

SUMMARY

**Influence of Role Identity Conflict, Error Orientation, Behavioural Belief, Subjective Norm, Perceived Behavioural Control and Blame Culture on Employee's Personal Attitude of Patient Safety Incident's Reporting Behaviour
(Study at Hospital X, Y, Z owned by A's Company)**

Patient safety is a system in the hospital that makes patient care safer. The system includes risk assessment, identification and management of matters relating to patient risk, reporting and analysis of incidents, the ability to learn from incidents and their follow-up and implementing solutions to minimize risks. One of the goals of patient safety is to reduce the patient safety incidents. Patient safety incidents are any unwillingness events and conditions that result in injuries that can be prevented in patients.

Patient safety incident reporting is one of the steps and requirements for building a patient safety culture. Personal attitude in willingness to report patient safety incidents will provide positive support for efforts to identify the risk of incidents that cause threats to patient safety. Exact data on patient safety incidents can be difficult to obtain because they are often not reported by hospital staff. In previous studies, only 37.4-67% of medical errors were reported by nurses in hospitals, so underreporting was an important issue in patient safety efforts in hospitals. Kingston in her study found that 76-82% of patient safety incidents were not reported. From the infection's committee of hospital X, Y and Z's data, it was found that there was a difference in phlebitis reporting by hospital's employees with data by infection prevention control link nurse as validator in the January-July 2018 period in the three hospitals. It showed that the amount reported by employees in the hospital did not match the actual number that occurred. The difference in the patient safety incidents reporting required analysis to improve the personal attitude of employees in reporting the patient safety incidents.

The purpose of this study was to compile recommendations to improve the personal attitude of employees to report patient safety incidents in hospital X, Y and Z. This research was a quantitative research cross sectional survey method that used a tool in the form of a questionnaire to measured the variables studied. The research location was conducted at hospital X, Y and Z. The population of this study were employees of all service installations in the three hospitals. The total number of employees from the three hospitals in 29 service installations as a population was 473 employees. Sample size of this study were 51 people of hospital X, 41 people of hospital Y, and 43 people of hospital Z.

The results of this study indicated that factors that directly significantly affected the level of personal attitude to report patient safety incident were error orientation ($p=0,001$; $\beta=0,349$), behavior belief ($p=0,008$; $\beta=0,234$) and perceived behavioral control ($p=0,003$; $\beta=0,222$). Those three factors influenced the willingness to report patient safety incident positively. The results of this study

indicated that more higher the error orientation, behavior belief and perceived behavioural control was more higher the personal attitude to report patient safety incident.

Another results of this study indicated that factors that directly significantly affected the level of behavior belief were role identity conflict ($p=0,001$; $\beta=-0,301$), error orientation ($p=0,001$; $\beta=0,282$), blame culture ($p=0,001$; $\beta=-0,264$) and perceived behavioural control ($p=0,002$; $\beta=0,210$). Error orientation and perceived behavioural control influenced the behavior belief positively. On the other side, role identity conflict and blame culture influenced the behavior belief negatively. In the analysed of factors, it was found that role identity conflict, behavior belief, perceived behavioural control and blame culture still needed to be improved.

The conclusion of this study was that an increase in employee's personal attitude in reporting patient safety incidents can be achieved by correcting role identity conflict, personal attitude, perceived behavioural control and blame culture by improving the organizational rule, system, resources, and organizational behaviour. Hospital management needs to evaluate employee's personal attitude to report patient safety incidents periodically and improve the individual and organizational factor to increase the personal attitude of reporting patient safety incidents from the employees based on research results.

RINGKASAN

**Pengaruh *Role Identity Conflict*, *Error Orientation*, *Behavioural Belief*,
Subjective Norm, *Perceived Behavioural Control* dan *Blame Culture* terhadap
Personal Attitude Karyawan Melaporkan IKP
(Studi Rumah Sakit X, Y, Z milik PT A)**

Keselamatan pasien adalah suatu sistem di rumah sakit yang membuat asuhan pasien lebih aman. Insiden keselamatan pasien (IKP) adalah setiap kejadian yang tidak disengaja dan kondisi yang mengakibatkan cedera yang dapat dicegah pada pasien. Pelaporan insiden keselamatan pasien adalah salah satu langkah dan syarat untuk membangun budaya keselamatan pasien. Data pasti mengenai insiden keselamatan pasien bisa sulit didapat karena seringkali tidak dilaporkan oleh petugas di rumah sakit.

