

PANCASILA AS A GUIDE TO OVERCOME BULLYING IN THE HEALTHCARE SECTOR

Faris Walid Awwal Aidi¹, Ibtida Zada Utomo², Lahra Budi Saputra³, Raihan Dzaky Muflih⁴

walidfarr30@gmail.com¹, zadatautomo063@gmail.com²,
lahrabudi13@gmail.com³, raihanascard@gmail.com⁴

Telkom University Purwokerto^{1,2,3,4}

Abstract: *This research aims to analyze the phenomenon of bullying in the healthcare sector in Indonesia within the context of the application of Pancasila values. Workplace bullying, particularly in the healthcare sector, has become a serious issue that negatively impacts the performance and well-being of healthcare workers, as well as the quality of patient care. This study employs a literature review method by gathering data from various sources, including academic journals. The findings show that bullying adversely affects the psychological condition of healthcare workers and the quality of patient care. The implementation of Pancasila values, such as Just and Civilized Humanity and the Unity of Indonesia, is expected to provide an effective solution in preventing and addressing workplace bullying. This study suggests the need for training and policies based on Pancasila to create a fairer, more inclusive, and safer work environment for all healthcare workers.*

Keywords: Pancasila, bullying, public service, healthcare sector

Abstrak: Penelitian ini bertujuan untuk menganalisis fenomena bullying di sektor pelayanan kesehatan di Indonesia dalam konteks penerapan nilai-nilai Pancasila. Bullying di tempat kerja, terutama di sektor kesehatan, telah menjadi masalah serius yang berdampak negatif pada kinerja dan kesejahteraan tenaga kesehatan serta kualitas pelayanan terhadap pasien. Penelitian ini menggunakan metode studi pustaka dengan mengumpulkan data dari berbagai sumber literatur, salah satunya yaitu jurnal ilmiah. Hasil penelitian menunjukkan bahwa bullying berpengaruh buruk terhadap kondisi psikologis tenaga kesehatan dan kualitas perawatan pasien. Penerapan nilai-nilai Pancasila seperti Kemanusiaan yang Adil dan Beradab serta Persatuan Indonesia diharapkan mampu menjadi solusi efektif dalam mencegah dan menangani bullying di tempat kerja. Studi ini menyarankan adanya pelatihan dan kebijakan berbasis Pancasila untuk menciptakan lingkungan kerja yang lebih adil, inklusif, dan aman bagi seluruh tenaga kesehatan.

Kata kunci: Pancasila, perundungan, pelayanan publik, sektor kesehatan

Introduction

The concept of good public service in Indonesia is based on Law Number 25 of 2009, which stipulates that public services must meet certain standards to ensure fairness, transparency, and professionalism in the implementation process. In this law, public services are defined as a series of activities that aim to meet the needs of the community for goods, services, and administrative services, with an emphasis on the behavior of organizers that must be fair, non-discriminatory, and uphold accountability and integrity. Despite a clear legal framework, challenges in implementation remain, with many organizers not fully understanding or applying these principles in their day-to-day practice. Therefore, to achieve optimal public services, a commitment from all parties is needed to prioritize these values in every interaction with the community, so that it can improve the quality of services and overall public satisfaction (Nurchotimah, 2021).

Public services in Indonesia have been comprehensively regulated through a legal framework that emphasizes the importance of justice, professionalism, and respect for people's rights. However, in practice, there is still a gap between the idealism contained in the regulations and the reality in the field, one of which is reflected in the emergence of the phenomenon of bullying in the public service sector. This bullying behavior is fundamentally contrary to the principles of public service which require equal and dignified treatment for every citizen. When public service institutions, which are supposed to be at the forefront of providing humane and professional services, actually become a place where bullying practices occur, this shows the degradation of public service values that have been mandated in Law Number 25 of 2009. Bullying in the context of public services not only reflects a failure to meet service standards, but also indicates a deeper problem related to the understanding and internalization of public service values among administrators. This phenomenon is even more worrying when it occurs in the health service sector, where the humanitarian aspect should be a top priority. The bullying practices that occur not only harm the dignity of the individual who is the victim, but also threaten the effectiveness of health services as a whole. This raises the urgency to review the implementation of fundamental values in public services, especially through the perspective of Pancasila as a national philosophy that upholds humanity and social justice (Nurchotimah, 2021).

