The Effect of Nurse's Knowledge About Patient Safety, Workload and Work Motivation on Nurse Compliance in Implementation of Patient Fall Prevention in The Infant Room of Hospital X Jakarta

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Abstract

Knowledge is very closely related to behavior, the practice of documenting nursing care must be sustainable which pays attention to patient safety. Workload and motivation also play an important role in improving behavior, high motivation and low workload have a positive effect on the behavior of a nurse in a hospital in the application of patient fall prevention. The purpose of this study was to determine the effect of nurses' knowledge on patient safety, workload and work motivation on nurse compliance. Quantitative type with a cross sectional approach with a sample of 117 people which is the total population with a statistical test t-test. The results showed that the characteristics of nurses aged < 20-30 years (61.5%), female (95.7%), D3 Nursing education (70.9%), working years > 3 years (62.4%) and serving on the 3rd floor (47.0%). Nurses have high knowledge of 99.7, high workload with a score of 101.22, high motivation, a score of 95.70 and compliance with a score of 100.1. The bivariate test has a relationship between knowledge and compliance (p-value: 0.021), workload (p-value: 0.000) and there is no relationship between motivation and compliance (p-value: 0.961). And there is a relationship between knowledge and workload on motivation (p-value: 0.000). Multivarite test found that knowledge and workload with a significance of <0.05, but knowledge has the smallest significant (p-value = 0.000). It is recommended to the hospital to increase the knowledge of nurses about patient safety, namely by providing education and training regularly both internally and externally to all nurses who work in the inpatient room.

Keywords: Knowledge, Workload, Work Motivation, Compliance

Abstrak

Pengetahuan sangat erat hubungannya dengan perilaku, praktek pendokumentasian asuhan keperawatan harus berkesinambungan yang memperhatikan keselamatan pasien. Beban kerja dan motivasi juga sangat berperan penting terhadap peningkatan perilaku, motivasi yang tinggi dan beban kerja yang rendah memberikan efek positif terhadap perilaku seseorang perawat di Rumah Sakit dalam penerapan pencegahan pasien jatuh. Tujuan penelitian ini untuk pengaruh pengetahuan perawat tentang keselamatan pasien, beban kerja dan motivasi kerja terhadap kepatuhan perawat. Jenis kuantitatif dengan pendekatan cross sectional dengan sampel sebanyak 117 orang yang merupakan total populasi dengan uji statistik t-test. Hasil penelitian didapat karakteritik perawat berumur < 20-30 tahun (61.5%), perempuan (95,7%), pendidikan D3 Keperawatan (70,9%), lama kerja >3 tahun (62,4%) dan berdinas di lantai 3 (47,0%). Perawat memiliki pengetahuan tinggi sebesar 99,7 beban kerja tinggi dengan skore 101,22 motivasi tinggi skore 95,70 dan kepatuhan skore 100,1. Uji bivariate terdapat hubungan pengetahuan dengan kepatuhan (pvalue: 0,021), beban kerja (pvalue: 0,000) dan tidak ada hubungan motivasi dan kepatuhan (pvalue: 0,961). Serta terdapat hubungan pengetahuan dan beban kerja terhadap motivasi (pvalue: 0,000). Uji multivarite didapatkan bahwa pengetahuan dan beban kerja dengan signifikansi < 0,05, namun pengetahuan memiliki signifikan paling kecil (pvalue=0,000). Disarankan kepada pihak rumah sakit untuk meningkatkan pengetahuan perawat tentang keselamatan pasien, yaitu dengan memberikan pendidikan dan pelatihan secara rutin baik internal maupun eksternal kepada seluruh perawat yang bertugas di ruang rawat inap.

Kata Kunci: Pengetahuan, Beban Kerja, Motivasi Kerja, Kepatuhan

INTRODUCTION

Patient safety is a global issue, including for hospitals. There are five important issues related to safety in hospitals, namely: patient safety, safety of workers or health workers, safety of buildings and equipment in hospitals that can have an impacton patient and staff safety, environmental safety which has an impact on environmental pollution and

safety. Hospital "business" releated to hospital survival. The WHO program in patient safety is "WHO Patient Safety" started in 2004, with the vision: Every patient receives safe health care, every time, every where (Kemenkes RI, 2015)

The root cause of the fall incident comes from the non optimal planning of standard operating procedures for falling patients in an institution (Budiono et al., 2014), In addition, nurse compliance in implementing standard operating procedures can be a risk factor for falls.

