



## The Influence of Knowledge, Motivation and Compliance of Nurses in Implementing Blood Transfusion SPO on Patient Safety in the Inpatient Installation of Persahabatan Hospital

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### **Abstrak**

Pelayanan transfusi darah merupakan prosedur medis yang penting dalam penanganan pasien dengan kondisi yang memerlukan suplai darah tambahan. Dalam implementasinya terdapat beberapa tantangan yang dapat mempengaruhi kualitas pelayanan transfusi darah di rawat inap, khususnya keselamatan pasien. Tujuan penelitian adalah menganalisis pengaruh secara parsial dan simultan pengetahuan, motivasi dan kepatuhan perawat terhadap keselamatan pasien di Instalasi Rawat Inap RS Persahabatan. Metode yang digunakan dalam penelitian ini adalah regresi linier berganda dan deskriptif dengan metode tiga kotak. Hasil penelitian ini menemukan bahwa pengetahuan, motivasi dan kepatuhan mampu mempengaruhi keselamatan pasien baik secara parsial maupun simultan. Variabel pengetahuan, motivasi dan kepatuhan mampu mempengaruhi keselamatan pasien sebesar 65,4%. Kesimpulan dari penelitian ini adalah pengetahuan merupakan variabel yang pencapaian indeksinya paling rendah dan berada pada kategori sedang, sehingga faktor ini dapat menjadi fokus rumah sakit untuk memperbaiki hal tersebut. Rumah sakit dapat fokus pada peningkatan pengetahuan perawat, misalnya melalui pelatihan rutin. Variabel kepatuhan merupakan variabel yang mempunyai pengaruh paling tinggi terhadap keselamatan pasien dan diharapkan perawat dapat melaksanakan transfusi darah sesuai Standar Operasional Prosedur (SOP) mulai dari persiapan dan pelaksanaan.

Kata Kunci: pengetahuan, motivasi, kepatuhan perawat, keselamatan pasien.

## Abstract

Blood transfusion services are an important medical procedure in the treatment of patients with conditions that require additional blood supply. In its implementation, there are several challenges that can affect the quality of blood transfusion services in inpatient settings, especially patient safety. The aim of the research is to analyze the partial and simultaneous influence of nurses' knowledge, motivation and compliance on patient safety in the Persahabatan Hospital Inpatient Installation. The method used in this research is multiple linear regression and descriptive with the three-box method. The results of this study found that knowledge, motivation and compliance were able to influence patient safety both partially and simultaneously. The variables of knowledge, motivation and compliance were able to influence patient safety by 65.4%. The conclusion of this research is that knowledge is the variable with the lowest index achievement and is in the medium category, so this factor can be a focus for hospitals to improve these things. The hospital can focus on increasing nurses' knowledge, for example through regular training. The compliance variable is the variable that has the highest influence on patient safety and it is hoped that nurses can carry out blood transfusions according to the Standard Operating Procedures (SOP) starting from preparation and implementation

**Keyword:** knowledge, motivation, nurse compliance, patient safety.

## A. Introduction

Blood transfusion services are an important medical procedure in the treatment of patients with conditions that require additional blood supply. Safe and appropriate blood transfusion is crucial in maintaining patient safety, reducing the risk of infection, and minimizing possible side effects. However, in implementation, there are several challenges that can affect the quality of blood transfusion services in inpatient installations.

Blood and blood products play an important role in health services. Availability, safety and easy access to blood and blood products must be guaranteed, in accordance with World Health Assembly (WHA) 63.12 on Availability, safety and quality of blood products, that the ability to meet one's own needs for blood and blood products (self sufficiency in the supply of blood and blood products) and ensuring their safety is one of the important national health service objectives.

Blood transfusions are an important part of modern health care and are often needed for accident and burn patients, heart surgery, organ transplants, and patients who require blood therapy such as leukemia, cancer or other diseases such as sickle cell disease and thalassemia.

Apart from the risk of transfusion reactions, other dangerous risks could also be due to errors made by staff. Reportedly, fatal hemolytic reactions related to errors or the occurrence of errors are reported to reach a range between 1/600000 - 1/800000. This error is caused by taking blood samples from the wrong person, incorrectly identifying the blood specimen, giving it to the wrong person (Lindey and Jeane).

