

## **EFFECT OF ATTITUDE AND MOTIVATION AGAINST APPLICATION OF THE PATIENT SAFETY PROGRAM IN MEKAR SARI HOSPITALS**

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### **Abstract**

Patient safety has become a global issue that was being hotly discussed throughout the country. The likelihood of accidents in hospitals was much greater than the possibility of an airplane accident, thus proving that Patient safety is a major problem in hospitals all over the world and requires primary attention. To analyze the influence of nurses' attitudes and motivations on the implementation of patient safety programs. This study uses a quantitative approach, survey methods and correlation techniques, the data analysis method used is the multiple linear regression test, the population in this study are nurses who are directly involved in efforts to provide services to patients with a sample of 90 people. The results of this study are attitude variables which have a positive and significant effect on the application of patients safety program at Mekar Sari Hospital. Motivational variables have a negative and insignificant effect on the implementation of the patient safety program at Mekar Sari Hospital. Variables of nurses' attitudes and motivations simultaneously influence the application of patients safety program at Mekar Sari Hospital. suggestions for hospitals Need to be given awards for outstanding nurses and nurses who always implement a patient safety program. As well as periodic / quarterly monitoring and evaluation regarding the implementation of patient safety programs.

**Keywords:** Knowledge about patients safety, attitude, nurse motivation and Patients Safety Program

### **Abstrak**

Keselamatan pasien telah menjadi masalah global yang sedang hangat dibicarakan di seluruh negeri. Kemungkinan kecelakaan di rumah sakit jauh lebih besar daripada kemungkinan kecelakaan pesawat, sehingga membuktikan bahwa keselamatan Pasien adalah masalah utama di rumah sakit di seluruh dunia dan membutuhkan perhatian utama. Untuk menganalisis pengaruh sikap dan motivasi perawat pada implementasi program keselamatan pasien. Penelitian ini menggunakan pendekatan kuantitatif, metode survei dan teknik korelasional, metode analisis data yang digunakan adalah uji regresi linier berganda, populasi dalam penelitian ini adalah perawat yang terlibat langsung dalam upaya memberikan layanan kepada pasien dengan sampel sebanyak 90 orang. Hasil penelitian ini adalah variabel sikap yang berpengaruh positif dan signifikan terhadap penerapan program keselamatan pasien di Rumah Sakit Mekar Sari. Variabel motivasi memiliki pengaruh negatif dan tidak signifikan terhadap pelaksanaan program keselamatan pasien di Rumah Sakit Mekar Sari. Variabel sikap dan motivasi perawat secara simultan mempengaruhi penerapan program keselamatan pasien di Rumah Sakit Mekar Sari. saran untuk rumah sakit Perlu diberikan penghargaan bagi perawat dan perawat yang berprestasi yang selalu menerapkan program keselamatan pasien. Serta pemantauan dan evaluasi berkala / triwulanan terkait pelaksanaan program keselamatan pasien.

**Kata kunci:** Pengetahuan tentang keselamatan pasien, sikap, motivasi perawat dan Program Keselamatan Pasien

## **Background**

Patient safety has become a global issue that is being hotly discussed throughout the country. The concern about patient safety has increased significantly over the past decade (Silverstone, 2013). The World Health Organization (WHO) states that accidents on a flight are 1: 3 million (in three million flight activities an accident occurred). For hospital health services the incidence of safety is 1: 300 (out of 300 patients hospitalized one patient underwent an accident), this illustrates that traveling by airplane is 10,000 times safer than staying in a hospital. The data shows that the probability of accidents in hospitals is far greater than the probability of an airplane accident, thus proving that Patient safety is a big problem in hospitals all over the world and requires major attention.

In the Republic of Indonesia Ministry of Health regulation No. 1691 of 2011 stated that hospitals and health workers who work in hospitals are obliged to implement the Patient Safety program by referring to the policy of the National Hospital Patient Safety Committee, with the existence of the health minister's regulation every hospital is more directed in carrying out services with regard to patient safety .

Mekar Sari Hospital is a class C hospital, and has been plenary accredited in 2017, the Patient Safety Program in Bekasi Mekar Sari Hospital was formed in 2015, but only started in 2017 due to demands or obligations that must be fulfilled during hospital accreditation , but this patient safety program has not been entrenched in the hospital, only runs during accreditation.