According to the Joint Commission International (JCI) patient safety consists of 6 goals, namely: (1) indentifying patient correctly, (2) improving effective communication, (3) preventing medication errors, (4) preventing errors in procedures, places and patients in the hospital surgery. (5) preventing the risk of infection, and (6) preventing the risk of injury to the patient due to falls (Donahue & Yen, 2010). Based on the JCI standard it is stated that for patients falling is not expected to occur it can illustrate the low implementation of patient safety in hospitals which can result in quality of service and synergize with the component of hospital accreditation assessment. The high number of patients falling in the hospital, so compliance is one way to prevent patients from falling in the hospital. Compliance can be classified into two, namely obedient and disobedient. It is said to be obedient when carrying out actions in accordance with the provisions (Niven, 2013).

In 2000 the Institute of Medicine in the United States published a report that shocked many people ("wake up call"): "To Err Is Human", Building a Safer Health System. The report cites research at hospitals in Utah and Colorado as well as New York. In Utah and Colorado, 2,9% of adverse events were found, of which 6,6% died. Meandwhile in New York, KTD was 3,7% with a mortality rate of 13,6%. The death rate due to adverse events in hospitalized patients throughout America,

which amounted to 33,6 million per year, ranged from 44,000 – 98,000 per year. A WHO publication in 2004 complied hospital research figures in various countries; America, England, Demark, and Australia, Found adverse events with a range of 3,2 – 16,6 %. With this average, various countries immediately conduct research and develop Patient Safety Systems (Kemenkes RI, 2015).

The results of Suparna's research (2015), stated that the implementation of standard operating procedures from Patient Safety was not 100 % implemented. Documentation actions were carried out at 100 %, a 50% fall risk assessment was carried out, and 51 % fall risk sign was installed. Research by Muhammad Faisal S et al (2014), it was found that the patient safety system has not been implemented 100 %, only 2 of the 6 targets Patient safety is carried out properly, if the operational standards that have been set are not carried out properly, of course, it can increase the risk of the patient falling (Nurishsan, 2018). In Previous research (Han et al., 2020) stated that there was a relationship between knowledge and attitudes towards fall and fall prevention activities, knowledge and attitudes towards falls, knowledge and fall prevention activies, attitudes towards fall and fall prevention, had a significant positive correlation.

Hospital X is a Type B educational hospital which in addition to providing health services, is a referral hospital in the Province of DKI Jakarta Barat, as well as carrying out its function as a place for educating doctors and nurses. So that the hospital management is required to provide the best service for patients by prioritizing safety and comfort through application of patient safety accreditation standards. Based on data obtained from the impatient room where the number of patients increased from 2019 to 2020 and interviews with the secretariat staff of the Quality and Patient Safety Committee of hospital X on December May 20, 2021, data obtained that

there were 27 patient safety incidents reported by nurses from January 2020 – December 2020 with details of 5 incidents of Potential Injury, 7 incidents of Near Injury, 5 incidens No Injury, 10 Unexpected Events, and 0 Sentinel incidents. Of the 10 incidents of adverse events, 6 were incidents of patient falls. And the family of the patient who fell, gave a complaint and asked for accountability from the hospital.

Hospital X is one of KARS accredited hospitals, with the issuance of a Primary Level accreditation certificate numbered: KARSSERT/1047/1/2018 in Jakarta on January 11, 2018. Hospital X has developed a hospital service policy as stated in the Decree of the Director of Hospital X numbered: 047/C/RMKP/X/2019 which contains policies in hospital's efforts o reduce the risk of falling. Efforts have been made to reduce falls, one of which is by compiling standard operating procedures for fall patient intervention, both in fall prevention, fall risk reduction, and fall risk patient intervention, all of which are listed in the Attachment to the Decree of the Director of Hospital X numbered: 047/C/RMPK/X/2019, 23 October 2019 regarding Fall Risk Guidelines.

