

**THE INFLUENCE OF KNOWLEDGE AND ROLE AMBIGUITY ON  
PREVENTING PATIENT SAFETY INCIDENTS WITH THE  
MENTORING SYSTEM AS MODERATION VARIABLE IN NURSES AT  
INSTALLATION OF X HOSPITAL, TANGERANG CITY**

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***ABSTRACT***

*This research is based on patient safety incidents that occur in inpatient installations in 2020 - 2021. The purpose of this study is to empirically reveal the effect of knowledge, role ambiguity and the mentoring system on the prevention of patient safety incidents, as well as assess the ability of the mentoring system to moderate knowledge relationships and role ambiguity in the prevention of patient safety incidents. The research design used a cross-sectional study, with a population of inpatient nurseries totaling 85 respondents and using a saturated sample which made the entire population as respondents. The results of the study prove that knowledge, role ambiguity and the mentoring system have a significant effect on the prevention of patient safety incidents, the mentoring system does not moderate the relationship between knowledge and the prevention of patient safety incidents and the mentoring system is able to moderate the relationship between role ambiguity and the prevention of patient safety incidents. The mentoring system carried out by the head of the room reduces the ambiguity of the role of nurses in nursing services so that with this reduction, nurses are able to prevent patient safety incidents in nursing services in inpatient installations.*

**Keywords:** *Role ambiguity, Prevention of patient safety incidents, Knowledge, Mentoring systems*

**PENGARUH PENGETAHUAN DAN AMBIGUITAS PERAN TERHADAP  
PENCEGAHAN INSIDEN KESELAMATAN PASIEN DENGAN SISTEM  
MENTORING SEBAGAI VARIABEL MODERASI PADA PERAWAT  
INSTALASI RAWAT INAP RS X DI KOTA TANGERANG**

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**ABSTRAK**

Penelitian ini dilandaskan pada insiden keselamatan pasien yang terjadi di instalasi rawat inap pada tahun 2020 - 2021. Tujuan penelitian ini adalah untuk mengungkap secara empiris pengaruh pengetahuan, ambiguitas peran dan sistem mentoring terhadap pencegahan insiden keselamatan pasien, serta menilai kemampuan sistem mentoring dalam memoderasi hubungan pengetahuan dan ambiguitas peran terhadap pencegahan insiden keselamatan pasien. Desain penelitian menggunakan *cross sectional study*, dengan populasi perawat instalasi rawat inap sebanyak 85 responden dan menggunakan sampel jenuh yang menjadikan seluruh populasi sebagai responden. Hasil penelitian membuktikan bahwa pengetahuan, ambiguitas peran dan sistem mentoring berpengaruh signifikan terhadap pencegahan insiden keselamatan pasien, sistem mentoring tidak memoderasi hubungan pengetahuan terhadap pencegahan insiden keselamatan pasien dan sistem mentoring mampu memoderasi hubungan ambiguitas peran terhadap pencegahan insiden keselamatan pasien. Sistem mentoring yang dijalankan kepala ruangan membuat ambiguitas peran perawat pada layanan keperawatan menurun sehingga dengan penurunan tersebut membuat perawat mampu mewujudkan pencegahan insiden keselamatan pasien pada layanan keperawatan di instalasi rawat inap.

**Kata Kunci:** Ambiguitas peran, Pencegahan insiden keselamatan pasien, Pengetahuan, Sistem mentoring,