



## Factors Influencing Nurses' Compliance in the Implementation of Patient Safety at Rumah Sakit Islam Gorontalo

Mevianri F Peleng<sup>1\*</sup>, Andi Akifa Sudirman<sup>2</sup>, Sabirin B. Syukur<sup>3</sup>

<sup>1,2,3</sup>Program Studi Ilmu Keperawatan, Fakultas Ilmu Kesehatan, Universitas Muhammadiyah Gorontalo

\*Email: [mfrinivianzi@gmail.com](mailto:mfrinivianzi@gmail.com)

### Article Info

#### Article history:

Received 11 Mar, 2026

Revised 14 May, 2026

Accepted 25 May, 2026

#### Keywords:

Compliance, Safety, Patient Safety, Nurses

### ABSTRACT

Patient safety is a top priority in healthcare services and constitutes the first step in improving service quality. Compliance with patient safety implementation is influenced by several factors, including length of work experience, knowledge, and nurses' motivation. This study aimed to determine the factors influencing nurses' compliance in the implementation of patient safety at Rumah Sakit Islam Gorontalo. This study employed a correlational quantitative design with a cross-sectional approach. The sampling technique used was non-probability sampling with total random sampling, involving 41 respondents. Data were collected using a questionnaire sheet. The results of the study using the Chi-square ( $\chi^2$ ) statistical test showed that there was a relationship between work experience factors ( $p = 0.032$ ), knowledge ( $p = 0.045$ ), and motivation ( $p = 0.010$ ) with compliance in the implementation of patient safety at Rumah Sakit Islam Gorontalo. The study suggests the need to improve evaluation and follow-up regarding compliance with patient safety implementation in the inpatient wards of Rumah Sakit Islam Gorontalo.

## INTRODUCTION

Patient safety is a top priority in improving the quality and image of hospitals. The implementation of a quality management system by enhancing patient safety is expected to reduce mortality rates caused by medical injuries by building and fostering a culture of patient safety in hospitals (Isnanlini, 2020). Hospitals are healthcare institutions that have high risks related to the safety and health of staff, patients, patient companions, visitors, and the hospital environment. Therefore, achieving safety standards is essential in improving optimal service quality (Marselina, 2023)

Patient safety goals in the National Hospital Accreditation Standards established by the Hospital Accreditation Committee (KARS) regarding patient safety in hospitals consist of six points: accurate patient identification, improvement of effective communication, enhancement of the safety of high-alert medications, assurance of correct site, correct procedure, and correct patient for surgery, reduction of healthcare-associated infection risks, and reduction of patient fall risks (KARS, 2017).

The implementation of patient safety is very important for hospitals because the impacts that may arise if patient safety programs are not implemented can worsen the patient's condition, increase healthcare costs, and even lead to death. Furthermore, patient safety implementation aims to reduce the incidence of adverse events in hospitals and ensure the implementation of prevention programs to avoid the recurrence of unexpected incidents.

Patient safety is also a major priority in healthcare services and represents the first step in improving service quality while being closely related to the quality and image of hospitals. Therefore, it is important for nurses and hospital management to pay attention to and implement patient safety standards in nursing practice within hospitals.

Reporting of patient safety incidents in hospitals includes unintended events that result in preventable patient injuries. These incidents consist of adverse events, near-miss events, no-harm incidents, and potential injury events (Nurislami, 2023).

---

According to the World Health Organization (WHO, 2024), harmful patient safety incidents include surgical procedure errors (27%), medication errors (18.3%), and nursing-related infection errors (12.2%). Globally, patient safety violations involving infections account for 85.5%, and evidence of medical errors indicates that approximately 50–72.3%, or between 44,000 and 98,000 patients, die due to medical errors. Additionally, there has been a significant increase in adverse events by 96.5%.

Data from the Indonesian Ministry of Health reported that the prevalence of errors in the implementation of patient safety during 2022–2023 reached 4,918 cases, consisting of 1,717 adverse events (34%), 1,525 no-harm incidents (31%), and 1,676 near-miss incidents (34%) (Ministry of Health, 2023).

Data regarding patient safety violations worldwide, especially in Indonesia, indicate very high rates of incidents. These incidents are caused by various factors, one of which is the human factor itself. Research data in Indonesia show that errors in healthcare service processes are caused by healthcare workers related to compliance by 85%, while equipment-related factors account for 15% (Erisah et al., 2022).

Efforts to reduce the incidence of patient safety events require nurses' compliance in implementing patient safety measures. Nurses' compliance refers to the behavior of professional nursing staff in carrying out duties according to standard operational procedures and regulations that must be followed and obeyed. However, nurses often fail to perform their duties and responsibilities in accordance with established regulations.

Compliance with patient safety implementation involves preventing incidents that may harm patients. Therefore, good knowledge among nurses is required, including physical and mental abilities and skills as professional healthcare workers. Nurses' level of knowledge as employees can influence their skills in implementing management plans to prevent actions that may injure or harm patients.

Another factor influencing compliance with patient safety implementation is nurses' length of work experience. Work experience is part of workforce characteristics that shape individual behavior, enabling workers to better understand workplace conditions based on their years of service. However, adaptation differs among nurses, depending on individual motivation. Therefore, when nurses understand workplace conditions and occupational hazards affecting themselves and others, they are more likely to comply with safety procedures for themselves and patients.

Compliance is also influenced by work motivation, which involves a deep understanding of procedures and adequate practical experience required to achieve optimal compliance in maintaining patient safety. Motivation plays an important role in determining individual compliance because high motivation encourages adherence to tasks and responsibilities. Motivation can be defined as the driving force that encourages nurses to perform actions and responsibilities.

