

ABSTRAK

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FAKTOR – FAKTOR YANG MEMPENGARUHI *PATIENT SAFETY CULTURE*

Keselamatan pasien adalah prioritas utama dalam pelayanan kesehatan, namun Insiden Keselamatan Pasien (IKP) masih menjadi masalah signifikan di berbagai fasilitas kesehatan, termasuk Klinik XYZ. Rendahnya pelaporan insiden keselamatan pasien menunjukkan adanya kelemahan dalam penerapan budaya keselamatan pasien (*patient safety culture*). Penelitian ini bertujuan untuk menganalisis pengaruh *professional commitment*, *organizational learning*, *transformational leadership style*, *meaningful recognition*, dan *working environment* terhadap budaya keselamatan pasien. Penelitian ini menggunakan desain *cross-sectional* dengan pendekatan kuantitatif. Sampel melibatkan 160 perawat di Klinik XYZ, dipilih melalui metode *total sampling*. Pengumpulan data dilakukan menggunakan kuesioner berbasis skala Likert, sedangkan analisis data dilakukan menggunakan *Partial Least Squares Structural Equation Modeling (PLS-SEM)*. Hasil penelitian menunjukkan bahwa kelima variabel independen memiliki hubungan positif dan signifikan terhadap *patient safety culture*. Di antara variabel tersebut, *transformational leadership style* dan *professional commitment* memberikan pengaruh terbesar. Selain itu, *working environment* terbukti berperan dalam meningkatkan pelaporan insiden keselamatan pasien. Kesimpulannya, budaya keselamatan pasien dapat ditingkatkan melalui penguatan komitmen profesional, pembelajaran organisasi, gaya kepemimpinan transformasional, pengakuan bermakna, dan penciptaan lingkungan kerja yang kondusif. Penelitian ini memberikan rekomendasi bagi pengelola klinik untuk memperbaiki strategi keselamatan pasien dan meningkatkan kualitas layanan kesehatan melalui pengembangan program-program yang berfokus pada faktor-faktor tersebut.

Kata Kunci: keselamatan pasien, budaya keselamatan pasien, *patient safety culture*, kepemimpinan transformasional, komitmen profesional, lingkungan kerja.

ABSTRACT

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Patient safety is a top priority in healthcare, yet Patient Safety Incidents (PSIs) remain a significant problem in many healthcare facilities, including XYZ Clinic. The low reporting of patient safety incidents indicates weaknesses in the implementation of patient safety culture. This study aims to analyze the influence of professional commitment, organizational learning, transformational leadership style, meaningful recognition, and working environment on patient safety culture. This study used a cross-sectional design with a quantitative approach. The sample involved 160 nurses at XYZ Clinic, selected through the total sampling method. Data collection was conducted using a Likert scale-based questionnaire, while data analysis was conducted using Partial Least Squares Structural Equation Modeling (PLS-SEM). The results showed that the five independent variables had a positive and significant relationship with patient safety culture. Among these variables, transformational leadership style and professional commitment have the greatest influence. In addition, the working environment was shown to play a role in increasing the reporting of patient safety incidents. In conclusion, patient safety culture can be improved through strengthening professional commitment, organizational learning, transformational leadership style, meaningful recognition, and creating a conducive work environment. This study provides recommendations for clinic managers to improve patient safety strategies and improve the quality of health services through the development of programs that focus on these factors.

Keywords: patient safety, patient safety culture, transformational leadership, professional commitment, work environment.