

REFERENCES

- Ajzen, I. (1991). The theory of planned behavior. *Organizational Behavior and Human Decision Processes*, 50(2), 179–211. [https://doi.org/10.1016/0749-5978\(91\)90020-T](https://doi.org/10.1016/0749-5978(91)90020-T)
- Allegranzi, B., Nejad, S. B., Combescure, C., Graafmans, W., Attar, H., Donaldson, L., & Pittet, D. (2011). Burden of endemic health-care-associated infection in developing countries: systematic review and meta-analysis. *The Lancet*, 377(9761), 228–241. [https://doi.org/10.1016/S0140-6736\(10\)61458-4](https://doi.org/10.1016/S0140-6736(10)61458-4)
- Ammouri, A. A., Tailakh, A. K., Muliira, J. K., Geethakrishnan, R., & Al Kindi, S. N. (2015). Patient safety culture among nurses. *International Nursing Review*, 62(1), 102–110. <https://doi.org/10.1111/inr.12159>
- Azyabi, A., Karwowski, W., & Davahli, M. R. (2021). Assessing Patient Safety Culture in Hospital Settings. *International Journal of Environmental Research and Public Health*, 18(5), 2466. <https://doi.org/10.3390/ijerph18052466>
- Bandura A., & McClelland DC. (1977). Social Learning Theory. *Englewood Cliffs, NJ: Prentice Hall*.
- Barney, J. (1991). Firm Resources and Sustained Competitive Advantage. *Journal of Management*, 17(1), 99–120. <https://doi.org/10.1177/014920639101700108>
- Basson, T., Montoya, A., Neily, J., Harmon, L., & Watts, B. V. (2021). Improving Patient Safety Culture: A Report of a Multifaceted Intervention. *Journal of Patient Safety*, 17(8), e1097–e1104. <https://doi.org/10.1097/PTS.0000000000000470>
- Bougie, R., & Sekaran, U. (2020). *Research Methods for Business: A Skill-Building Approach* (7th ed.). Wiley & Sons.
- Braithwaite, J., Churrua, K., Long, J. C., Ellis, L. A., & Herkes, J. (2018). When complexity science meets implementation science: a theoretical and empirical analysis of systems change. *BMC Medicine*, 16(1), 63. <https://doi.org/10.1186/s12916-018-1057-z>
- Braun, B. I., Chitavi, S. O., Suzuki, H., Soyemi, C. A., & Puig-Asensio, M. (2020). Culture of Safety: Impact on Improvement in Infection Prevention Process and Outcomes. *Current Infectious Disease Reports*, 22(12), 34. <https://doi.org/10.1007/s11908-020-00741-y>
- Bredicean, C., Tamasan, S. C., Lungeanu, D., Giurgi-Onocu, C., Stoica, I.-P., Panfil, A.-L., Vasilian, C., Secosan, I., Ursoniu, S., & Patrascu, R. (2021). Burnout Toll on Empathy Would Mediate the Missing Professional Support in the COVID-19 Outbreak. *Risk Management and Healthcare Policy, Volume 14*, 2231–2244. <https://doi.org/10.2147/RMHP.S300578>

