

DAFTAR PUSTAKA

- Aiken, L H, & Patrician, P. A. (2000). Measuring organizational traits of hospitals: the Revised Nursing Work Index. *Nursing Research*, 49(3), 146–153. Retrieved from <https://doi.org/10.1097/00006199-200005000-00006>
- Aiken, Linda H., Sermeus, W., Van Den Heede, K., Sloane, D. M., Busse, R., McKee, M., ... Kutney-Lee, A. (2012). Patient safety, satisfaction, and quality of hospital care: Cross sectional surveys of nurses and patients in 12 countries in Europe and the United States. *BMJ (Online)*, 344(7851), 1–14. Retrieved from <https://doi.org/10.1136/bmj.e1717>
- Aiken, Linda H., Sloane, D. M., Clarke, S., Poghosyan, L., Cho, E., You, L., ... Aungsuroch, Y. (2011). Importance of work environments on hospital outcomes in nine countries. *International Journal for Quality in Health Care*, 23(4), 357–364. Retrieved from <https://doi.org/10.1093/intqhc/mzr022>
- Ambani, Z., Kutney-Lee, A., & Lake, E. T. (2020). The nursing practice environment and nurse job outcomes: A path analysis of survey data. *Journal of Clinical Nursing*, 29(13–14), 2602–2614. Retrieved from <https://doi.org/10.1111/jocn.15283>
- Ball, J. E., Griffiths, P., Rafferty, A. M., Lindqvist, R., Murrells, T., & Tishelman, C. (2016). A cross-sectional study of ‘care left undone’ on nursing shifts in hospitals. *Journal of Advanced Nursing*, 72(9), 2086–2097. Retrieved from <https://doi.org/10.1111/jan.12976>
- Bougie, R. & Sekaran, U.(2020). *Research Methods for Business: A Skill Building Approach* (8th ed.). John Wiley & Sons, Limited.
- Bragadóttir, H., Kalisch, B. J., & Tryggvadóttir, G. B. (2017). Correlates and predictors of missed nursing care in hospitals. *Journal of Clinical Nursing*, 26(11–12), 1524–1534. Retrieved from <https://doi.org/10.1111/jocn.13449>
- Chaboyer, W., Harbeck, E., Lee, B. O., & Greathouse, L. (2021). Missed nursing care: An overview of reviews. *Kaohsiung Journal of Medical Sciences*, 37(2), 82–91. Retrieved from <https://doi.org/10.1002/kjm2.12308>
- Chen, X., Yu, H., & Yu, F. (2015). What is the optimal number of response alternatives for rating scales? From an information processing perspective. *Journal of Marketing Analytics*, 3(2), 69–78. Retrieved from <https://doi.org/10.1057/jma.2015.4>
- Choi, J., Flynn, L., & Aiken, L. H. (2012). Nursing practice environment and registered nurses’ job satisfaction in nursing homes. *Gerontologist*, 52(4), 484–492. Retrieved from <https://doi.org/10.1093/geront/gnr101>
- Clark, R. R. S., & Lake, E. (2020). Burnout, job dissatisfaction and missed care among maternity nurses. *Journal of Nursing Management*, 28(8), 2001–2006. Retrieved from <https://doi.org/10.1111/jonm.13037>
- da Silva, S. C., Morais, B. X., Munhoz, O. L., Ongaro, J. D., Urbanetto, J. de S., &

- Magnago, T. S. B. de S. (2021). Patient safety culture, missed nursing care and its reasons in obstetrics. *Revista Latino-Americana de Enfermagem*, 29. Retrieved from <https://doi.org/10.1590/1518-8345.4855.3461>
