Appendix 1

Moral Sensitivity Questionnaire

Sense of moral burden:

4. My ability to sense the patient’s needs means that I do more than I have the strength for.

6. I find it very difficult to deal with my feelings that are aroused when a patient is suffering.

7. When caring for patients, I am always aware of the balance between the potential for doing good

and the risk of causing harm to them.

8. My ability to sense a patient’s needs means that I often find myself in situations in which I feel

inadequate.

Moral strength:

2. My ability to sense the patient’s needs is always helpful in my work.

3. I have a very good ability to feel how I should talk about difficult things with the patient.

5. I have a very good ability to sense when a patient is not receiving good care.

Moral responsibility:

1. I always feel a responsibility for the patient receiving good care even if the resources are inadequate.

9. It helps me to know what is good or bad for the patient when I can follow rules and regulations.

Nurses’ service behavior scale

Role-prescribed service behavior:

1. I can provide nursing services according to the job responsibilities prescribed by the hospital.

2. I am familiar with the service procedures of different work shifts.

3. I can independently fulfill responsibilities to patients as specified in the nursing job description.

4. I can satisfy the needs of patients with pleasure in my duties.

5. I have the good manners as a nurse with neat and professional appearance.

Extra-role service behavior:

6. I can help patients to solve problems beyond what is expected or required of the nursing work

contents.

7. When the patient is in need, I can provide additional services voluntarily.

8. Even beyond my job requirements, I take the initiative to meet the needs of the patients.