Bullying has become an increasingly worrying social problem and requires serious attention from various parties. This phenomenon not only negatively impacts the individual victimized, but also has far-reaching implications for the health community and society as a whole. Bullying, whether in physical, verbal, social, or through digital media (cyberbullying), is a violation of human rights and can cause long-term trauma to the victim. Although awareness of the dangers of bullying has increased in the health care sector and the community, effective treatment of this problem is still far from adequate (Rully Rudianto et al., 2021)

Workplace bullying, particularly in the healthcare sector, has become a serious problem that requires immediate attention. This phenomenon not only negatively impacts the mental and physical health of the individuals who are victims, but also creates an unhealthy work environment that can reduce the quality of health services to patients. Recent research shows a correlation between workplace bullying and low levels of job satisfaction, increased stress, and various other mental health

problems. In the context of health care, where team collaboration and interaction between workers and patients are crucial, bullying can significantly disrupt work efficiency and quality of care. Therefore, a deep understanding of the prevalence and impact of bullying in the sector is essential to develop and implement effective preventive measures, as well as to create a safe and supportive work environment for all healthcare workers (Rully Rudianto et al., 2021).

The high prevalence of bullying, especially in the healthcare sector, indicates a significant power imbalance in the work environment. The psychological impact of bullying is very real, causing mental distress that can decrease job satisfaction and affect the mental health of the victims. Although this problem is increasingly recognized, there is still a lack of awareness about the impact of bullying and the importance of preventing and managing bullying situations in the health work environment. Previous research has shown a link between bullying, psychological distress, and job satisfaction, but there is still a lack of deeper understanding, especially in the healthcare sector. The lack of effective intervention and the lack of clarity on management's role in creating a safe work environment further exacerbate the situation. Additionally, the impact of bullying is not only limited to the individual who is victimized, but it also affects team dynamics, the quality of patient care, and the overall efficiency of the organization. Therefore, there is an urgent need for further research to understand bullying patterns, contributing factors, and to develop effective prevention strategies and interventions in the context of health services (Rully Rudianto et al., 2021).

To address the problem of bullying in the workplace, especially in the healthcare sector, several alternative solutions have been proposed. These include conducting education and training programs to raise awareness about bullying, developing clear anti-bullying policies, providing psychological support services for victims, creating a positive and inclusive work environment, and conducting ongoing research. These solutions aim to prevent, handle, and reduce the impact of bullying in the workplace comprehensively. However, given the complexity of the bullying problem and the need for a deeper understanding, the solution chosen in this study is to conduct further research. This research will focus on understanding the nature of bullying, its impact on workers, and their reactions to bullying in the healthcare sector. With this approach, it is hoped that a better understanding of the problem of bullying in the workplace can be obtained and more effective strategies can be developed in dealing with and preventing it. The results of this study are expected to make a significant contribution to the development of more appropriate and evidence-based recommendations to overcome the problem of bullying in the health service work environment (Ahmad Ma'mun Fikri & R. Ichsan Dana Patih, 2024).