Based on a preliminary study conducted in the inpatient wards of Rumah Sakit Islam Gorontalo, there were 41 nurses distributed across several units, including the pediatric ward (9 nurses), emergency department (6 nurses), upper ward (13 nurses), lower ward (9 nurses), and NICU (4 nurses). Data obtained from the Quality Subcommittee showed that from March to June 2024, there were eight patient safety incidents reported. The highest number involved near-miss incidents (5 cases), mostly caused by falls or slips. Potential injury incidents totaled two cases due to incorrect patient identification, while one no-harm incident occurred because a patient escaped. According to inpatient installation data, there were 18 cases of nosocomial infections reported from January to July 2024 (Rumah Sakit Islam Gorontalo, 2024).

Based on observations conducted in the inpatient wards, nurses' understanding of patient safety was generally considered adequate because nurses regularly received guidance regarding patient safety from the hospital infection prevention and control team and the patient safety working group. However, in practice, several nurses were still found to be non-compliant with patient safety implementation. Some nurses did not perform the five moments of hand hygiene after providing care from one patient to another or before performing nursing procedures. In addition, nurses sometimes failed to confirm patient identity before interventions. Cases of surgical site infections were also identified due to improper wound care procedures and poor patient hygiene. Patient identification practices were still inadequate, as identification was limited to wristband application. For patients at risk of falling, nurses only placed fall-risk stickers on medical records without applying yellow fall-risk wristbands because such wristbands were unavailable. Nurses also frequently forgot to complete daily fall-risk assessment forms.

Interviews with the head nurse of one inpatient ward revealed that some nurses still failed to provide nursing care according to Standard Operating Procedures (SOPs) in implementing patient safety, particularly concerning infection risks and errors in patient identification before surgery. Furthermore, some nurses who experienced needle-stick injuries were still non-compliant in reporting such incidents.

Based on interviews conducted with nurses in the inpatient wards of Rumah Sakit Islam Gorontalo, it was found that none of the nurses had attended patient safety training. Most nurses had work experience of less than or equal to five years. In-depth interviews with five nurses indicated that due to the lack of patient safety training, nurses had insufficient understanding of patient safety implementation in hospitals. In addition, nurses stated that actions related to patient safety aspects were generally carried out only after receiving instructions from the head nurse or attending physician.

---

Research conducted by Nihayati et al. (2020) revealed that although high motivation plays an important role in patient safety implementation, other factors such as knowledge and work experience also have significant influences. Although motivation is considered a major factor, nurses' attitudes were identified as the most dominant factor affecting compliance with patient safety implementation.

Another study conducted by Cheristina and Bua (2020) in the emergency and intensive care units of RSUD Andi Djemma Masamba found that some nurses were still unaware of the importance of implementing patient safety. Observations also showed that medication placement in the wards was not arranged according to standards, as high-alert medications were still mixed with other medications.

Based on the background above, the researcher was interested in conducting a study entitled "Factors Influencing Nurses' Compliance in the Implementation of Patient Safety at Rumah Sakit Islam Gorontalo."

## RESEARCH METHOD

### Research Design

This study employed a quantitative analytic research design. Quantitative research is based on the collection and analysis of numerical data to explain, predict, and control phenomena of interest. Quantitative research emphasizes the analysis of numerical data processed using statistical methods, enabling the identification of significant relationships among variables.

This study used a cross-sectional design. A cross-sectional study is conducted to examine the correlation dynamics between risk factors and effects through observation or data collection at a single point in time. In cross-sectional studies, observations are conducted only once, and measurements are performed on the subject variables during the research period (Nursalam, 2020).

This study aimed to examine the factors influencing nurses' compliance in the implementation of patient safety at Rumah Sakit Islam Gorontalo.

### Research Location and Time

This study was conducted at Rumah Sakit Islam Gorontalo. The research was planned to be conducted in January 2024.

### Population and Sample

Population refers to the entire object to be studied (Istanlia, 2021). In this study, the population consisted of nurses working in inpatient wards, including 9 nurses in the pediatric ward, 6 nurses in the emergency department, 13 nurses in the upper ward, 9 nurses in the lower ward, and 4 nurses in the NICU, resulting in a total of 41 nurses at Rumah Sakit Islam Gorontalo.

A sample is part of the entire population selected to represent the whole population. Although all population members have the potential to become samples, only those meeting the inclusion criteria are selected (Syahnita, 2021). A sample serves as the primary data source in a study (Amin et al., 2023). The sample in this study consisted of all staff nurses working in the inpatient wards of Rumah Sakit Islam Gorontalo, totaling 41 respondents.

### Data Analysis Technique

#### Univariate Analysis

Univariate analysis aimed to describe the characteristics of each research variable. This analysis focuses on a single variable and was presented using frequency distribution tables. Frequency distribution tables are data arrangements classified according to specific categories or classes.

#### Bivariate Analysis

Bivariate analysis was conducted to analyze the relationship between two variables and was illustrated using cross-tabulation tables. In constructing cross-tabulations, researchers must understand the direction of the relationship between variables.

Bivariate analysis was performed to determine the relationship between independent variables and dependent variables using the Chi-Square ( $\chi^2$ ) statistical test. The Chi-Square test was used to test the hypothesis that there is a significant relationship between independent and dependent variables. However, since this statistical test is only an independence test, it provides limited information regarding the strength or form of the relationship between variables. The Chi-Square value also depends on the sample size.

