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
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



### Original Research Articles

Comparison between Milgram's and Niven's Obedience Theory on Nurses in Obedience using Personal Protective Equipment





Fauziah Rizki Andini, Thinni Nurul Rochmah, Linda Augustien Makalew, Maya Sari Dewi, Nabilah Bilqis

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Analysis of Macro and Micro Nutrient Intake on Athletes' Physical Fitness at The Student of Sports Atlet Rina Hasniyati, Hasneli Hasneli, Nabila Fathia Rahmi





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



Interprofessional Collaboration Practice Model in Basic Emergency Neonatal Obstetric Services in Covid-19 Pandemic Era

Sulistyaningsih Sulistyaningsih, Suyani Suyani, Ariska Fauzianty

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



The Effect of Foot Massage with Oil Aromatherapy on Hemodialysis Patients' Sleep Quality

Christine Handayani Siburian, Nataria Yanti Silaban

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



Differences effect of tempeh milk and tempeh yogurt on oxidative stress in maximal exercise

Hardhono Susanto, Anggit Mustika Ningrum, Etika Ratna Noer, Muflihatul Muniroh, Diana Nur Afifah

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



"It Feels Different": A Qualitative Study of Schizophrenic Client Couples About Sexuality

Meyke Rosdiana, Fandro Armando Tasijawa

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



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


Correlation of Individual Perceptions with Infection Prevention Control Link Nurse (IPCLN) Performance During the Covid-19 Pandemic at Cicendo Eye Hospital

Nita Fitria, Henny Yulianita, Theresia Eriyani, Iwan Shalahuddin, Dewanti Widya Astari

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


The Effectiveness of Guided Imagery on Sleep Quality in the Elderly in Mojo Community Health Center Padang, Lumajang

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


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


Reproductive Health Education Based On Cognitive Psychology Approach.

Delfriana Ayu Astuty, Mardianto Mardianto, Irwan S

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



Fetal Reposition Using Ball Throwing Biomechanics and Body Mechanics For Pregnant Women

Wita Asmalinda, Nurul Komariah

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



The Voice of The Heart of Community Mental Health Lay educators: Between Honesty and Challenge

Ira Kusumawaty, Suzanna Suzanna, Yunike Yunike, Yudi Abdul Majid

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



The Relationship Between Group and Organizational Factors on Misbehavior Performance in the Implementation of Patient Safety Incident Reporting

Terivenna Wijaya, Fathiyah Rahmah, Djazuly Chalidyanto

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



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Ruri Yuni Astari, Yeti Yuwansyah

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



The Giving of Stunting Pocketbooks as a Health Education Tool for Women of Childbearing Age in an Effort to Prevent Stunting

S Sarliana, Henrietta Imelda Tondong, Mercy Joice Kaparang, Hastuti Usman

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



Healthcare-Seeking Behavior among Tuberculosis Patients during the Covid-19 Pandemic in Padang City

Verra Widhi Astuti, Yessi Fadriyanti, Vier Nofrel

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



Patients Experience Self-isolation Covid\_19 at Home

Rostime Hermayerni Simanullang, Siti Meilan Simbolon, Masta Melati Hutahaeon, Laurena Ginting

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



Water Sources and Personal Hygiene with Dermatitis

Michico Eloista Br. Ginting, Taufik Ashar, Eka Lestari Mahyuni

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



Costs and Impacts of Utilizing National Health Insurance Reducing the Economic Burden of Hypertension Patients

Adila Solida, Dwi Noerjoedianto, Arnild Augina Mekarisce, Andi Subandi

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



Nutritional Content Identification of Local-Based Foods for Pregnant Mothers' Nutritional Needs

Teungku Nih Farisni, Yarmaliza Yarmaliza, Fitriani Fitriani, Rahayu Indriasari, Veni Nella Syahputri

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


Phenomenological Study: Nurses' Experiences In Treating And Referring Penetrating Trauma Patients At The Arjasa Public Health Center, Sumenep Regency

Alfien Yoesra, Asti Melani Astari, Alfrina Hany

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
The Intervention Package Increases the Readiness of Health Post Cadres to Preventing Stunting in Children

Erna Julianti, Elni Elni

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


The Effectiveness of Android-Based Pre-Marriage Class Applications Against the Knowledge of the Prospective Bride