Based on a preliminary survey by distributing questionnaires related to the implementation of the Patient Safety

Program for 15 nurses in Mekar Sari Hospital, the questionnaire was distributed so that nurses filled out several questions regarding the implementation of the Patient Safety program. The results of the preliminary survey obtained the following data: out of 15 nurses who filled out questionnaires about attitudes there were 9 (60%) nurses who were less well behaved towards the implementation of the patient safety program, and 6 (40%) nurses had a fairly good attitude towards the implementation of the patient safety program . and from 15 nurses who filled out the questionnaire about motivation there were 8 (53.3%) nurses who had low motivation for the implementation of the Patient safety program, and 7 (46.6%) nurses had a high motivation for the implementation of the patient safety program.

Based on the results of interviews conducted by researchers with the head of nursing at Mekar Sari Hospital, it was found that there had been an unexpected event (KTD) and near injury (KNC) caused by the nurse or the patient himself. First, the error of the patient's identity includes the mistake of identifying the name and date of birth, then the problem of unreadable handwriting. Second, the patient fell in the bathroom because the patient was in a weak condition and woke up from the bed without the nurse's knowledge. Third, the results of the investigation with the same patient's name are exchanged. Fourth, nurses do not always wash their hands before and after nursing actions.

This research was conducted because of the following motivations: first, Mekar Sari Hospital was fully accredited, but the patient safety program had not become a culture in the hospital. Second, the patient safety

program at Mekar Sari Hospital has been established since 2015 but only runs during accreditation. Third, there are still frequent unexpected events (KTD) and near-injury events (KNC) caused by nurses and patients themselves.

### **Theoretical Study**

Hospital patient safety program is a system in which a hospital implements safer patient care, including risk assessment activities, identification and management of risk-related matters, implementation of solutions to minimize risk, reporting and analysis of events, learning from events, planning follow-up events, as well as strategies to prevent injury caused by errors resulting from carrying out an action or not taking actions that should be taken (Ministry of Health, 2011). The Patient Safety Program uses the six dimensions of patient safety goals including: (1) identifying patients correctly; (2) Improve effective communication; (3) Improve the safety of medicines that must be watched out; (4) Ensure correct surgical location, correct procedure, surgery on the right patient; (5) Reducing the risk of infection due to health care; and (6) Reducing the risk of patient injury due to falls (PERMENKES RI Number 11 of 2017)

Attitude is the tendency to act, think, opinion, and feel in the face of objects, ideas, situations or values. Attitude is not behavior, but rather is behaving in a certain way towards the object of attitude. Objects of attitude in the form of objects, places, ideas, situations, or groups. (Sobur Alex, 2003). Attitudes in research use the attitude level dimension including: (1) responding (responding); (2) Appreciate (valuing); and (3) Responsible (responsible) (Notoatmodjo, S. 2003).

Work motivation is encouragement and desire so that staff do an activity or work well in order to achieve the desired goal (Suyanto, 2008). Dimensions of Motivation in this study using Herzberg's Two Factor Motivation Theory that uses the Fill factor (Content = Satisfier) Work including: (1) Recognition; (2) Responsibility; and (3) Development of Individual Potential (Advancement).

In general, the purpose of this study was to analyze the influence of attitudes and motivation of nurses on the implementation of patient safety programs.

### **Relationship Between Variables and Hypotheses**

Attitude is a reaction or response that is still closed from someone to a stimulus or object. Attitude is the response or reaction of a person to a particular object that is positive or negative which is usually manifested in the form of a sense of like or dislike, agree or disagree. Factors that influence the formation of attitudes include personal experience, the culture in which individuals are located, others who are considered important, the mass media, educational institutions or religion and emotional factors in the individual (Aryani: 2008)

A similar study of the relationship between nurses' knowledge and attitudes with the implementation of Patient safety conducted by Sualang (2014) showed that, the attitude of nurses was related to the application of Patient safety at Level III Hospital R. W. Mongisidi Manado. Likewise, the results of research conducted by Selleya Cintya Bawelle (2013) show that, the attitude of nurses is also related to the Implementation of

Patient Safety in the Inpatient Room of the Annual Liun Kendage Hospital.