- Brett, J. D., Becerra, R., Maybery, M. T., & Preece, D. A. (2023). The Psychometric Assessment of Empathy: Development and Validation of the Perth Empathy Scale. *Assessment*, 30(4), 1140–1156. <https://doi.org/10.1177/10731911221086987>
- Buljac-Samardzic, M., Doekhie, K. D., & van Wijngaarden, J. D. H. (2020). Interventions to improve team effectiveness within health care: a systematic review of the past decade. *Human Resources for Health*, 18(1), 2. <https://doi.org/10.1186/s12960-019-0411-3>
- Burke, J. P. (2003). Infection Control — A Problem for Patient Safety. *New England Journal of Medicine*, 348(7), 651–656. <https://doi.org/10.1056/NEJMhpr020557>
- Campione, J., & Famolaro, T. (2018). Promising Practices for Improving Hospital Patient Safety Culture. *The Joint Commission Journal on Quality and Patient Safety*, 44(1), 23–32. <https://doi.org/10.1016/j.jcjq.2017.09.001>
- Capurro, G., & Thampi, N. (2022). Rethinking risk communication in the hospital: infection prevention, risk perceptions, and lived experience. *Journal of Communication in Healthcare*, 15(4), 300–308. <https://doi.org/10.1080/17538068.2022.2038524>
- Carrión, G. C., Nitzl, C., & Roldán, J. L. (2017). Mediation Analyses in Partial Least Squares Structural Equation Modeling: Guidelines and Empirical Examples. In *Partial Least Squares Path Modeling* (pp. 173–195). Springer International Publishing. https://doi.org/10.1007/978-3-319-64069-3_8
- Chmielewski, J., Łoś, K., & Łuczyński, W. (2021). Mindfulness in healthcare professionals and medical education. *International Journal of Occupational Medicine and Environmental Health*, 34(1), 1–14. <https://doi.org/10.13075/ijom.1896.01542>
- Churrua, K., Ellis, L. A., Pomare, C., Hogden, A., Bierbaum, M., Long, J. C., Olekalns, A., & Braithwaite, J. (2021). Dimensions of safety culture: a systematic review of quantitative, qualitative and mixed methods for assessing safety culture in hospitals. *BMJ Open*, 11(7), e043982. <https://doi.org/10.1136/bmjopen-2020-043982>
- Clarke, S., & Ward, K. (2006). The Role of Leader Influence Tactics and Safety Climate in Engaging Employees' Safety Participation. *Risk Analysis*, 26(5), 1175–1185. <https://doi.org/10.1111/j.1539-6924.2006.00824.x>
- Cole, M. (2011). Patient safety and healthcare-associated infection. *British Journal of Nursing*, 20(17), 1122–1126. <https://doi.org/10.12968/bjon.2011.20.17.1122>
- Colin P West, Mashele M Huschka, Paul J Novotny, Jeff A Sloan, Joseph C Kolars, & Thomas M Habermann. (2006). Association of perceived medical errors

- with resident distress and empathy: a prospective longitudinal study. *JAMA*, *296*(9), 1071–1078. , *296*(9), 1071–1078.
- De Bono, S., Heling, G., & Borg, M. A. (2014). Organizational culture and its implications for infection prevention and control in healthcare institutions. *Journal of Hospital Infection*, *86*(1), 1–6. <https://doi.org/10.1016/j.jhin.2013.10.007>
- Doni Haas, & Lorri Zipperer. (2007). ABC of Patient Safety. *International Journal of Health Care Quality Assurance*, *20*(7). <https://doi.org/10.1108/ijhcqa.2007.06220gae.001>
- Duerink, D. O., Roeshadi, D., Wahjono, H., Lestari, E. S., Hadi, U., Wille, J. C., De Jong, R. M., Nagelkerke, N. J. D., & Van den Broek, P. J. (2006). Surveillance of healthcare-associated infections in Indonesian hospitals. *Journal of Hospital Infection*, *62*(2), 219–229. <https://doi.org/10.1016/j.jhin.2005.08.004>
- El-Jardali, F., Dimassi, H., Jamal, D., Jaafar, M., & Hemadeh, N. (2011). Predictors and outcomes of patient safety culture in hospitals. *BMC Health Services Research*, *11*(1), 45. <https://doi.org/10.1186/1472-6963-11-45>
- Etherington, C., Burns, J. K., Kitto, S., Brehaut, J. C., Britton, M., Singh, S., & Boet, S. (2021). Barriers and enablers to effective interprofessional teamwork in the operating room: A qualitative study using the Theoretical Domains Framework. *PLOS ONE*, *16*(4), e0249576. <https://doi.org/10.1371/journal.pone.0249576>
- Ferreira, H. P., & Fernandes, P. O. (2015). Importance-performance Analysis Applied to a Laboratory Supplies and Equipment Company. *Procedia Computer Science*, *64*, 824–831. <https://doi.org/10.1016/j.procs.2015.08.634>
- Floyd, D. L., Prentice-Dunn, S., & Rogers, R. W. (2000). A Meta-Analysis of Research on Protection Motivation Theory. *Journal of Applied Social Psychology*, *30*(2), 407–429. <https://doi.org/10.1111/j.1559-1816.2000.tb02323.x>
- Forrester, J. D., Maggio, P. M., & Tennakoon, L. (2022). Cost of Health Care-Associated Infections in the United States. *Journal of Patient Safety*, *18*(2), E477–E479. <https://doi.org/10.1097/PTS.0000000000000845>
- Gaganpreet Sharma. (2017). Pros and Cons of Different Sampling Techniques. *International Journal of Applied Research*, *3*(7), 749–752.
- Gammon, J., Hunt, J., Williams, S., Daniel, S., Rees, S., & Matthewson, S. (2019). Infection prevention control and organisational patient safety culture within the context of isolation: study protocol. *BMC Health Services Research*, *19*(1), 296. <https://doi.org/10.1186/s12913-019-4126-x>
- Gidey, K., Gidey, M. T., Hailu, B. Y., Gebreamlak, Z. B., & Niriayo, Y. L. (2023). Clinical and economic burden of healthcare-associated infections: A