Dewi Sumardilah, Retno Puji Astuti, Aprina Murhan

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


Comparison of Pranayama Yoga and Surya Namaskar Yoga Towards Dysmenorrhea in Adolescent Girl

Luh Putu Widiastini, Ni Made Risna Sumawati, Ni Putu Mirah Yunita Udayani

DOI: 10.30604/jika.v8i1.1573  Abstract view 109 times  Downloaded 47 times  Fulltext |  195–200





Education Needs Analysis Through Smart-Phone Applications in Changing Knowledge, Attitude, and Behavior among Patients with Diabetes Mellitus

Najib Budhi Wardoyo, Mahendro Prasetyo Kusumo

DOI: 10.30604/jika.v8i1.1512  Abstract view 160 times  Downloaded 47 times  Fulltext |  221–228

Effect of Clitoria Ternatea as Adjuvant Therapy on Serum Cortisol Levels in Leprosy Reaction

Rina Purnamasari, Muflihatul Muniroh, Novi Kusumaningrum, Farmaditya EP Mundhofir, Renni Yuniati

DOI: 10.30604/jika.v8i1.1502  Abstract view 124 times  Downloaded 52 times  Fulltext |  237–242





KOMISI ETIK PENELITIAN KESEHATAN  
*HEALTH RESEARCH ETHICS COMMITTEE*  
FAKULTAS KEPERAWATAN UNIVERSITAS AIRLANGGA  
*FACULTY OF NURSING UNIVERSITAS AIRLANGGA*

**KETERANGAN LOLOS KAJI ETIK**  
*DESCRIPTION OF ETHICAL APPROVAL*

**"ETHICAL APPROVAL"**

No : 2042-KEPK

Komite Etik Penelitian Kesehatan Fakultas Keperawatan Universitas Airlangga dalam upaya melindungi hak asasi dan kesejahteraan subyek penelitian kesehatan, telah mengkaji dengan teliti protokol berjudul :

*The Committee of Ethical Approval in the Faculty of Nursing Universitas Airlangga, with regards of the protection of Human Rights and welfare in health research, carefully reviewed the research protocol entitled :*

**"ANALISIS HUBUNGAN ANTARA FAKTOR GRUP DAN ORGANISASI TERHADAP PERFORMANCE MISBEHAVIOR DALAM PELAKSANAAN PELAPORAN INSIDEN KESELAMATAN PASIEN DI RUMAH SAKIT ISLAM SURABAYA"**

<u>Peneliti utama</u>	: <b>Fathiyah Rahmah</b>
<i>Principal Investigator</i>	
<u>Nama Institusi</u>	: Fakultas Kesehatan Masyarakat Universitas Airlangga
<i>Name of the Institution</i>	
<u>Unit/Lembaga/Tempat Penelitian</u>	: Rumah Sakit Islam Surabaya Ahmad Yani
<i>Setting of research</i>	

**Dan telah menyetujui protokol tersebut di atas melalui Dipercepat.**  
*And approved the above-mentioned protocol with Expedited.*



Surabaya, 7 juli 2020  
Kenja, (CHAIRMAN)

**Dr. Joni Haryanto, S.Kp., M.Si.**  
NIP. 1963 0608 1991 03 1002

**\*Masa berlaku 1 tahun**  
**1 year validity period**



## The Relationship Between Group and Organizational Factors on Misbehavior Performance in the Implementation of Patient Safety Incident Reporting

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### ABSTRACT

One issue in patient safety still a concern is the timeliness of reporting patient safety incidents. This study aims to analyze the relationship between the group, organizational, and mediator factors on misbehavior performance in implementing patient safety incident reporting in hospitals. The study was a descriptive study with a cross-sectional design conducted on all units in the hospital involving 174 respondents. Data was collected using a questionnaire that measured all variables on group factors, organizational factors, mediator factors, and misbehavior performance. Cross tabulation is used to analysis with a percentage difference of >20%. The results showed several groups and organizational factor namely cohesiveness, leadership, constructive type organizational culture, organizational climate, and control systems related to the ability to internalize organizational values and norms, belief in deviant behavior, and intentions to engage in deviant behavior. There is a correlation between mediator factors consisting of normative force, instrumental force, and intention to misbehave with deviant behavior in reporting patient safety incidents. Group and organizational factors are related to mediator factors, including internalization of organizational values and norms, beliefs of deviant behavior, and intentions. In addition, there is also a relationship between mediator factors and deviant behavior in reporting patient safety incidents.