The researcher conducted a preliminary survey by observing 10 nurses in the inpatient room. It was found that there were 3 patients who were not assessed for MFS (Morse Fall Score), 3 patients were not given a yellow button, and 4 patients were not marked with a fall risk triangle. This shows that the practice of implementing fall risk prevention in accordance with the concept of patient safety has not been optimal even through nurses have been socialized. In 10 nurses who were observed and interviewed, there were 2 nurses found that knowledge about patient safety was still lacking. 8 nursessaid the workload was high. This is because the number of nurses who treat patients is not balanced with the number of patients in the

inpatient room where they serve. The motivation of 4 nurses from 10 nurses was found to be lacking due to lack of supervision and the absence of rewards and punishments from management. Starting from the results of the survey, the management of hospital X accepts the problem of nurse compliance as a fundamental problem that will always be encountered in hospital management. Hospital management must know what factors affect nurse compliance. Compliance is influenced by external and internal factors. External factors consist of the work environment, group characteristics, and workload and internal factors consist of age, gender, knowledge, attitude and years of service (Maria Ulfa & Sarzuli, 2016).

RESEARCH METHODE

This research uses quantitative research methods. Cross Sectional design of design. Sources of data using primary data, namely data obtained from questionnaires. The research was conducted at X Jakarta Hospital. The results of the questionnaire data will be tested through the Pearson correlation test and multiple linear regression using Statistical Products for Social Science (SPSS)

Population and Sample

The population in this study were all 117 nurses in the inpatient ward of hospital X with a total sampling of all the population as samples in this study.

Research Hypothesis

The research hypotheses in this study are:

Hypothesis 1:

Ho1 : $\beta_1 = 0$ there is no effect of the level of knowledge of nurses about patient safety on nurse compliance in the application of patient fall prevention in the inpatient ward of RS X.

Ha1 : $\beta_2 \neq 0$ there is effect of the level knowledge of nurses about patient safety on

nurse compliance in the application of patient fall prevention in the inpatient ward of RS X.

Ho2 : $\beta_1 = 0$ there is no effect of workload nurse on nurse compliance in the application of patient fall prevention in the inpatient ward of RS X.

Ha2 : $\beta_2 \neq 0$ there is effect of workload nurse on nurse compliance in the application of patient fall prevention in the inpatient ward of RS X.

Ho3 : $\beta_1 = 0$ there is no effect of work motivation on nurse compliance in the application of patient fall prevention in the inpatient ward of RS X.

Ha3 : $\beta_2 \neq 0$ there is effect of work motivication on nurse compliance in the application of patient fall prevention in the inpatient ward of RS X.

Ho4 : $\beta_1 = 0$ there is no effect of the level of knowledge nurses of about patient safety, workload and work motivation on nurse compliance in the application of patient fall prevention in the inpatient ward of RS X.

Ha4 : $\beta_2 \neq 0$ there is effect of the level of knowledge nurses of about patient safety, workload and work motivation on nurse compliance in the application of patient fall prevention in the inpatient wad of RS X.

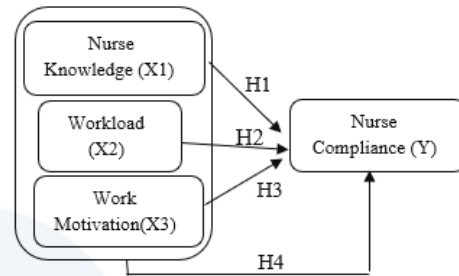The picture of this research constellation is as follow:

Figure 3.1 Research installation

RESEARCH RESULT

The Following are the results of the research obtained from the answers to the questionnaire given to the inpatient room nurse at hospital X Jakarta

Table 1
Frequency Distribution of Respondents Characteristics

No	Variable	*f*	*%*
1.	**Age**		
	• <20-30 Year	72	61,5
	• 31-40 Year	9	7,7
	• 41-50 Year	26	22,2
	• >50 Year	10	8,5
2.	**Gender**		
	• Male	5	4,3
	• Female	112	95,7
3.	**Education**		
	• D3 Nursing	83	70,9
	• S1/Ners	34	29,1
4.	**Length of Working**		
	• < 3 Year	44	37,6
	• ≥ 3 Year	73	62,4
5.	**Nurse Work Area**		
	• Floor 1(Ruang Covid)	14	12,0
	• Floor 3	55	47,0
	• Floor 5	4	3,4
	• Floor 6	27	23,1
	• Floor 7	17	14,5
	Total	**117**	**100,0**