The purpose of this study is to analyze the phenomenon of bullying in the Indonesian health service sector in the context of Pancasila values, identify ways to apply Pancasila values in efforts to prevent and handle bullying in the medical environment, and formulate recommendations for Pancasila-based policies and practices to create a safe and ethical work environment in the medical profession. Through the achievement of these goals, the research is expected to make a significant contribution to efforts to overcome the problem of bullying in the health sector with an approach that is in accordance with Indonesian values and culture. The usefulness of this research includes several important aspects. First, this

research will provide a new perspective in overcoming bullying in the health service sector by using Pancasila as a foundation, which can enrich the discourse and approach in dealing with this problem. Second, the results of the study will provide a framework based on national values to develop bullying prevention and handling programs in medical institutions, which can be widely implemented. Finally, this research is expected to contribute to the development of more effective policies and regulations in overcoming bullying in the health care sector, so as to create a safer and more conducive work environment for all health workers in Indonesia (Ahmad Ma'mun Fikri & R. Ichsan Dana Patih, 2024).

Research Methods

This study uses a literature study method in collecting data. This method was chosen to collect and analyze various information related to the implementation of Pancasila values in overcoming the problem of bullying in the health service environment. Literature study is a series of activities that include collecting references, reviewing literature, taking notes, and processing research materials. The data collection process is carried out through the review of various literature sources such as scientific journals, books, health policy documents, and other credible sources, both in print and digital formats, related to Pancasila and the phenomenon of bullying in the health sector. The data collection stage begins with mapping the research variables, namely Pancasila, bullying, and health services. Furthermore, literature searches are carried out using relevant keywords through various scientific databases and academic search engines. The researcher also searched for specific phrases that often appear in scientific publications related to the research theme. The final stage includes the collection of cutting-edge scientific articles as well as the search for a chain of references from sources that have been discovered to enrich the perspective of the analysis (Aprilia1 et al., 2022).

Results And Discussion

In the analysis of bullying in Indonesia's health care sector, several literatures show that this phenomenon is still a serious problem that requires special attention in various national health institutions. Bullying in the workplace, especially among Indonesian health workers, has been proven to have a negative impact on service performance and patient safety. Studies in several Indonesian hospitals revealed that bullying contributes to a decrease in the work motivation of health workers, an increased risk of medical errors, and a high turnover rate among health professionals. The practice of bullying in Indonesia's health environment does not only occur between health workers, but also involves interaction with patients and families. The complexity of this problem is further exacerbated by structural factors such as seniority that is still thick in Indonesia's work culture, differences in employment status (civil servants/non-civil servants), competency gaps, and rigid hierarchies in the health care system. Research in various Indonesian hospitals also indicates that institutional characteristics, such as hospital status (government/private), accreditation level, and uneven workload also affect the prevalence of bullying in the health sector (Al-Momani et al., 2023).

The influence of bullying on the quality of health services in Indonesia shows a complex and sustainable impact. Not only does it have an impact on the targeted individuals, but also on the entire health care system. From a psychological

perspective, health workers who experience bullying tend to experience stress, anxiety, and depression which directly affect their ability to provide optimal care to patients. The data shows that hospitals with high rates of bullying have lower patient satisfaction rates and higher rates of unexpected events (KTD). Communication between health workers is also disrupted, where the fear of bullying often hinders the exchange of important information related to the patient's condition, which can ultimately endanger patient safety. In addition, the financial impact on health institutions is also significant, including the cost of recruiting and training new staff due to high turnover, decreased productivity, and potential lawsuits related to medical negligence. The rigid hierarchy system and the deep-rooted culture of "seniority" in Indonesia's health institutions further complicate efforts to report and handle bullying cases, creating a vicious circle that continues to exacerbate the situation. This condition is exacerbated by the lack of policies that specifically regulate the prevention and handling of bullying in the health sector, as well as the lack of an effective monitoring and evaluation system to identify and overcome this problem systematically (Al-Momani et al., 2023).

