

The Effect of Knowledge and Motivation on Nurses' Attitudes Toward Reporting Patient Safety Incidents at RSU Hermina Opi Jakabaring

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ABSTRACT

Patient safety is the foremost priority in healthcare services, with nurses playing a central role in preventing incidents through accurate reporting. However, in practice, patient safety incident reporting often encounters barriers due to limited knowledge and low motivation. This study aims to explain the influence of learning and motivation on nurses' attitudes toward reporting patient safety incidents, using a descriptive-verification method, with data collected through questionnaires and analyzed with linear regression. The results indicate that nurses' knowledge, motivation, and attitudes in carrying out reporting are categorized as good. Knowledge and motivation, both individually and simultaneously, have a positive and significant effect on nurses' attitudes, indicating that these two variables are crucial factors in strengthening the culture of patient safety incident reporting. Knowledge and motivation serve as key determinants in shaping this reporting culture. Their integration provides both conceptual foundations and consistent practical encouragement, allowing the reporting culture to grow systematically, sustainably, and in support of healthcare quality. This study emphasizes the importance of continuous training and systematic motivational strategies as the foundation for consistent reporting of patient safety incidents, while also suggesting further research on the effectiveness of these interventions in nursing practice.

Keywords: *knowledge, motivation, nurses' attitudes, incident reporting, patient safety.*

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INTRODUCTION

Health is the main capital in community life and is a fundamental right of every citizen, as mandated by Law Number 36 of 2009 concerning Health. This law emphasizes that every individual has the right to receive quality, safe, and affordable healthcare services. Without optimal health conditions, the productivity and quality of life of the population will decline. Therefore, building an effective, equitable, and sustainable healthcare system is a shared responsibility between the government and healthcare professionals. In this context, nurses, as frontline healthcare professionals, play a central role in ensuring patient safety by implementing appropriate procedures and maintaining a professional attitude in carrying out their duties.

Patient safety is one of the key indicators of hospital service quality. The implementation of the patient safety program aims to reduce the risk of medical

incidents that could harm patients during the care process. According to the Regulation of the Minister of Health of the Republic of Indonesia concerning Hospital Patient Safety, every healthcare facility is required to integrate patient safety principles into its quality management system and organizational work culture. Previous research by Nurul Al Rahmi et al. (2021) and Aminayanti et al. (2021) indicates that the knowledge, attitudes, and motivation of healthcare workers, particularly nurses, significantly impact the effectiveness of patient safety implementation in hospitals. This underscores the importance of human resource capacity building through continuous training and education.

Data from the 2024 Patient Safety Incident (PSI) reports at Hermina OPI General Hospital in Jakabaring indicate that medical incidents of varying severity still occur. Out of a total of 25 cases, Near Miss Incidents (NMI) accounted for 40%, followed by No Harm Incidents (NHI) at 32%, Adverse Events (AE) at 20%, and Sentinel Events at 8%. The most frequent types of incidents were medication errors (28%) and procedural errors (24%), while human error accounted for 60% of the incidents. The prevalence of active errors highlights the need to improve individual competence, particularly the knowledge and motivation of nurses, to minimize risks by adhering to Standard Operating Procedures (SOPs) and openly reporting incidents. This fact shows that the safety culture in hospitals still needs strengthening through educational and systemic approaches.

According to Darmawati Junus et al. (2023), good knowledge allows nurses to identify potential risks before incidents occur, while work motivation serves as a driving factor for consistently implementing preventive measures and reporting. Nurses with adequate knowledge and high motivation will be more proactive in implementing patient safety policies. Conversely, low knowledge and motivation can lead to non-compliance with procedures and reduce the quality of service. This is also in line with the opinion of Hanik Endang Nihayati et al. (2019), who stated that improving the technical and non-technical competencies of healthcare workers directly contributes to reducing patient safety incidents.