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### INTRODUCTION

A patient safety incident is an unintentional event and condition that results in or has the potential to cause injury to a patient that should have been prevented, including unexpected events, near misses, non-injury events, and potential injury conditions.(Amanian et al., 2020; Madden et al., 2018; Martin et al., 2019) Follow-up efforts on patient safety incidents are carried out based on patient safety incident reporting.(Cooper et al., 2018; Farokhzadian et al., 2018) Patient safety incident reporting is a system that documents patient safety incident reports as a learning process, and evaluation material for voluntary, confidential, and non-blame health care systems in improving the quality of patient safety.(Alotaibi & Federico, 2017; Kellogg et al., 2017; O' Hara et al., 2018) Every incident that occurs in the

hospital must be reported to the Patient Safety Team no later than 2x24 (twenty-four) hours using the incident report form.(Agustian et al., 2020; Nasution, 2020; Tamara et al., 2020) This is done to obtain a comprehensive picture of a patient safety incident in a work unit as material for preparing follow-up efforts and improving the service quality.(Akdere et al., 2020; Lawton et al., 2017)

Reporting patient safety incidents that are not timely is a form of irregularity in the workplace that can hinder hospital risk management efforts.(Cooper et al., 2018) The number of patient safety incidents at the Surabaya A. Yani Islamic Hospital in the January-May 2019 period was 569 incidents, with the number of correct reports as many as 373 and those exceeding 2x24 hours as many as 196 events. Inaccuracy in reporting patient incidents at the Surabaya A. Yani Islamic Hospital in the January-May 2019 period was 34.0%, which

should have been 0.0%. Good patient safety incident reporting can support creating a patient safety culture.(Berry et al., 2020; Lawati et al., 2018) This is supported by efforts to learn and improve health systems and services from an incident.(Narwal & Jain, 2021) Of course, this requires strong support and commitment from both leadership and health workers, and hospital employees to realize patient safety.(Alingh et al., 2019; Lotfi et al., 2018; Wagner et al., 2019)

Organizational misbehavior is one of the concepts developed from employee deviance.(Al-Abrow et al., 2019) organizational misbehavior is any behavior that individuals intentionally carry out in the organization that violates organizational rules and social norms.(Vardi & Weitz, 2018) This study aimed to analyze the relationship between the group, organizational, and mediator factors on misbehavior performance in implementing patient safety incident reporting in hospitals.

**METHODS**

*Participant characteristics and research design*

This study is a descriptive study with a cross-sectional design. The dependent variable used is misbehavior performance in reporting patient safety incidents. The independent variables in this study include group factors, which consist of norms, cohesiveness, group dynamics, and leadership. Organizational factors include organizational culture, organizational climate, and control systems reporting patient safety incidents. This research has received ethical approval from the Health research ethics committee faculty of nursing Universitas Airlangga with number 2042-KEPK.

*Sampling procedures*

The total sample in this study was 60 units consisting of 174 people who were selected using Total Population Sampling. The inclusion criteria is:

1. Head of the work unit or person in charge of the unit
2. Staff with a working period of more than five years.

*Measures and covariates*

This research was conducted at the Islamic Hospital Surabaya A. Yani. Research data collection was carried out from July-November 2020. Intention to misbehave is based on normative and instrumental encouragement as measured through a questionnaire.

*Data analysis*

The analysis was cross tabulation with a percentage difference of >20%.

**RESULTS AND DISCUSSION**

The table 1 shows that in normative force, the highest variable is cohesiveness, and the lowest is norms, group dynamics, and leadership. The highest variable in instrument force is cohesiveness, and the lowest is group dynamics, leadership, and control system. The highest variable in intention to misbehave is cohesiveness, and norms, leadership, and organizational climate are the lowest. The cohesiveness variable correlates with the mediator factor, instrumental force. Meanwhile, the lowest level of correlation is shown in the relationship between leadership and normative force.

**Table 1. The relationship between group factors and organizational factors with mediator factors**

Variable	Normative force	Instrument force	Intention to misbehave
Norms	0.0	0.1	0.0
Cohesiveness	0.4	0.5	0.3
Group dynamics	0.0	0.0	0.1
Leadership	0.0	0.0	0.0
Organizational culture	0.1	0.2	0.2
Organizational climate	0.2	0.3	0.0
Control system	0.1	0.0	0.2

**Table 2. The relationship between mediator factors and performance behavior**

Variable	Performance behavior
Normative force	0.2
Instrument force	0.4
Intention to misbehave	0.3

From the table 2, it can be seen that the instrumental force has the highest correlation with performance misbehavior with a value of 0.4, and the lowest level is a normative force with a value of 0.2.