prospective cohort study. *PLOS ONE*, 18(2), e0282141. <https://doi.org/10.1371/journal.pone.0282141>

Gilbert, G. L., & Kerridge, I. (2019). The politics and ethics of hospital infection prevention and control: a qualitative case study of senior clinicians' perceptions of professional and cultural factors that influence doctors' attitudes and practices in a large Australian hospital. *BMC Health Services Research*, 19(1), 212. <https://doi.org/10.1186/s12913-019-4044-y>

Gittell, J. H. (2006). Relational coordination: Coordinating work through relationships of shared goals, shared knowledge, and mutual respect. In K. S. Cameron & D. A. Whetten (Eds.), *Handbook of Organizational Culture and Climate*. (pp. 213–234). Sage Publications.

Goh, L. P. W., Marbawi, H., Goh, S. M., Bin Abdul Asis, A. K., & Gansau, J. A. (2023). The prevalence of hospital-acquired infections in Southeast Asia (1990-2022). *The Journal of Infection in Developing Countries*, 17(02), 139–146. <https://doi.org/10.3855/jidc.17135>

González-López, J. R., Serrano-Gómez, D., Velasco-González, V., Alconero-Camarero, A. R., Cuesta-Lozano, D., García-García, E., González-Sanz, P., Herrera-Peco, I., Martínez-Miguel, E., Morán-García, J. M., Recio-Rodríguez, J. I., & Sarabia-Cobo, C. (2022). Design and Validation of a Questionnaire on Risk Perception, Coping Behaviors and Preventive Knowledge against COVID-19 among Nursing Students. *Journal of Personalized Medicine*, 12(4), 515. <https://doi.org/10.3390/jpm12040515>

Granel-Giménez, N., Palmieri, P. A., Watson-Badia, C. E., Gómez-Ibáñez, R., Leyva-Moral, J. M., & Bernabeu-Tamayo, M. D. (2022). Patient Safety Culture in European Hospitals: A Comparative Mixed Methods Study. *International Journal of Environmental Research and Public Health*, 19(2), 939. <https://doi.org/10.3390/ijerph19020939>

Guidi, C., & Traversa, C. (2021). Empathy in patient care: from 'Clinical Empathy' to 'Empathic Concern.' *Medicine, Health Care and Philosophy*, 24(4), 573–585. <https://doi.org/10.1007/s11019-021-10033-4>

Hair, J. F. , Hult, G. T. M. , Ringle, C. M. , & Sarstedt, M. (2022). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)* (3rd edition). Thousand Oaks, CA: Sage.

