

Patient Safety Culture Based on Structural Empowerment and Nurses' Job Satisfaction: a Cross Sectional Study

Dilgu Meri ^{*1} Rohmi Fadhli², Destria Efliani³, Aai Mustika⁴

^{1,2,3}Nursing Study Program, Faculty of Health, Institut Kesehatan dan Teknologi Al Insyirah,
Riau Province, Indonesia

⁴ Informatics Manajemen Study Program, Mahaputra Riau Informatics Maajemen Academy

*Corresponding Author: dilgu.meri@ikta.ac.id

Abstract. Low job satisfaction rates among nurses in hospitals are a common problem in many countries. Likewise, job satisfaction by nurses in Indonesia is still relatively low. one of the regions namely Manado as much as 51.7%. The purpose of this study is to determine the relationship between patient safety culture and job satisfaction of nurses in the Inpatient Room of Ibnu Sina Islamic Hospital Pekanbaru. This study uses a quantitative design with a cross sectional approach. The research sample was 50 people obtained by the Stratified Random Sampling technique. The results of the study were obtained by 33 people with high job satisfaction as nurses by implementing a patient safety culture, as many as 21 people with presentations (63.6%). The results showed that there was a relationship between patient safety culture and job satisfaction of nurses in the inpatient room of Ibn Sina Islamic Hospital, Pekanbaru (p-value =0.004). It is hoped that nurses can maintain and improve the patient safety culture because the patient safety culture can affect the job satisfaction of nurses.

Keywords : Job Satisfaction, Patient safety ,Safety Culture, Structural Empowerment

INTRODUCTION

Patient safety is a problem faced globally in the health care system in hospitals. Patient safety is closely related to the occurrence of Patient Safety Incidents in hospitals. The first step in a patient safety program in a hospital is to build a culture of patient safety or raise awareness among all employees of the importance of safety values in hospitals. Patient safety is one of the benchmarks for the quality of a hospital's services, the higher the incidents related to patient safety, the more it affects the performance of a service unit. The number of unwanted incidents at any time cannot be predicted, so that patient safety must become a culture that must be implemented, so that the quality of health services is optimal (Najihah, 2018).

The number of Unwanted incidents fluctuates every year. According to KKP-RS data in 2021 in various provinces in Indonesia, there were 145 incidents of patient safety incidents in the Sabang region of Indonesia or the Aceh region of 0.68%, South Sulawesi 0.69%, Bali 1.4%, West Java 2.8%, South Sumatra 6.9%, East Java 11.7%, Special Region of Yogyakarta 13.8%, Central Java 15.9%, Jakarta 37.9% (Purnamasari, 2021).

The priority of health services is to ensure patient safety at every stage of health care and prevent medical errors (Maphumulo & Bhengu, 2015),(Tamer, 2022) . The care system that includes patient safety, institutions, health professionals, and patients is built on a culture of safety to prevent and learn from mistakes when necessary (Tamer, 2022). Some factors that contribute to patient safety are Job satisfaction, safety atmosphere, collaboration, work environment, stress awareness, management perspective, and employee satisfaction (Tamer,

2022).

A study conducted over 2 weeks of working days on 23 young nurses from 19 Swiss hospitals documented 314 stress-related events using observational methods (diary records) which revealed 62 of the events were related to patient safety. The most frequent patient safety-related stressors were incomplete or incorrect documentation (40.3%), medication errors (21%), delays in patient care delivery (9.7%), and patients with a worrying condition (9.7%). Job stressors and low job control have been shown to be risk factors for patient safety (35). A study conducted on 48 surgical nurses from 2 hospitals concluded that linear regression of cognitive stress symptoms on task and emotional demands was a predictor.

Although several previous studies have discussed the relationship between patient safety culture and nurses' work stress, this study offers a significant update by focusing on structural empowerment, which may not be adequately represented in the existing literature. This study aims to determine the impact of safety culture based on structural empowerment on nurses' job satisfaction at RSI Ibnu Sina Pekanbaru.

METHODS

Study Design

This study is a cross-sectional study design.

Setting and Respondent

This study was conducted at the Inpatient Room of Ibnu Sina Islamic Hospital, Pekanbaru from January to July 2024. The population was 56 nurses in the Inpatient Room of Ibnu Sina Islamic Hospital, Pekanbaru in 2024. The sample used was 50 respondents with stratified random sampling technique. The inclusion criteria were nurses with a minimum of 1 year of work experience and nurses who were willing to be respondents. The exclusion criteria were nurses who were on leave when the study was conducted.

Variable, Instrument, and Measurement

The variables studied in this study are patient safety culture based on structural empowerment as an independent variable, nurse job satisfaction as a dependent variable. Patient safety culture is measured by the level of medication compliance is measured using the HSOPC (Hospital Survey on Patient Safety Culture) instrument which has been tested for validity and reliability. The level of patient satisfaction is measured using a standardized patient satisfaction instrument at RSI Ibnu Sina

Data Analysis

Data was analyzed using the Chi-Square test to determine the relationship between patient safety culture based on structural empowerment and nurse job satisfaction.

