

## ABSTRAK

Liana Nila Sari (01615230027)

### **FAKTOR-FAKTOR YANG MEMPENGARUHI *FREQUENCY OF NEAR MISS EVENT REPORTING* YANG DIMEDIASI OLEH *OVERALL PERCEPTION OF PATIENT SAFETY* DI RUMAH SAKIT SWASTA XYZ DI KOTA BOGOR**

Tujuan penelitian ini untuk menguji dan menganalisis faktor-faktor yang mempengaruhi *frequency of near miss event reporting* yang di mediasi oleh *overall perception of patient safety* di Rumah Sakit XYZ di Kota Bogor yang dilakukan dengan data dari staf Rumah Sakit XYZ di Kota Bogor. Metode dalam penelitian ini adalah pendekatan kuantitatif dengan survei dan *cross sectional*. Data responden diambil pada tahun 2024 secara *pusposive sampling* dengan kuesioner dari individu yang merupakan staf Rumah Sakit XYZ di Kota Bogor. Terdapat 188 sampel yang memenuhi syarat dan dianalisis dengan PLS- SEM. Hasil penelitian menunjukkan keempat variabel independen dari *overall perception of patient safety* terbukti mempunyai pengaruh yang signifikan dan positif pada 3 variabel dependen, dua variabel lainnya tidaksignifikan dan tidak ada pengaruh positif yaitu *responden characteristic : staff position* dan *teamwork*. Sedangkan temuan penelitian ini membuktikan dampak positif *overall perception of patient safety* terhadap *frequency of near miss event reporting* di Rumah Sakit XYZ di Kota Bogor. Dari temuan penelitian ini dapat diambil implikasi manajerial bagi pengembangan pelayanan manajemen di Rumah Sakit Sentra Medika Cibinong diantaranya dengan memberikan landasan untuk pengembangan program pelatihan dan kesadaran bagi staf kesehatan mengenai pentingnya pelaporan insiden dan keselamatan pasien.

Kata Kunci: *Frequency of near miss event reporting, overall perception of patient safety, SEM-PLS, Near Miss Incident*

## **ABSTRACT**

**Liana Nila Sari (01615230027)**

***THE OVERALL PERCEPTION OF PATIENT SAFETY AT XYZ HOSPITAL IN BOGOR PLAYS A ROLE IN MEDIATING THE FACTORS THAT AFFECT THE FREQUENCY OF NEAR MISS EVENT REPORTING***

*The purpose of this study is to test and analyze the factors that affect the frequency of near miss event reporting which is mediated by the overall perception of patient safety at XYZ Hospital in Bogor City which is carried out with data from the staff of XYZ Hospital in Bogor City. The method in this study is a quantitative approach with surveys and cross sectional. Respondent data was taken in 2024 by purposive sampling with questionnaires from individuals who are staff of XYZ Hospital in Bogor City. There were 188 samples that met the requirements and were analyzed by PLS-SEM. The results showed that the four independent variables of overall perception of patient safety were proven to have a significant and positive influence on 3 dependent variables, the other two variables were not significant and had no positive influence, namely respondent characteristics: staff position and teamwork. Meanwhile, the findings of this study prove the positive impact of the overall perception of patient safety on the frequency of near miss event reporting at XYZ Hospital in Bogor City. From the findings of this study, managerial implications for the development of management services at Sentra Medika Cibinong Hospital can be taken, including by providing a foundation for the development of training programs and awareness for health staff regarding the importance of incident reporting and patient safety.*

*Keywords: Frequency of near miss event reporting, overall perception of patient safety, SEM-PLS, near miss incident*