Table 2
Significant Test of Independent Variables with Dependent

No	Variable	Mean	SD	R	N	Pvalue
1	Knowledge	7,4701	2,41251	0,214	117	0,021*
	Obedience	37,3	1,79			
2	Workload	34,5983	2,52252	0,406	117	0,000*
	Obedience	37,3	1,79			
3	Work Motivation	36,2051	1,48288	0,005	117	0,961
	Obedience	37,3	1,79			

Table 3
Significant Test Between Independent Test

Variable	Mean	SD	R	N	Pvalue
Knowledge_Motivation	28,73	2,79	0,026	117	0,000
Workload_Motivation	-1,60	2,89	0,027		0,000

Table 4
The Effect of Knowledge, Workload and Work Motivation on Nurse Compliance in the Implementation of Patient Fall Prevention in Inpatient Hospital X

Model	Unstandardized Coefficients		t	Sig.	Hipotesis
	B	Std. Error			
1 (Constant) Y	46,749	4,214	11,094	0,000	
Knowledge (X1)	-0,114	0,064	-1,790	0,076	
Workload (X2)	-0,272	0,061	-4,450	0,000	
Work Motivation (X3)	0,023	0,103	0,222	0,825	

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	70,229	3	23,410	8,728	0,000

(*Sumber:* Data diolah, 2021

DISCUSSION

1. Relationship between knowledge and nurse compliance in the application of patient fall prevention in tha inpatient room of hospital X (H1)

Based on table 2 the effect of nurses' knowledge about patient safety on nurse compliance in the application of patient fall prevention in the inpatient ward of hospital X. The results of statisticaltests tests means that there is an effect of nurses' knowledge about patient safety on nurse compliance in the application of patient fall prevention in the inpatient room of hospital X.

Research by Rogers (1994) proved that behavior based on knowledge and awareness. Before someone adopts a behavior, he must know in advance what the meaning and benefits of the behavior are for himself or for the organization.

In accordance with the Theory of Needs proposed by (McClelland, 1967) that a person's knowledge is closey related to the concept of learning. Many need for affiliation (Aff), the need for power (Pow). McClelland argues if someone who will motivate that person to work hard to meet his needs. Someone with a high Ach will encourage him to set challenging goals and work hard to achieve them.

Meanwhile, in the Equity Theory proposed by (Robbins & Judge, 2008), the essenceof this theory is that one's knowledge lies in the view that humans are driven to eliminate the gap between the efforts made for the benefit of the organization and the rewards received.

In this study, there was an effect of nurses' knowledge about patient safety on nurse compliance in the application of patient fall prevention in the inpatient room of hospital X. This illustrates that if the hospital management increases the knowledge of nurses, the application of the patient fall prevention in the ward will be better, Thus, it is hoped that there will be follow-up activities such as seminars, internal and external education, and others so that nurses' knowledge about patient safety can

increase and compliance is expected to be maximized.

2. The relationship between workload and nurse compliance in the application of patient fall prevention in the inpatient ward of hospital X (H2)

Based on Table 2 the effect of workload on nurse compliance in the application of patient fall prevention in the inpatient ward of hospital x shows the results of statistical tests means that there is an effect of the nurse's workload on nurse compliance in the application of prevention of falls in the inpatient room of hospital X.

Research conducted by Haryanto, J., (2017) on the influence of workload and patient safety culture on fall risk nursing care in the inpatient ward of hospital X, the results of this study describe both the workload, patient safety culture and nursing care for the risk of falling in general. Statistics are still low. The patient safety culture variable has a significant influence on nursing care for the risk of falling. Supported by research conducted by Yuliatin et al., (2020) regarding the relationship between nurses' workloads and the implementation of helath education in preventing the risk of falls in hospital inpatients fall risk. Research conducted by Kusumaningsih et al., (2020) regarding the relationship between the physical and mental workload of nurses with the application of patient safety during the COVID-19 pandemic at the UPT Inpatient Health Center Pesawaran Regency with the results of this study is the relationship between the physical workload of nurses and the application of patient care.

