

## The Influence of Work Discipline and Work Environment on Compliance with Patient Safety Procedures among Health Workers at the Beriman Balikpapan Regional Hospital

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### Abstract

*Compliance with patient safety procedures is a crucial component in improving the quality of hospital services. This study aims to analyze the influence of work discipline and work environment on healthcare workers' compliance with patient safety procedures at RSUD Beriman Balikpapan. The research used a quantitative method with a descriptive-verify approach. Data were collected through questionnaires distributed to 207 healthcare worker respondents and analyzed using multiple linear regression with validity, reliability, normality, multicollinearity, and heteroscedasticity tests. The results showed that work discipline and work environment variables had a simultaneous and significant effect on compliance with patient safety procedures. Partially, work discipline had a significant influence with a greater contribution compared to the work environment. The coefficient of determination indicated that these two variables explained 52.2% of the compliance with patient safety procedures, while the remaining percentage was influenced by other variables not examined in this study, such as work culture, motivation, and workload. These findings suggest that improving discipline and enhancing the work environment can be effective strategies to encourage healthcare workers to comply with patient safety procedures. Other factors beyond this study, such as organizational culture or workload, are also suspected to influence the level of compliance.*

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## 1. INTRODUCTION

Patient safety has become a central issue in the management of hospital service quality throughout the world, including in Indonesia. Efforts to ensure that every medical procedure is carried out safely, appropriately, and in accordance with standard operating procedures have been clearly regulated in national regulations such as Law of the Republic of Indonesia Number 44 of 2009 concerning Hospitals and accreditation standards from the Hospital Accreditation Commission (KARS). Compliance by health workers with patient safety procedures is an important element that not only reflects the quality of service but also has a direct impact on reducing unwanted medical incidents (Wijaya, 2024). However, various reports and observations show that the implementation of patient safety procedures still faces many challenges, especially in regional hospitals that have limited resources and high workloads.

RSUD Beriman Balikpapan as the main referral hospital in East Kalimantan faces similar complexities. Internal data shows that in the last quarter of 2024, 17 patient safety incidents were recorded, of which 29% were caused by health workers' non-compliance with standard procedures such as patient identification, recording actions, and implementing *time out before* invasive actions. Various factors such as low work discipline, lack of supervision, unsupportive work environment, and fatigue due to high workload are the main causes of non-compliance.

Previous studies have examined various factors that influence patient safety compliance. Iqbal et al. (2020) showed that knowledge, attitude, and work quality have a significant relationship with the implementation of the patient safety system. Lismayanti and Septiani (2023) found that male nurses and those who have worked for more than 20 years tend to ignore the patient safety checklist, indicating challenges in forming a culture of discipline. Meanwhile, Sulisty and Sureskiarti (2020) found that although the work environment at Samarinda Regional Hospital was relatively conducive, this did not guarantee high compliance with safety procedures. These findings show that the relationship between work discipline, work environment, and compliance with safety procedures is complex and non-linear.

The novelty of this study lies in the simultaneous and comparative testing of two main variables—work discipline and work environment—in the context of a regional hospital with specific characteristics such as RSUD Beriman Balikpapan. This study not only tests the correlational relationship, but also distinguishes the contribution of each variable to patient safety procedure compliance, using a quantitative approach with multiple linear regression techniques. This provides a scientific contribution in the form of mapping dominant factors that can practically be used as a basis for evidence-based managerial interventions.

Based on this background, the main problems in this study are: (1) to what extent work discipline influences compliance with patient safety procedures, (2) to what extent the work environment influences this compliance, and (3) how both influences simultaneously on health workers' compliance with patient safety procedures at Beriman Balikpapan Regional Hospital.

Thus, the main objective of this study is to empirically analyze the influence of work discipline and work environment on health workers' compliance with patient safety procedures at RSUD Beriman Balikpapan. The results of this study are expected to be a basis for making managerial decisions in hospitals, especially in formulating policies to improve the quality of services based on patient safety.