- Dabney, B. W., Kalisch, B. J., & Clark, M. (2019). A revised MISSCARE survey: Results from pilot testing. *Applied Nursing Research*, 50(September), 151202. Retrieved from <https://doi.org/10.1016/j.apnr.2019.151202>
- Dall’Ora, C., Ball, J., Reinius, M., & Griffiths, P. (2020). Burnout en enfermería: una revisión teórica. Burnout in nursing: A theoretical review. *Human Resources for Health*, 18(1), 1–17. Retrieved from <https://human-resources-health.biomedcentral.com/articles/10.1186/s12960-020-00469-9>
- Du, H., Yang, Y., Wang, X., & Zang, Y. (2020). A cross-sectional observational study of missed nursing care in hospitals in China. *Journal of Nursing Management*, 28(7), 1578–1588. Retrieved from <https://doi.org/10.1111/jonm.13112>
- Dutra, C. K. dos R., & Guirardello, E. de B. (2021). Nurse work environment and its impact on reasons for missed care, safety climate, and job satisfaction: A cross-sectional study. *Journal of Advanced Nursing*, 77(5), 2398–2406. Retrieved from <https://doi.org/10.1111/jan.14764>
- Faridah, I., Setyowati, S., Lestari, F., & Hariyati, R. T. S. (2021). The correlation between work environment and patient safety in a general hospital in Indonesia. *Enfermeria Clinica*, 31, S220–S224. Retrieved from <https://doi.org/10.1016/j.enfcli.2020.12.026>
- Freudenberger, H. J. (1974). Staff Burn-Out. *Journal of Social Issues*, 30(1), 159–165. Retrieved from <https://doi.org/https://doi.org/10.1111/j.1540-4560.1974.tb00706.x>
- Ghezeljeh, T. N., Gharasoflo, S., & Haghani, S. (2021). The relationship between missed nursing care and teamwork in emergency nurses: A predictive correlational study. *Nursing Practice Today*, 8(2), 103–112. Retrieved from <https://doi.org/10.18502/npt.v8i2.5121>
- Gurková, E., Mikšová, Z., Labudíková, M., & Chocholková, D. (2021). Nurses’ Work Environment, Job Satisfaction, and Intention To Leave - a Cross-Sectional Study in Czech Hospitals. *Central European Journal of Nursing and Midwifery*, 12(4), 495–504. Retrieved from <https://doi.org/10.15452/CEJNM.2021.12.0019>
- Hair, J. F., Hult, G., Ringle, C., & Sarstedt, T. (2021). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)* (3rd ed.). SAGE Publications Inc.
- Hair, J. F., Risher, J. J., Sarstedt, M., & Ringle, C. M. (2019). When to use and how to report the results of PLS-SEM. *European Business Review*, 31(1), 2–24. Retrieved from <https://doi.org/10.1108/EBR-11-2018-0203>
- Hayward, R. A., Asch, S. M., Hogan, M. M., Hofer, T. P., & Kerr, E. A. (2005). Sins of omission: Getting too little medical care may be the greatest threat to

- patient safety. *Journal of General Internal Medicine*, 20(8), 686–691. Retrieved from <https://doi.org/10.1111/j.1525-1497.2005.0152.x>
- Henseler, J., Ringle, C. M., & Sarstedt, M. (2015). A new criterion for assessing discriminant validity in variance-based structural equation modeling. *Journal of the Academy of Marketing Science*, 43(1), 115–135. Retrieved from <https://doi.org/10.1007/s11747-014-0403-8>
- Hessels, A. J., Paliwal, M., Weaver, S. H., Siddiqui, D., & Wurmser, T. A. (2019). Impact of Patient Safety Culture on Missed Nursing Care and Adverse Patient Events. *Journal of Nursing Care Quality*, 34(4), 287–294. Retrieved from <https://doi.org/10.1097/NCQ.0000000000000378>