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. <https://doi.org/10.1108/EBR-11-2018-0203>

Hair, J. F., Sarstedt, M., Ringle, C. M., & Gudergan, S. P. (2023). *Advanced Issues in Partial Least Squares Structural Equation Modeling* (2nd edition). Thousand Oaks: Sage.

- Hair, Jr., J. F., Sarstedt, M., Matthews, L. M., & Ringle, C. M. (2016). Identifying and treating unobserved heterogeneity with FIMIX-PLS: part I – method. *European Business Review*, 28(1), 63–76. <https://doi.org/10.1108/EBR-09-2015-0094>
- Halbesleben, J. R. B., Wakefield, B. J., Wakefield, D. S., & Cooper, L. B. (2008). Nurse Burnout and Patient Safety Outcomes. *Western Journal of Nursing Research*, 30(5), 560–577. <https://doi.org/10.1177/0193945907311322>
- Helo, S., & Moulton, C.-A. E. (2017). Complications: acknowledging, managing, and coping with human error. *Translational Andrology and Urology*, 6(4), 773–782. <https://doi.org/10.21037/tau.2017.06.28>
- 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. <https://doi.org/10.1007/s11747-014-0403-8>
- Hessels, A. J., & Larson, E. L. (2016). Relationship between patient safety climate and standard precaution adherence: a systematic review of the literature. *Journal of Hospital Infection*, 92(4), 349–362. <https://doi.org/10.1016/j.jhin.2015.08.023>
- Hoffman, D. A., & Mark, B. (2006). An Investigation of the Relationship Between Safety Climate and Medication Errors as well as other patient and nursing related outcome. *Personnel Psychology*, 59(4), 847–869. <https://doi.org/10.1111/j.1744-6570.2006.00056.x>
- Hojat, M., Gonnella, J. S., Nasca, T. J., Mangione, S., Vergare, M., & Magee, M. (2002). Physician Empathy: Definition, Components, Measurement, and Relationship to Gender and Specialty. *American Journal of Psychiatry*, 159(9), 1563–1569. <https://doi.org/10.1176/appi.ajp.159.9.1563>
- Hojat, M., Vergare, M. J., Maxwell, K., Brainard, G., Herrine, S. K., Isenberg, G. A., Veloski, J., & Gonnella, J. S. (2009). The Devil is in the Third Year: A Longitudinal Study of Erosion of Empathy in Medical School. *Academic Medicine*, 84(9), 1182–1191. <https://doi.org/10.1097/ACM.0b013e3181b17e55>
- Hunt, J., Gammon, J., Williams, S., Daniel, S., Rees, S., & Matthewson, S. (2022). Patient safety culture as a space of social struggle: understanding infection prevention practice and patient safety culture within hospital isolation settings - a qualitative study. *BMC Health Services Research*, 22(1), 1446. <https://doi.org/10.1186/s12913-022-08703-x>
- Jeffrey, D. (2016). Empathy, sympathy and compassion in healthcare: Is there a problem? Is there a difference? Does it matter? *Journal of the Royal Society of Medicine*, 109(12), 446–452. <https://doi.org/10.1177/0141076816680120>