Nurses' attitudes towards incident reporting are a crucial element in patient safety systems. A positive and open attitude towards incident reporting reflects a strong safety culture. Aminayanti et al. (2021) emphasize that nurses with a positive attitude towards patient safety are more likely to report incidents without fear of sanctions, thus enabling hospitals to make continuous improvements. Conversely, a passive attitude and reluctance to report can hinder the evaluation process and the improvement of service quality. Therefore, the combination of good knowledge, high motivation, and a positive attitude towards reporting is a key prerequisite for creating a sustainable patient safety system.

Hermina OPI Jakabaring Hospital, a private C-class hospital in the Banyuasin area, is committed to improving service quality by comprehensively implementing patient safety standards. Nevertheless, the IKP report indicates that there are still weaknesses in the implementation of incident procedures and reporting. The results of preliminary interviews with several nurses indicate that some nursing staff still have suboptimal levels of knowledge and motivation in performing their duties. This condition serves as an essential basis for conducting more in-depth research on how learning and motivation influence nurses' attitudes towards reporting patient safety incidents.

Based on this background, this study aims to analyze the influence of knowledge and motivation on nurses' attitudes towards reporting patient safety incidents at Hermina OPI Jakabaring General Hospital. This research is expected to provide empirical contributions to the development of hospital management policies in improving patient safety culture. Theoretically, the results of this research are expected to enrich the study of organizational behavior and human resource management in the health sector, especially in the context of patient safety implementation. Practically, this research is expected to serve as a basis for strategic decision-making in hospital management to improve service quality by strengthening nurses' competence, motivation, and professional attitudes towards patient safety.

The Relationship Between Knowledge and Nurses' Attitudes

Nurses' knowledge plays a vital role in shaping positive attitudes towards reporting patient safety incidents. Aminayanti et al. (2021) emphasize that good knowledge increases awareness and reporting frequency, while Darmawati Junus et al. (2023) state that strong understanding facilitates incident identification and strengthens professional responsibility. Tri Yuli Kustini (2020) added that understanding safety protocols encourages consistent reporting behavior, while Ananda Ainun et al. (2020) emphasized the importance of training to make nurses more confident and proactive. In line with this, Nurul Al Rahmi et al. (2021) assessed that adequate knowledge creates synergy with motivation in reporting. Thus, knowledge becomes the primary foundation for building a responsive, responsible, and consistent attitude towards reporting patient safety incidents.

H1: *There is an influence of knowledge on nurses' attitudes towards reporting patient safety incidents at Hermina OPI Jakabaring General Hospital.*

The Relationship Between Motivation and Nurses' Attitudes

Work motivation plays a vital role in shaping nurses' attitudes towards reporting patient safety incidents. Highly motivated nurses demonstrate greater awareness, responsibility, and concern for service quality because they feel they are an essential part of the safety system (Nurul Al Rahmi et al., 2021; Aminayanti et al., 2021). Motivation, both internal and external, encourages nurses to be disciplined, adhere to procedures, and actively report incidents as a form of prevention (Darmawati Junus et al., 2023; Kustini, 2020; Ananda Ainun et al., 2020). Thus, strong motivation fosters openness, professional responsibility, and the understanding that incident reporting is not an act of blame, but rather a crucial step in building a sustainable and high-quality patient safety culture.

H2: *There is an influence of motivation on nurses' attitudes towards reporting patient safety incidents at Hermina OPI Jakabaring General Hospital.*

The Relationship Between Knowledge and Motivation

Nurses' knowledge of patient safety culture plays an important role in increasing their motivation to report patient safety incidents. Research by Kustini

(2024) indicates a significant relationship between nurses' knowledge of patient safety culture and the reporting of patient safety incidents at RSUD Khidmat Sehat Afiat (KiSA) Depok. Nurses who understand the importance of a safety culture are more likely to be motivated to report incidents as a preventive measure and to improve the healthcare system. Octarini et al.'s (2019) research found that nurses' knowledge and the head nurse's supervisory function significantly influence nurses' motivation to report patient safety incidents. Good knowledge enables nurses to understand the procedures and the importance of reporting, while adequate supervision from the head nurse provides additional support and encouragement for reporting incidents. From these two opinions, it can be concluded that adequate knowledge of patient safety culture, supported by effective supervision, significantly contributes to increasing nurses' motivation to report patient safety incidents. This is important for creating a safer healthcare environment that is more responsive to potential risks.