The safety of blood services in hospitals starts with accurate patient identification. The aim of the target is to identify patients correctly: first, to reliably identify the patient as the individual intended to receive services; and second, to match services to the individual. Implementation of patient identification begins when the patient registers, which is then used when creating a blood request form until the process of giving blood to the patient. Verification of patient identity consists of the patient's medical record number, name, date of birth and gender. Mistakes in identifying patients during blood services will threaten patient safety and can have fatal consequences.

Persahabatan Hospital, has prepared Standard Operational Procedures (SPO) which outlines the steps of the blood request procedure so that safe, comfortable nursing actions can be produced, with attention to aesthetics and can be accounted for starting from filling out the blood request form, taking patient blood samples, to signs. Accept for blood bag collection.

The implementation of Standard Operational Procedures (SOP) adopted from the Guidelines for Giving Blood and Blood Products needs to be carried out to measure whether the performance of officers is good or bad. Standard Operational Procedures (SPO) are a reference for carrying out work in accordance with existing regulations. Standard Operational Procedures (SPO) aim to facilitate the implementation of activities and minimize errors in carrying out tasks. To create optimal performance, it is necessary to monitor existing standards to assess,

evaluate, correct and strive to achieve good performance in providing blood transfusions in inpatient installations.

From the results of the observations that have been made, researchers want to see the influence of knowledge, motivation and care compliance in implementing procedures for providing blood transfusion services in an effort to support improving patient safety services at the Persahabatan Hospital Inpatient Installation, so that these services can run optimally for patients in accordance with blood transfusion service procedures which refer to (Permenkes No.11 of 2017) concerning Patient Safety, in accordance with Muhdar, et al (2021) in Patient Safety Management, further observation results of transfusion services are not optimal.

Based on the data above, researchers are interested in conducting research with the title "The Influence of Knowledge, Motivation and Compliance of Nurses in Implementing Blood Transfusion SOPs on Patient Safety in the Inpatient Installation of Persahabatan Hospital".

### Theoretical Framework

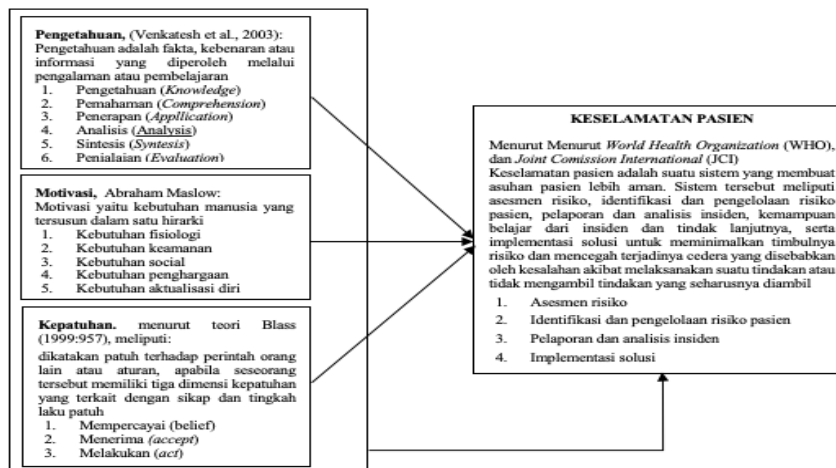


Figure 2.1 Theoretical Framework

### Research Conceptual Framework

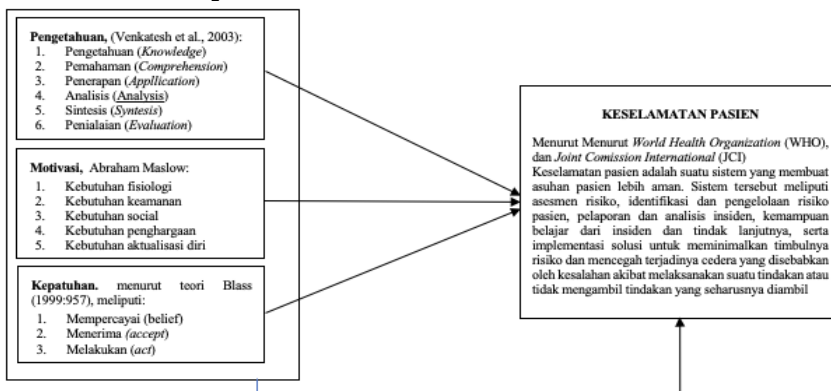


Figure 2.2 Conceptual Framework

### Research Hypothesis

H1: Do Nurses' Knowledge, Motivation and Compliance simultaneously influence Patient Safety

H2: Does nurse knowledge influence patient safety

H3: Does Nurse Motivation influence Patient Safety

H4: Does nurse compliance affect patient safety

## B. Metodologi

This research uses quantitative research methods with the type of research being explanatory causality. The data collection method is a survey, the researcher selects a number of respondents as a sample and asks a list of questions (questionnaire). The list of questions contains motivation, knowledge and compliance as independent variables, and the dependent variable in this study is patient safety. The research constellation in this model is shown in figure 3.1.