Nurse's work attitude factor has a big role, the attitude of the nurse is an inner response that arises and is obtained based on the knowledge possessed. Knowledge and attitude will greatly influence the behavior of nurses in providing care to patients (Azwar, 2015).

So based on the description above shows that the attitude of the nurse is related to the implementation of Patient safety.

### **H1: Attitudes have a positive effect on the implementation of the Patient safety program**

Motivation is the process of influencing or encouraging from outside to a person or work group so that they want to carry out the tasks given. Work motivation is something that gives rise to enthusiasm or work motivation.

The same research results were also expressed by Rina Amelia (2009) which states that, motivation affects the performance of nurses in carrying out mental care nursing care in the Regional Mental Hospital of North Sumatra Province, Medan.

According to Ariyani (2009) in her research, it was stated that managing and maintaining the work motivation of nurses is an important thing in hospital organizations. If work motivation is ignored it will affect the work attitude of nurses including in supporting the implementation of patient safety (Patient safety).

Good work motivation will affect one's mindset in carrying out their work responsibilities. Just as a caregiver who has good work motivation will be able to do his job in implementing appropriate nursing care and can prioritize patient safety.

So based on the description above shows that a nurse's work motivation will have an impact on performance and responsibility in providing professional nursing care so that patient safety can be a major priority.

### **H2: Motivation has a positive effect on the implementation of the Patient safety program**

Based on the results of research conducted by Dhinamita Nivalinda, (2013) Effect of Nurse Motivation and Leader Style of Leadership on the Application of Patient Safety Culture of Government Hospitals In Semarang, it can be concluded that there is a joint influence between nurse motivation and leadership style of the head of space on application patient safety culture

Based on the results of research conducted by Arif Sumarianto, (2013) The Relationship of Knowledge and Motivation to Nurse Performance in the Application of Patient Safety Programs in the Inpatient Treatment Room of Rsud Andi Makkasar City of Parepare can be concluded that there is a relationship of knowledge and motivation to the performance of nurses in applying Patient safety.

Based on the results of research conducted by Saptorini Murdyastuti, (2010) Effect of perceptions about professionalism, knowledge of patients safety and motivation of nurses on the implementation of safety patient programs in the inpatient room rso prof. Dr. R. Soeharso Surakarta, it can be concluded that together perception variables, knowledge of patients safety, and motivation of nurses influence the implementation of patient safety programs.

From some of the above studies it can be concluded that there is an

influence of knowledge, attitudes and motivation of nurses on the implementation of the Patient safety program.

### **H3: Attitudes and motivation of nurses have a positive effect on the implementation of the Patient safety program**

#### **Research Methods**

This study uses a quantitative approach, survey methods and correlation techniques, and uses multiple linear regression tests. Respondents in this study were nurses who were directly involved in efforts to provide services to patients, determining the size of the sample using the Slovin formula, with a total nurse population of 113, the number of samples found was 88 respondents (rounded to 90 respondents).

Respondents were determined by using purposive sampling technique which is a technique to determine the research sample with certain considerations. The technique of determining this sample was done by selecting a sample that met the inclusion criteria.

#### **Inclusion Criteria**

(1) Implementing Nurse; (2) Nurses who are active in health services; (3) Nurses who are willing to become respondents, which are marked by signing on the consent sheet to become respondents and (4) Nurses who are not having a service problem.

#### **Exclusion Criteria**

(1) Head of Room / Nurse Coordinator; (2) Nurses who are on leave; (3) Nurses who are sick; (4) Nurses who are having problems in service; and (5) Nurses who refuse to participate in research.

## **Research Result**

### **Description of Research Results Data**

Most respondents age 67 people (74.4%) including productive age group (<36 years). Almost all 78 people (86.7%) are female. Most respondents were 67 people (74.4%) graduates of Nursing D-III. Almost all 42 people (46.7%) have a service life of  $\geq 5$  years. Most respondents 73 people (81.1%) were married.

Descriptive analysis results for attitude variables in the good category are as many as 71 people (79%), moderate as many as 16 people (18%), and low as many as 2 people (3%). For motivation variables in the high category, there were 50 people (55.6%), moderate as many as 40 people (44.4%), and as many as 0 people low (0%). descriptive for the patient safety program variables in the high category as many as 75 people (83.3%), moderate as many as 15 people (16.6%), and low as many as (0%).