## RESULTS

### Respondent Characteristics

**Table 1. Distribution of Respondent Characteristics of Nurses at Rumah Sakit Islam Gorontalo**

Respondent Characteristics	Classification	Frequency (n)	Percentage (%)
Age	≤ 25 years	10	24.4

<b>Respondent Characteristics</b>	<b>Classification</b>	<b>Frequency (n)</b>	<b>Percentage (%)</b>
	26–35 years	24	58.5
	36–45 years	5	12.2
	> 45 years	2	4.9
Gender	Male	15	36.6
	Female	26	63.4
Education Level	Diploma in Nursing (DIII)	19	46.3
	Professional Nurse (Ners)	22	53.7
Patient Safety Training	Never attended	41	100.0
	Ever attended	0	0
<b>Total</b>		<b>41</b>	<b>100.0</b>

(Source: Primary Data, 2025)

Based on the respondents' age group, the majority were aged 26–35 years (early adulthood), totaling 24 respondents (58.5%). Most respondents were female, totaling 26 respondents (63.4%). The majority had a professional nursing (Ners) educational background, totaling 22 respondents (53.7%). Furthermore, all respondents had never attended patient safety training, totaling 41 respondents (100%).

### Univariate Analysis

#### Description of Nurses' Work Experience at Rumah Sakit Islam Gorontalo

**Table 2. Description of Nurses' Work Experience at Rumah Sakit Islam Gorontalo**

<b>No</b>	<b>Work Experience</b>	<b>Frequency (n)</b>	<b>Percentage (%)</b>
1	≤ 5 years	22	53.7
2	> 5 years	19	46.3
<b>Total</b>		<b>41</b>	<b>100</b>

(Source: Primary Data, 2025)

Based on the table above, the majority of respondents had work experience of ≤ 5 years, totaling 22 respondents (53.7%), while respondents with > 5 years of work experience totaled 19 respondents (46.3%).

#### Description of Nurses' Knowledge at Rumah Sakit Islam Gorontalo

**Table 3. Description of Nurses' Knowledge at Rumah Sakit Islam Gorontalo**

<b>No</b>	<b>Nurses' Knowledge</b>	<b>Frequency (n)</b>	<b>Percentage (%)</b>
1	Poor Knowledge	15	36.6

No	Nurses' Knowledge	Frequency (n)	Percentage (%)
2	Moderate Knowledge	4	9.8
3	Good Knowledge	22	53.7
<b>Total</b>		<b>41</b>	<b>100</b>

(Source: Primary Data, 2025)

Based on the table above, the majority of nurses had good knowledge, totaling 22 respondents (53.7%), while the lowest proportion was nurses with moderate knowledge, totaling 4 respondents (9.8%).

#### Description of Nurses' Motivation at Rumah Sakit Islam Gorontalo

**Table 4. Description of Nurses' Motivation at Rumah Sakit Islam Gorontalo**

No	Nurses' Motivation	Frequency (n)	Percentage (%)
1	Good Motivation	18	43.9
2	Poor Motivation	23	56.1
<b>Total</b>		<b>41</b>	<b>100</b>

(Source: Primary Data, 2025)

Based on the table above, the majority of nurses had poor motivation, totaling 23 respondents (56.1%), while respondents with good motivation totaled 18 respondents (43.9%).

#### Description of Patient Safety Compliance at Rumah Sakit Islam Gorontalo

**Table 5. Description of Patient Safety Compliance at Rumah Sakit Islam Gorontalo**

No	Patient Safety Compliance	Frequency (n)	Percentage (%)
1	Compliant	24	58.5
2	Non-Compliant	17	41.5
<b>Total</b>		<b>41</b>	<b>100</b>

(Source: Primary Data, 2025)

Based on the table above, the majority of nurses were compliant with patient safety implementation, totaling 24 respondents (58.5%), while 17 respondents (41.5%) were non-compliant.

#### Bivariate Analysis

##### Relationship Between Nurses' Work Experience and Compliance with Patient Safety Implementation at Rumah Sakit Islam Gorontalo

**Table 6. Relationship Between Nurses' Work Experience and Compliance with Patient Safety Implementation at Rumah Sakit Islam Gorontalo**

Work Experience	Non-Compliant	%	Compliant	%	Total	%	p-value ( $\chi^2$ )
≤ 5 years	13	31.7	9	22.0	22	53.7	0.032
> 5 years	4	9.8	15	36.6	19	46.3	
<b>Total</b>	<b>17</b>	<b>41.5</b>	<b>24</b>	<b>58.5</b>	<b>41</b>	<b>100.0</b>	

(Source: Primary Data, 2025)

The results showed that the majority of respondents with work experience of more than 5 years were compliant with patient safety implementation, totaling 15 respondents (36.6%), while the lowest proportion consisted of respondents with work experience of more than 5 years who were non-compliant, totaling 4 respondents (9.8%). Among respondents with work experience of ≤ 5 years, the majority were non-compliant with patient safety implementation, totaling 13 respondents (31.7%).

Statistical analysis using the Chi-Square ( $\chi^2$ ) test showed a p-value of 0.032 ( $\leq 0.05$ ). Therefore, it can be concluded that there was a significant relationship between nurses' work experience and compliance with

patient safety implementation at Rumah Sakit Islam Gorontalo.

