

ABSTRAK

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PENGARUH DARI *CLINICAL GOVERNANCE CLIMATE* TERHADAP *QUALITY OF CARE* YANG DIMEDIASI OLEH *PATIENT SAFETY CULTURE* DENGAN VARIABEL KONTROL *ADAPTABLE WORKLOAD* (STUDI PADA RUMAH SAKIT SWASTA XYZ)

Organisasi rumah sakit menentukan kualitas pelayanan dari pelayanan kesehatan, namun terdapat banyak tantangan karena latar belakang petugas kesehatan yang berbeda. Pada dasarnya, tata kelola diperlukan untuk menjamin proses yang berorientasi pada hasil klinis. Sayangnya, penelitian tentang tata kelola klinis dengan pengukuran dimensinya yang dilakukan di rumah sakit swasta masih sedikit. Penelitian ini bertujuan untuk menyelidiki pengaruh antara *clinical governance climate* (CGC) terhadap *quality of care* (QOC) yang dimediasi oleh *patient safety culture* (PSC) dan *adaptable workload* menjadi variabel kontrol terhadap QOC. Responden penelitian ini adalah tenaga kesehatan di dua rumah sakit swasta yang telah terakreditasi paripurna; total 416 peserta memenuhi persyaratan. Pengumpulan data dilakukan dengan menyebarkan kuesioner pada bulan Maret 2023. Data dianalisis melalui PLS-SEM. Hasil studi menunjukkan ada hubungan positif yang signifikan antara CGC dengan PSC ($\beta=0,851$, P-value $<0,05$). Selanjutnya, ada hubungan positif antara PSC dengan QOC ($\beta=0,654$, P-value $<0,05$). Namun, tidak cukup bukti untuk menunjukkan pengaruh langsung antara CGC pada QOC (P-value $>0,05$). Peran penuh PSC sebagai variabel mediasi telah dikonfirmasi ($\beta=0,557$, P-value $<0,05$, CI 95% 0,441-0,677). Temuan penelitian ini menyoroti pentingnya CGC mempengaruhi QOC yang dimediasi oleh PSC di rumah sakit swasta.

Kata kunci: *clinical governance climate*, *quality of care*, *patient safety culture*, *adaptable workload*, dan rumah sakit swasta

ABSTRACT

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THE INFLUENCE CLINICAL GOVERNANCE CLIMATE OF QUALITY OF CARE MEDIATED BY PATIENT SAFETY CULTURE AND VARIABLE CONTROL ADAPTABLE WORKLOAD (STUDY ON A PRIVATE HOSPITAL GROUP XYZ)

The hospital organization determines quality of care from health services; however, there are many challenges due to the different backgrounds of healthcare workers. Essentially, governance is needed to guarantee a process oriented toward clinical outcomes. Unfortunately, research on clinical governance with its dimensional measurements conducted in private hospitals is still scanty. This study aims to investigate the influence between clinical governance climate (CGC) on quality of care (QOC) mediated by a patient safety culture (PSC) and the control variable adaptable workload relation to QOC. Participants were healthcare workers in two private hospitals that have been fully accredited; a total of 416 participants meet the requirements. Data were collected by distributing questionnaires in March 2023. Data were analyzed through PLS-SEM. The study result indicated there was a significant positive relationship between CGC to PSC ($\beta=0,851$, $P\text{-value} < 0,05$). Further a positive relationship between PSC to QOC ($\beta=0,654$, $P\text{-value} < 0,05$) was established. However, there was insufficient evidence to indicate a direct influence between CGC on QOC ($P\text{-value} > 0,05$). The role of PSC as a fully mediating variable was confirmed ($\beta=0,557$, $P\text{-value} < 0,05$, CI 95% 0,441-0,677). The finding of the study highlighted the importance of CGC influence QOC mediated by PSC in private hospitals.

Keywords: *clinical governance climate, quality of care, patient safety culture, workload and private hospital*