Ethical Considerations

This study has received ethical approval from the Research Ethics Committee of Ibn Sina Islamic Hospital, Pekanbaru, number 099/KEP/02/XII/1445H.

RESULT

Table 1. Frequency distribution of respondents based on patient safety culture in the inpatient ward of Ibnu Sina Islamic Hospital, Pekanbaru (n=50)

Number	Patient Safety Culture	Frequency (<i>f</i>)	percentage (%)
1.	Good	12	24.0
3.	Good Enough	38	76.0

3.	Not Good	0	0
	Amount	50	100

Based on table 1, it shows that the results of the study of patient safety culture respondents were 38 people with a sufficient category with a percentage (76.0%) and a good category of 12 people with a percentage (24.0%).

Table 2. Frequency distribution of respondents based on job satisfaction of nurses in the inpatient room of Ibnu Sina Hospital, Pekanbaru (n=50)

Number	Job satisfaction	Frequency (f)	percentage (%)
1	Hight	33	66.0
2	Low	17	34.0
	Amount	50	100

Based on table 2, it shows that the results of the study showed that the respondents' job satisfaction with nurses was 33 people with a high category with a percentage of (66.0%) and a low category of 17 people with a percentage of (34.0%).

Table 3. Distribution of respondents based on the relationship between patient safety culture and nurse job satisfaction in the inpatient ward of the Ibnu Sina Islamic Hospital, Pekanbaru (n=50)

Job satisfaction	Patient Safety Culture								P value
	Good		Good Enough		Not Good		Amount		
	f	%	f	%	f	%	f	%	
Hight	12	36,4	21	63,6	0	0	33	100	0,004
Low	0	0	17	100	0	0	17	100	
Amount	12	24.0	38	76.0	0	0	50	100	

Based on table 3, the results of 50 respondents as many as 33 people with high nurse job satisfaction by implementing a patient safety culture are sufficient as many as 21 people with a percentage (63.6%). The results of the statistical test obtained P Value = 0.004 where $p < 0.05$ so that (Ho) is rejected which means there is a relationship between patient safety culture and nurse job satisfaction in the inpatient room of the Ibnu Sina Islamic Hospital, Pekanbaru.

DISCUSSION

The results of the statistical test obtained P Value = 0.004 where $\alpha = 0.05$ this means $p < \alpha$ so that (Ho) is rejected which means there is a relationship between patient safety culture and nurse job satisfaction in the inpatient room of the Ibn Sina Islamic Hospital in Pekanbaru. The results of this study are in line with (Arini, 2018) research on Patient Safety Culture Based on Structural Empowerment with Nurse Job Satisfaction, the results of the PLS analysis of patient safety culture with nurse job satisfaction have a coefficient value of 0.4244 and T statistic 5.3702 ($T > 1.96$). This shows that there is a significant relationship between the patient safety culture variable and nurse job satisfaction.

The results of Lestari's study (2023) Patient Safety Culture with Job Satisfaction in the Operating

Room of Sidoarjo Hospital, obtained the results of the rho sperm test showing a p value of 0.000 with $\alpha = 0.05$, this shows that the p value of $0.000 < \alpha = 0.05$ then H_0 is rejected so that there is a relationship between patient safety culture and nurse job satisfaction in the Operating Room of Sidoarjo Hospital. Based on the coefficient value of $r = 0.650$, it shows the strength of the relationship between variables in the category of a fairly close relationship

The results of Maryam Ooshaksaraie's study (2016) The relationship between nurses' job satisfaction and patient safety culture in the hospitals of rasht city, obtained the results that there is a significant relationship between job satisfaction and patient safety culture with a correlation coefficient of 0.643 at a significance level of 0.01.

Patient safety culture is a product of values, attitudes, competencies and patterns of individuals and groups that determine the commitment, style, and ability of a service organization to patient safety programs. If a health care organization does not have a safety culture, accidents can occur due to latent errors, psychological and physiological disorders in staff, decreased productivity, decreased patient satisfaction and causing internal conflict (Ministry of Health, 2017). Dimensions in patient safety culture according to (Sorra et al. 2016) are: openness of communication, feedback and communication about errors that occur, frequency of incident reporting, handoff and transition, organizational support for patient safety, non-judgmental response to errors made, organizational learning, overall perception of patient safety, staffing, supervisors/managers, cross-unit collaboration, collaboration within units. Nurse job satisfaction is the responsibility of the leader to retain employees and their organization. The responsibility in question is to create an organization that psychologically satisfies its employees (Hatula, 2015). Job satisfaction is a significant indicator factor regarding what a person feels about their profession and how a person fulfills their duties in their profession (Zahaj, 2016). There are 6 dimensions that influence job satisfaction according to (Nursalam, 2017), namely: job suitability, coworkers, salary, promotion opportunities, supervision, facilities.

CONCLUSIONS AND RECOMMENDATION

This study concluded that the majority of respondents with high nurse job satisfaction implemented a patient safety culture in the sufficient category. Further research is expected to analyze other factors that influence nurse job satisfaction and interventions that can be given to improve nurse job satisfaction.

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