

DAFTAR PUSTAKA

- Ahmed, S., Srivasta, S., Warren, N., Mayra, K., Misra, M., Mahaparta, T & Rao, K.D. (2019). The impact of a nurse mentoring program on the quality of labour and delivery care at primary health care facilities in Bihar, India. *BMJ global health*, 4(6), 1-11. <https://doi.org/10.1136%2Fbmjgh-2019-001767>.
- Akerkar, R. (2005). *Introduction to artificial intelligence*. USA: Prentice Hall.
- Ahistedt, C., Lindvall, C.E., Holmstrom, I.K & Muntin, A. (2020). Flourishing at work: Nurses' motivation through daily communication – An ethnographic approach. *Nursing & health sciences*, 22(4), 1169-1176. <https://doi.org/10.1111/nhs.12789>.
- Asem, N., H.A. Sabry & E. Elfar. (2019). Patient safety: knowledge, influence and attitude among physicians: an exploratory study. *Journal of Egyptian public health association*, 94(22), 1-9. <https://doi.org/10.1186/s42506-019-0022-9>.
- Barbera, M.G., N.H. Vidal., E.V. Esteve., Y.M. Garcia., I.H. Guardiola., E.M.O. Girona., F.B. Romero., C.C. Muniain., E.M.S. Garcia., C.R. Renones & F.M.M. Lujan. (2021). Analysis of Patient Safety Incidents in Primary Care Reported in an Electronic Registry Application. *International journal of environmental research and public health*, 18(17), 1-21. <https://doi.org/10.3390%2Fijerph18178941>.
- Biddle, B.J & E.J. Thomas. (1966). *Role Theory : Concept and Research*. New York : Wiley.
- Burgess, R. (2013). *New principles of best practice in clinical audit*. London: CRC press.
- Cengiz, A., L.H. Yoder & V. Danesh. (2021). A concept analysis of role ambiguity experienced by hospital nurses providing bedside nursing care. *Nursing & health sciences*, 23(4), 807-817. <https://doi.org/10.1111/nhs.12888>.
- Chioma, A., I. Okun., E. Chukwuemeka & A.C. Ugwu. (2021). Impact of Leadership Style on Patient Safety Culture in the Department of Radiodiagnosis. *Journal of patient safety & quality improvement*, 8(1), 25-30. <http://dx.doi.org/10.22038/psj.2020.41439.1236>.
- Colquitt, J.A., LePine . J.A & Wesson, M.J. (2018). *Organizational behavior: Improving performance and commitment in the workplace*. New York: McGraw-Hill.
- Davenport, T. H. (1988). *Working knowledge: How organizations manage what they Know*. USA: Harvard Business Press.
- Davis, C. Teamwork and the patient care experience. (2017). *Nursing made in*

- incredibly easy*, 15(5), 1-4.
https://www.nursingcenter.com/journalarticle?Article_ID=4279781&Journal_ID=417221&Issue_ID=4279780.
- Dickerson, J & Latina, A. (2017). Team nursing: A collaborative approach improves patient care. *Nursing management*, 47(10), 16-17.
<https://doi.org/10.1097/01.nurse.0000524769.41591.fc>.
- Dimitriadou, M., A. Merkouris., A. Charalambous., C. Lemonidou & E. Papastavrou. (2021). The knowledge about patient safety among undergraduate nurse students in Cyprus and Greece: a comparative study. *BMC nursing*, 20(110), 1-12. <https://doi.org/10.1186/s12912-021-00610-6>.
- Donaldson, L., W. Ricciardi., S. Sheridan & R. Tartaglia. (2021). *Textbook of patient safety and clinical risk management*. Berlin: Springer.
- Donsu, J. (2017). *Psikologi keperawatan*. Yogyakarta: Pustaka baru press.
- DuBois, D.L & Karcher, M.J. (2005). *Handbook of youth mentoring*. California: Sage Publishing.
- Duffield, C., Roche, M.A., Diers, D & Catling, C. (2018). Staffing, skill mix and the model of care. *Journal of clinical nursing*, 19(15), 42-51.
<http://dx.doi.org/10.1111/j.1365-2702.2010.03225.x>.
- Dumai, U., R. Kusumapradja & M.R. Hilmy. (2018). Affect Analysis of Work Load, Competence to Work Motivation with Compensation as Intervening Variables of Nurse Care Implementation in Ananda Hospital Bekasi Indonesia. *IJSR*, 9(8), 292-301. <http://dx.doi.org/10.21275/SR20802165518>.
- Dunnette, M. (1976). *Handbook of industrial and organizational psychology*. Chicago: Rand McNally Collage Pub.Co.
- Febriansyah, R. Kusumapradja & H. Ahmad. (2020). The role of teamwork in improving patient safety culture. *JMMR*, 9(1), 41-52.
<https://doi.org/10.18196/jmmr.91115>.
- Garrigues, M.P., Belio, M.P., Armayor, N.C., Esandi, N., Diaz. C.A & Armayor, N.C. (2020). Nurses' knowledge, skills and personal attributes for providing competent health education practice, and its influencing factors: A cross-sectional study. *Nurse education practice*, 58, 1-8.
<https://doi.org/10.1016/j.nepr.2021.103277>.
- Ghozali, I. (2018). *Aplikasi Analisis Multivariate dengan Program IBM SPSS 25*. Semarang: Badan Penerbit Universitas Diponegoro.
- Gibson, J.L., J.M. Ivancevich., J.H. Donnelly Jr & R. Konopaske. (2017). *Organization: Behavior, structure & proses*. Newyork: McGraw-Hill.
- Griffin, R.W & Gregory, M. (2014). *Organizational behavior: Managing people*