H3: *There is a simultaneous influence of knowledge and motivation on nurses' attitudes towards reporting patient safety incidents at Hermina OPI Jakabaring General Hospital.*

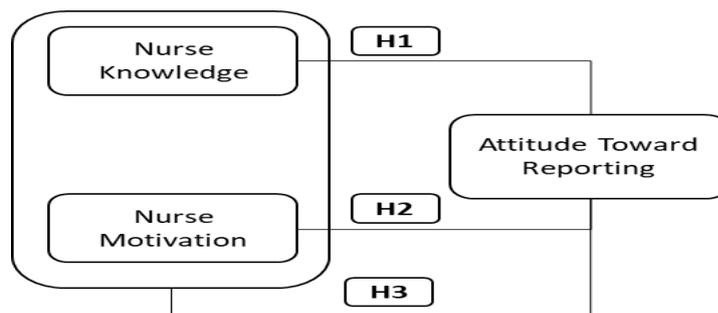


Figure 1. Conceptual Work

METHODOLOGY

This study employs a descriptive verificative design with a quantitative approach to describe and test the influence of knowledge and motivation on nurses' attitudes towards reporting patient safety incidents at Hermina OPI General Hospital in Jakabaring. This design was chosen to obtain empirical data that is objective, measurable, and statistically testable (Sugiyono, 2018). The study population included all nurses working at Hermina OPI General Hospital in Jakabaring, totaling 356 individuals. A sample of 120 respondents was selected using proportionate random sampling to ensure that each unit in the population had a proportional chance of being chosen (Riduwan & Akdon, 2019). Data collection was conducted through a closed questionnaire using a 1-5 Likert scale to measure nurses' knowledge, motivation, and attitudes towards reporting patient safety incidents. The research instrument was developed based on organizational behavior and patient safety theories. Then its validity and reliability were tested using Pearson Product-Moment correlation analysis and Cronbach's Alpha coefficient to ensure the internal consistency of the instrument (Ghozali, 2021). Data analysis was performed using multiple linear regression to measure the simultaneous and partial effects between variables, followed by t-tests to examine partial effects, F-tests for simultaneous

effects, and the coefficient of determination (R^2) to determine the contribution of independent variables to the dependent variable. The entire analysis process was conducted with the assistance of SPSS software version 25.0 to improve the accuracy and reliability of the test results (Santoso, 2020).

RESULT & DISCUSSION

Results

Respondent Characteristic

Table 1 presents the demographic profile of the respondents in this study. The data show that most participants were female (88%), predominantly within the 25–34 age range (56%), and educated mainly at the Diploma in Nursing (D3) level (57%). In terms of geographic distribution, the majority of respondents originated from Palembang (88%), where the hospital is located. This composition indicates that the study population is dominated by young, vocationally trained female nurses working in a local urban setting. Such a profile suggests a workforce that is practically oriented, adaptable, and actively engaged in clinical operations, key factors that may influence their knowledge, motivation, and attitudes toward patient safety incident reporting.