- Hinshaw, A. S., & Atwood, J. R. (1983). Nursing staff turnover, stress, and satisfaction: models, measures, and management. *Annual Review of Nursing Research*, 1, 133–153. Retrieved from <https://doi.org/10.1891/0739-6686.1.1.133>
- Hoppock, R., & Spielger, S. (1938). Job Satisfaction. *Occupations: The Vocational Guidance Journal*, 16(7), 636–643. Retrieved from <https://doi.org/10.1002/j.2164-5892.1938.tb00348.x>
- Jones, T. L., Hamilton, P., & Murry, N. (2015). Unfinished nursing care, missed care, and implicitly rationed care: State of the science review. *International Journal of Nursing Studies*, 52(6), 1121–1137. Retrieved from <https://doi.org/10.1016/j.ijnurstu.2015.02.012>
- Kaiser, J. A., & Westers, J. B. (2018). Nursing teamwork in a health system: A multisite study. *Journal of Nursing Management*, 26(5), 555–562. Retrieved from <https://doi.org/10.1111/jonm.12582>
- Kalisch, B. J. (2006). Missed Nursing Care: A Qualitative Study. *Journal of Nursing Care Quality*, 21(4), 314–315. Retrieved from <https://doi.org/10.1097/00001786-200610000-00007>
- Kalisch, B. J., Landstrom, G. L., & Hinshaw, A. S. (2009). Missed nursing care: A concept analysis. *Journal of Advanced Nursing*, 65(7), 1509–1517. Retrieved from <https://doi.org/10.1111/j.1365-2648.2009.05027.x>
- Kalisch, B. J., Lee, H., & Salas, E. (2010). The development and testing of the nursing teamwork survey. *Nursing Research*, 59(1), 42–50. Retrieved from <https://doi.org/10.1097/NNR.0b013e3181c3bd42>
- Kalisch, B. J., Weaver, S. J., & Salas, E. (2009). What does nursing teamwork look like? A qualitative study. *Journal of Nursing Care Quality*, 24(4), 298–307. Retrieved from <https://doi.org/10.1097/NCQ.0b013e3181a001c0>
- Kalisch, B. J., & Williams, R. A. (2009). Development and Psychometric Testing of a Tool to Measure Missed Nursing Care. *Journal of Nursing Administration*, 39(5), 211.
- Kim, K. J., Yoo, M. S., & Seo, E. J. (2018). Exploring the Influence of Nursing Work Environment and Patient Safety Culture on Missed Nursing Care in

- Korea. *Asian Nursing Research*, 12(2), 121–126. Retrieved from <https://doi.org/10.1016/j.anr.2018.04.003>
- Kramer, M., & Hafner, L. P. (1989). Shared values: impact on staff nurse job satisfaction and perceived productivity. *Nursing Research*, 38(3), 172–177.
- Kutney-Lee, A., Wu, E. S., Sloane, D. M., & Aiken, L. H. (2013). Changes in hospital nurse work environments and nurse job outcomes: An analysis of panel data. *International Journal of Nursing Studies*, 50(2), 195–201. Retrieved from <https://doi.org/10.1016/j.ijnurstu.2012.07.014>
- Lake, E. T. (2002). Development of the practice environment scale of the nursing work index. *Research in Nursing and Health*, 25(3), 176–188. Retrieved from <https://doi.org/10.1002/nur.10032>
- Lake, E. T. (2007). The Nursing Practice Environment. *Medical Care Research and Review*, 64(2_suppl), 104S-122S. Retrieved from <https://doi.org/10.1177/1077558707299253>
