the quality of nursing services in hospitals. The research materials consisted of scientific articles and national as well as international journals discussing the roles and functions of nursing committees, the quality of nursing services, the relationship between nursing management and service quality, and patient satisfaction and trust in nursing care. The selected articles were published within the last ten years in nursing and health journals and included quantitative, qualitative, and descriptive-analytic research designs relevant to the study topic. The literature review procedure was conducted through several stages, including identifying the topic and formulating the research problem related to the role of the nursing committee in enhancing nursing service quality, searching for relevant national and international literature, selecting articles based on the relevance of their titles, abstracts, and content to the research objectives, analysing and synthesizing the findings by categorizing them according to themes of nursing committee roles and nursing service quality indicators, and finally presenting the results in a systematic and comprehensive narrative form.

RESEARCH RESULTS

Table 1. Summary of Literature Review

Main Theme	Literature Findings	Impact on Service Quality
Credentialing and Re-credentialing Role	The nursing committee plays a role in the credentialing and re-credentialing process to ensure nurses' competence in providing nursing care.	Improves patient safety and reduces the risk of nursing practice errors.
Professional Development and Supervision	The nursing committee conducts continuous training, performance evaluation, and develops nursing practice policies and guidelines.	Increases compliance with standard operating procedures (SOP) and professional ethics.
Impact on Patient Satisfaction and Trust	High-quality nursing services are associated with empathy, communication, and nurse	Enhances patient satisfaction and trust in nursing services.

Ekklesia Hitipeuw

Institut Teknologi dan Kesehatan Muhammadiyah Kalimantan Barat
Corresponding author: *E-mail: esihitipeuw7@gmail.com

Doi: 10.56922/mhc.v4i6.24600

competence.		
Hospital Management Support	The effectiveness of the nursing committee is influenced by policy support and authority from hospital management.	Strengthens the continuous quality improvement system in nursing services.

The table presents a summary of the literature review findings regarding the role of the nursing committee in improving the quality of nursing services. It outlines the main themes identified in the literature, including credentialing and re-credentialing, professional development and supervision, impact on patient satisfaction and trust, and hospital management support. Each theme describes the key functions of the nursing committee and their corresponding impact on service quality, such as enhancing patient safety, increasing compliance with professional standards, improving patient satisfaction, and strengthening continuous quality improvement systems in nursing services.

DISCUSSION

The results of the literature review indicate that the nursing committee has a significant role in improving the quality of nursing services. The credentialing and re-credentialing functions are the primary roles of the nursing committee in ensuring the competence of nurses who provide nursing care (Astari, Susilaningih, & Fitria, 2022). Proper implementation of credentialing contributes to improved patient safety and reduces the risk of nursing practice errors. In addition, the nursing committee plays a role in fostering and developing nurses' professionalism through continuous training, performance evaluation, and the formulation of nursing practice policies and guidelines (Puspita & Hidayah, 2019). Research shows that nurses who receive continuous guidance and supervision demonstrate higher levels of compliance with standard operating procedures and professional ethics (Ana, Hidayat, & Ratna, 2016).

The literature also demonstrates that high-quality nursing services have a positive impact on increasing patient satisfaction and trust (Meo, 2025). Aspects such as empathy, communication, and nurse competence are important indicators in assessing the quality of nursing services from the

patient's perspective (Nurhidayah, 2024). Therefore, the role of the nursing committee affects not only the internal organizational aspects but also the service outcomes experienced by patients. Furthermore, hospital management support for the nursing committee influences the effectiveness of its functions. Nursing committees that are granted authority and policy support are able to actively contribute to the nursing service quality improvement system (Lichtman, Bigger Jr., Blumenthal, Frasure-Smith, Kaufmann, Lespérance, & Froelicher, 2018). The findings of this literature review emphasize that the nursing committee plays a strategic role in enhancing the quality of nursing services. The implementation of credentialing and re-credentialing serves as the main foundation for ensuring nurses' competence and professionalism, in line with the principles of patient safety and quality nursing care (Sudjiati, Handiyani, Yetti, & Suryani, 2021).

Professional development and capacity building carried out by the nursing committee contribute to improved nurse performance and the quality of nursing care. This supports nursing management theory, which states that service quality is strongly influenced by the quality of human resources and a sustainable development system. Supervision of ethical practice and professional discipline is also a crucial aspect of maintaining the quality of nursing services (Pujiastuti, Purwadhi, & Widjaja, 2023). Nurses working within a clear supervisory system tend to demonstrate more consistent and professional performance. Moreover, high-quality nursing services are associated with increased patient satisfaction and trust in hospital services (Nursalam, 2024). Thus, the nursing committee functions as a bridge between hospital management policies and nursing practice in the clinical setting. Optimizing the role of the nursing committee is one of the key strategies in the nursing service quality improvement system in hospitals (Apriyani & Fadila, 2023).