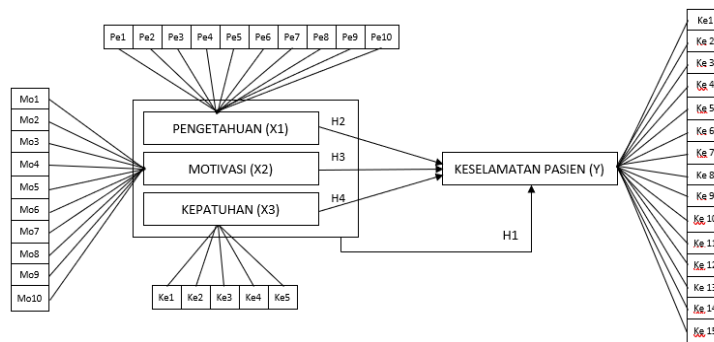


Figure 3.1. Research Constellation

### Data analysis technique

The data analysis technique used in this research is quantitative analysis. This research uses IBM SPSS version 25 software to test data quantitatively. In this study, multiple linear regression was used.

### Data Quality Test

#### Validity test

A questionnaire will be said to be valid if the questions in the questionnaire can reveal something that the questionnaire will measure. The level of validity can be measured by comparing the calculated  $r$  value (correlation item total correlation) with the  $r$  table with the condition that degree of freedom ( $df$ ) =  $n-2$ , where  $n$  is the number of samples with  $\alpha = 0.05$  or 5%.

#### Reliability Test

Reliability testing will be used to measure how far the measuring instruments used can be trusted. The measuring instrument used will be said to be reliable if a person's answers to questions remain consistent or stable if done repeatedly.

## C. Finding and Discussion

### 1. Finding

#### Data Analysis Requirements Testing

##### Validity Test Results

The level of validity is measured by comparing the calculated  $r$  value (correlation item total correlation) with the  $r$  table with the condition that degree of freedom ( $df$ ) =  $n$ , where  $n$  is the number of samples with  $\alpha = 0.05$  or 5%. Therefore, in this research, an item is said to be valid if the calculated  $r$  is above 0.148 ( $r(0.05;168) = 0.148$ ).

##### Knowledge Factor Variable

In this research, the validity test used the product moment method with a calculated  $r$  value (item total correlation) > 0.148. The results of this research show that the knowledge variable consists of 10 question items which have a calculated  $r$  above 0.148 so it can be said that all items are valid. This means that all of these items can be used to measure the knowledge variable. The following is a recapitulation of the validity of the knowledge variable

Table 4.3 Validity Results of the Knowledge Factor Variable

Item	r count	r table	Description
p1	0.607	0.148	Valid
p2	0.705	0.148	Valid
p3	0.680	0.148	Valid
p4	0.636	0.148	Valid
p5	0.642	0.148	Valid
p6	0.599	0.148	Valid
p7	0.706	0.148	Valid
p8	0.744	0.148	Valid
p9	0.664	0.148	Valid
p10	0.723	0.148	Valid

Source: Attachment to Validity and Reliability Test Results

### Motivational Factor Variables

In this research, the validity test used the product moment method with a calculated r value (item total correlation) > 0.148. The results of this research show that the motivation variable which consists of 10 items has a calculated r above 0.148 so it can be said that all items are valid. This means that all of these items can be used to measure motivation variables. The following is a recapitulation of the validity of motivation variables:

**Table 4.4 Validity Results of Motivational Factor Variables**

Item	r count	r table	Description
m1	0.893	0.148	Valid
m2	0.887	0.148	Valid
m3	0.888	0.148	Valid
m4	0.878	0.148	Valid
m5	0.896	0.148	Valid
m6	0.914	0.148	Valid
m7	0.900	0.148	Valid
m8	0.887	0.148	Valid
m9	0.896	0.148	Valid
m10	0.901	0.148	Valid

