

Management Impressions in The Role of Doctors and Nurses in The Mental Hospital Environment of Aceh Province

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Received: 01 30, 2026 | Accepted: 02 10, 2026 | Published: 02 12, 2026

ABSTRACT

Impression management, in the concept of role, is the management of the impression displayed by a person according to the role they play. This impression management also leads to the assessment of the people they want to portray. This study aims to determine how doctors and nurses manage their impression management in dealing with their front region and back region in the workplace, as well as what obstacles doctors and nurses experience in managing their impression management towards mental patients. This study used descriptive qualitative research, where the informants were obtained through a purposive sampling method. To analyze this study, the researcher used Erving Goffman's Dramaturgy theory. Data were collected through interviews, in-depth observations, and literature studies, and then analyzed using a qualitative approach. The results of this study showed a positive impression between health workers towards patients and their families, this also indicates that the services available at the Aceh Provincial Mental Hospital are improving. Doctors and nurses are also able to carry out their front region consistently within the scope of their work. However, the impression displayed among fellow workers does not always go well, namely the obstacles experienced by doctors and nurses when interacting and dealing with mental patients with various forms of medical backgrounds. Then there's the impact of work fatigue and differing understandings. The appearances in the front region are also inextricably linked to the influence of the back region, where doctors and nurses prepare themselves as best as possible to be judged well on their work. Therefore, when healthcare workers project their impressions to those around them, dramaturgy theory can be seen in the way doctors and nurses act and carry themselves in their roles.

Keywords: Impressions of Management, Doctors, Nurses, Front and Back Region.

How to Cite:

Salsabila, M. (2026). Management Impressions in The Role of Doctors and Nurses in The Mental Hospital Environment of Aceh Province. *Jurnal Ilmu Sosial Dan Humaniora*, 2(1), 699-704. <https://doi.org/10.63822/adw9tk44>

INTRODUCTION

The Mental Hospital's mission is to improve the quality of mental health services for the Acehese community through professional healthcare services and to enhance the quality of human resources in mental health through education, research, and development in medicine, nursing, and other health sciences, as well as the development of administrative service systems and procedures.

To provide effective services, doctors and nurses have their respective roles. Doctors treat, provide consultation, and make decisions regarding illnesses, as well as serve as educators and researchers. Nurses, on the other hand, play a role as implementers, educators, managers, and researchers. In providing nursing care, nurses have roles and functions as caregivers, family advocates, disease prevention practitioners, educators, counselors, collaborators, ethical decision-makers, and researchers (Hidayat, 2012).

When presenting themselves, doctors and nurses can persuade others through their speaking style, body language, dress, and other aspects of their roles. Health workers must also build good interpersonal relationships with fellow coworkers and superiors who are involved in completing work, such as their effectiveness and efficiency in working.

However, managing this impression also presents challenges for doctors and nurses. It's well known that various mental illnesses require treatment and care. This requires healthcare workers to be as responsive and appropriate as possible to patients. Furthermore, some patients' families exhibit varying language styles, such as impatient families waiting to consult with a doctor or being rude to nurses on duty during inpatient visits.

It's no surprise that these incidents lead doctors and nurses to experience emotional exhaustion, uncontrolled behavior, difficulty understanding patient language, and a lack of patience. These factors led researchers to delve deeper into the work lives of doctors and nurses in mental hospitals. They examined not only their roles but also the challenges they frequently encounter in the frontline and backroom settings, as reflected in their impression management presentations.

METHODS OF RESEARCH

The location of this research was conducted at the Aceh Provincial Mental Hospital in Banda Aceh City. The researcher wanted to conduct a study on the Impression of Management in the Role of Doctors and Nurses in the Aceh Provincial Mental Hospital, which includes decision making regarding self-demeanor carried out according to their roles as mental doctors and nurses and the regulation of these roles based on professionalism carried out according to the existing management within the Mental Hospital. The Aceh Provincial Mental Hospital became the focus of the research by taking several criteria within it. This is because the Mental Hospital is a center for psychiatric treatment for the Acehese community.

This study used a qualitative descriptive method. The location of this study was the Aceh Provincial Mental Hospital, located in Banda Aceh City. Informants were selected using a purposive sampling technique, with a total of 13 informants: consisting of 4 doctors, 4 nurses, 3 family members of patients, and 2 mentally ill patients who were already competent in communicating.

RESULT AND DISCUSSION

The Mental Hospital's mission is to improve the quality of mental health services for the Aceh community through professional healthcare services and to enhance the quality of human resources in mental health through education, research, and development in medicine, nursing, and other health sciences, as well as the development of administrative service systems and procedures.

Achieving this mission is in line with the regulations of the Mental Hospital. Prioritizing the service mission requires healthcare workers to work more collaboratively and to conduct themselves professionally in accordance with their roles. Therefore, each existing regulation and the Mental Hospital system must also be reviewed for alignment that benefits the healthcare workers within it.

As healthcare workers, doctors and nurses are required to be more idealistic in their treatment and care, striving to achieve the best possible patient outcomes. The implementation of this role is also aligned with regulations established by the Mental Hospital. The implementation of this role is then determined by impression management, namely managing the desired image of the Mental Hospital's doctors and nurses, both in the front and back regions.

1) Role Implementation Influences Impressions of Doctors and Nurses Management

Impression management is inextricably linked to the support of the roles performed. Roles are based on role requirements and expectations, which explain what individuals should do in certain situations to meet the expectations of themselves and others. A role can also be defined simply as a position held by a person.

This work system is also based on the management system in place at the Aceh Mental Hospital. The effectiveness of this management system will determine the performance of healthcare workers, particularly doctors and nurses.