High instrumental force can be due to poor working relationships and lack of justice in the workplace, creating poor performance. In general, the work unit tends to assess that the timeliness of reporting patient safety incidents has no impact on the work unit.(Orejudo et al., 2020) This has led

to the notion that patient safety incidents should not be reported on a timely basis. Individual understanding of deviant behavior and its consequences in reporting patient safety incidents encourages individual opportunities to commit deviant behavior (Gunawan et al., 2015).

The intention to commit a deviant act arises from understanding something.(Gunawan et al., 2015) Ways to prevent the generation of intentions from misbehaving at the organizational level are to provide fairness to members of the organization, redesign jobs that can reduce the inherent opportunities for misbehavior, create systems to facilitate communication, and implement behavioral policies that conform to the prevailing norms.(Shamnadh & Anzari, 2019)

Individuals may follow norms because of an instrumental desire to avoid punishments that will be given to violators. In contrast, others may follow the same rules for their own



sake, regardless of whether it is an obligation to live by the norm or not.(Kelly & Hoburg, 2017) This further strengthens norms' tendency towards the ability of work units to internalize organizational values and norms. Staff did not report patient safety incidents because there was no feedback or rewards from the reporting of patient safety incidents.(Iskandar et al., 2014) Cohesiveness in a very cohesive work environment will encourage adopting behaviors considered reasonable by a group of people in a work unit. Therefore, cohesiveness can influence lousy behavior, similar to how organizational culture influences the intention to misbehave.(Vardi & Weitz, 2016)

Members of dynamic groups may not help each other or compete to achieve their goals as they begin to accept their values, norms, and roles. So there is a feeling of wanting to be recognized and wanting to be superior to other group members.(Alikhani & Bagheridoust, 2017) Good or lousy leadership can still make employees comply with organizational rules or normative forces either by force or voluntarily so that it can be interpreted that good or bad leadership tends to produce good normative forces in work units in the timely reporting of patient safety incidents.(Taucean et al., 2016)

Organizational culture constructive tends to make employees have confidence in deviant behavior. Organizations with a solid organizational culture tend to have uniform values and norms, which indicate a strong normative commitment to the organization so that it will encourage positive motivation for employees in working.(Zulkarnain & Hadiyani, 2014) Ethical organizational policies and practices (ethical climate) influence how employees work. When the work unit is required to complete the task, it will encourage it to delay completing it. Therefore, it can be interpreted that organizational climate is related to instrumental force in the timely reporting of patient safety incidents.(Shafer et al., 2013) An inadequate control system can provide loopholes for employees who intend to commit deviant acts, and the lack of strict penalties and sanctions also need to be improved to prevent the emergence of intentions from committing deviant behaviour.(Chu & So, 2020)

Normative force tends to cause individuals to engage in deviant behavior, reporting patient safety incidents. Bad behavior occurs collectively or separately at various levels of the organization through the mediators of normative force and instrumental force in several factors such as individuals, tasks or positions, groups, and organizations. An organization's members tend to misbehave even though some rules and norms apply due to other factors such as individual, environmental and cultural factors.(Orejudo et al., 2020) To improve individual performance in improving patient safety, it can be done by increasing non-technical abilities by increasing skills by conducting simulation training.(Lynch, 2020)

#### LIMITATION OF THE STUDY

This research was only conducted in one hospital. Results from other hospitals may show different findings.

#### CONCLUSIONS AND SUGGESTIONS

There are group and organizational factors related to mediator factors, including internalization of organizational

values and norms, beliefs of deviant behavior, and intentions. In addition, there is also a relationship between mediator factors and deviant behavior in reporting patient safety incidents.

#### Acknowledgment

Not Applicable.

#### ETHICAL CONSIDERATIONS

The authors certify that they have obtained all appropriate patient consent forms. The family understands that names and initials will not be published, and due efforts will be made to conceal the identity, but anonymity cannot be guaranteed.

#### Funding Statement.

No funding was received for conducting this study.

#### Conflict of Interest Statement

The authors declared that there is not any conflicting interest in this study.

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