## 2. METHOD

This study uses a quantitative approach with a descriptive verification research type. The main objective of this approach is to analyze the causal relationship between independent variables, namely work *discipline* and work *environment*, against the dependent variable, namely patient *safety procedure compliance*. This research was conducted at Beriman Balikpapan Regional Hospital involving health workers as respondents.

### Population and Sample

The population in this study was all health workers at RSUD Beriman Balikpapan totaling 430 people. The sample was determined using the Slovin formula at a 5% error rate, resulting in a sample of 207 respondents. The sampling technique used was *simple random sampling*.

### Data Collection

Primary data were collected using a questionnaire instrument with a 5-point Likert scale. The questionnaire was compiled based on indicators from each variable that had been validated through validity and reliability tests. In addition, secondary data were obtained from internal hospital documents and previous literature.

### Measurement of Variables

The independent variables in this study consist of:

- **Work discipline (X1)**, measured based on indicators: goals and capabilities, leadership examples, justice, inherent supervision, punitive sanctions, assertiveness, and human relations (Hartatik, 2018).
- **Work environment (X2)**, measured based on indicators: lighting, temperature, noise, work space, relationships between employees, and work comfort (Sedarmayanti, 2017).

The dependent variables are:

- **Patient safety procedure compliance (Y)**, measured based on indicators: *belief*, *accept*, and *act* (Taylor et al., 2019).

### Data Analysis Techniques

The collected data was analyzed using multiple linear regression with the help of IBM SPSS Statistics 25 software. The classical assumption tests carried out include:

- Normality test
- Multicollinearity test
- Heteroscedasticity test

Then a partial test was carried out (*t-test*), simultaneous test (*F-test*), and calculation of the coefficient of determination ( $R^2$ ) to see the contribution of the influence of the two independent variables on the dependent variable.

### Research Flow

The research flow used in this study is systematically arranged to ensure integration between the problem identification stage and the drawing of conclusions. Figure 1 below illustrates the general flow of this research.

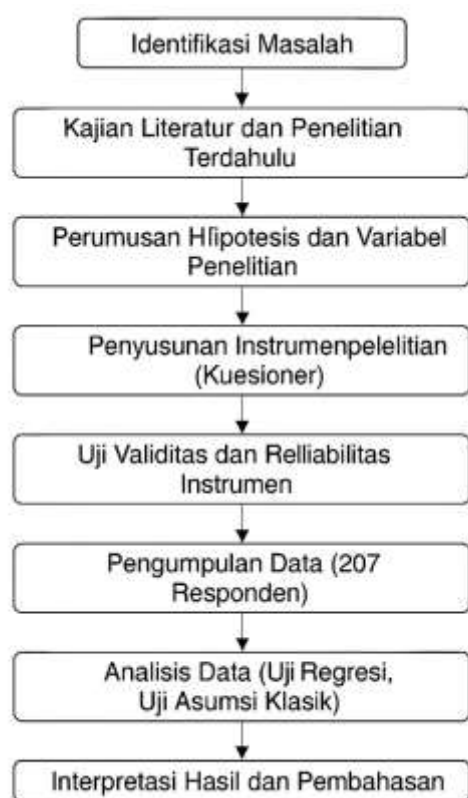


Figure 1. Research Flow

### 3. RESULTS AND DISCUSSION

This study was conducted to empirically test the influence of work discipline and work environment on patient safety procedure compliance in health workers at RSUD Beriman Balikpapan. Through a quantitative approach and testing using multiple linear regression, it was found that both independent variables contributed significantly to the dependent variable. The results of the determination coefficient test showed that this research model was able to explain 52.2% of the variation in patient safety procedure compliance, while the other 47.8% was explained by other factors outside the model.