- Kang, S., Ho, T. T. T., & Lee, N.-J. (2021). Comparative Studies on Patient Safety Culture to Strengthen Health Systems Among Southeast Asian Countries. *Frontiers in Public Health*, 8. <https://doi.org/10.3389/fpubh.2020.600216>
- Kelm, Z., Womer, J., Walter, J. K., & Feudtner, C. (2014). Interventions to cultivate physician empathy: a systematic review. *BMC Medical Education*, 14(1), 219. <https://doi.org/10.1186/1472-6920-14-219>
- Kementrian Kesehatan RI. (2023). *Dashboard Rekapitulasi Kepemilikan RS Nasional*. https://sirs.kemkes.go.id/fo/home/dashboard_rs
- Kirmayer, L. J. (2013). Embracing Uncertainty as a Path to Competence: Cultural Safety, Empathy, and Alterity in Clinical Training. *Culture, Medicine, and Psychiatry*, 37(2), 365–372. <https://doi.org/10.1007/s11013-013-9314-2>
- Leana, C., Meuris, J., & Lambertson, C. (2018). More Than a Feeling: The Role of Empathetic Care in Promoting Safety in Health Care. *ILR Review*, 71(2), 394–425. <https://doi.org/10.1177/0019793917720432>
- Lienggaard, B. D., Sharma, P. N., Hult, G. T. M., Jensen, M. B., Sarstedt, M., Hair, J. F., & Ringle, C. M. (2021). Prediction: Coveted, Yet Forsaken? Introducing a Cross-Validated Predictive Ability Test in Partial Least Squares Path Modeling. *Decision Sciences*, 52(2), 362–392. <https://doi.org/10.1111/dec.12445>
- Lv, Y., Qiao, X., Leng, J., Zheng, Y., & Guo, Q. (2021). Mindfulness Promotes Online Prosocial Behavior via Cognitive Empathy. *International Journal of Environmental Research and Public Health*, 18(13), 7017. <https://doi.org/10.3390/ijerph18137017>
- MacArthur, K. R., Stacey, C. L., Harvey, S., & Markle, J. (2021). The direct and indirect effects of clinical empathy on well-being among pre-medical students: a structural equation model approach. *BMC Medical Education*, 21(1), 412. <https://doi.org/10.1186/s12909-021-02838-x>
- McEwan, D., Ruissen, G. R., Eys, M. A., Zumbo, B. D., & Beauchamp, M. R. (2017). The Effectiveness of Teamwork Training on Teamwork Behaviors and Team Performance: A Systematic Review and Meta-Analysis of Controlled Interventions. *PLOS ONE*, 12(1), e0169604. <https://doi.org/10.1371/journal.pone.0169604>
- Memon, M. A., Ting, H., Cheah, J.-H., Thurasamy, R., Chuah, F., & Cham, T. H. (2020). Sample Size for Survey Research: Review and Recommendations. *Journal of Applied Structural Equation Modeling*, 4(2), i–xx. [https://doi.org/10.47263/JASEM.4\(2\)01](https://doi.org/10.47263/JASEM.4(2)01)
- Morello, R. T., Lowthian, J. A., Barker, A. L., McGinnes, R., Dunt, D., & Brand, C. (2013). Strategies for improving patient safety culture in hospitals: a

- systematic review. *BMJ Quality & Safety*, 22(1), 11–18. <https://doi.org/10.1136/bmjqs-2011-000582>
- Moudatsou, M., Stavropoulou, A., Philalithis, A., & Koukouli, S. (2020). The Role of Empathy in Health and Social Care Professionals. *Healthcare*, 8(1), 26. <https://doi.org/10.3390/healthcare8010026>
- Neumann, M., Edelhäuser, F., Tauschel, D., Fischer, M. R., Wirtz, M., Woopen, C., Haramati, A., & Scheffer, C. (2011). Empathy Decline and Its Reasons: A Systematic Review of Studies With Medical Students and Residents. *Academic Medicine*, 86(8), 996–1009. <https://doi.org/10.1097/ACM.0b013e318221e615>
- Nieva, V. F. (2003). Safety culture assessment: a tool for improving patient safety in healthcare organizations. *Quality and Safety in Health Care*, 12(90002), 17ii–1723. https://doi.org/10.1136/qhc.12.suppl_2.ii17
- Nygren, U. S., Tindberg, Y., Eriksson, L., Larsson, U., Sandberg, H., & Nordgren, L. (2021). Healthcare professionals' perceptions about interprofessional teamwork: a national survey within Swedish child healthcare services. *BMC Health Services Research*, 21(1), 265. <https://doi.org/10.1186/s12913-021-06139-3>
- Olsen, E., & Leonardsen, A.-C. L. (2021). Use of the Hospital Survey of Patient Safety Culture in Norwegian Hospitals: A Systematic Review. *International Journal of Environmental Research and Public Health*, 18(12), 6518. <https://doi.org/10.3390/ijerph18126518>
- Patel, R. S., Sekhri, S., Bhimanadham, N. N., Imran, S., & Hossain, S. (2019). A Review on Strategies to Manage Physician Burnout. *Cureus*. <https://doi.org/10.7759/cureus.4805>
- Paterson, J. G., & Zderad, L. T. (1976). *Humanistic Nursing*. Wiley. In *Wiley*.
- Pedersen, R. (2009). Empirical research on empathy in medicine—A critical review. *Patient Education and Counseling*, 76(3), 307–322. <https://doi.org/10.1016/j.pec.2009.06.012>
- Pérez-Fuentes, M. del C., Gázquez Linares, J. J., Molero Jurado, M. del M., Simón Márquez, M. del M., & Martos Martínez, Á. (2020). The mediating role of cognitive and affective empathy in the relationship of mindfulness with engagement in nursing. *BMC Public Health*, 20(1), 16. <https://doi.org/10.1186/s12889-019-8129-7>
- Raofi, S., Pashazadeh Kan, F., Rafiei, S., Hosseinipalangi, Z., Noorani Mejareh, Z., Khani, S., Abdollahi, B., Seyghalani Talab, F., Sanaei, M., Zarabi, F., Dolati, Y., Ahmadi, N., Raofi, N., Sarhadi, Y., Masoumi, M., sadat Hosseini, B., Vali, N., Gholamali, N., Asadi, S., ... Ghashghae, A. (2023). Global