### Relationship Between Nurses' Knowledge and Compliance with Patient Safety Implementation at Rumah Sakit Islam Gorontalo

**Table 7. Relationship Between Nurses' Knowledge and Compliance with Patient Safety Implementation at Rumah Sakit Islam Gorontalo**

Knowledge	Non-Compliant	%	Compliant	%	Total	%	p-value ( $\chi^2$ )
Good	6	14.6	16	39.0	22	53.7	0.045
Moderate	1	2.4	3	7.3	4	9.8	
Poor	10	24.4	5	12.2	15	36.6	
<b>Total</b>	<b>17</b>	<b>41.5</b>	<b>24</b>	<b>58.5</b>	<b>41</b>	<b>100.0</b>	

(Source: Primary Data, 2025)

The results indicated that the majority of respondents with good knowledge were compliant with patient safety implementation, totaling 16 respondents (39%). The lowest proportion consisted of respondents with good knowledge but who were non-compliant, totaling 6 respondents (14.6%). Among respondents with poor knowledge, 5 respondents (12.2%) were still compliant with patient safety implementation.

Statistical analysis using the Chi-Square ( $\chi^2$ ) test obtained a p-value of 0.045 ( $\leq 0.05$ ). Therefore, it can be concluded that there was a significant relationship between nurses' knowledge and compliance with patient safety implementation at Rumah Sakit Islam Gorontalo.

### Relationship Between Nurses' Work Motivation and Compliance with Patient Safety Implementation at Rumah Sakit Islam Gorontalo

**Table 8. Relationship Between Nurses' Work Motivation and Compliance with Patient Safety Implementation at Rumah Sakit Islam Gorontalo**

Work Motivation	Compliant	%	Non-Compliant	%	Total	%	p-value ( $\chi^2$ )
Good Motivation	12	29.3	6	14.6	18	43.9	0.010
Poor Motivation	5	12.2	18	49.9	23	56.1	
<b>Total</b>	<b>17</b>	<b>41.5</b>	<b>24</b>	<b>58.5</b>	<b>41</b>	<b>100.0</b>	

(Source: Primary Data, 2025)

The results showed that the majority of respondents with poor motivation were non-compliant with patient safety implementation, totaling 18 respondents (49.9%). Respondents with poor motivation but who were compliant totaled 5 respondents (12.2%). Among respondents with good motivation, 6 respondents (14.6%) were non-compliant.

Statistical analysis using the Chi-Square ( $\chi^2$ ) test showed a p-value of 0.010 ( $\leq 0.05$ ). Therefore, it can be concluded that there was a significant relationship between nurses' work motivation and compliance with patient safety implementation at Rumah Sakit Islam Gorontalo.

## DISCUSSION

### Univariate Analysis

#### Description of Nurses' Work Experience at Rumah Sakit Islam Gorontalo

The results of this study showed that the majority of respondents had work experience of  $\leq 5$  years, totaling 22 respondents (53.7%).

This finding is in line with the theory stating that nurses' knowledge can improve through work experience. The longer a nurse works, the higher the level of knowledge possessed in carrying out nursing interventions. Nurses' work experience in handling various patient conditions and diseases can enhance knowledge, thereby improving nursing performance. Thus, work experience can influence nurses' performance, particularly in compliance with patient safety implementation.

Length of work is part of workforce characteristics that shape an individual's behavior, enabling nurses to better understand workplace conditions based on their years of service. However, each nurse adapts differently depending on individual motivation. Therefore, when nurses understand workplace conditions and occupational hazards affecting themselves and others, they are more likely to comply with safety measures for themselves and their patients (Sureskiarti & Zulkifli, 2019).

Work experience is the level of mastery of an individual's knowledge and skills in a job, which can be measured by years of service as well as the level of knowledge and skills possessed. Work experience is very important for nurses or hospital employees in carrying out their duties, enabling them to provide proper patient care, increase patient satisfaction with the services provided, and avoid causing harm to the institution where they work (Priyantoro & Melati, 2024).

This finding is consistent with the study conducted by Priyantoro and Melati (2024), which found a correlation between individual characteristics, particularly years of service, and the implementation of patient safety with a p-value of 0.001.

Based on the explanation above, the researcher assumes that the longer a person practices in their profession, the higher the level of compliance with patient safety implementation.

### **Description of Nurses' Knowledge at Rumah Sakit Islam Gorontalo**

The results of this study showed that the majority of nurses had good knowledge, totaling 22 respondents (53.7%). This finding is related to nurses' understanding of patient safety implementation, awareness of incidents that can be prevented through proper patient safety practices, comprehension of its objectives and procedures, and the ability to appropriately apply patient safety procedures.

This result is in line with the theory stating that an adequate level of knowledge among nursing staff positively influences the implementation of patient identification in patient safety. Proper implementation is influenced by nurses' knowledge and understanding of Standard Operating Procedures (SOPs) or workflows related to ensuring patient safety. Safe care services, including patient safety management, play a crucial role in improving healthcare quality. The implementation of patient identification procedures includes the availability of SOPs for identification wristband application, patient identification before blood and specimen collection, patient identification before medication administration, and patient identification before medical interventions and diagnostic support procedures. The existence of SOPs is considered essential as a guideline for implementing patient safety procedures in hospitals (Diah, 2023).

This finding is also supported by research conducted by Yasir (2022), which demonstrated a relationship between knowledge and patient safety implementation, with a p-value of 0.036 ( $< 0.05$ ). Based on the explanation above, the researcher assumes that nurses' knowledge serves as an important guideline in shaping nurses' actions and compliance with patient safety implementation.

### **Description of Nurses' Motivation at Rumah Sakit Islam Gorontalo**

The results showed that the majority of nurses had poor motivation, totaling 23 respondents (56.1%). This condition was related to nurses having low initiative in implementing patient safety, limited responsibility in patient care, and perceiving that work motivation was reduced due to insufficient recognition in the form of appropriate salaries provided by the hospital in relation to their performance.