In dramaturgical theory, this explanation is better known as impression construction. Doctors and nurses, in serving patients and their families, aim to ensure the public receives good and targeted care. This will build a positive image of the doctors and nurses, positively impacting the sustainability of the system at the Aceh Mental Hospital.

Despite the established work system, there are sometimes unfavorable relationships with colleagues, stemming from emotional exhaustion. As mental health workers, experiencing this is considered normal, so the impression they have in their roles as doctors and nurses leads them to not always maintain a consistent attitude towards their colleagues, but they strive to be as good as possible in their work serving patients and their families. This is seen from the demands of their roles, which leads them to form an impression of management as appropriate to established regulations regarding quality service.

2) Management Impressions in the Front Region of Doctors and Nurses

Doctors and nurses are like the foundation of a building. The success or failure of a mental hospital is determined by the service provided by healthcare workers. Therefore, they are required to prioritize good service practices for those around them, especially patients and their families. This front region is presented to patients and their families, as well as colleagues within the hospital. However, it's possible to convey a friendlier impression toward fellow colleagues, such as those in the same room. Those who share a room are closer in their daily lives than those in different departments or fields.

The impressions formed by doctors and nurses are the result of their consistent demeanor in the environment they encounter. As healthcare workers, they must demonstrate a positive attitude so that those seeking treatment, consultation, or care feel comfortable and free from pressure during interactions with doctors and nurses. This attitude of service will continue to impress patients' families and patients, and is also tailored to the mental needs of patients with varying mental health issues.

The atmosphere and conditions during work in the Emergency Department. As doctors, we are required to consistently provide excellent service, but this doesn't always convey a friendly and gentle impression. The frontal region impression management presented must be tailored to the patient's mental health.

Some patients are manageable and able to interact, while others are experiencing relapses, such as being rebellious, requiring restraint and sedation. The frontal region impression management presented by emergency room physicians is tailored to the specific situation, rather than a consistent impression or one that persists in different situations.

3) Impression Management in the Back Office of Doctors and Nurses

Before interacting directly with patients' families or mental health patients, they must prepare themselves as best as possible by dressing in their white uniforms and learning about the patient's problems so that when they encounter them, healthcare workers are prepared to handle them, and the patient will not feel afraid or overwhelmed when the doctor or nurse approaches.

These preparations are routinely carried out by the doctors and nurses at the Mental Hospital, making them part of their routine as healthcare workers. They also explained that their

years of working at the Aceh Mental Hospital have taught them a lot about the environment they couldn't have learned outside of their work. They are confronted daily with mental health patients whom they must fully understand and present themselves as well as possible, adapting to their mental health needs.

The emotional exhaustion that sometimes occurs among mental health workers contributes to a disconnect between the frontline and backline areas. Some mental health nurses admitted that there is a lack of communication between their departments, leading them to present themselves well to others, but in the backline, they often confide in their colleagues.

4) Obstacles for Doctors and Nurses in Building Impression Management for Mentally Ill Patients

The impression presented on the front line doesn't always result in the desired outcome, and interactions don't always align with mutual understanding. Similarly, in the back area, every preparation doesn't always align with what's presented. These doctors and nurses have worked for years in the mental hospital, where they daily serve and treat mental patients.

Projecting a positive impression on the front line is always based on specific goals. This can sometimes lead to inconsistencies in achieving those goals. However, Goffman observed that an actor, when portraying a role, will perform certain movements or project a positive impression. Using a multifaceted approach is the best way to understand each patient's behavior and recovery stage. These obstacles also stem from aggressive behaviors or difficulties understanding the patient's language, gestures, or desires. These obstacles range from the way they interact to the potential physical harm to doctors and nurses in treating mental patients. Some patients are very difficult to talk to, have difficulty understanding their language, struggle with aggressive and physically abusive patients, and nurses still struggle to control their emotions when dealing with patients. The impression presented by doctors and nurses must be tailored to each patient's unique personality. The different ways of interacting with each patient's personality require doctors and nurses to conduct themselves with the best possible style and appearance to ensure acceptance and a smooth medical examination and treatment process for psychiatric patients.

CONCLUSION

Based on the discussion and analysis of research data on impression management in the roles of doctors and nurses at the Aceh Mental Hospital, using dramaturgy theory, There are differences in the impressions displayed by doctors and nurses in terms of providing service and when interacting with their colleagues. In the front region, doctors and nurses project the best possible impression in serving patients and their families. The front region, where doctors and nurses interact, creates a positive impression based on the goals they wish to achieve. Therefore, the front region presentation is inseparable from the regulations and regulations established by the

Aceh Provincial Mental Hospital.

In the back region, doctors and nurses focus more on preparing themselves for their roles. Therefore, before directly interacting with mental patients and the varying attitudes of their families during consultations, nurses and doctors prepare themselves in different ways. Some study the patient's mental health in more depth, reviewing their profiles, and all doctors and nurses prepare themselves through their appearance and the white uniforms they wear to identify them as healthcare workers. There are also obstacles experienced by healthcare workers when treating mental health patients. These include difficulty understanding the patient's language, difficulties dealing with aggressive and physically harmful patients, emotional exhaustion among doctors and nurses, and sometimes uncontrolled emotions when dealing with patients.

The impression one conveys as a doctor has a significant impact. The doctors at this mental hospital believe they must consistently project a positive image wherever they go by upholding their reputation as physicians. However, interviews with nurses were similar, with the nurses responding that their role as nurses had little impact on their social lives. In the workplace, nurses are closer to patients and their families because they interact with them more frequently.

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