

ABSTRAK

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PENGARUH *EMOTIONAL EXHAUSTION*, *LEADERSHIP STYLE*, *WORK-LIFE BALANCE*, DAN *ORGANIZATIONAL LEARNING* TERHADAP *PATIENT SAFETY CULTURE* (STUDI PADA RUMAH SAKIT GIGI DAN MULUT PENDIDIKAN XYZ)

(xv + 72 halaman; 8 gambar; 19 tabel; 4 lampiran)

Layanan kedokteran gigi berkualitas tidak lepas dari aspek keselamatan pasien (*patient safety*) sehingga dapat mengurangi kesalahan medis, mencegah bahaya dalam merawat pasien, serta meningkatkan kualitas layanan kesehatan, khususnya di RSGM-P XYZ yang telah terakreditasi paripurna. Penelitian ini bertujuan untuk menganalisis dan menguji faktor-faktor yang mempengaruhi *patient safety culture* antara lain *emotional exhaustion*, *leadership style*, *work-life balance*, serta *organizational learning* di RSGM-P XYZ. Metode survei yang digunakan pada penelitian yang dilakukan adalah pengumpulan data dengan menggunakan instrumen kuesioner. Target populasi penelitian adalah seluruh mahasiswa profesi di RSGM-P XYZ. Jumlah sampel ditentukan sebesar 160 sampel dengan teknik pengambilan sampel dilakukan dengan *purposive sampling*. Pendekatan *Partial least Square-Structural Equation Modeling* dengan program Smart-PLS digunakan untuk analisis data. Hasil penelitian menunjukkan bahwa *work-life balance* tidak berpengaruh positif terhadap *Patient Safety Culture*. Namun, *Organizational learning*, *emotional exhaustion* dan *leadership style* berpengaruh positif terhadap *Patient Safety Culture*. Implikasi manajerial yang dapat diimplementasikan berdasarkan penelitian ini ialah menciptakan kerjasama antar unit rumah sakit yang diatur oleh manajemen sehingga adanya pemerataan beban kerja, pemimpin yang dapat memberikan arahan dan tujuan, serta menciptakan lingkungan yang mendukung pembelajaran secara berkelanjutan sehingga tercipta budaya keselamatan pasien yang positif. Adapun beberapa keterbatasan dan saran yang dapat diimplementasikan pada studi selanjutnya.

Referensi : 37 (1981-2022)

Kata kunci : *Emotional Exhaustion*, *Leadership Style*, *Organizational Learning*, *Patient Safety Culture*, *Work-life balance*

ABSTRACT

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THE INFLUENCE OF EMOTIONAL EXHAUSTION, LEADERSHIP STYLE, WORK-LIFE BALANCE, AND ORGANIZATIONAL LEARNING ON PATIENT SAFETY CULTURE (STUDY AT XYZ DENTAL EDUCATIONAL HOSPITAL)

(xv + 72 pages; 8 figures; 19 tables; 4 appendices)

Quality dental services cannot be separated from patient safety aspects so that they can reduce medical errors, prevent dangers in treating patients, and improve the quality of health services, especially at RSGM-P XYZ which has been fully accredited. This research aims to analyse and test the factors that influence patient safety culture, including emotional exhaustion, leadership style, work-life balance, and organizational learning at RSGM-P XYZ. The survey method used in the research carried out was data collection using a questionnaire instrument. The target research population is all professional students at RSGM-P XYZ. The number of samples was determined at 160 samples with the sampling technique carried out using purposive sampling. The Partial Least Square-Structural Equation Modelling approach with the Smart-PLS program was used for data analysis. The research results show that work-life balance does not have a positive effect on Patient Safety Culture. However, Organizational learning, emotional exhaustion and leadership style have a positive influence on Patient Safety Culture. Managerial implications that can be implemented based on this research are creating collaboration between hospital units that is regulated by management so that there is an even distribution of workload, leaders who can provide direction and goals, and creating an environment that supports continuous learning to create a positive patient safety culture. There are several limitations and suggestions that can be implemented in further studies.

References : 37 (1981-2022)

Key Words : *Emotional Exhaustion, Leadership Style, Organizational Learning, Patient Safety Culture, Work-life balance*