Ekklesia Hitipeuw

Institut Teknologi dan Kesehatan Muhammadiyah Kalimantan Barat
Corresponding author: *E-mail: esihitipeuw7@gmail.com

Doi: 10.56922/mhc.v4i6.24600

The findings of this literature review confirm that the nursing committee plays a strategic role in ensuring the competence and professionalism of nurses through the implementation of credentialing and re-credentialing processes. These functions serve as fundamental mechanisms to verify nurses' qualifications, clinical authority, and professional readiness before delivering patient care. Properly conducted credentialing systems contribute to enhanced patient safety and minimize the risk of clinical errors, thereby strengthening the overall quality assurance framework in hospitals. In this context, the nursing committee acts as a regulatory and professional gatekeeper, ensuring that nursing practice aligns with established standards, ethical principles, and patient safety goals (Razeansyah, Mawarti, & Imran, 2025).

In addition to its regulatory function, the nursing committee also contributes significantly to professional development and performance improvement. Continuous training, structured supervision, performance evaluation, and the development of clinical guidelines create a supportive professional environment that fosters accountability and competence. Nurses who operate within a well-established supervisory system demonstrate higher adherence to standard operating procedures and professional ethics. This aligns with nursing management theory, which emphasizes that service quality is closely linked to the development of human resources and sustainable competency-building systems. Therefore, the nursing committee not only maintains standards but also actively enhances nurses' capacity to deliver high-quality care (Al Ummah, Suminar, & Al Wobowo, 2021).

The impact of the nursing committee extends beyond internal organizational governance to patient centred outcomes. High-quality nursing services characterized by empathy, effective communication, and professional competence are strongly associated with increased patient satisfaction and trust. The effectiveness of the nursing committee is further strengthened by hospital management support, particularly in terms of policy endorsement and delegated authority. When adequately supported, the committee can function optimally within the hospital's continuous quality improvement system. Thus, the nursing committee serves as a

crucial bridge between managerial policy and clinical nursing practice, positioning it as a key driver in the ongoing effort to improve nursing service quality in hospitals (Simamora, 2022)

CONCLUSION

The nursing committee plays a strategic role in improving the quality of nursing services. The implementation of credentialing and recertification functions, professional development, and supervision of professional ethics and discipline contribute positively to improving the quality of nursing care, patient safety, and patient satisfaction and trust.

REFERENCES

- Afriyadi, D., Asriwati, A., & Nasution, R. S. (2025). Pengaruh Supervisi Kepala Ruangan terhadap Kinerja Perawat Pelaksana di Ruang Rawat Inap Rumah Sakit Umum Wira Husada Kisaran Tahun 2025. *Jurnal Kesehatan Amanah*, 9(2), 186-195.
- Al Ummah, B., Suminar, A. D., & Al Wobowo, T. (2021). Multidimensi Kualitas Pelayanan Perawat Terhadap Kepuasan Pasien. *JURNAL ILKES (Jurnal Ilmu Kesehatan)*, 12(1), 395-405.
- Albanese, M. P., Evans, D. A., Schantz, C. A., Bowen, M., Disbot, M., Moffa, J. S., & Polomano, R. C. (2020). Engaging clinical nurses in quality and performance improvement activities. *Nursing administration quarterly*, 34(3), 226-245.
- Ana, P., Hidayat, A. A. A., & Ratna, A. (2016). Implementasi sistem manajemen mutu pelayanan keperawatan melalui kepemimpinan mutu kepala ruangan. *Jurnal Ners*, 11(1), 1-6.
- Anggeria, E. (2018). Hubungan Supervisi dengan Pelaksanaan Asuhan Keperawatan di Ruang Rawat Inap Lantai 10 Rumah Sakit Umum Royal Prima Medan Tahun 2017.
- Apriyani, A., & Fadila, R. A. (2023). Hubungan Peran Komite Keperawatan Terhadap Peningkatan Mutu Pelayanan. *Babul Ilmi Jurnal Ilmiah Multi Science Kesehatan*, 15(1).