The complexity of the problem of bullying in health services in Indonesia requires an approach that is not only regulative, but also philosophical and cultural rooted in national values. In this context, Pancasila as the philosophy of the Indonesian nation has deep relevance to efforts to understand and analyze the phenomenon of bullying in the health sector. The value of the One God underscores how bullying behavior is contrary to spiritual teachings that uphold human dignity as a creature of God. Meanwhile, the rampant bullying in health institutions reflects the gap between the ideals of the second precept of just and civilized humanity and the reality on the ground, where there are still many treatments that degrade the dignity of fellow health workers. The bullying phenomenon also shows that the implementation of the value of Indonesian unity in the context of health team cooperation has not been optimal, which should be able to minimize interpersonal conflicts and encourage team cohesiveness. In the perspective of the fourth precept, the prevalence of bullying indicates that there is still a weak mechanism for deliberation and constructive dialogue in resolving conflicts in the health work environment. Furthermore, injustice in treatment and opportunities that are often at the root of bullying behavior is contrary to the principle of social justice for all Indonesian people. Thus, the analysis of bullying through the perspective of Pancasila shows that there is a significant gap between the nation's noble values and daily practices in Indonesia's health service sector, which requires serious attention from all stakeholders (Lira, 2023).

A. The Role of Pancasila

Pancasila, as the basis of the Indonesian state, has a very important role in shaping the character and ethics of society. The values contained in Pancasila are not only a guideline in political and social life, but can also be applied to overcome various contemporary issues, including bullying in the health care sector. In this context, Pancasila teaches the importance of respect for the dignity of each individual, unity in diversity, and social justice. By implementing these values, we can create a safer and more respectful environment in the workplace and healthcare, thereby reducing the potential for bullying. The implementation of Pancasila values in dealing with the problem of bullying also includes continuous character

education. Through socialization and education about Pancasila values, the community is expected to understand the importance of mutual respect and positive interaction. In addition, the application of these values also contributes to the development of professional ethics in the health sector, which is essential for maintaining the psychological and emotional well-being of all individuals involved. Thus, Pancasila is not just a state ideology, but also a practical guide to creating a more dignified, ethical, and just society (Fatmawati et al., 2023).

1. First Precept

The first precept of Pancasila, "The One Godhead," emphasizes the importance of spirituality and morality in daily life, including in the health service sector which often faces challenges between professions. This value teaches respect for human dignity, compassion, and empathy according to religious teachings in Indonesia. Its application is the basis for maintaining an ethical relationship between health workers and patients. Bullying, both verbal and physical, is contrary to these principles, so healthcare workers are reminded to be respectful and maintain the psychological well-being of colleagues and patients. This precept also demands moral awareness among health workers, who must have strong technical skills and moral integrity. With this spiritual basis, bullying is considered a violation of professional ethics and divine values that prioritize harmony in human interaction. The application of the first precept as a work ethics guideline can create a culture of fair and empathetic health services, having a positive impact on the quality of service and the welfare of health workers. Collective consciousness can be strengthened through moral training based on divine values, encouraging the creation of a harmonious and respectful work environment in accordance with the values of Pancasila in daily life (Gultom et al., n.d.).

2. Second Precept

The second precept of Pancasila, "Just and Civilized Humanity," has an important role in overcoming bullying in the health care sector because it emphasizes respect for the dignity and human rights of every individual. This humanitarian principle teaches that all people, both patients and health workers, have the right to be treated fairly and civilly. Bullying, which undermines dignity and creates injustice, is clearly contrary to these values. In the health sector, where physical and emotional stress often arises, the application of the second precept can create a fairer and more harmonious work environment, where every individual is treated with respect regardless of status or position. The value of "civilized" also emphasizes the importance of empathy, tolerance, and social awareness in interprofessional interactions. By prioritizing social justice and humanity, bullying behavior can be prevented through ethical education that instills respect for the rights of others, and is strengthened by policies that promote equality and protection in the workplace. The implementation of these values contributes to the formation of a fair, professional and respectful organizational culture (Purba, 2024).