### **Prerequisite Test Analysis**

#### **Normality test**

Calculation of the assumption of normality in this study using Kolmogorov-Smirnov Test with criteria if the value of  $p \geq 0.05$  with a significance of 95%, then the distribution of data is called normal. Based on the calculation of the normality of the sample using the Kolmogorov-Smirnov Test with the help of the SPSS for Windows version 21 statistical application program, the results of the comparison of  $0.780 > 0.05$  were obtained. By basing on the rules of the data stated normal, if the value of  $p > 0.05$  (Santoso, 2012) the research data obtained is normally distributed.

### **Linearity Test**

Based on the results of the Linearity Test, the sig value is known. deviation from linearity on attitude variable 0.126 and motivation variable 0.439 both variables are greater than 0.05. (Santoso, 2012) It can be concluded that there is a linear relationship between knowledge, attitudes and motivation towards the implementation of patient safety programs.

### **Multicollinearity Test**

The Multicollinearity Test results in this study explain that the value obtained by all tolerance coefficients deceates 1, on attitude variables 0.991 and motivation variables 0.994 and VIF independent variables not more than 10 (Santoso, 2012) attitude variables 1.009 and motivation variables 1.006. Thus it can be concluded that there is no symptom of multicollinability among the independent variables in this study.

### **Heterocedasticity test**

The results of the calculation of heteroscedasticity test in this study showed the value of Sig. greater than 0.05 (Sugiyono, 2010) on attitude variable 0.992 and motivation variable 0.942 means there is no heteroscedasticity, which means that the model used is spread evenly (constant during observation) or there is no heteroscedasticity.

### **Hypothesis Test Analysis**

#### **Multiple Linear Regression Analysis**

The results of multiple linear regression calculations obtained the following equation:  $Y = 0,894X_1 - 0,369X_2$  The above equation can be explained as follows: A value of 0.894 in the attitude variable ( $X_1$ ) is positive and

significant so it can be said that the better the attitude of the nurse, the the higher the implementation of the patient safety program. The value of -0.396 in the motivation variable ( $X_2$ ) is negative and not significant so it can be said that the lower the motivation of the nurse, the lower the application of the patient safety program.

#### **F-Statistics Test**

Based on the results of the F test calculation, it is known that the significance value for the influence of  $X_1$  and  $X_2$  simultaneously on  $Y$  is  $0.000 < 0.05$  and the value of  $F_{Hitung} = 10.727$  and  $F_{Tabel} = (k; n-k)$  is obtained  $(2; 87) = 2.71$ . Because the value of  $F_{Hitung} = 10.727 > F_{Table} = 3.10$  then it can be concluded that  $H_a$  is accepted which means there are influence of variables  $X_1$  and  $X_2$  simultaneously on  $Y$  (Sugiyono, 2010).

#### **T-Statistics Test**

Based on the results of the test calculation T it is known that: Value of Sig. for the effect of  $X_1$  on  $Y$  is  $0,000 < 0,05$  and the value of  $T_{Calculate} 4,465 > T_{Table} 1,987$  So it can be concluded that  $H_1$  is accepted which means that there is an effect of  $X_1$  on  $Y$ . Value of Sig. for the effect of  $X_2$  on  $Y$  is  $0.123 > 0.05$  and the value of  $T_{Hitung}$  is  $-1.558 < T_{Table} 1.987$  So it can be concluded that  $H_2$  is accepted which means that there is an effect of  $X_2$  on  $Y$ .

#### **R2 Test (Determination Coefficient)**

Based on the results of R2 test calculation (nurses' attitudes and motivations) shows R2 value of 0.179 meaning that 17.9% of knowledge variables about patients safety, attitude and motivation of nurses explain the application of patients safety program.

The remaining 82.1% is explained by other variables outside the model used. then the variation of each independent variable on the application of patient safety is X1 17.5% and X2 1.4%.

## **Discussion**

### **Effect of Attitudes on the Application of Patient Safety Programs**

Nurse's work attitude factor has a big role, the attitude of the nurse is an inner response that arises and is obtained based on the knowledge possessed. Knowledge and attitude will greatly influence the behavior of nurses in providing care to patients (Azwar, 2015).