Source: Attachment to Validity and Reliability Test Results

### Compliance Factor Variables

In this research, the validity test used the product moment method with a calculated r value (item total correlation) > 0.148. The results of this research show that the compliance variable which consists of 5 items has a calculated r above 0.148 so it can be said that all items are valid. This means that all of these items can be used to measure compliance variables. The following is a recapitulation of the validity of the compliance variable:

**Table 4.5 Results of Validity of Compliance Factor Variables**

Item	r count	r table	Description
k1	0.898	0.148	Valid
k2	0.865	0.148	Valid
k3	0.808	0.148	Valid
k4	0.802	0.148	Valid
k5	0.627	0.148	Valid

Source: Attachment to Validity and Reliability Test Results

### Patient Safety Factor Variables

In this research, the validity test used the product moment method with a calculated r value (item total correlation) > 0.148. The results of this research show that the patient safety variable, which consists of 15 items, has a calculated r above 0.148, so it can be said that all items are valid. This means that all of these items can be used to measure patient safety variables. The following is a recapitulation of the validity of patient safety variables:

**Table 4.6 Validity Results of Patient Safety Factor Variables**

Item	r count	r table	Description
ks1	0.623	0.148	Valid
ks2	0.615	0.148	Valid
ks3	0.582	0.148	Valid
ks4	0.668	0.148	Valid
ks5	0.591	0.148	Valid
ks6	0.559	0.148	Valid
ks7	0.634	0.148	Valid
ks8	0.739	0.148	Valid
ks9	0.775	0.148	Valid
ks10	0.732	0.148	Valid
ks11	0.736	0.148	Valid
ks12	0.764	0.148	Valid
ks13	0.755	0.148	Valid
ks14	0.816	0.148	Valid
ks15	0.794	0.148	Valid

Source: Attachment to Validity and Reliability Test Results

### Reliability Test Results

Reliability testing will be used to measure how far the measuring instruments used can be trusted. The measuring instrument used will be said to be reliable if a person's answers to questions remain consistent or stable if done repeatedly. A variable has a reliable instrument if the Cronbach's alpha value is above 0.60. The following are the reliability results of each variable:

**Table 4.7 Reliability Test Results**

Variable	Cronbach's Alpha	Description
Knowledge	0.908	Reliable
Motivation	0.978	Reliable
Obedience	0.922	Reliable
Patient Safety	0.940	Reliable

Source: Attachment to Validity and Reliability Test Results

The results of the reliability test showed that each variable had a Cronbach's alpha value above 0.60. Therefore, it can be interpreted that the instrument for each variable is reliable. This means that the instrument used has consistency as a measuring tool.

### Recapitulation of Descriptive Analysis Using the Three-box Method

The following is a recapitulation of the results of the answers and analysis of the answer score index on the variables of knowledge, motivation, compliance and patient safety:

**Table 4.12 Three-box Method Recapitulation**

Variable	Score			Behavior
	Low	Medium	High	
Knowledge		√		Employee's inability to analyze
Motivation			√	Enthusiastic
Obedience		√		Work according to procedures
Patient Safety		√		Avoiding Unexpected Events (KTD)

Source: Descriptive Results Appendix

The knowledge variable has an index achievement of 119.1 so it is included in the medium category. This shows that in general nurses' knowledge regarding blood transfusions is quite good, but needs to be improved. The motivation variable has an index achievement of 129.4 so it is included in the high category. This shows that in general the work motivation of nurses in inpatient installations is high. The compliance variable has an index achievement of 122.4 so it is included in the medium category. This shows that in general nurses' work compliance is quite good. The patient safety variable has an index achievement of 126.4 so it is in the medium category. This shows that in general patient safety carried out by nurses is quite good, but needs to be improved.

### Hypothesis test

#### Normality test

The normality test is carried out to prove whether the data obtained is normally distributed or not. The following are the results of the normality test using the Kolmogorov-Smirnov method.

**Table 4.13. Normality Test Results**

Significance of Kolmogorov Smirnov	Description
0.200	Normal Distribution

Source: 2023 Olah Primary Data

The normality test results obtained a significance value from Kolmogorov Smirnov in the regression model greater than 0.05. This shows that the data is normally distributed.

### Multicollinearity Test

The multicollinearity test aims to find out whether there is a high relationship between the independent variables. There are no multicollinearity problems if the Tolerance value is above 0.1 and the VIF is below 10.

