


# DAFTAR ISI

DAFTAR ISI .....	xii
BAB I .....	1
1.1 Latar Belakang .....	1
1.2 Pertanyaan Penelitian .....	12
1.3 Tujuan Penelitian.....	13
1.4 Manfaat Penelitian.....	13
1.5 Sistematika Penelitian .....	14
BAB II.....	16
2.1 Dasar Teori.....	16
2.1.1 Variabel <i>Clinical Governance Climate</i> .....	17
2.1.2 Variabel <i>Patient Safety Culture</i> .....	19
2.1.3 Variabel <i>Quality of Care</i> .....	20
2.1.4 Variabel <i>Adaptable Workload</i> .....	21
2.2 Pengembangan Hipotesis .....	22
2.2.1 Kaitan antara <i>Clinical Governance Climate</i> dan <i>Patient Safety Culture</i> .....	22
2.2.2 Kaitan antara <i>Clinical Governance Climate</i> dan <i>Quality of Care</i> .....	23
2.2.3 Kaitan antara <i>Patient Safety Culture</i> dan <i>Quality of Care</i> .....	24
2.2.4 Kaitan <i>Clinical Governance Climate, Patient Safety Culture</i> dan <i>Quality of Care</i> .....	25
2.2.5 Kaitan <i>Adaptable Workload</i> dan <i>Quality of Care</i> .....	26
2.3 Kerangka Konseptual .....	26
BAB III .....	28
3.1 Objek Penelitian .....	28
3.2 Unit Analisis.....	29
3.3 Tipe Penelitian.....	30
3.4 Operasionalisasi Variabel Penelitian.....	31
3.4.1 Skala Pengukuran Variabel .....	32
3.4.2 Definisi Konseptual dan Operasionalisasi Variabel .....	32
3.5 Populasi dan Sampel .....	37
3.5.1 Penentuan Jumlah Sampel .....	37
3.5.2 Metode Sensus atau <i>Total Sampling</i> .....	39
3.6 Metode Pengumpulan Data .....	39
3.6.1 Data Primer .....	39
3.6.2 Data Sekunder.....	40

3.7	Metode Analisis Data .....	40
3.7.1	Analisis Model pada PLS-SEM.....	41
3.7.1.1	<i>Outer Model</i> .....	42
3.7.1.2	<i>Inner Model</i> .....	43
BAB IV .....		47
4.1	Profil Responden .....	47
4.2	Profil Perilaku Responden.....	48
4.2.1	Variabel <i>Clinical Governance Climate</i> .....	49
4.2.1.1	Dimensi <i>Planned and Integrated Quality Improvement Programme</i> .....	50
4.2.1.2	Dimensi <i>Proactive Risk Management</i> .....	51
4.2.1.3	Dimensi <i>Absence of Unjust Blame and Punishment</i> .....	52
4.2.1.4	Dimensi <i>Training and Development Opportunities</i> .....	53
4.2.1.5	Dimensi <i>Organizational Learning</i> .....	54
4.2.2	Variabel <i>Patient Safety Culture</i> .....	55
4.2.2.1	Dimensi <i>Teamwork Climate: Perceived Quality of Collaboration between Personnel</i> .....	55
4.2.2.2	Dimensi <i>Safety Climate: Perception of Strong and Proactive Organizational Commitment to Safety</i> .....	57
4.2.2.3	Dimensi <i>Job Satisfaction: Positivity about The Work Experience</i> .....	58
4.2.2.4	Dimensi <i>Perception of Management: Approval of Managerial Action</i> .....	59
4.2.2.5	Dimensi <i>Working Condition: Perceived Quality of the Work Environment and Logistical Support</i> .....	60
4.2.3	Variabel <i>Quality of Care</i> .....	61
4.2.4	Variabel <i>Adaptable Workload</i> .....	62
4.3	Analisis Inferensial.....	63
4.3.1	<i>Measurement Model (Outer Model)</i> .....	64
4.3.1.1	<i>First Stage Indicator Reliability</i> .....	66
4.3.1.2	<i>First Stage Construct Reliability</i> .....	67
4.3.1.3	<i>First Stage Convergent Validity</i> .....	69
4.3.1.4	<i>First Stage Discriminant Validity</i> .....	70
4.3.1.5	<i>Second Stage Indicator Reliability</i> .....	71
4.3.1.6	<i>Second Stage Construct Reliability</i> .....	73
4.3.1.7	<i>Second Stage Construct Validity</i> .....	73
4.3.1.8	<i>Second Stage Discriminant Validity</i> .....	74
4.3.2	<i>Structural Model (Inner Model)</i> .....	76
4.3.2.1	Multikolinearitas.....	78
4.3.2.2	Koefisien Determinasi ( $R^2$ ).....	79