Table 1. Characteristic Respondent

Variable	Category	Frequency (n)	Percentage (%)
Gender	Male	15	12
	Female	110	88
Age	< 25 years	47	38
	25–34 years	70	56
	35–44 years	8	6
	45–60 years	0	0
Education	Diploma in Nursing (D3)	71	57
	Bachelor of Nursing (S1)	9	7
	Professional Nurse (Ners)	29	23
	Diploma in Midwifery (D3)	16	13
Region of Origin	Palembang	110	88
	Banyuasin	4	3
	Jakabaring	2	2
	Ogan Ilir	5	4
	Pagar Alam	4	3
Total Respondents		125	100

Validity Test

Data quality testing is a process to ensure that research questionnaires have an adequate level of validity and reliability, making them suitable for use in research data collection. An item is considered valid if the calculated r value is greater than the table r value at a 0.05 error level. Conversely, if the calculated r value is less than the table r value, the statement item is considered invalid. The following presents the results of the validity and reliability tests conducted on the questionnaire instrument for each research variable.

Table 2. Result Validity Test

Variable	Item No	r-Stat	r-Critical	p-Value	Validity
Knowledge	1	0.508	0.300	0.004	Valid
	2	0.831	0.300	0.000	Valid
	3	0.742	0.300	0.000	Valid
	4	0.893	0.300	0.000	Valid
	5	0.450	0.300	0.028	Valid
	6	0.862	0.300	0.000	Valid
	7	0.599	0.300	0.000	Valid
	8	0.681	0.300	0.000	Valid
	9	0.910	0.300	0.000	Valid
	10	0.927	0.300	0.000	Valid
	11	0.920	0.300	0.000	Valid
	12	0.927	0.300	0.000	Valid
	13	0.655	0.300	0.000	Valid
	14	0.752	0.300	0.000	Valid
	15	0.911	0.300	0.000	Valid
	16	0.917	0.300	0.000	Valid
	17	0.939	0.300	0.000	Valid
	18	0.846	0.300	0.000	Valid
	19	0.738	0.300	0.000	Valid
	20	0.852	0.300	0.000	Valid
Motivation	1	0.868	0.300	0.000	Valid
	2	0.877	0.300	0.000	Valid
	3	0.908	0.300	0.000	Valid
	4	0.957	0.300	0.000	Valid
	5	0.982	0.300	0.000	Valid
	6	0.867	0.300	0.000	Valid
	7	0.932	0.300	0.000	Valid
	8	0.960	0.300	0.000	Valid
	9	0.705	0.300	0.000	Valid
	10	0.897	0.300	0.000	Valid
	11	0.919	0.300	0.000	Valid
	12	0.888	0.300	0.000	Valid
	13	0.918	0.300	0.000	Valid
	14	0.841	0.300	0.000	Valid
	15	0.928	0.300	0.000	Valid
Nurses' Attitude	1	0.740	0.300	0.000	Valid
	2	0.800	0.300	0.000	Valid
	3	0.917	0.300	0.000	Valid
	4	0.972	0.300	0.000	Valid
	5	0.938	0.300	0.000	Valid
	6	0.972	0.300	0.000	Valid
	7	0.961	0.300	0.000	Valid
	8	0.962	0.300	0.000	Valid
	9	0.981	0.300	0.000	Valid
	10	0.933	0.300	0.000	Valid
	11	0.973	0.300	0.000	Valid
	12	0.969	0.300	0.000	Valid
	13	0.982	0.300	0.000	Valid
	14	0.966	0.300	0.000	Valid
	15	0.980	0.300	0.000	Valid
	16	0.984	0.300	0.000	Valid

Reliability Test

The reliability test results indicate that all research instruments have a very high level of reliability, as Cronbach's Alpha values exceed the minimum threshold of 0.70. The Knowledge variable with 20 items obtained a value of 0.966, indicating strong internal consistency. In comparison, the Motivation variable with 15 items

reached a value of 0.981, demonstrating that all question items can reliably represent the construct being measured. The Nurse Attitude variable, with 16 items, obtained the highest value of 0.991, reflecting almost no internal differences between question items and perfect measurement stability. Overall, these results confirm that the research instruments used to measure the variables of Nurses' Knowledge, Motivation, and Attitudes are reliable, consistent, and suitable for further data analysis (Sugiyono, 2018).

