

## ABSTRAK

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### **PENGARUH PENGARUH NURSE BURNOUT TERHADAP QUALITY OF PATIENT CARE DAN KEJADIAN ADVERSE EVENTS YANG DIMEDIASI OLEH WORK ENGAGEMENT (STUDI PADA TIGA RUMAH SAKIT SWASTA)**

( xviii + 127 halaman; 11 gambar; 18 tabel; 6 lampiran)

*Burnout* merupakan kondisi kelelahan yang mencakup aspek fisik, emosional, dan mental akibat stres yang berkepanjangan, dalam profesi keperawatan tingginya beban kerja, tekanan emosional yang signifikan, serta kurangnya dukungan institusional dapat memicu kondisi ini. Penelitian ini bertujuan untuk mengevaluasi pengaruh *nurse burnout* terhadap *quality of patient care* dan kejadian *adverse event* di lingkungan rumah sakit, dengan mempertimbangkan peran *work engagement* sebagai mediator. Latar belakang penelitian ini didasarkan pada meningkatnya insiden keselamatan pasien serta tingginya angka turnover perawat selama periode 2022 hingga 2024, yang mencerminkan tantangan signifikan dalam sistem pelayanan kesehatan dan potensi dampaknya terhadap mutu layanan. Pendekatan kuantitatif dengan desain penelitian *cross sectional* dan data sampel pada penelitian ini diambil dengan menggunakan metode *non-probability sampling*, yaitu dengan *purposive sampling* diperoleh dari perawat di tiga rumah sakit swasta menggunakan kuesioner. Terdapat 282 sampel yang memenuhi syarat dan dianalisis dengan PLS-SEM. Hasil penelitian menunjukkan bahwa model menjelaskan 21,6% variasi kejadian *adverse event* ( $R^2 = 0,216$ ), 39,3% *quality of patient care* ( $R^2 = 0,393$ ), dan 2,6% *work engagement* ( $R^2 = 0,026$ ). Model ini memiliki kemampuan prediksi moderat ditemukan untuk *adverse event* ( $Q^2 = 0,168$ ), sementara *quality of patient care* ( $Q^2 = 0,022$ ) dan *work engagement* ( $Q^2 = 0,016$ ) memiliki prediksi cukup. CVPAT menunjukkan model PLS-SEM memiliki kemampuan prediksi yang lebih baik dibandingkan dengan *indicator average (IA)* dan *linear model (LM)* (nilai ALD negatif dan  $p\text{-value} \leq 0.05$ ) yang mengindikasikan kemampuan prediktif yang memadai. Dengan demikian, variabel-variabel dalam penelitian ini memiliki kemampuan prediktif yang lebih baik menggunakan pendekatan PLS-SEM dibandingkan model alternatif.

Referensi : 68 ( 1966 - 2024)

Kata Kunci : *Nurse burnout, Quality of patient care, Adverse event, Work engagement*

## ABSTRACT

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***THE IMPACT OF NURSE BURNOUT ON QUALITY OF PATIENT CARE AND ADVERSE EVENTS MEDIATED BY WORK ENGAGEMENT: A STUDY IN THREE PRIVATE HOSPITAL***

( xviii + 127 halaman; 11 gambar; 18 tabel; 6 lampiran)

*Burnout is a condition of exhaustion that includes physical, emotional, and mental aspects due to prolonged stress in the nursing profession. High workload, significant emotional distress, and lack of institutional support can trigger this condition. Study aims to evaluate the effect of nurse burnout on the quality of patient care and adverse events in a hospital, by considering the role of work engagement as a mediator. Background of this study is based on the increase in patient safety incidents as well as the high turnover rate of nurses over the period 2022 to 2024, which reflects significant challenges in the healthcare system and its potential impact on quality of care. A quantitative approach with a cross-sectional research design and sample data in this study was taken using non-probability sampling method, by purposive sampling obtained from nurses in three private hospitals using a questionnaire. There were 282 eligible samples and analyzed with PLS-SEM. Results show the model explained 21.6% of the variation in adverse event occurrence ( $R^2 = 0.216$ ), 39.3% of quality of patient care ( $R^2 = 0.393$ ), and 2.6% of work engagement ( $R^2 = 0.026$ ). A moderate predictive ability was found for adverse events ( $Q^2 = 0.168$ ), while quality of patient care ( $Q^2 = 0.022$ ) and work engagement ( $Q^2 = 0.016$ ) were moderately predictive. CVPAT of this study shows that the PLS-SEM model has better predictive ability compared to the indicator average (IA) and linear model (LM) (negative ALD value and  $p$ -value  $\leq 0.05$ ) which indicates adequate predictive ability.*

*Reference* : 68 ( 1966 - 2024)

*Key Words* : Nurse burnout, Quality of patient care, Adverse event, Work engagement