Workload is alla activities or activities carried out by nurses while on duty in the nursing service unit (Marquis & Huston, 2010). Workload as patient days which refers to a number of procedures and examinations when doctors visit patients. It can also be interpreted that workload is the total amount of nursing time either directly or directly in providing nursing services needs by patients and the number of nurses needed to provide these services (Marquis & Huston, 2010). Nurse workload carried out by a nurse while on duty in a nursing service unit (Marquist & Huston, 2010). With a balance or match between the workload given by the company to empleyees

who are given the task, there will be no error or if an error occurs, the error can be minimized. In the study of Kainama et al., (2020) stated that there was a significant effect of nurse workload on patient safety but sevice quality could not be an intervening variable on both variables. The most dominant variable on patient safety is the nurse's workload.

Workload analysis is a process to determine the number of working hours people use or need to complete a job within a certain time, or in other words, workload analysis aims to determine how many personnel and how many responsibilities or workloads are appropriate to delegate to an officer. To measure the workload using a patient classification system. This will adjust the patient's level of dependence, the level of difficullty and the ability needed to provide nursing service (Gillies et al., 2000). According to Sumakmur, every job is a burden for the perpetrator, the burden can be physical, mental, social. The higher the work skills prossessed, the more efficient the body and soul of the worker, so that the workload becomes relative.

The workload carried out by nurses is the work volume of nurses in a hospital unit, while the work volume of nurses is the time needed to treat patients per day. In this study, there was an effect of nurse workload on nurse compliance in the application of patient fall prevention in the inpatient room of hospital X. This proves that the workload of nurses has a negative impact on nurse compliance in the application of prevention of falls in the inpatient room of hospital X. The higher the burden of work, the lower the nurse's compliance.

3. The relationship between work motivation and nurse compliance in the application of patient fall prevention in the inpatient room of hospital X (H3)

Based on Table 2 the effect of work motivation on nurse compliance in the application of patient fall prevention in the inpatient ward of hospital X shows the results of statistical tests means that there is no influence of nurse motivation on nurse compliance in the application of prevention of falls in the inpatient room of hospital X.

Research conducted by Mappanganro et al., (2021) about factors related to efforts to prevent the risk of falls by nurses in patient safety in the child care room at Bhayangkara

Hospital, Makassar. Nurses in patient safety in the child care room. Supported by research conducted by Ahsan et al., (2012) regarding the relationship between nurses' motivation and compliance with the implementation of standard operational procedures for preventing fall risk in the inpatient room with the results of the study that there is a significant relationship between nurse motivication and compliance with the implementation of SOPs to prevent falls.

Motivation is an internal condition that arouses us to act, encourages us to achievecertain goals, and keeps us interested in certain activities. Motivation is a human psychological characteristic that contributes to a person's level of commitment. This includes the factors that cause, channel, and sustain human behavior towards certain intentions (Stonner, J. F., & Freeman, R. E. in Suarli et al., 2009). If nurses have good work motivation in carrying out their work, then the work will go well.

Obedience is like obeying orders, while obedience is behavior according to rules and discipline. Compliance is a term used to describe an adherence to a predetermined goal or the extent to which a person's behavior is in accordance with the provisions given by a helath professional. Compliance can be classified into two, namely obedient and disobedient. It is said to be obedient when carrying out actionsin accordance with the provisions and said to be disobedient if carrying out actions that are not in accordance with the provisions (Niven, 2013). Reseach conducted by Sulastri & Wahyudi, (2020) on the relationship between motivation and practice of nurses in preventing the risk of falling in children at the Kendal Distric Hospital, the results of this study showed that there was a relationship between motivation and practice of nurses in preventing the risk of falling in children.

In a job and motivation is supported by the Theory of Three Social Motivies (McClelland, 1988), which states that there are 3 main human motives at work, namely: (1) The need for achievement is an impetus to succeed in achieving goals. (2) The need for power (need for power is the need to make the other parties behave according to their wishes. (3) The need for application (need for affiliation) is the desire for friendly and interpersonal relationships.

From this theory it can be concluded that humans are essentially have the ability to excel above the abilities of others, a person is considered to have the motivation to excel if he has the disere to do something that performs better than the achievements of other people's work.