Table 3. Result Reliability Test

Variabel	N of Items	Cronbach's Alpha	Definition
Knowledge	20	0.966	Reliabel
Motivation	15	0.981	Reliabel
Attitude	16	0.991	Reliabel

Multiple Linear Regression Test

The results of the multiple linear regression test show that the variables of knowledge and motivation significantly influence nurses' attitudes towards reporting patient safety incidents. The calculated t-value for knowledge is 4.13 with a significance of 0.000. For motivation, it is 3.96 with a significance of 0.001, both of which are less than 0.05, indicating a positive and significant influence on attitude. Additionally, the results of the simultaneous test show an F-value of 18.45 with a significance level of 0.000, indicating that knowledge and motivation together have a significant effect on nurses' attitudes. Thus, the regression model used is declared suitable for explaining the relationships between the research variables (Sugiyono, 2018).

Table 4. Result Multiple Linear Regression Test

Variable	t-value	Sig.	Description
Knowledge → Attitude	4.13	0.000	Significant
Motivation → Attitude	3.96	0.001	Significant
F-value	18.45	0.000	Simultaneously Significant

Hypothesis Test

The hypothesis testing results demonstrate that both knowledge and motivation significantly affect nurses' attitudes toward patient safety incident reporting at Hermina OPI Jakabaring Hospital. The t-value for knowledge (5.212) and motivation (5.590) both exceed the t-table value (1.979), with significance levels below 0.05, indicating statistically significant effects. These findings imply that increased knowledge enhances nurses' awareness and confidence in reporting incidents accurately. At the same time, higher motivation fosters a stronger sense of responsibility and commitment to maintaining patient safety standards. Thus, improving nurses' knowledge and motivation through continuous education and supportive management policies is essential to strengthening a positive reporting culture and ensuring sustained patient safety practices.

Table 5. Summary Result Hypothesis Test

No	Hypothesis	t-value	t-table	Sig.	Result
1	Knowledge → Nurse Attitude	5.212	1.979	0.000	Significant
2	Motivation → Nurse Attitude	5.590	1.979	0.000	Significant

Simultaneous Test

The simultaneous regression test results indicate that knowledge and motivation have a substantial effect on nurses' attitudes toward reporting patient safety incidents. The calculated F-value of 299.254, which is much higher than the F-table value of 3.07, confirms that the research model is statistically significant. Furthermore, the significance coefficient of 0.000 ($p < 0.05$) reinforces that both independent variables jointly influence nurses' attitudes. This finding suggests that nurses with a higher level of knowledge about patient safety procedures, and who are motivated either intrinsically by moral responsibility or extrinsically by hospital support, tend to exhibit more positive and proactive attitudes in reporting incidents. Consequently, improving nurses' knowledge through continuous training and strengthening their motivation through managerial encouragement are essential strategies for fostering a strong safety culture and enhancing the overall quality of healthcare services.

Table 6. Simultaneous Test Results (F-Test)

Variable Relationship	F-count	F-table	Sig.	Description
Knowledge & Motivation → Nurses' Attitude	299.254	3.07	0.000	Significant Simultaneously

Determination Test

The results of the coefficient of determination (R^2) test show that the variables of knowledge and motivation jointly explain 83.1% of the variation in nurses' attitudes toward reporting patient safety incidents. This indicates a strong explanatory power, as the R Square value exceeds 0.80, meaning the regression model effectively represents the relationship among the studied variables. The Adjusted R Square value of 0.828, which differs only slightly from the R Square, further confirms the model's accuracy and reliability without overfitting. Moreover, the standard error of estimate of 6.23640 suggests a low level of prediction error, reinforcing the model's validity. Overall, these results demonstrate that knowledge and motivation make a substantial and consistent contribution to explaining nurses' attitudes, validating the strength and robustness of the regression model used in this research.