This finding is consistent with the theory stating that low motivation or demotivation is a condition in which an individual loses enthusiasm to perform tasks. This condition may be caused by factors such as fatigue, stress, or pessimism, resulting in decreased responsibility and initiative to perform or develop activities. Lack of motivation can also be interpreted as an indifferent attitude toward responsibilities that should be carried out. Motivation may decrease because certain physiological and psychological needs are unmet. These unmet needs may relate to the environment, relationships, emotions, or other factors. Under such conditions, individuals may feel unmotivated or unwilling to initiate or complete tasks (Sinaga et al., 2019).

This finding is also supported by research conducted by Sisy Rizkia (2020), which demonstrated a significant relationship between motivation and compliance, with a p-value of 0.000 and a moderate correlation level ( $r = 0.418$ ). The positive direction of the relationship indicates that the higher the individual's motivation, the higher the compliance with patient safety implementation.

Based on the explanation above, the researcher assumes that higher motivation is associated with greater responsibility and initiative in implementing patient safety.

### **Description of Patient Safety Compliance at Rumah Sakit Islam Gorontalo**

The results showed that the majority of nurses were compliant with patient safety implementation, totaling 24 respondents (58.5%). This finding is related to the fact that most nurses implemented patient safety indicators appropriately and according to patients' conditions. When patients arrived in the inpatient ward, nurses immediately conducted patient identification, performed therapeutic communication with colleagues and other healthcare professionals, clearly identified surgical sites before procedures, performed the six steps of handwashing, implemented aseptic procedures, and identified fall risks by assessing patients' abilities and limitations during treatment.

This finding is consistent with the theory stating that compliance is an individual's attitude and action in obeying established rules or instructions. Compliance can be manifested in various forms, including adherence to regulations and professional standards such as compliance with patient safety implementation. Nurses have a very important role in realizing patient safety in hospitals. As providers of nursing care, nurses

are required to comply with all service standards and SOPs established by hospitals (Adinda, 2021).

Based on the explanation above, the researcher assumes that nurses' compliance with patient safety implementation is influenced by nurses' awareness in providing and improving the quality of professional nursing care services for patients as part of efforts to improve health outcomes.

### **Bivariate Analysis**

#### **Relationship Between Nurses' Work Experience and Compliance with Patient Safety Implementation at Rumah Sakit Islam Gorontalo**

The results showed that the majority of respondents with work experience of more than five years were compliant with patient safety implementation, totaling 15 respondents (36.6%). This finding is related to the fact that nurses with more than five years of work experience had a good understanding of SOPs regarding patient safety implementation from patient admission, hospitalization, until discharge.

This finding is in line with the theory stating that longer work experience is associated with greater professional experience, stronger responsibility, and better communication skills to maintain productivity and performance in producing competent individuals. Work experience becomes a competency for nurses when they are able to learn from work activities and adapt to the implementation of activities and SOPs related to their duties (Roidah, 2024).

This finding is also supported by research conducted by Muhsinlin et al. (2023), which found a relationship between length of employment and the implementation of patient safety goals at RSUD Kota Mataram with a p-value of 0.012.

Based on the explanation above, the researcher assumes that nurses' work experience is closely related to compliance with patient safety implementation.

The lowest proportion consisted of respondents with work experience of more than five years who were still non-compliant with patient safety implementation, totaling 4 respondents (9.8%). This finding was related to nurses not being adequately exposed to information regarding comprehensive and proper patient safety implementation according to guidelines. Nurses were only aware of the importance of patient identification and surgical site marking.

This finding is consistent with the theory stating that patient safety must be implemented comprehensively and continuously by all components of the healthcare system. Patient safety must become a priority in improving healthcare quality. All patient safety procedures must be carried out by nurses to ensure patient security and optimal health outcomes (Muhsinlin et al., 2023).

Based on the explanation above, the researcher assumes that work experience is one of the factors closely associated with nurses' compliance in implementing patient safety.

Statistical analysis using the Chi-Square ( $\chi^2$ ) test obtained a p-value of 0.032 ( $\leq 0.05$ ). Therefore, it can be concluded that there was a significant relationship between nurses' work experience and compliance with patient safety implementation at Rumah Sakit Islam Gorontalo.

Work experience refers to the period during which an individual has worked from the beginning of employment until the present time. Nurses' years of service in healthcare institutions such as hospitals are important indicators related to the quality of healthcare services provided during work activities. Years of service also indicate how long an employee has worked within a particular institution or position (Muhsinlin et al., 2023).

The longer nurses work, the more significant the implementation of patient safety procedures becomes. Patient safety SOPs provided by hospitals, educational background, good knowledge, and long work experience support nurses in implementing patient safety measures appropriately (Fajar & Kundalim, 2021).

Based on the explanation above, it can be concluded that there was a relationship between nurses' work experience and compliance with patient safety implementation at Rumah Sakit Islam Gorontalo.

#### **Relationship Between Nurses' Knowledge and Compliance with Patient Safety Implementation at Rumah Sakit Islam Gorontalo**

The results showed that the majority of respondents with good knowledge were compliant with patient safety implementation, totaling 16 respondents (39%). This finding was related to nurses' understanding of patient safety implementation, awareness of preventable incidents, understanding of objectives and procedures, and appropriate application of patient safety procedures according to patient needs. Nurses ensured accurate patient identification through identity and marker wristbands, communicated effectively with nurses and physicians, stored high-alert medications according to SOPs with clear labeling, ensured correct surgical site marking before invasive procedures, implemented procedures according to SOPs, and conducted initial fall-risk assessments for new patients.