In the results of this study, it was found that there was a significant influence between the motivation of nurses on nurse compliance in the application of patient fall prevention in the inpatient room of hospital X. This proves that motivation has a positive impact on compliance, the higher the motivation given, the higher the nurse's compliance in implementation of patient fall prevention in the inpatient ward of hospital X.

4. The Effect of Knowledge and Workload with Nurses' Motivation on Compliance in the Application of Prevention of Falls in the Inpatient Room of Hospital X (H4)

Base on the results of Multiple Linear Regression analysis, it was found that the workload variable had a significance value of < 0,05. Thus, these variables statistically and individually affect nurse compliance in the application of patient fall prevention..

The results of the partial test using the Multiple Linear Regression analysis tool, the significance of the influence of each of these variables can be seen in the table above and has the following significance:

Nurse Compliance (Y) = Knowledge $(X1)$ + Workload $(X2)$ + Work Motivation (X_3)

$46,749 = -0,114 + (-0,272) + 0,023$

From these results it can be seen that of the three independent variables, knowledge and workload variables have a significance value less than 0,05 and workload has the smallest significant $(p = 0,000)$. Thus, it was concluded that the workload variable statistically and individually influenced the nurse's compliance in the application of patient fall prevention in the inpatient ward of hospital X.

CONCLUSION

Based on demographics, the largest percentage of nurses aged $< 20 – 30$ years was 61,5 % , the majority were female as much as 95,7 % D# Nursing education was 70,9 % , length of work > 3 years was 62,4 % and most of them served in 3rb floor as much as 47,0 %.

Nurse knowledge about patient safety has an influence on nurse compliance in the application of patient fall prevention in the inpatient room of hospital X. Good nurse compliance in the application of patient fall prevention in the inpatient room of hospital X, especially supported by the level of knowledge of nurses about patient safety is good. The higher the knowledge possessed by the nurse, the more obedient the nurse is in the application of patient fall prevention.

Workload has an influence on nurse compliance in the application of patient fall prevention in the inpatient room of hospital X. Workload is all activities or activities carried out by a nurse while on duty in a nursing service unit. With a balance or match between the workload given to the nurse on duty, there will be no non-compliance by the nurse in carrying out their duties or if there is non-compliance, the non-compliance can be minimized. The less work role nurses have at hospital X, the expected compliance will increase.

Work motivation has an influence on nurse compliance in the application in the inpatient ward of hospital X. Motivation comes from the latin word "Movere" which means encouragement or driving force. Nurses will have good work motivation if there is encouragement or driving force that makes the nurse motivated to carry out their work well. Increased motivation is expected to be a brenchmark for compliance. The better the motivation given, the higher the level of compliance expected.

Nurses' knowledge about patient safety, workload, and work motivation have an influence on nurse compliance in the application of patient fall prevention in the inpatient wad of hospital X. Based on the previous conclusion which states that nurses' knowledge about patient safety, workload and work motivation (independent variables) has an effect on nurse compliance in the application of patient fall prevention in the inpatient ward of hospital X (dependent variable). And the knowledge variable has the most significant effect compared to the motivation and workload variables. So that hospital efforts are needed to increase nurses' knowledge about patient safety.

SUGGESTION

To increase nurses' knowledge about patient safety, namely by providing education and training on a regular basis to all nurses on duty in inpatient rooms, both internally and externally. The hospital management arranges the education and training schedule on patient safety for the nurses on duty in the inpatient room. With the increasing knowledge of nurses about patient safety, the nurse's compliance will increase.

To increase the work motivation of nurses, namely by providing rewards and increasing career paths for nurses to work well and this can encourage other nurses to give their best at work. On the other hand, punishment and career path delays are given to nurses who do not work according to what must be done so that the instrinsic and extrinsic motivation given is truly felt by nurses so that it is hoped that an increase in compliance in work, especially in carrying out patient safety, is better.

For workload problems, the management organizes and makes plans for the needs of nurses in accordance with the workload that will be accepted by nurses working in inpatient rooms. By arranging the nurses according to their needs, it is hoped that there will be no shortage of nurses and there will be rooms that have an excess of nurses. Futhermore, management must provide nurses jobs disks in accordance with their main duties and responsibilities in accordance with the positions held, and it is hoped that there will be no nurses who have more than 2 potisions/taks at one time and 1 period, because if this happens, it is feared that the workload will be more higher and the expected performance is lower.

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