Pada penelitian terdahulu, hanya 37,4-67% *medical error* yang dilaporkan oleh perawat di RS, sehingga *underreporting* merupakan permasalahan penting didalam upaya keselamatan pasien di rumah sakit. Dalam penelitian sebelumnya diperoleh bahwa 76-82% IKP tidak dilaporkan. Dari data komite PPI RS X Y Z didapatkan adanya selisih pelaporan *phlebitis* oleh karyawan RS dengan pelaporan oleh IPCLN sebagai validator pada periode Januari-Juli 2018 di ketiga RS. Hal ini menunjukkan bahwa jumlah yang dilaporkan oleh karyawan di RS tidak sesuai dengan jumlah yang sebenarnya terjadi. Adanya selisih pada pelaporan IKP membutuhkan analisis untuk meningkatkan *personal attitude* karyawan melaporkan IKP.

Tujuan dari penelitian ini adalah untuk menyusun rekomendasi untuk meningkatkan *personal attitude* karyawan melaporkan IKP di RS X, RS Y dan RS Z. Penelitian ini merupakan penelitian kuantitatif metode survei *cross sectional* yang menggunakan alat bantu berupa kuesioner untuk mengukur variabel diteliti. Lokasi penelitian dilakukan di RS X, RS Y dan RS Z. Populasi dari penelitian ini adalah karyawan seluruh instalasi pelayanan di ketiga RS tersebut. Total karyawan dari ketiga RS di 29 instalasi pelayanan sebagai populasi adalah sebanyak 473 karyawan. Besar sampel penelitian ini sebanyak 51 orang dari RS X, 41 orang dari RS Y dan 43 orang dari RS Z.

Hasil penelitian ini menunjukkan variabel yang berpengaruh signifikan terhadap tingkat *personal attitude* karyawan melaporkan IKP adalah *error orientation* ($p=0,001$; $\beta=0,349$), *behavior belief* ($p=0,008$; $\beta=0,234$) dan *perceived behavioral control* ($p=0,003$; $\beta=0,222$). Ketiga faktor tersebut berpengaruh positif terhadap *kemauan* karyawan melaporkan IKP di ketiga RS. Hasil penelitian ini menunjukkan bahwa semakin tinggi *error orientation*, *behavior belief* dan *perceived behavioural control* maka *personal attitude* karyawan melaporkan IKP akan semakin tinggi. Hasil penelitian juga diperoleh bahwa variabel yang berpengaruh signifikan terhadap variabel *behavior belief* adalah variabel *role identity conflict* ($p=0,001$; $\beta=-0,301$), *error orientation* ($p=0,001$; $\beta=0,282$), *blame culture* ($p=0,001$; $\beta=-0,264$) dan *perceived behavioural control* ($p=0,002$; $\beta=0,210$). Hasil penelitian ini menunjukkan bahwa semakin tinggi *role identity*

conflict dan *blame culture* maka *behavior belief* akan semakin buruk. Selain itu juga semakin tinggi *error orientation* dan *perceived behavioural control* maka *behavior belief* akan semakin baik. Pada analisis didapatkan bahwa *role identity conflict*, *personal attitude*, *perceived behavioural control* dan *blame culture* masih perlu ditingkatkan.

Kesimpulan dari penelitian ini adalah peningkatan *personal attitude* karyawan melaporkan IKP dapat dicapai dengan upaya meningkatkan *behavior belief* dan *perceived behavioural control* serta menurunkan *role identity conflict* dan *blame culture*. Hal ini bisa dengan perbaikan kebijakan, sistem, sumber daya dan budaya organisasi. Manajemen RS perlu melakukan evaluasi *personal attitude* karyawan melaporkan IKP secara berkala dan melakukan upaya peningkatan pada faktor yang berpengaruh terhadap *personal attitude* karyawan melaporkan IKP berdasarkan hasil penelitian.