- and organizations. USA: South Western.
- Holmboe, E., Durning, S & Hawkins, R. (2017). *Practical guide to the evaluation clinical competence*. Amsterdam: Elseiver.
- Jacob, K & McRae, N. (2017). *Occupational therapy essentials for clinical competence*. USA: Slack Incorporated.
- Kasper, M. (2002). *Information packet: Mentoring, national resource center for foster care & permanency planning*. New York: McGraw-Hilss.
- Khademian, Z., Phisgar, Z & Torabizadeh, C. (2018). Effect of training on the attitude and knowledge of teamwork Among Anesthesia and operating room nursing students: A quasi-experimental study. *Shiraz e medcal journal in press*, 19(4), 1-6. <https://dx.doi.org/10.5812/semj.61079>.
- Kelsey, R. (2017). *Patient Safety: Investigating and reporting serious clinical incidents*. London: CRC Press.
- Khairina, I., Malini, H & Huriani, E. (2020). Pengetahuan dan keterampilan perawat dalam pengambilan keputusan klinis trias. *Link*, 16(1), 1-5. <http://ejournal.poltekkes-smg.ac.id/ojs/index.php/link>.
- Khoshakhlgh, A., E. Khatooni., I. Akbarzade & S. Yazdanirad. (2019). Analysis of Affecting Factors on Patient Safety Culture in Public and Private Hospitals in Iran. *BMC health services research*, 1(1), 1-19. <https://doi.org/10.21203/rs.2.10737/v5>.
- Kim, A.Y & I.O. Kim. (2020). Communication Skills, Problem-Solving Ability, Understanding of Patients' Conditions, and Nurse's Perception of Professionalism among Clinical Nurses: A Structural Equation Model Analysis. *International journal of environmental research & public health*, 17(13), 1-14. <https://doi.org/10.3390%2Fijerph17134896>.
- Kirca, N & Bademli, K. (2019). Relationship between communication skills and care behaviors of nurses. *Perspect pychiatr care*, 55(4), 624-631. <https://doi.org/10.1111/ppc.12381>.
- Kohn, LT., J.M. Corrigan & M.S. Donaldson. (2000). *To err is human. Building a safer health system*. Wasingtong : National Academy of Science.
- Kreitner, R & A. Kinicki. (2016). *Organizational behavior*. New York: McGraww Hill.
- Kumbi, M. A. Hussen., A. Lette & G. Morka. (2018). Patient Safety Culture and Associated Factors Among Health Care Providers in Bale Zone Hospitals, Southeast Ethiopia: An Institutional Based Cross-Sectional Study. *Drug, health & patient safety journal*, 12(1), 1-14. <https://doi.org/10.2147/DHPS.S198146>.

- Latham, C.L., H. Hogan & K. Ringl, K. (2018). Nurses supporting nurses: creating a mentoring program for staff nurses to improve the workforce environment. *Nursing administration journal*, 32(1), 27-39. <https://doi.org/10.1097/01.naq.0000305945.23569.2b>.
- Lee, J & Jang, M.H. (2017). The influences of critical thinking ability, communication skills, leadership, and professionalism on clinical practice ability in nursing students. *Journal of east-west nursing research*, 23(2), 124-133. <https://doi.org/10.14370/jewnr.2017.23.2.124>.
- Maier, R. (2007). Knowledge management systems information and communication technologies for knowledge management. Berlin: Springer publishing.
- Manzi, A., L.R. Hirschhorn., K. Sherr., C. Chirwa., C. Baynes & J.K.A. Williams. (2017). Mentorship and coaching to support strengthening healthcare systems: lessons learned across the five Population Health Implementation and Training partnership projects in sub-Saharan Africa. *BMC health services research*, 17(3), 6-16. <https://doi.org/10.1186/s12913-017-2656-7>.
- Martin, J & S. Oxman, S. (1988). *Building Expert Systems: A Tutorial*. New Jersey: Prentice Hall.
- McDonald, M.B., Bally, J., Ferguson, L & Murray, L. (2020). Knowledge of the professional role of others: A key of team method practice. *Nurse education in practice*, 10(5), 238-242. <https://doi.org/10.1016/j.nepr.2009.11.012>.
- McGonigle, D & Mastrian, K. (2021). *Nursing informatics and the foundation of knowledge*. USA: Jones & Bartlett Learning.
- McMahon, M.A & N.M. Dluhy. (2017). Ambiguity Within Nursing Practice: An Evolutionary Concept Analysis. *Research & theory for nursing practice*, 31(1), 56-74. <https://doi.org/10.1891/1541-6577.31.1.56>.
- McSherry & M. Snowden. (2019). Exploring Primary Healthcare Students and Their Mentors' Awareness of Mentorship and Clinical Governance as Part of a Local Continuing Professional Development (CPD) Program: Findings of a Quantitative Survey. *Healthcare (Basel)*, 7(4), 1-14. <https://doi.org/10.3390/healthcare7040113>.
- Meeuwissen, S.N.E., R.E. Stalmeijer & M. Govaerts. (2019). Multiple-role mentoring: mentors' conceptualisations, enactments and role conflicts. *Medical education*, 53(6), 605-615. <https://doi.org/10.1111/medu.13811>.
- Nadler, L. (1984). *The handbook of human resource development*. New York: John Wiley & Sons.
- Nur, N.M., S.A. Pasinringi & M. Muis. (2019). Influence Analysis in Leadership, Climate Teamwork, and Work Satisfaction on Patient Safety Culture of