#### a. Work Discipline Has a Significant and Dominant Influence

The results of statistical tests show that work discipline has a significant influence on compliance with patient safety procedures. Work discipline is the variable with the most dominant influence compared to the work environment. Scientifically, this finding indicates that compliance with standard operating procedures in clinical practice is highly dependent on individual discipline. Work discipline in the context of health workers does not only refer to being on time or completing tasks, but further includes compliance with medical procedure procedures, recording complete medical records, implementing effective communication between shifts, and verifying patient identity before the procedure.

According to Hasibuan (2019), work discipline is a reflection of a person's awareness and willingness to comply with all applicable rules. Health workers who have a high level of discipline will be more consistent in carrying out patient safety procedures in their entirety because they are driven by a sense of professional responsibility and work ethics. In the context of organizational behavior theory, this is related to self-regulated behavior and conscientiousness in *Big Five Personality Traits*, which underlies the commitment to compliance with safety standards.

This finding is reinforced by the study of Iqbal et al. (2020) which found a significant relationship between the attitude of discipline and the quality of nurses' work with the implementation of the patient safety system. This means that work discipline not only increases the efficiency of health workers but is also the main foundation for creating a culture of patient safety (*patient safety culture*) which continues in the hospital.

#### **b. The work environment provides a supportive but not dominant influence**

The work environment in this study also showed a significant relationship to compliance with patient safety procedures, although with a lower contribution compared to work discipline. This variable includes physical aspects such as lighting, temperature, cleanliness, to social aspects such as relationships between staff and support from superiors.

Scientifically, this is in line with the theory of ergonomics and occupational health which states that an uncomfortable or stressful work environment can reduce the level of concentration and accuracy of workers, including medical personnel. When health workers work in less supportive physical and psychosocial conditions such as minimal lighting, high workloads, and disharmonious work relations, the probability of violations of procedures or negligence becomes higher.

However, the results of this study also show that although the work environment is important, it is not the only determinant. As expressed by Sulisty & Sureskiarti (2020), a conducive work environment does not necessarily result in a high level of compliance if it is not accompanied by strengthening the motivational aspects and personal discipline. This phenomenon emphasizes that the work environment variable functions more as a supporting factor (*enabling factor*), is not a primary factor in ensuring optimal implementation of patient safety.

#### **c. Interaction and Combination of the Influence of the Two Variables**

Simultaneously, the combination of work discipline and work environment has a significant influence on the level of health workers' compliance with patient safety procedures. This means that although work discipline has a major role, the existence of a supportive work environment can increase the effectiveness of the discipline possessed by individuals. In the context of hospitals, system-based interventions that combine discipline training, reward and punishment systems, and improvements to the work environment will be much more effective than simply improving one aspect.

This finding is in line with the systems approach in hospital quality management, as emphasized by WHO and Joint Commission International (JCI), that patient safety is not only an individual responsibility, but also the result of mutually supportive processes and systems.

#### **d. Explanation of Variable Phenomena and Scientific Implications**

The trend found in the data shows that health workers with high discipline can still show high compliance even though the working environment conditions are not optimal. This indicates that intrinsic *motivation and* professional awareness play a greater role in maintaining safety standards than external factors alone. On the other hand, in some cases, health workers with a good working environment but low discipline still show low levels of compliance. This means that improving the quality of the working environment will not be effective if it is not balanced with increasing individual discipline.

Psychologically, this can be explained through the Planned Behavior theory model (Ajzen, 1991), which emphasizes that behavioral intentions are influenced by attitudes,

subjective norms, and behavioral control. Work discipline is rooted in attitudes and internal control, while the work environment is more influenced by external norms and perceptions. Therefore, policy interventions targeting patient safety must combine both approaches.

#### **e. Comparison with Previous Research**

The results of this study support the findings of Mojtaba et al. (2020) in systematic review-which states that compliance with patient safety principles is greatly influenced by training, organizational culture, and management support. Kakemam et al.'s (2021) study also concluded that positive perceptions of safety culture are directly proportional to a decrease in the incidence of adverse events, especially when combined with a supportive work environment.