- Lake, E. T., de Cordova, P. B., Barton, S., Singh, S., Agosto, P. D., Ely, B., ... Aiken, L. H. (2017). Missed Nursing Care in Pediatrics. *Hospital Pediatrics*, 7(7), 378–384. Retrieved from <https://doi.org/10.1542/hpeds.2016-0141>
- Lake, E. T., Riman, K. A., & Sloane, D. M. (2020). Improved work environments and staffing lead to less missed nursing care: A panel study. *Journal of Nursing Management*, 28(8), 2157–2165. Retrieved from <https://doi.org/10.1111/jonm.12970>
- Lake, E. T., Sanders, J., Duan, R., Riman, K. A., Schoenauer, K. M., & Chen, Y. (2019). A Meta-Analysis of the Associations Between the Nurse Work Environment in Hospitals and 4 Sets of Outcomes. *Medical Care*, 57(5), 353–361. Retrieved from <https://doi.org/10.1097/MLR.0000000000001109>
- Lee, S. E., Dahinten, S. V., & MacPhee, M. (2016). Psychometric evaluation of the McCloskey/Mueller Satisfaction Scale. *Japan Journal of Nursing Science*, 13(4), 487–495. Retrieved from <https://doi.org/10.1111/jjns.12128>
- Liu, X., Zheng, J., Liu, K., Baggs, J. G., Liu, J., Wu, Y., & You, L. (2018). Hospital nursing organizational factors, nursing care left undone, and nurse burnout as predictors of patient safety: A structural equation modeling analysis. *International Journal of Nursing Studies*, 86, 82–89. Retrieved from <https://doi.org/10.1016/j.ijnurstu.2018.05.005>
- Locke, E. A. (1969). What is job satisfaction? *Organizational Behavior and Human Performance*, 4(4), 309–336. Retrieved from [https://doi.org/10.1016/0030-5073\(69\)90013-0](https://doi.org/10.1016/0030-5073(69)90013-0)
- Lucero, R. J., Lake, E. T., & Aiken, L. H. (2009). Variations in nursing care quality across hospitals. *Journal of Advanced Nursing*, 65(11), 2299–2310. Retrieved from <https://doi.org/10.1111/j.1365-2648.2009.05090.x>
- Lusiyana, A., Handiyani, H., & Pujaiani, H. (2021). The Relationship Between Case Manager Competence and Nurse Burnout in Indonesia. *KnE Life Sciences*,

- 2021, 953–968. Retrieved from <https://doi.org/10.18502/cls.v6i1.8772>
- Maslach, C. (1998). A multidimensional theory of burnout. *Theories of Organizational Stress*, (August), 68–85.
- Maslach, C., & Jackson, S. E. (1981). The measurement of experienced burnout. *Journal of Organizational Behavior*, 2(2), 99–113. Retrieved from <https://doi.org/10.1002/job.4030020205>
- Maslach, C., Schaufeli, W. B., & Leiter, M. P. (2001). Job Burnout. *Annual Review of Psychology*, 397–422.
- Matsuishi, Y., Mathis, B. J., Masuzawa, Y., Okubo, N., Shimojo, N., Hoshino, H., ... Inoue, Y. (2021). Severity and prevalence of burnout syndrome in paediatric intensive care nurses: A systematic review. *Intensive and Critical Care Nursing*, 67(xxxx), 103082. Retrieved from <https://doi.org/10.1016/j.iccn.2021.103082>
- McClure, M. , Poulin, M. , Sovie, M. , & Wandelt, M. A. (1983). Magnet hospitals. Attraction and retention of professional nurses. Task Force on Nursing Practice in Hospitals. American Academy of Nursing. *American Nurses Association Publications*, (G-160), i–xiv, 1–135.