This finding is consistent with the theory stating that nurses' knowledge of patient safety is essential in preventing errors or unwanted incidents. Adequate knowledge is required to ensure appropriate future actions. Knowledge is the result of sensory perception toward an object and represents a very important domain in shaping individual behavior. The higher the nurses' knowledge, the greater their compliance with regulations

aimed at preventing adverse events (Notoatmodjo, 2021).

This finding is also supported by Yasir (2022), who found a significant relationship between knowledge and patient safety implementation, with a p-value of 0.036 ( $< 0.05$ ).

Based on the explanation above, the researcher assumes that nurses who comply with patient safety implementation not only understand patient safety concepts but also continuously and consistently apply patient safety procedures according to established SOPs.

In line with the theory stating that adequate salaries can improve nurses' motivation and performance, timely and appropriate salaries based on agreements can increase nurses' job satisfaction. Nurses who feel satisfied tend to be more loyal and motivated. Providing adequate salaries not only affects the material conditions of nurses but also creates peace of mind, enabling them to work more diligently and show initiative. Conversely, inadequate compensation can reduce work enthusiasm, resulting in decreased job performance. Therefore, to improve work performance, hospitals should provide fair compensation to employees according to the institution's financial capability (Denny et al., 2021).

This is consistent with research conducted by Ranggayuni, Annisa, & Yusuf (2022), which showed a relationship between salary factors and the implementation of patient safety in Class III Inpatient Rooms at Dr. Zainoel Abidin Regional General Hospital, Banda Aceh, with a p-value = 0.003.

Based on the explanation above, the researchers assume that the salaries received by nurses are considered satisfactory and appropriate to their workload. Salary is one of the factors that greatly influences a person's performance in improving compliance with patient safety implementation.

The group with the lowest proportion consisted of respondents with low motivation but compliant behavior, totaling 5 people (12.2%). This was related to the absence of recognition or praise from the head nurse regarding nurses' performance in the ward. However, nurses realized that implementing patient safety was not merely for recognition between superiors and subordinates, but rather to improve optimal health outcomes in patient care.

This is in line with the theory stating that recognition from superiors can increase nurses' work motivation. Such recognition may include positive feedback, encouragement, or appreciation for nurses' abilities and expertise. Providing work recognition to nurses, respectful communication, and positive attitudes from supervisors toward their subordinates' work are examples of work recognition. Nurses perceive that recognition given to them can foster positive thinking (Denny et al., 2021).

Based on the explanation above, researchers assume that providing recognition can increase nurses' motivation at work, which ultimately leads to increased job satisfaction. The relationship between supervisors and employees plays an important role in generating job satisfaction among employees. When supervisors acknowledge their subordinates, the subordinates will respond positively toward both their supervisors and their work.

Among the group with good motivation, there were 6 respondents who were non-compliant (14.6%). This was associated with nurses being able to take initiative and responsibility in implementing patient safety, but they often neglected infection risk prevention or nosocomial infection control within the hospital environment. Nurses did not consistently apply the six-step handwashing procedure, wash their hands before and after contact with patient body fluids or after procedures, nor perform aseptic techniques. In addition, nurses paid less attention to the cleanliness of medical equipment in the ward.

This is in line with the theory stating that one of the patient safety goals is reducing infection risk. One way to reduce healthcare-associated infection risk is through hand hygiene, which is one of the most important basic techniques in infection prevention and control by maintaining hand cleanliness. Negligence by nurses in paying attention to the equipment used for patient treatment, such as poor hygiene before handling patients, can easily result in patient infections. Ideally, patients come to hospitals to receive treatment and recover, but due to carelessness by healthcare workers, patients may instead contract new infections. This is something that should be avoided to reduce accident rates in hospitals (Y. Sari & Bambang, 2023).

The results of statistical analysis using the chi-square test ( $\chi^2$ ) showed that the p-value was 0.010 ( $\leq 0.05$ ). Based on this value, because  $p \leq 0.05$ , it can be concluded that there is a relationship between nurses' work motivation factors and compliance with patient safety implementation at Islamic Hospital Gorontalo.

The results of this study are consistent with previous research showing a significant relationship between motivation and nurses' compliance in implementing patient safety goals related to fall risk. The obtained OR value (95% CI) = 0.042 (0.911–1.015), meaning that respondents with strong motivation had a 2.962 times greater chance of being compliant compared to respondents with weak motivation.

Nurses' motivation positively influences the success of patient safety programs. These findings support internal motivation theory, which states that motivation provides value-based encouragement driven by psychobiological impulses that activate and direct human behavior in responding to oneself, the environment, perceived needs, and desired goals. The ability to perform tasks is a key element in assessing a person's performance. Tasks cannot be completed properly without willingness and motivation. Motivation encourages individuals to do something or exercise effort, especially in behavior. Motivation is a psychological process that drives people to act and may originate from within the individual or from external factors (Denny et al., 2021).

Based on the explanation above, it can be concluded that there is a relationship between nurses' work motivation factors and compliance with patient safety implementation at Islamic Hospital Gorontalo.

## CONCLUSION

Based on the results of the study conducted, the following conclusions can be drawn:

1. There is a relationship between work experience factors and compliance with patient safety implementation at Islamic Hospital Gorontalo, as evidenced by a p-value = 0.032.
2. There is a relationship between knowledge factors and compliance with patient safety implementation at Islamic Hospital Gorontalo, as evidenced by a p-value = 0.045.
3. There is a relationship between motivation and compliance with patient safety implementation at Islamic Hospital Gorontalo, as evidenced by a p-value = 0.010.

