

ABSTRACT

**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 incident reporting is one of the requirements for building a patient safety culture. In previous studies, only 37.4-67% of medical errors were reported by nurses in hospitals. Data taken from hospital X, Y and Z was found that there was a difference in phlebitis reporting by hospital's employees with reporting by infection prevention control link nurse as validator in the January-July 2018 period in the three hospitals. The aimed of this study was to compile recommendations to improve the personal attitude of employees to report patient safety incident in those three hospital.

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 personal attitude to report patient safety incident. The results of this study indicated that more higher the error orientation, behavior belief dan 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. It was found that role identity conflict, behavior belief, perceived behavioural control and blame culture still needed to be improved. Improvement of those factors are important to increase the personal attitude of reporting patient safety incident from employees.

Key Words : blame culture, personal attitude of patient safety incident's reporting behaviour, perceived behavioral control, behavioural belief, error orientation, role identity conflict.

ABSTRAK

**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)**

Pelaporan insiden keselamatan pasien adalah salah satu langkah dan syarat untuk membangun budaya keselamatan pasien. Pada penelitian terdahulu, hanya 37,4-67% *medical error* yang dilaporkan oleh perawat di RS. Dari data komite PPI RS X, Y dan 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. 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*. 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 *personal attitude* 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 *personal attitude* dan *perceived behavioural control* masih perlu ditingkatkan, *role identity conflict* dan *blame culture* masih perlu diturunkan. Dengan upaya tersebut diharapkan dapat meningkatkan kemauan karyawan melaporkan IKP.

Kata Kunci : *blame culture*, *personal attitude* karyawan melaporkan IKP, *perceived behavioral control*, *behavior belief*, *error orientation*, *role identity conflict*.