- Molina-Praena, J., Ramírez-Baena, L., Gómez-Urquiza, J. L., Cañadas, G. R., De la Fuente, E. I., & Cañadas-De la Fuente, G. A. (2018). Levels of burnout and risk factors in medical area nurses: A meta-analytic study. *International Journal of Environmental Research and Public Health*, 15(12). Retrieved from <https://doi.org/10.3390/ijerph15122800>
- Mueller, C. W., & McCloskey, J. C. (1990). Nurses' Job Satisfaction: A Proposed Measure. *Nursing Research*, 39(2), 113???116. Retrieved from <https://doi.org/10.1097/00006199-199003000-00014>
- Ramírez, E., Martín, A., Villán, Y., Lorente, M., Ojeda, J., Moro, M., ... Frank, A. (2018). Effectiveness and limitations of an incident-reporting system analyzed by local clinical safety leaders in a tertiary hospital: Prospective evaluation through real-time observations of patient safety incidents. *Medicine (United States)*, 97(38). Retrieved from <https://doi.org/10.1097/MD.00000000000012509>
- Rockville, W., Sorra, J., Yount, N., Famolaro, T., & Gray, L. (2019). Hospital Survey on Patient Safety Culture Version 2.0 Spanish. *Agency for Healthcare Research and Quality*, 19(21), 1–8. Retrieved from <https://www.ahrq.gov/sops/surveys/hospital/index.html>
- Salas, E., Sims, D. E., & Shawn Burke, C. (2005). Is there A 'big five' in teamwork? *Small Group Research*, 36(5), 555–599. Retrieved from <https://doi.org/10.1177/1046496405277134>
- Sammer, C. E., Lykens, K., Singh, K. P., Mains, D. A., & Lackan, N. A. (2010). What is patient safety culture? A review of the literature. *Journal of Nursing Scholarship*, 42(2), 156–165. Retrieved from <https://doi.org/10.1111/j.1547-5069.2009.01330.x>

- Saragih, S., Debora, T., & Ginting, L. B. (2022). Relationship Of The Nurse ' s Work Environment With Patient Safety At Sejati Medan Partner General Hospital, 10(3), 2438–2442.
- Schubert, M., Glass, T. R., Clarke, S. P., Schaffert-Witvliet, B., & De Geest, S. (2007). Validation of the basel extent of rationing of nursing care instrument. *Nursing Research*, 56(6), 416–424. Retrieved from <https://doi.org/10.1097/01.NNR.0000299853.52429.62>
- Schwappach, D. (2015). Patient safety: What is it all about? *Contributions to Nephrology*, 184, 1–12. Retrieved from <https://doi.org/10.1159/000365497>
- Sochalski, J. (2004). Is more better?: the relationship between nurse staffing and the quality of nursing care in hospitals. *Medical Care*, 42(2 Suppl), 67–73. Retrieved from <https://doi.org/10.1097/01.mlr.0000109127.76128.aa>
- Stamps, P. L. (1997). *Nurses and work satisfaction: An index for measurement* (2nd ed.). Chicago: Health Administration Press.
- Sugiyono. (2014). *Metode Penelitian kuantitatif, kualitatif dan R & D*. Bandung: Alfabeta.
- Tay, W. Y., Earnest, A., Tan, S. Y., & Ng, M. J. M. (2014). Prevalence of burnout among nurses in a community hospital in singapore: A cross-sectional study. *Proceedings of Singapore Healthcare*, 23(2), 93–99. Retrieved from <https://doi.org/10.1177/201010581402300202>
- Uchmanowicz, I., Karniej, P., Lisiak, M., Chudiak, A., Lomper, K., Wiśnicka, A., ... Rosińczuk, J. (2020). The relationship between burnout, job satisfaction and the rationing of nursing care—A cross-sectional study. *Journal of Nursing Management*, 28(8), 2185–2195. Retrieved from <https://doi.org/10.1111/jonm.13135>
- White, E. M., Aiken, L. H., & McHugh, M. D. (2019). Registered Nurse Burnout, Job Dissatisfaction, and Missed Care in Nursing Homes. *Journal of the American Geriatrics Society*, 67(10), 2065–2071. Retrieved from <https://doi.org/10.1111/jgs.16051>
- Woo, T., Ho, R., Tang, A., & Tam, W. (2020). Global prevalence of burnout symptoms among nurses: A systematic review and meta-analysis. *Journal of Psychiatric Research*, 123(August 2019), 9–20. Retrieved from <https://doi.org/10.1016/j.jpsychires.2019.12.015>
- Zikusooka, M., Elci, O. C., & Özdemir, H. (2021). Job satisfaction among Syrian healthcare workers in refugee health centres. *Human Resources for Health*, 19(1), 1–11. Retrieved from <https://doi.org/10.1186/s12960-021-00685-x>