- prevalence of nosocomial infection: A systematic review and meta-analysis. *PLOS ONE*, 18(1), e0274248. <https://doi.org/10.1371/journal.pone.0274248>
- Rauber, J. M., Carneiro, M., Arnhold, G. H. O., Zanotto, M. B., Wappler, P. R., Baggiotto, B., Valim, A. R. M., & d'Azevedo, P. A. (2016). Multidrug-resistant *Staphylococcus* spp and its impact on patient outcome. *American Journal of Infection Control*, 44(11), e261–e263. <https://doi.org/10.1016/j.ajic.2016.07.015>
- Ringle, C. M., & Sarstedt, M. (2016). Gain more insight from your PLS-SEM results. *Industrial Management & Data Systems*, 116(9), 1865–1886. <https://doi.org/10.1108/IMDS-10-2015-0449>
- Rogers, E. M. (1962). *Diffusion of Innovations*. Free Press.
- Rogers, R. W. (1975). A Protection Motivation Theory of Fear Appeals and Attitude Change. *The Journal of Psychology*, 91(1), 93–114. <https://doi.org/10.1080/00223980.1975.9915803>
- Rosenstock, I. M. (1974). The Health Belief Model and Preventive Health Behavior. *Health Education Monographs*, 2(4), 354–386. <https://doi.org/10.1177/109019817400200405>
- Sætrevik, B., & Bjørkheim, S. B. (2022). Motivational factors were more important than perceived risk or optimism for compliance to infection control measures in the early stage of the COVID-19 pandemic. *PLOS ONE*, 17(9), e0274812. <https://doi.org/10.1371/journal.pone.0274812>
- Sandoval, J. (2022). Intercultural Empathy of Foreign Nurses on Patients' Safety. *International Journal of Advanced Research and Publications*. www.ijarp.org
- Sara Ahmed Refeai, Nashwa Nabil Kamal, Eman Ramadan Ahmed Ghazawy, & Chrestina Monir Fekry. (2020). Perception and Barriers Regarding Infection Control Measures Among Healthcare Workers in Minia City, Egypt. *Int J Prev Med.*, 11(11).
- Sarstedt, M., Hair, J. F., Cheah, J.-H., Becker, J.-M., & Ringle, C. M. (2019). How to Specify, Estimate, and Validate Higher-Order Constructs in PLS-SEM. *Australasian Marketing Journal*, 27(3), 197–211. <https://doi.org/10.1016/j.ausmj.2019.05.003>
- Sassenrath, C., Diefenbacher, S., Kolbe, V., Niesalla, H., & Keller, J. (2023). The impact of activating an empathic focus during COVID19 on healthcare workers motivation for hand hygiene compliance in moments serving the protection of others: a randomized controlled trial study. *Journal of Public Health*, 31(9), 1381–1385. <https://doi.org/10.1007/s10389-022-01725-z>
- Schmutz, J. B., Meier, L. L., & Manser, T. (2019). How effective is teamwork really? The relationship between teamwork and performance in healthcare