**Table 4.14. Multicollinearity Test Results**

Variable	Tolerance	VIF	Information
Knowledge	0.711	1.406	Non Multicollinearity
Motivation	0.341	2.932	Non Multicollinearity
Obedience	0.323	3.098	Non Multicollinearity

Source: 2023 Olah Primary Data

The results above show that the tolerance value for each independent variable is above 0.1 and the VIF is below 10, so it can be said that there is no multicollinearity, meaning there is no high relationship between the independent variables.

### Heteroscedasticity Test

The heteroscedasticity test aims to test whether in the regression model there is an inequality of variance from the residuals of one observation to another. In this study, the heteroscedasticity test used the Glejser test. There is no heteroscedasticity problem if the significance value is above 0.05.

**Table 4.15. Heteroscedasticity Test Results**

Variable	Sig	Information
Knowledge	0.253	Non Heteroscedasticity
Motivation	0.981	Non Heteroscedasticity
Obedience	0.799	Non Heteroscedasticity

Source: 2023 Olah Primary Data

The results of the heteroscedasticity test obtained by each independent variable in the regression model have a significance value above 0.05, so it can be said that the regression model does not contain symptoms of heteroscedasticity.

## 2. Discussion

### The Influence of Knowledge, Motivation, and Compliance Variables on Patient Safety

Simultaneous influence of knowledge, motivation, and compliance on patient safety. The calculated F value is greater than the F table (F table with n 100 and the number of independent variables 5, namely F table = 2.659) and the significance is smaller than 0.05. The Fcount value is 103.156 and the significance is 0.000 so the significance is smaller than 0.05, it can be concluded that there is a simultaneous influence of knowledge, motivation and compliance on patient safety, seen from the Nurse's knowledge of the definition of transfusion, Nurse motivation that all levels of Nurses are competent to carry out blood transfusion, and Nurse compliance in carrying out blood transfusion actions according to the SOP from preparation to implementation can influence patient safety by 65.4%.

### The Influence of Significant Knowledge Variables on Patient Safety

There is a significant partial influence of the knowledge variable on patient safety. The knowledge variable has a calculated t value of 2.028 and a significance value of 0.044, so the calculated t value is greater than 1.974 and the significance value is smaller than 0.05, so there is a significant partial influence of the knowledge variable on patient safety. The regression coefficient value of 0.142 indicates a positive influence. Judging from the nurse's knowledge of the definition of blood transfusion, namely moving or inserting blood from a donor into the patient's body via a vein to correct or provide treatment for abnormal clinical conditions, patient safety will increase and vice versa. This coefficient value also means that patient safety will increase by 0.142 units for every one-unit increase in knowledge.

### The Influence of Significant Motivational Variables on Patient Safety

There is a significant partial influence of motivation variables on patient safety. The motivation variable has a t value of 3.797 and a significance of 0.000, so the t value is greater than 1.974 and the significance value is smaller than 0.05, so there is a significant partial influence of the motivation variable on patient safety. The regression coefficient value of 0.222 shows that there is a positive influence, seen from the motivation at all levels of nursing who are competent in carrying out blood transfusions, meaning that the higher the motivation, the more patient safety will increase and vice versa. This coefficient value also means that patient safety will increase by 0.222 units for every one-unit increase in motivation.

### The Influence of Compliance Variables on Patient Safety

There is a significant partial influence of the compliance variable on patient safety. The compliance variable has a calculated t value of 5.947 and a significance of 0.000, so the calculated

t value is greater than 1.974 and the significance value is smaller than 0.05, so there is a significant partial influence of the compliance variable on patient safety. The regression coefficient value of 0.450 indicates a positive influence, seen from carrying out blood transfusions according to the SOP from preparation to implementation, meaning that the higher the compliance, the more patient safety will increase and vice versa. This coefficient value also means that patient safety will increase by 0.450 units for every one-unit increase in compliance.

### **Research Findings**

The results of this research showed that knowledge, motivation and compliance were able to influence patient safety by 65.4%. These three variables also have a partial effect, where the knowledge variable is the variable with the lowest achievement and motivation is the variable with the highest achievement. Based on the correlation, it was found that knowledge, motivation, compliance were significantly related to patient safety. The variable with the highest correlation coefficient is compliance with a correlation coefficient of 0.781, which means that this variable is the variable most strongly related to patient safety. Meanwhile, the knowledge variable is the variable with the lowest level of relationship, namely 0.510

This research is in line with the theory of (Venkatesh et al., 2003) that knowledge is facts, truth or information obtained through experience or learning. Knowledge has a very important role in shaping a person's actions, because from experience and research it turns out that behavior that is based on knowledge will be more lasting than behavior that is not based on knowledge. In connection with this research, it refers to nurses' knowledge regarding blood services regarding patient safety.