- Nurses in Andi Makkasau Hospital Parepare City. *EAS Journal of Nursing and Midwifery*, 1(6), 188-193. https://www.easpublisher.com/media/features_articles/EASJNM_16_188-193.pdf.
- Pannesar, S., A.C. Stevens., S.A. Salvila & A. Sheiks. (2017). *Patient safety and health care improvement at a glance*. New Jersey: Wiley Blackwell.,
- Paullen, D.J & Gorman, G.E. (2014). *Personal knowledge management: Individual, organizational and social perspectives*. UK: Routledge.
- Pestill, M. (2017). Exploration of nurses' experiences transitioning to a team-nursing model of care. *Enfermeria clinica*, 29(2), 515-520.
- Ragins, B.R & Kram, K.E. (2007). *The handbook of mentoring at work: Theory, research, and practice*. New York: Sage Publication.
- Rizzo, J.R., R.J. House & S.I. Lirtzman. (1970). Role conflict and ambiguity in complex organizations. *Administrative science quarterly*, 15(2), 150-163. <https://psycnet.apa.org/doi/10.2307/2391486>.
- Robbins, S.P. (2016). *Organizational behavior*. New Jersey: Person education.
- Safarpur, H., M. Tafighi., L. Malekyan & J. Bazyar. (2017). Patient Safety Attitudes, Skills, Knowledge and Barriers Related to Reporting Medical Errors by Nursing Students. *International journal of clinical medicine*, 8(1), 1-11. <http://dx.doi.org/10.4236/ijcm.2017.81001>.
- Santrock, J.W. (2007). *Perkembangan anak*. Jakarta: PT. Erlangga.
- Scally, G & L.J. Donaldson. (1998). Clinical governance and the drive for quality improvement in the new NHS in England. *BMJ*, 317(7150), 61-65. <https://doi.org/10.1136%2Fbmj.317.7150.61>.
- Schnepf, R. R. Vidal & C. Hawley. (2017). *Incident management for operation*. USA: O'Reilly media.
- Sekaran, U & R. Bougie. (2017). *Metode penelitian untuk bisnis: Pendekatan pengembangan keahlian*. Jakarta: Salemba empat.
- Setyowati, I.F. (2019). Factors that influence the implementation of patient's safety culture by ward nurses in district general hospital. *Enfermeria clinica*, 29(20), 300-303. <https://www.elsevier.es/es-revista-enfermeria-clinica-35-articulo-factors-that-influence-implementation-patient39s-S1130862119301354>.
- Skyrme, D. & Amidon, D. (1997). *Creating the knowledge-based business*. London: Business Intelligence Ltd.
- Spencer, L.M & Spencer, S.M. (2007). *Competence at work: Models for Superior Performance*. Canada: John Wiley & Sons.

- Sugiyono. (2017). *Metode penelitian pendidikan pendekatan kuantitatif, kualitatif, dan R&D*. Bandung: Alfabeta.
- Timmins, F., De Vires, J.M., Muldowney, Y & McCabe, C. (2021). Nurses' views of fundamental relational skills used in clinical practice: a cross-sectional pilot study. *Frontiers of nursing*, 8(3), 223-232. <http://dx.doi.org/10.2478/fon-2021-0023>.
- Turban, E., Aronson, J.E & Liang, T.P. (2004). *Decision support systems and intelligent systems*. New Jersey: Prentice Hall.
- Vincent, C. (2011). *Patient safety*. New Jersey: Jhon Willey.
- Wachter, R & K. Gupta. (2018). *Understanding patient safety*. New York: McGraw Hill.
- Woodward, S. (2017). *Rethinking patient safety*. London: Routledge Taylor & Francis Gorup.
- Youngberg, B.J. (2013). *Patient safety handbook*. Boston: Jones & Barlet Learning.
- Yulk, G. (2019). *Leadership in organization*. USA: Pearson.
- Zachary, L.J. (2016). *Creating a mentoring culture: The organization's guide*. USA: Jossey-Bass.