- teams: a systematic review and meta-analysis. *BMJ Open*, 9(9), e028280. <https://doi.org/10.1136/bmjopen-2018-028280>
- Schrank, G. M., Branch-Elliman, W., Leekha, S., Baghdadi, J., Pineles, L., Harris, A. D., & Morgan, D. J. (2023). Perceptions of Health Care–Associated Infection Metrics by Infection Control Experts. *JAMA Network Open*, 6(4), e238952. <https://doi.org/10.1001/jamanetworkopen.2023.8952>
- Scott, T., Mannion, R., Davies, H., & Marshall, M. (2003). The Quantitative Measurement of Organizational Culture in Health Care: A Review of the Available Instruments. *Health Services Research*, 38(3), 923–945. <https://doi.org/10.1111/1475-6773.00154>
- Shah, N., Castro-Sánchez, E., Charani, E., Drumright, L. N., & Holmes, A. H. (2015). Towards changing healthcare workers' behaviour: a qualitative study exploring non-compliance through appraisals of infection prevention and control practices. *Journal of Hospital Infection*, 90(2), 126–134. <https://doi.org/10.1016/j.jhin.2015.01.023>
- Sharma, P. N., Liengard, B. D., Hair, J. F., Sarstedt, M., & Ringle, C. M. (2023). Predictive model assessment and selection in composite-based modeling using PLS-SEM: extensions and guidelines for using CVPAT. *European Journal of Marketing*, 57(6), 1662–1677. <https://doi.org/10.1108/EJM-08-2020-0636>
- Sheeran, P., Harris, P. R., & Epton, T. (2014). Does heightening risk appraisals change people's intentions and behavior? A meta-analysis of experimental studies. *Psychological Bulletin*, 140(2), 511–543. <https://doi.org/10.1037/a0033065>
- Singer, S. J., Gaba, D. M., Falwell, A., Lin, S., Hayes, J., & Baker, L. (2009). Patient Safety Climate in 92 US Hospitals. *Medical Care*, 47(1), 23–31. <https://doi.org/10.1097/MLR.0b013e31817e189d>
- Smith, K. A., Bishop, F. L., Dambha-Miller, H., Ratnapalan, M., Lyness, E., Vennik, J., Hughes, S., Bostock, J., Morrison, L., Mallen, C., Yardley, L., Everitt, H., Little, P., & Howick, J. (2020). Improving Empathy in Healthcare Consultations—a Secondary Analysis of Interventions. *Journal of General Internal Medicine*, 35(10), 3007–3014. <https://doi.org/10.1007/s11606-020-05994-w>
- Song, E., Lee, J. E., & Kwon, S. (2021). Effect of public empathy with infection-control guidelines on infection-prevention attitudes and behaviors: Based on the case of COVID-19. *International Journal of Environmental Research and Public Health*, 18(24). <https://doi.org/10.3390/ijerph182413408>
- Sorra, J. S., & Dyer, N. (2010). Multilevel psychometric properties of the AHRQ hospital survey on patient safety culture. *BMC Health Services Research*, 10(1), 199. <https://doi.org/10.1186/1472-6963-10-199>