This research is in line with the theory of motivation according to (Abraham Maslow) which explains that the hierarchical structure of needs is the organization that underlies human motivation. The more an individual is able to satisfy his relatively higher needs, the more that individual will be able to achieve individuality, meaning that his personality will be more mature. In connection with this research, it refers to nurses' work motivation as a determinant of patient safety.

This research is in line with the obedience theory according to Blass in Malikah (2017) that someone can be said to obey other people's orders or rules, if that person has obedient attitudes and behavior. In connection with this research, it refers to nurses' compliance regarding blood services towards patient safety.

The regression results show that compliance is a variable that influences work safety, marked with the highest regression coefficient. Therefore, if you want to increase nurse compliance, the intervention that can be carried out is creating binding regulations and systems by providing rewards and punishment that can strengthen nurse compliance.

### **Research Limitations**

Data collection in this research was carried out online so there is the possibility of misunderstanding regarding the questions in the questionnaire. In this case, the researcher anticipated this by communicating with the employee coordinator of each unit so that misunderstandings could be minimized.

This research was conducted in a hospital so there is a possibility that respondents filled out the questionnaire while at work, making it possible that questionnaires were filled out that did not correspond to reality due to the respondent's busy schedule at the hospital.

## **Discussion**

### **Conclusions, Implications and Suggestions**

#### **Conclusion**

This research found that knowledge, motivation and compliance can influence patient safety. This shows that there is good continuity between knowledge, motivation and compliance which will increase patient safety.

The results of this research showed that knowledge was the variable with the lowest index achievement due to nurses' lack of knowledge about the definition of blood transfusion, so that this factor could be the focus of hospitals to increase nurses' knowledge.

The results of this research show that the motivation variable shows a positive influence on safety, seen from the motivation at all levels of nurses who are competent in carrying out blood transfusions, so that hospitals can consider the need for training to refresh nurse competencies.

The results of this research show that the compliance variable shows a positive influence on safety, for this reason it is necessary to carry out supervision when carrying out blood transfusions in accordance with the SOP from preparation to implementation.

## **Implications**

### **Theoretical Implications**

The research results support Notoatmodjo's (2012) theory of knowledge, where knowledge has a very important role in forming a person's actions, because from experience and research it turns out that behavior that is based on knowledge will be more lasting than behavior that is not based on knowledge. In connection with this research, it refers to nurses' knowledge regarding blood services regarding patient safety. This research is in line with the theory of motivation according to (Abraham Maslow) which explains that the hierarchical structure of needs is the organization that underlies human motivation. In connection with this research, it refers to nurses' work motivation as a determinant of patient safety. This research is in line with the obedience theory according to Blass in Malikah (2017) that someone can be said to obey other people's orders or rules, if that person has obedient attitudes and behavior. In relation to this research, it refers to nurses' compliance regarding blood services towards patient safety.

There is a significant partial influence of the knowledge variable on patient safety, so theoretically this research is in line with the research of Jha et al. (2013) and Wong et al. (2015) found that increasing knowledge had an effect on improving patient safety.

There is a significant partial influence of motivation variables on patient safety, so theoretically this research is in line with the research of Bal et al. (2018), Huet et al. (2020), and Willems et al. (2019) which revealed that the motivation of medical staff influences patient safety related to safer practices in blood transfusion services.

There is a significant partial influence of the compliance variable on patient safety, so theoretically this research is in line with research by Pitoyo, et al (2017) which found that there is a relationship between nurse compliance in implementing safety guidelines and safety.

### **Managerial Implications**

Based on the results of research that has been carried out regarding patient safety at the Persahabatan Hospital Inpatient Installation, the following implications can be given: The results of this research show that knowledge is the variable with the lowest index achievement and is in the medium category. Meanwhile, the motivation variable is in the high category and compliance is in the medium category. So there are several things that RSUP Persahabatan can do, namely the hospital can focus on increasing nurses' knowledge, for example through regular training. Then there is punishment for nurses who do not comply with applicable procedures so as to increase nurse compliance.

### **Suggestion**

For the Persahabatan Hospital, the hospital needs to hold regular training considering that in this research it was found that nurses' knowledge is still a concern and needs to be improved.

Future researchers can further develop this research by analyzing how other variables influence patient safety. Apart from that, it can also analyze how knowledge and knowledge variables influence if they become mediating variables.

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