Ekklesia Hitipeuw

Institut Teknologi dan Kesehatan Muhammadiyah Kalimantan Barat
Corresponding author: *E-mail: esihitipeuw7@gmail.com

Doi: 10.56922/mhc.v4i6.24600

The role of nursing committees in improving service quality and nurses' psychological well-being: A literature review

- Astari, D. W., Susilaningsih, F. S., & Fitria, N. (2022). Hubungan antara pengetahuan, motivasi, dan supervisi dengan kinerja infection prevention control link nurse (IPCLN) dalam pencegahan dan pengendalian infeksi selama pandemik covid-19 di rumah sakit mata Cicendo. *The Journal of Hospital Accreditation*, 4(01), 8-12.
- Gunawaty, D. (2019). *Pengaruh Motivasi Terhadap Mutu Pelayanan Keperawatan Rumah Sakit Umum Imelda Pekerja Indonesia Medan Tahun 2018* (Doctoral dissertation, Universitas Sumatera Utara).
- Hartatie, L. R. (2025). Pengaruh Pengawasan, Motivasi, dan Pembinaan Staf Terhadap Mutu Pelayanan Keperawatan Di Rumah Sakit Bhayangkara Tingkat III Banda Aceh. *Jurnal Administrasi Bisnis*, 5(2), 77-90.
- Jariah, A., & Agustini, T. (2022). Pengaruh Supervisi Keperawatan, Insentif dan Motivasi Kerja terhadap Kepuasan Kerja pada Perawat. *Window of Nursing Journal*, 49-56.
- Lichtman, J. H., Bigger Jr, J. T., Blumenthal, J. A., Frasure-Smith, N., Kaufmann, P. G., Lespérance, F., & Froelicher, E. S. (2018). Depression and coronary heart disease: recommendations for screening, referral, and treatment: a science advisory from the American Heart Association Prevention Committee of the Council on Cardiovascular Nursing, Council on Clinical Cardiology, Council on Epidemiology and Prevention, and Interdisciplinary Council on Quality of Care and Outcomes Research: endorsed by the American Psychiatric Association. *Circulation*, 118(17), 1768-1775.
- Meo, M. Y. (2025). Pengembangan sistem informasi manajemen keperawatan dengan integrated clinical pathway untuk meningkatkan kualitas pelayanan. *Jurnal Manajemen Keperawatan*, 3(1), 48-55.
- Ningsih, S. R., Novita, R. V., & Bandur, A. (2020). Pengaruh Supervisi dan Gaya Kepemimpinan Transformasional terhadap Kinerja Perawat dalam Kepatuhan Hand Hygiene dan Pencegahan Resiko Jatuh di RSUD GMIBM Monompia Kotamobagu. *Media Publikasi Promosi Kesehatan Indonesia (MPPKI)*, 3(3), 236-243.
- Nurhidayah, N. (2024). Manajemen model asuhan keperawatan profesional (makp) tim dalam peningkatan kepuasan pasien di rumah sakit. *Jurnal Kesehatan Uin Alauddin*, 7(2), 137579.
- Nursalam, D. (2024). Manajemen Keperawatan" Aplikasi dalam Praktik Keperawatan Profesional.
- Pujiastuti, E., Purwadhi, P., & Widjaja, Y. R. (2023). Pengaruh profesionalisme dan keterampilan perawat terhadap mutu pelayanan keperawatan rumah sakit. *Journal Healthcare Education*, 1(2), 18-27.
- Puspita, S., & Hidayah, A. (2019). Hubungan motivasi kerja perawat dengan perilaku caring perawat di Rumah Sakit Umum Daerah Jombang. *Jurnal Keperawatan dan Kebidanan*, 11(2), 5-5.
- Razeansyah, U., Mawarti, I., & Imran, S. (2025). *Gambaran Peran Ketua Tim Terhadap Etika Keperawatan Dalam Pelaksanaan Asuhan Keperawatan di RSUD H. Abdul Manap Jambi* (Doctoral dissertation, UNIVERSITAS JAMBI).
- Simamora, R. H. (2022). Buku ajar manajemen keperawatan. *Jakarta: EGC*, 269.
- Sofyan, M., Aulia, D., & Siregar, F. A. (2020). Pengaruh Kompetensi Supervisor dan Penghargaan Terhadap Motivasi Kerja Perawat di Ruang Rawat Inap Rumah Sakit Permata Bunda Tahun 2018. *Jurnal Kesmas Jambi*, 4(1), 10-16.
- Sudjiati, E., Handiyani, H., Yetti, K., & Suryani, C. T. (2021). Optimalisasi Perawat Sehat dalam Memberikan Pelayanan Keperawatan Bermutu. *Journal of Telenursing (JOTING)*, 3(1), 145-54.

Ekklesia Hitipeuw

Institut Teknologi dan Kesehatan Muhammadiyah Kalimantan Barat
Corresponding author: *E-mail: esihitipeuw7@gmail.com

Doi: 10.56922/mhc.v4i6.24600