- Stone, P. W., Pogorzelska-Maziarz, M., Herzig, C. T. A., Weiner, L. M., Furuya, E. Y., Dick, A., & Larson, E. (2014). State of infection prevention in US hospitals enrolled in the National Health and Safety Network. *American Journal of Infection Control*, 42(2), 94–99. <https://doi.org/10.1016/j.ajic.2013.10.003>
- Supriadi, I. R., Haanappel, C. P., Saptawati, L., Widodo, N. H., Sitohang, G., Usman, Y., Anom, I. B., Saraswati, R. D., Heger, M., Doevendans, P. A., Satari, H. I., Voor in 't holt, A. F., & Severin, J. A. (2023). Infection prevention and control in Indonesian hospitals: identification of strengths, gaps, and challenges. *Antimicrobial Resistance & Infection Control*, 12(1), 6. <https://doi.org/10.1186/s13756-023-01211-5>
- Thomas, E. J., Sexton, J. B., & Helmreich, R. L. (2003). Discrepant attitudes about teamwork among critical care nurses and physicians*. *Critical Care Medicine*, 31(3), 956–959. <https://doi.org/10.1097/01.CCM.0000056183.89175.76>
- van Buijtene, A., & Foster, D. (2019). Does a hospital culture influence adherence to infection prevention and control and rates of healthcare associated infection? A literature review. *Journal of Infection Prevention*, 20(1), 5–17. <https://doi.org/10.1177/1757177418805833>
- van Riel, A. C. R., Henseler, J., Kemény, I., & Sasovova, Z. (2017). Estimating hierarchical constructs using consistent partial least squares. *Industrial Management & Data Systems*, 117(3), 459–477. <https://doi.org/10.1108/IMDS-07-2016-0286>
- Welp, A., Meier, L. L., & Manser, T. (2016). The interplay between teamwork, clinicians' emotional exhaustion, and clinician-rated patient safety: a longitudinal study. *Critical Care*, 20(1), 110. <https://doi.org/10.1186/s13054-016-1282-9>
- Westat, J., Sorra, N., Yount, T., Famolaro, M. P. S., & Gray, M. B. A. L. (2021). *AHRQ Hospital Survey on Patient Safety Culture Version 2.0: User's Guide*. <http://www.ahrq.gov>
- Winter, R., Leanage, N., Roberts, N., Norman, R. I., & Howick, J. (2022). Experiences of empathy training in healthcare: A systematic review of qualitative studies. *Patient Education and Counseling*, 105(10), 3017–3037. <https://doi.org/10.1016/j.pec.2022.06.015>
- Witte, K., & Allen, M. (2000). A Meta-Analysis of Fear Appeals: Implications for Effective Public Health Campaigns. *Health Education & Behavior*, 27(5), 591–615. <https://doi.org/10.1177/109019810002700506>
- World Health Organization. (2014). *Antimicrobial Resistance. Global Report on Surveillance*. <https://apps.who.int/iris/handle/10665/112642>

- Yusoff, M. S. B. (2019). ABC of Content Validation and Content Validity Index Calculation. *Education in Medicine Journal*, 11(2), 49–54. <https://doi.org/10.21315/eimj2019.11.2.6>
- Zhang, Y., Hedo, R., Rivera, A., Rull, R., Richardson, S., & Tu, X. M. (2019). Post hoc power analysis: is it an informative and meaningful analysis? *General Psychiatry*, 32(4), e100069. <https://doi.org/10.1136/gpsych-2019-100069>
- Zhao, X., Lynch, J. G., & Chen, Q. (2010). Reconsidering Baron and Kenny: Myths and Truths about Mediation Analysis. *Journal of Consumer Research*, 37(2), 197–206. <https://doi.org/10.1086/651257>
- Zimlichman, E., Henderson, D., Tamir, O., Franz, C., Song, P., Yamin, C. K., Keohane, C., Denham, C. R., & Bates, D. W. (2013). Health care-associated infections: a meta-analysis of costs and financial impact on the US health care system. *JAMA Internal Medicine*, 173(22), 2039. <https://doi.org/10.1001/jamainternmed.2013.9763>
- Zwijnenberg, N. C., Hendriks, M., Hoogervorst-Schilp, J., & Wagner, C. (2016). Healthcare professionals' views on feedback of a patient safety culture assessment. *BMC Health Services Research*, 16(1), 199. <https://doi.org/10.1186/s12913-016-1404-8>