## SUGGESTIONS

1. The findings can serve as a reference for improving nurses' knowledge and motivation in enhancing compliance with patient safety implementation.
2. The findings can be used as a reference for improving evaluation related to compliance with patient safety implementation in inpatient wards at Islamic Hospital Gorontalo.
3. The findings can serve as a reference for improving the quality of nursing education and the teaching-learning process for nursing students, especially in the field of nursing management related to work experience, knowledge, and nurses' motivation toward compliance with patient safety implementation.

The findings may also serve as a reference for future researchers to further develop this study, especially regarding other factors influencing patient safety implementation such as safety culture, nurses' attitudes, team factors, and work environment factors.

## REFERENCES

- Adinda, D. (2021). Peran Perawat dalam Penerapan Keselamatan Pasien di Rumah Sakit. *Jurnal Kesehatan*.
- Amin, N. F., Garancang, S., & Abunawas, K. (2023). Konsep Umum Populasi dan Sampel dalam Penelitian. *Pilar*, 14(1), 15–31.
- Annisa Rahmi Galleryzki, Rr. Tutik Sri Haryati, Bardah, D., Kartika Mawar Sari Sugianto, Endang Sudjiati, & Elisabet Herlyani Bota Koten. (2023). Faktor-Faktor yang Mempengaruhi Sikap Perawat dalam Keselamatan Pasien: Systematic Review. *Journal of Holistics and Health Science*, 5(1), 16–25. <https://doi.org/10.35473/jhhs.v5i1.151>
- Ardhaneswari, M. (2022). Peran Perawat Pelaksana dalam Peningkatan Keselamatan Pasien di Ruang Rawat Inap. *Eureka Media Aksara*.
- Beba, N. N., Kep, S., & Kep, M. (2024). *Manajemen Patient Safety*. Media Pustaka Indo.
- Buhari, B., Octavia, D., & Maylina, R. (2022). *Budaya Keselamatan dalam Perspektif Keperawatan*. Zahir Publishing.
- Cahyo, L. M., Mindiroeseno, A. M., Kunci, K., & Kesalahan, A. (2024). Manajemen Rumah Sakit dalam Pencegahan Medication Error melalui Patient Safety. 7(1), 18–22.
- Denny, Goh, T., & Margery, E. (2021). Pengaruh Gaji dan Motivasi Kerja terhadap Produktivitas Kerja Karyawan PT. Sinar Fajar Cahaya Abadi Medan. *Jurnal Bisnis Kolega*, 7(2), 1–9.
- Diah, T. (2023). Hubungan Pengetahuan Perawat dengan Penerapan Patient Safety. *Jurnal Ilmiah Kesehatan Media Husada*, 12(1), 50–56. <https://doi.org/10.33475/jikmh.v12i1.326>
- Erisah, N., Rohyani, D., & Helen, M. (2022). Hubungan Tingkat Pengetahuan Perawat tentang Keselamatan Pasien dengan Perilaku Kepatuhan Melaksanakan Prinsip Pemberian Benar Obat di Ruang Rawat Inap Rumah Sakit Marinir Cilandak. *Mahesa: Malahayati Health Student Journal*, 2(3), 506–520. <https://doi.org/10.33024/mahesa.v2i3.6061>
- Fajar, H., & Kundalim, E. (2021). Faktor yang Berhubungan dengan Kepatuhan Penerapan Patient Safety Perawat di Rumah Sakit Hative Passo. Faktor yang Berhubungan dengan Kepatuhan Penerapan Patient Safety Perawat di Rumah Sakit Hative Passo, 4(1), 44–49.
- Fatonah, S., Manurung, I., & Aulia, A. P. P. (2023). Faktor-Faktor yang Mempengaruhi Kepatuhan Perawat dalam Melaksanakan Standar Prosedur Operasional Pencegahan Risiko Jatuh di RSUD Dr. H. Abdul Moeloek Provinsi Lampung. *Jurnal Ilmu Keperawatan Indonesia (JIKPI)*, 4(2), 227–235. <https://doi.org/10.57084/jikpi.v4i2.1324>
- Ferdian Zuhdi Pratama, N., & Ina Savir, S. (2022). Hubungan Health Belief Model dengan Perilaku Kepatuhan terhadap Program Vaksinasi Covid-19 pada Mahasiswa. *Character: Jurnal Penelitian Psikologi*, 9(4), 45–54.
- Hasnidar, Tasnim, Sitorus, S., Hidayati, W., Yuliani, M., Marzuki, I., Yuniyanto, A. E., Susilawaty, A., Puspita, R., Sianturi, E., Yayasan, P., & Menulis, K. (2020). *Buku Ilmu Kesehatan Masyarakat*.
- Isnani. (2020). Hubungan Kepatuhan Perawat terhadap Pelaksanaan Sasaran Keselamatan Pasien di Ruang IGD dan ICU Rumah Sakit PKU Muhammadiyah Sruweng, 1–26.

