

**Pengaruh *Psychological Capital* dan *Organizational Citizenship Behavior* Terhadap *Patient Safety Culture* dengan *Work Engagement* Sebagai Variable Intervening di Rumah Sakit Umum Kartini Jakarta**

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**ABSTRAK**

*Patient Safety* merupakan isu penting dari mutu layanan kesehatan, perhatian terhadap *patient safety* dilatar-belakangi oleh tingginya angka Kejadian Tak Diinginkan (KTD) di rumah sakit. Oleh karena itu, tujuan dari penelitian ini adalah untuk memperoleh bukti empiris pengaruh *psychological capital* dan *organizational citizenship behavior* terhadap *patient safety culture* dengan *work engagement* sebagai variable intervening.

Penelitian ini menggunakan metode explanatory kausalitas dengan populasi seluruh tenaga kesehatan RSU Kartini Jakarta, berjumlah 108 orang. Teknik pengambilan sampel menggunakan metode *Non-Probability Sampling*, dengan menyebarkan kuesioner kepada seluruh sampel, yang kemudian dianalisis dengan *Structural Equation Modeling* (SEM).

Hasil pengujian menunjukkan bahwa *psychological capital*, *organizational citizenship behavior*, dan *work engagement* secara simultan berpengaruh terhadap *patient safety culture* di RSU Kartini Jakarta. *Psychological capital* dan *work engagement* terbukti berpengaruh terhadap *patient safety culture*. namun *organizational citizenship behavior* tidak berpengaruh terhadap *patient safety culture* di RSU Kartini. *Psychological capital* dan *organizational citizenship behavior* berpengaruh signifikan terhadap *work engagement* di RSU Kartini. *Work engagement* terbukti menjadi mediasi dalam pengaruh *organizational citizenship behavior* terhadap *patient safety culture*.

Adapun novelty penelitian ini adalah konstribusi studi untuk mengisi kesenjangan yang terjadi dari *work engagement* sebagai mediasi dari *Organizational Citizenship Behavior* ke *Patient Safety Culture*

**Kata Kunci:** *Psychological Capital*, *Organizational Citizenship Behavior*, *Patient Safety Culture* dan *Work Engagement*

***The Influence of Psychological Capital and Organizational Citizenship Behavior on Patient Safety Culture with Work Engagement as an Intervening Variable at Kartini General Hospital Jakarta***

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**ABSTRACT**

*Patient Safety is an important issue of health service quality, attention to patient safety is motivated by the high number of Unwanted Events (KTD) in hospitals. Therefore, the purpose of this study is to obtain empirical evidence of the influence of psychological capital and organizational citizenship behavior on patient safety culture with work engagement as an intervening variable.*

*This study used the explanatory method of causality. the population of all health workers of RSU Kartini Jakarta amounted to 108 people. The sampling technique uses the Non-Probability Sampling method, by distributing questionnaires to all samples, which are then analyzed with Structural Equation Modeling (SEM).*

*The test results show that psychological capital, organizational citizenship behavior, and work engagement simultaneously affect patient safety culture at RSU Kartini Jakarta. Psychological capital and work engagement are proven to affect patient safety culture. however, organizational citizenship behavior does not affect the patient safety culture at RSU Kartini. Psychological capital and organizational citizenship behavior have a significant effect on work engagement at RSU Kartini. Work engagement has proven to mediate the influence of organizational citizenship behavior on patient safety culture. The contribution of this study is to fill the gap that occurs from work engagement as mediation from Organizational Citizenship Behavior to Patient Safety Culture.*

**Keywords: Psychological Capital, Organizational Citizenship Behavior, Patient Safety Culture and Work Engagement**