Descriptive analysis results for attitude variables in the good category are as many as 71 people (79%), moderate as many as 16 people (18%), and low as many as 2 people (3%). It can be concluded that most of the nurses in Mekar Sari Hospital have a good attitude towards implementing the patient safety program. A person's attitude in responding to a problem is influenced by one's personality, which is related to mental preparedness that is learned and organized through one's experience of others, objects, and situations related to it.

Based on the regression coefficient value of 0.894 on the attitude variable (X1) is positive and significant so it can be said that the better the attitude of the nurse, the higher the application of the patient safety program.

Based on the results of the t test to look for individual influences of each variable, indicate that the value of Sig. for the influence of attitudes towards the implementation of patients safety program is  $0,000 < 0,05$  and the value of  $T\_Count$  is  $4,465 > T\_Table$  1,987 So it can be concluded that H1 is accepted which means that there is an influence of

attitude towards the implementation of patients safety program.

Based on the results of the Determination Coefficient test shows that the R2 value is 0.175 which means that the 17.5% attitude variable about safety patients explains the application of patient safety program. The remaining 82.5% is explained by other variables.

Research conducted by Sualang (2014) on the relationship of knowledge and attitudes of nurses with the implementation of Patient safety showed that, the attitude of nurses was related to the application of Patient safety at Level III Hospital R. W. Mongisidi Manado. Likewise, the results of research conducted by Selleya Cintya Bawelle (2013) show that, the attitude of nurses is also related to the Implementation of Patient Safety in the Inpatient Room of the Annual Liun Kendage Hospital.

Thus it can be explained that the better the nurse's attitude, the better the nurse is expected to provide nursing care to patients by always implementing patient safety programs.

### **Effect of Motivation on the Application of Patient Safety Programs**

One reason for the success of employees and organizations is because of the high motivational factors and motivational concepts used to explain the ability and opportunity to work. Thus health workers who have high work motivation will influence the implementation of patient safety programs (Azar & Shafighi, 2013).

The results of this study are in accordance with those presented by Sugiharto et al. (2009) that motivation is the key to the success of the care unit to maintain the continuity of optimal nursing services. High-motivated nurses are the

main prerequisite for running a health care system for patients. Nurses with high motivation tend to be productive, work beyond standards, and have a strong desire to realize the goals of nursing service units and hospital goals (Sugiharto et al., 2009). Thus, the high motivation of nurses towards the implementation of patient safety programs will make these nurses have a strong desire to always implement patient safety programs when carrying out their duties and responsibilities, so that safe health services will be realized and avoid incidents of patient safety in hospitals.

The results of descriptive analysis for motivation variables in the high category are as many as 50 people (55.6%), moderate as many as 40 people (44.4%), and as many as 0 people low (0%). It can be concluded that the majority of Mekar Sari hospital nurses have a high motivation for implementing a patient safety program. Managing and maintaining the work motivation of the nursing nurse is important in hospital organizations. If work motivation is ignored it will affect the work attitude of nurses including in supporting the implementation of patient safety (Patient safety) (Ariyani, 2009).

Based on the regression coefficient value  $-0.396$  on the motivation variable (X2) is negative and insignificant so it can be said that the lower the motivation of nurses, the lower the application of patient safety programs.

Based on the results of the t test to look for individual influences of each variable, indicate that the Sig value. for the influence of motivation on the implementation of the patient safety program is  $0.123 > 0.05$  and the  $T_{Hitung}$  value is  $-1.558 < T_{Table} 1.987$  So it can be concluded that H2 is rejected which means there is no effect of X2 on Y.

Based on the results of the Determination Coefficient test shows that the R2 value is 0.014 which means that 1.4% of the motivational variables explain the application of patient safety programs. The remaining 98.6% is explained by other variables.

This is not in accordance with the research conducted by Komang Menik Sri K, 2015 concerning the Relationship of Nurse Work Motivation and Commitment with the Application of Patient Safety in the Intensive Room of Sanglah Hospital in Denpasar, it was found that the motivation and work commitment and characteristics of nurses (age, education, marital status, employment status, years of service) jointly related to the application of patient safety.

