

ABSTRAK

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ANTESEDEN *MISSED NURSE CARE* SERTA DAMPAKNYA PADA *NURSE OUTCOME* DENGAN MODERASI *COGNITIVE EMPATHY* (STUDI PADA SATU RUMAH SAKIT SWASTA TIPE C DI KABUPATEN BOGOR)

(xv + 173 halaman; 10 gambar; 23 tabel; 2 lampiran)

Penelitian ini mengeksplorasi hubungan *social well-being*, *empowering leadership*, *performance-based evaluation* dan *resilience* terhadap *nurse outcome* melalui mediasi *nursing profession self-efficacy* dan *nursing team work efficacy* serta *missed nurse care* (MNC), serta moderasi *cognitive empathy*. Data survei dikumpulkan dari 121 perawat di sebuah rumah sakit swasta tipe C di Kabupaten Bogor, dan dianalisis menggunakan metode *Partial Least Squares Structural Equation Modelling* (PLS-SEM). *Empowering leadership* dan *resilience* memiliki pengaruh positif yang lebih besar jika dibandingkan dengan *social well-being* dan *performance-based evaluation*. Temuan lain adalah *cognitive empathy* memperlemah pengaruh negatif dari *self-efficacy* dan *team work efficacy* terhadap MNC. Selain itu, MNC menunjukkan pengaruh negatif terhadap *nurse outcome*. Penelitian ini menyumbang kontribusi baru bagi manajemen rumah sakit dalam mengurangi *missed nurse care* lewat peningkatan *nurse outcome* dengan cara meningkatkan pelatihan yang mendukung *empowering leadership* dan memupuk *resilience* pada perawat di rumah sakit tipe C.

Referensi : 96 (1986 - 2024)

Kata Kunci : *Self-efficacy, collective efficacy, resilience, leadership, empathy, patient safety*

ABSTRACT

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ANTECEDENTS OF MISSED NURSE CARE AND ITS IMPACT ON NURSE OUTCOME WITH MODERATION OF COGNITIVE EMPATHY (RESEARCH ON A TYPE C PRIVATE HOSPITAL IN BOGOR REGENCY)

(xv + 173 Pages + 10 Figures + 23 Tables + 2 Appendices)

This study explores the relationship between social well-being, empowering leadership, performance-based evaluation and resilience on nurse outcomes through the mediation of nursing profession self-efficacy, nursing team work efficacy and missed nurse care (MNC), with the moderation of cognitive empathy. Survey data was collected from 121 nurses at a type C private hospital in Bogor Regency, and analyzed using the Partial Least Squares Structural Equation Modelling (PLS-SEM) method. Empowering leadership and resilience have a greater positive association compared to social well-being and performance-based evaluation. Another finding is that cognitive empathy weakens the negative association of self-efficacy and team work efficacy on MNC. Apart from that, MNC shows negative relations on nurse outcomes. This research gives a new contribution to hospital management in reducing missed nurse care by improving nurse outcomes through increasing trainings that supports empowering leadership and fosters resilience in nurses in type C hospitals.

Reference : 96 (1986 - 2024)

Key Words : Self-efficacy, collective efficacy, resilience, leadership, empathy, patient safety