3. Third Precept

The third precept of Pancasila, known as "Unity of Indonesia," is crucial in combating bullying in the healthcare sector by highlighting the importance of

solidarity and collaboration between individuals, including patients and health workers. This principle instills the belief that everyone, regardless of their background or role, deserves to be treated with dignity and respect. In an environment that often faces emotional and physical stress, the application of these principles can foster a more supportive and harmonious workplace. By fostering a spirit of togetherness and empathy, bullying can be significantly reduced. Furthermore, educating individuals about the values of Pancasila can increase awareness regarding the importance of respecting differences and promoting constructive communication, which ultimately leads to a fair and professional work environment (Gultom et al., n.d.).

4. Fourth Precept

The fourth precept of Pancasila, which emphasizes the importance of consensus through deliberation, plays an important role in overcoming bullying in the health sector. Deliberation serves as a foundation for fostering open communication between all parties involved, including health workers, management, and patients, to effectively resolve conflicts or incidents of bullying. This principle underscores the need to listen to and respect individual perspectives democratically, ensuring that solutions designed are inclusive and fair. By embracing the value of deliberation, various forms of bullying or oppression in this area can be reduced, resulting in a more professional and healthier work environment (Gultom et al., n.d.).

5. Fifth Precept

The fifth precept of Pancasila, which states "Social Justice for All Indonesian People", is very important in tackling bullying in the health sector. This precept underscores the importance of justice, which advocates fair treatment for all individuals, regardless of their background or status. In the case of healthcare, the application of this precept means that every employee and patient has the right to receive equal treatment, free from any form of intimidation or discriminatory acts, including bullying. As a frame of reference, this fifth precept encourages the creation of a work environment characterized by mutual respect, where everyone's rights are upheld, and behaviors that demean or create injustice, such as bullying, can be effectively handled or prevented in accordance with the principles of justice outlined in Pancasila (Saly et al., 2023).

B. The Impact of the Implementation of Pancasila in Overcoming Bullying in the Health Service Sector

The application of Pancasila values, especially the third precept "Unity of Indonesia," has had a significant impact in overcoming bullying in the health service sector. By emphasizing the importance of solidarity and cooperation, this precept encourages health workers to respect and support each other, regardless of differences in background or position. A harmonious and supportive work environment can reduce the potential for bullying, as each individual feels valued and has a safe place to contribute. Thus, the application of this value of unity not only creates a better working atmosphere but also improves the quality of service to patients. In addition, education about Pancasila values can increase awareness of the importance of respecting differences and building constructive communication among health workers. By prioritizing the principle of unity, bullying can be

minimized through strengthening professional ethics and policies that support equality in the workplace. The application of these values helps to build a fair and respectful organizational culture, which ultimately has a positive impact on the mental and emotional well-being of all individuals in the healthcare sector. Thus, Pancasila serves as an effective guide in creating a better and safer work environment for all parties (Romadoni et al., 2024).

Conclusion

Pancasila, as the foundation of the philosophy of the Indonesian nation, has five precepts that contain universal values that can be applied in various aspects of life, including in the management of the health service sector. The principles contained in Pancasila prioritize respect for human dignity, justice, solidarity, deliberation, and social justice, all of which contribute to the creation of an ethical and humane environment. In the context of health services, the application of Pancasila values plays an important role in creating a positive and supportive work atmosphere, where every individual, both health workers and patients, is treated fairly and respected. When these values are internalized, they can help prevent harmful behaviors such as bullying and bullying, while also encouraging collaboration and empathy between others.

The implementation of the Pancasila principle in the workplace will have a significant impact on the quality of health services and the welfare of all parties involved. By emphasizing the importance of open and inclusive communication, as well as the need to build solidarity and mutual respect, all individuals will feel more empowered and engaged, creating a sense of security and comfort in interacting. In addition, education about these values can increase moral and ethical awareness among healthcare workers, which in turn contributes to increased professionalism. By prioritizing the values of Pancasila, it is hoped that a more fair, empathetic, and sustainable culture of health services will be created, resulting in a positive impact on individuals and society as a whole.

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