### **Effect of attitudes and motivation on the application of patient safety programs**

Based on the results of the F test calculation, it is known that the significance value for the influence of X1 and X2 simultaneously on Y is  $0,000 > 0.05$  and the value of  $F_{Hitung} =$  and  $F_{Tabel} = (k; nk) (3; 87) = 3.10$  is obtained.  $10.727 > F_{Table} = 3.10$  it can be concluded that Ha is accepted which means that there are simultaneous effects of variables X1 and X2 on Y.

Based on the table of R2 test value shows the value of R2 is 0.179 which means that 17.9% of the variables of attitude and motivation of nurses explain the application of patients safety program. The remaining 82.1% is explained by other variables outside the model used.

Based on the results of the research above, that to increase the contribution of nurses to the implementation of patients safety program in order to achieve safety and



comfort of the patient must be carried out by the nurse itself. It can be understood that all organizational activities in achieving their mission and goals are highly dependent on human resources.

This is according to the opinion expressed by Soekidjo, (2003) that employees in an organization as human resources must be managed and developed so that their ability to follow the development of the organization, the end result of the process of developing education and training is a change in employee behavior and ultimately can increase employee contributions (nurse) to the organization in order to achieve the productivity of the organization concerned.

### **Research Findings**

Based on the results of interviews conducted, it was found that in addition to intrinsic motivation such as nurses trying their best to get good results, self-development and increase success, it turns out that extrinsic motivation that contributes to the nurse is aware of the consequences of accountability if the implementation of patients safety program is not carried out according to standards applicable operations. In Mekar Sari Hospital, a reward and punishment system is not applied to the achievements achieved by nurses in the implementation of patient safety programs. Nurses with the application of the program of patients with low and high safety are treated equally.

So the reason some nurses who have low motivation still carry out patients safety programs for fear of a lawsuit, and because of the value of professionalism that has been embedded in the nurse.

### **Conclusion**

Attitude variables have a positive and significant effect on the implementation of patients safety program at Mekar Sari Hospital.

Motivational variables have a negative and insignificant effect on the implementation of the patient safety program at Mekar Sari Hospital.

Variables of knowledge about patients safety, attitude and motivation of nurses simultaneously affect the application of patients safety program at Mekar Sari Hospital.

### **Implications**

#### **Managerial Implications**

It is expected that nurses can understand the importance of implementing patient safety programs given to patients, therefore it is necessary to conduct more in-depth education and training on the concept of patient safety. For example, emphasizing the importance of communication between shifts about the patient's condition, more encouraging / disciplining the writing of nursing care documentation to ensure accurate information and realizing the importance of hand washing every time before and after taking action. As well as socialization, to be more effective it can be delivered through hospital bulletins, circulars and others. And this can be done repeatedly until all employees are aware of the concept of patient safety.

Attitudes will greatly influence the behavior of nurses in providing care to patients, so that by having a good attitude, nurses will be more responsible in paying attention to patient safety. It is expected that all nurses can improve a good attitude towards the implementation of the patient safety program so that the company's goals can be achieved

effectively and efficiently. It is expected that the head of the room should always remind nurses to carry out a patient safety program, so that nurses will usually become culture. And nurses are expected to be able to increase the responsibility of carrying out their duties well, friendly, patient in handling patients and always prioritizing patient safety.

### **Theoretical Implications**

Need to add variables in future studies, given the small amount of R2, it is also necessary to review what variables influence the implementation of patient safety programs.

### **Suggestion For hospitals**

Need to be given awards for outstanding nurses and nurses who always implement a patient safety program. This function is to increase motivation and enthusiasm in nurses to always strive for the progress of the Hospital. Bureaucracy is trimmed in fulfilling inventory of materials that support the implementation of patient safety programs. For example: bed safety fence, available infusion pump according to bed capacity, and also makes it easier for HR to do hand washing (enough towels / towels and sink). As well as periodic / quarterly monitoring and evaluation regarding the implementation of patient safety programs.

### **For the next researcher**

In this study, it can be explained that the contribution of the three variables contained in this study has an influence on patients safety program 23.9% and the rest is influenced by other variables outside this study, so it is recommended to the next researcher to examine the variables outside this study.

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