Table 7. Coefficient of Determination (R^2) Test Results

Model Summary	R Square	Adjusted R Square	Standard Error of Estimate
Model	0.831	0.828	6.23640

*Discussion**The Influence of Knowledge on Nurses' Attitudes Towards IKP Reporting*

The research results indicate that knowledge has a positive and significant influence on nurses' attitudes towards reporting patient safety incidents at Hermina

OPI Jakabaring General Hospital. Nurses with good knowledge better understand the importance of reporting as part of a safety culture, making them more open, honest, and responsible. This finding aligns with the research results of Aminayanti et al. (2021), Darmawati Junus et al. (2023), and Kustini (2020), which confirm that knowledge strengthens awareness, courage, and consistency in reporting behavior. Support from previous research indicates that knowledge is a key factor in shaping nurses' positive and proactive attitudes. Thus, the higher the nurses' level of knowledge, the better their attitude towards reporting patient safety incidents.

The Influence of Motivation on Nurses' Attitudes Towards IKP Reporting

Motivation has been proven to have a positive and significant effect on nurses' attitudes toward reporting patient safety incidents at RSU Hermina OPI Jakabaring. The higher the nurses' motivation, the better their attitude in carrying out incident reporting. This finding aligns with several previous studies (Nurul Al Rahmi et al., 2021; Aminayanti et al., 2021; Darmawati Junus et al., 2023; Tri Yuli Kustini, 2020; Ananda Ainun et al., 2020; Aqil Andika Pratiwi et al., 2024), which consistently highlight motivation, both internal and external, as a key factor influencing nurses' responsibility, discipline, and openness in reporting incidents. External support, such as leadership and organizational culture, also strengthens this attitude (Norhayati Jamal et al., 2022). Overall, motivation acts as a driving force that shapes positive, responsible, and proactive attitudes, thereby enhancing the effectiveness of incident reporting and contributing to improved patient safety and nursing service quality.

Knowledge and Motivation Towards Nurses' Attitudes Regarding IKP Reporting

The research results indicate that knowledge and motivation simultaneously have a positive and significant effect on nurses' attitudes towards reporting patient safety incidents at Hermina OPI Jakabaring General Hospital. These two variables work complementarily, where knowledge provides a strong understanding of the importance of reporting, while motivation drives disciplined action and responsibility in its implementation. This finding is consistent with the research of Darmawati Junus (2023), Nurul Al Rahmi (2021), and Aqil Andika Pratiwi (2024), which emphasizes the important role of knowledge and motivation in reporting attitudes and patient safety culture. Significant empirical values prove that the combination of both is stronger than the influence of each separately, so it can be concluded that knowledge and motivation together form a positive attitude of nurses in supporting patient safety culture in hospitals.

CONCLUSION

The research results indicate that the knowledge, motivation, and attitudes of nurses at Hermina OPI Jakabaring General Hospital are in the good category, meaning that nurses have a high level of understanding, enthusiasm, and commitment to reporting patient safety incidents. Knowledge provides the

foundation for understanding reporting procedures and objectives, while motivation drives consistency and responsibility in their application. Regression analysis proves that knowledge and motivation, both partially and simultaneously, have a positive and significant effect on nurses' attitudes. The combination of the two forms a more positive, honest, and consistent reporting attitude, thus strengthening the culture of patient safety in hospitals.

Based on these results, it is recommended that the management of Hermina OPI Jakabaring General Hospital enhance nurses' understanding of the importance of reporting through regular training, socialization, and discussion forums. These efforts should emphasize reporting as a means to improve the system, rather than as a form of individual error. Additionally, motivation enhancement strategies should be considered, including providing psychological support, managing stress, recognizing performance, and creating an open and supportive work environment. Synergy between increased knowledge and motivation must be maintained to ensure nurses adopt a bolder, more open, and consistent reporting attitude, supporting a sustainable patient safety culture in hospitals.

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