- Istanlia, F. (2021). Gambaran Kepatuhan Perawat dalam Pendokumentasian Pasien Pasca Anestesi Umum di Recovery Room RSUD Dr. Soetomo Surabaya. *Block Caving – A Viable Alternative?*, 21(1), 1–9.
- Kurniadi, Z., M. Noer, R., & Suangga, F. (2023). Faktor-Faktor yang Mempengaruhi Keselamatan Pasien oleh Perawat di Rumah Sakit X di Tanjungpinang. *Warta Dharmawangsa*, 17(4), 1473–1481. <https://doi.org/10.46576/wdw.v17i4.3802>
- Manurung, S., Wulandari, S. M., Siswani, M., & Aminah, S. M. (2023). Motivasi dan Kepatuhan Perawat dalam Penerapan Sasaran Keselamatan Pasien Risiko Jatuh. *Binawan Student Journal (BSJ)*, 5(2), 18–23.
- Marselina. (2023). Dimensi Budaya Keselamatan Pasien dan Insiden Keselamatan Pasien di RS X Kota Malang Elystia, 14(April), 275–279.
- Muhni, I. R. W., Shaluhayah, Z., & Dwianto, L. (2022). Faktor yang Berpengaruh terhadap Kepatuhan Pelaksanaan Tindakan Perawat Klinik 1 dan 2 di Ruang Rawat Inap RSUP Dr. Kariadi Semarang. *Jurnal Manajemen Kesehatan Indonesia*, 10(2), 148–155. <https://doi.org/10.14710/jmki.10.2.2022.148-155>
- Muhsinin, S. Z., Sulastien, H., & Safitri, S. (2023). Hubungan Lama Bekerja dan Tingkat Pendidikan dengan Penerapan Sasaran Keselamatan Pasien. *Jurnal Pendidikan Tambusai*, 7, 28620–28625.
- Munandar, A. (2020). Keselamatan Pasien dan Keselamatan Kesehatan Kerja. *Media Sains Indonesia*.
- Ningsih, N. S., & Endang Marlina. (2020). Pengetahuan Penerapan Keselamatan Pasien (Patient Safety) pada Petugas Kesehatan. *Jurnal Kesehatan*, 9(1), 59–71. <https://doi.org/10.37048/kesehatan.v9i1.120>
- Nurislami, S. (2023). Faktor-Faktor yang Mempengaruhi Pelaporan Insiden Keselamatan Pasien: Literature Review. *British Medical Journal*, 2(5474), 1333–1336.
- Nursalam. (2020). Metodologi Penelitian Ilmu Keperawatan: Pendekatan Praktis (Edisi 5). Salemba Medika.
- Priyantoro, B., & Melati, N. (2024). Faktor-Faktor yang Berhubungan dengan Kepatuhan Perawat dalam Kelengkapan Dokumentasi Surgical Patient Safety Fase Sign Out di Instalasi Bedah Sentral. *Patient Safety Membuat Surgical Safety*.
- Pujianto, E., Sutrisno, & Putra, F. A. (2023). Hubungan Pengetahuan Perawat tentang Keselamatan Pasien dengan Kepatuhan Identifikasi Pasien dan Penerapan Prinsip Benar 3 RD E-Proceeding SENRIABDI 2023. *Seminar Nasional Hasil Riset dan Pengabdian kepada Masyarakat*, 3(Desember), 41–55.
- Purwaningsih, D. F., Maria, D., Suratmi, Raharyani, A. E., Rahayu, C. D., Asrianto, Herman, Anggraini, Y., Damanik, S. M., & Widyarani, D. (2022). *Manajemen Patient Safety dalam Keperawatan*. CV Rizmedia Pustaka Indonesia.
- Rachmawati, D. (2023). Manajemen Keselamatan Pasien. Dalam *Jurnal Ilmu Pendidikan* (Vol. 7, Issue 2). Sonpedia Publishing Indonesia.
- Rachmawati, N., & Harigustian, Y. (2019). *Manajemen Patient Safety: Konsep dan Aplikasi Patient Safety dalam Kesehatan*. PT Pustaka Baru.
- Rahmaningrum, D. (2021). Hubungan Tingkat Pengetahuan dengan Kepatuhan Perawat dalam Pelaksanaan Identifikasi Pasien di Bangsal Rawat Inap RS PKU Muhammadiyah Bantul. Agustus.
- Ranggayuni, Annisa, & Yusuf, M. (2022). Motivasi Eksternal Perawat dalam Menerapkan Patient Safety. *Jurnal Ilmiah Mahasiswa Fakultas Keperawatan*, 1–7.
- Risanti, R. D., Purwanti, E., & Novyriana, E. (2021). Faktor Kepatuhan Perawat dalam Penerapan Surgical Safety Checklist di Instalasi Bedah Sentral. *Jurnal Berita Ilmu Keperawatan*, 14(2), 80–91. <https://doi.org/10.23917/bik.v14i2.14268>
- Roidah, H. D. (2024). Hubungan Karakteristik Individu, Masa Kerja, dan Job Burnout pada Penerapan Patient Safety oleh Perawat IRNA I RSUD Dr. Saiful Anwar. *Sport Science and Health*, 6(3), 304–319.
- Salsabila, A. N., & Dhamanti, I. (2023). Faktor-Faktor yang Mempengaruhi Perawat dalam Penerapan Keselamatan Pasien di Rumah Sakit: Literature Review. *Jurnal Ners*, 7(1), 524–530. <https://doi.org/10.31004/jn.v7i1.13740>
- Samiyah, M., Rochmah, T. N., Pudjihardjo, W. J., & Hadi, U. (2020). Influence of the Work Units' Psychological Ownership and Intention in Establishing the Patient Safety Program in Hospitals in Probolinggo, East Java. *Indian Journal of Forensic Medicine and Toxicology*, 14(4), 3144–3149. <https://doi.org/10.37506/ijfmt.v14i4.12093>