4.3.2.3	Nilai <i>Effect Size</i> ( $f^2$ ) .....	81
4.3.2.4	Nilai <i>Qsquare_predict</i> ( $Q^2_{predict}$ ) .....	82
4.3.2.5	Nilai <i>Cross-validated Predictive Ability Test Result</i> (CVPAT) .....	83
4.3.2.6	Hasil Uji Hipotesis.....	85
4.3.2.6.1	Pengaruh <i>Clinical Governance Climate</i> terhadap <i>Patient Safety Culture</i> ..	87
4.3.2.6.2	Pengaruh <i>Clinical Governance Climate</i> terhadap <i>Quality of Care</i> .....	87
4.3.2.6.3	Pengaruh <i>Patient Safety Culture</i> terhadap <i>Quality of Care</i> .....	88
4.3.2.6.4	Pengaruh <i>Clinical Governance Climate</i> terhadap <i>Quality of Care</i> dimediasi <i>Patient Safety Culture</i> .....	89
4.3.2.6.5	Pengaruh <i>Adaptable Workload</i> terhadap <i>Quality of Care</i> .....	90
4.3.2.7	<i>Analisis Importance – Performance</i> .....	90
4.3.2.7.1	<i>First Stage Importance – Performance Mapping Analysis</i> (IPMA).....	91
4.3.2.7.2	<i>Second Stage Importance – Performance Map Analysis</i> (IPMA) .....	93
4.3.2.8	<i>Analisis PLS Prediction-Oriented Segmentation</i> (PLS-POS).....	96
4.4	Pembahasan.....	99
BAB V .....		105
5.1	Kesimpulan.....	105
5.2	Implikasi Manajerial .....	107
5.3	Keterbatasan dalam Penelitian dan Saran untuk Penelitian Selanjutnya .....	111
DAFTAR PUSTAKA.....		113
<b>LAMPIRAN 1: KUESIONER</b> .....		120
<b>LAMPIRAN 2: PLS ALGORITHM SETING</b> .....		127
<b>LAMPIRAN 3: PLS ALGORITHM SETTING BOOTSTRAPPING</b> .....		128
<b>LAMPIRAN 4: HASIL UJI TURNITIN</b> .....		129
Tabel 1.1 Hasil Survei Budaya Keselamatan tahun 2022 di grup RS XYZ .....		9
Tabel 1.2 Jumlah <i>Incident Report</i> Grup RS XYZ Januari 2023 .....		10
Tabel 3.1 Definisi Konseptual dan Operasionalisasi Variabel .....		33
Tabel. 4.1 Profil Demografi Responden .....		47
Tabel 4.2 Kategori Jawaban.....		49
Tabel 4.3 Deskripsi Variabel <i>Planned and Integrated Quality Improvement Programme</i> .....		50
Tabel 4.4 Deskripsi Variable <i>Proactive Risk Management</i> .....		51
Tabel 4.6 Deskripsi Variable <i>Absence of Unjust Blame and Punishment</i> .....		53
Tabel 4.7 Deskripsi Variable <i>Training and Development Opportunities</i> .....		54
Tabel 4.8 Deskripsi Variable <i>Organizational Learning</i> .....		55

Tabel 4.9 Deskripsi Variable <i>Teamwork Climate</i> .....	56
Tabel 4.10 Deskripsi Variabel <i>Safety Climate</i> .....	57
Tabel 4.11 Deskripsi Variabel <i>Job Satisfaction</i> .....	58
Tabel 4.12 Deskripsi Variabel <i>Perception of Management</i> .....	59
Tabel 4.13 Deskripsi Variabel <i>Working Condition</i> .....	60
Tabel 4.13 Deskripsi Variabel <i>Quality of Care</i> .....	61
Tabel 4.14 Deskripsi Variabel <i>Adaptable Workload</i> .....	62
Tabel 4.16 <i>First Stage Construct Reliability</i> .....	68
Tabel 4.17 <i>First Stage Average Variance Extracted (AVE)</i> .....	69
Tabel 4.18 <i>First Stage HT/MT Ratio</i> .....	70
Tabel 4.19 <i>Second Stage Outer Loading</i> .....	72
Tabel 4.20 <i>Second Stage Construct Realibility</i> .....	73
Tabel 4.21 <i>Second Stage Construct Validity</i> .....	73
Tabel 4.22 <i>Second Stage HT/MT Ratio</i> .....	74
Tabel 4.24 Nilai $R^2$ .....	80
Tabel 4.25 Nilai <i>Effect Size</i> ( $f^2$ ).....	81
Tabel 4.26 Nilai $Q^2_{predict}$ .....	83
Tabel 4.27 Hasil Uji Analisis CVPAT.....	84
Tabel 4.28 Hasil Uji Hipotesis.....	86
Tabel 4.29 <i>First Stage IPMA Indicators</i> .....	92
Tabel 4.30 <i>Second Stage IPMA Indicators</i> .....	94
Tabel 4.31 Jumlah Sampel Minimum Uji <i>Posthoc</i> .....	97
Tabel 4.32 PLS-POS IPMA.....	97
	
Gambar 1.1 Laporan Kejadian Insiden Nasional per April 2023.....	5
Gambar 1.2 Jumlah Rumah Sakit di Indonesia.....	6
Gambar 1.3 Kepemilikan Rumah Sakit di Indonesia.....	6
Gambar 2.1 Rerangka Konseptual Penelitian.....	27
Gambar 3.1 Perhitungan Sampel dengan <i>Power Analysis</i> .....	39
Gambar 4.1 <i>First Stage Outer Model</i> .....	66
Gambar 4.2 <i>Second Stage Outer Model</i> .....	72
Gambar 4.3 <i>Second Stage Inner model</i> .....	78
Gambar 4.4. IPMA <i>First Stage Disjoint</i> .....	93
Gambar 4.5 <i>Second Stage IPMA Indicators</i> .....	95

Gambar 4.6 PLS-POS Segmen 1.....	98
Gambar 4.7 PLS-POS Segmen 2.....	99
Gambar 4.8 Rerangka Konseptual.....	100
Gambar 4.9 Model Hasil.....	101
Gambar 4.10 <i>Second Stage IPMA Wedged</i> .....	103