However, in contrast to the results of Wahyu Dwi Sulistyo (2020) who found that the work environment was not significantly related to compliance with patient fall prevention, this study actually showed clear significance. This may be due to differences in measuring work environment indicators or the context of the hospital where the study was conducted.

#### **f. Answers to Research Hypothesis**

All hypotheses in this study were answered empirically and scientifically:

- The first hypothesis was proven: Work discipline has a significant effect on compliance with patient safety procedures.
- The second hypothesis is proven: The work environment has a significant effect on compliance with patient safety procedures.
- The third hypothesis is proven: Work discipline and work environment simultaneously have a significant effect on compliance with patient safety procedures among health workers at Beriman Balikpapan Regional Hospital.

### **4. CONCLUSION**

This study successfully revealed that work discipline and work environment play a significant role in shaping the level of health workers' compliance with patient safety procedures at RSUD Beriman Balikpapan. The main findings indicate that work discipline is a dominant factor that internally encourages health workers to act consistently according to procedures, even in a less-than-optimal work environment. Meanwhile, the work environment is proven to be a supporting factor that strengthens or weakens the effects of discipline, depending on the extent to which the physical and social conditions of the organization create a safe, comfortable, and conducive work space.

These findings provide answers to the research hypothesis and objectives, that:

- Work discipline significantly influences health workers' compliance with patient safety procedures;
- The work environment also has a significant influence on such compliance;
- The combination of both simultaneously shows a strong contribution in explaining the variation in procedural compliance.

Scientifically, this conclusion confirms that efforts to improve patient safety are not enough just by providing a good working environment, but require interventions that foster discipline and professional awareness of health workers systematically. Therefore, hospital management needs to design an integrated strategy that includes strengthening a culture of discipline through training, supervision, and motivation, along with optimizing the working

environment as a supporting factor that strengthens obedient and professional work behavior.

## 5. SUGGESTION

Based on the findings of this study, several strategic and scientific suggestions can be put forward to support increasing health workers' compliance with patient safety procedures in hospitals:

1. Improving discipline through strengthening organizational culture RSUD Beriman Balikpapan needs to develop a preventive and corrective discipline coaching system on an ongoing basis. This can be done through routine training on patient safety, the implementation of a reward and punishment system based on indicators of obedient behavior, and the instillation of professional values since the initial work orientation. The involvement of unit leaders as role models of discipline is also an important step in building role *models* internally.
2. Optimizing the work environment as a reinforcement of compliance behavior Physical improvements need to be made to the working environment, especially during the night shift, including adjusting the ratio of health workers to the number of patients. In addition, improvements in non-physical aspects such as communication between teams, clarity of procedures, and recognition of positive performance of health workers are also important to improve work comfort and professional engagement.
3. Expansion of research variables in further studies This study shows that 47.8% of the variation in health workers' compliance is still explained by other factors outside of discipline and work environment. Therefore, further studies are suggested to integrate other variables such as organizational safety culture, workload, work stress, and transformational leadership as factors influencing compliance with patient safety procedures.
4. Adjustment of compliance monitoring and evaluation system The development of a digital monitoring system integrated with electronic medical records and cross-shift monitoring needs to be further studied to improve the accuracy and consistency of compliance data. This can also be the basis for more objective managerial decision-making.

### Research Barriers

In conducting this research, there are several limitations that may affect the results:

- The use of questionnaires as the sole data collection instrument allows for perception bias from respondents, especially in the form of self-reporting which tends to be subjective.
- Qualitative organizational variables, such as work culture and leadership style, have not been included in the model, even though they have great potential to influence compliance levels.
- The research context is limited to one regional hospital, so generalization of the results to other hospitals with different systems and resources needs to be done with caution.

For this reason, further research is recommended to use a mixed methods and multi-site approach so that the results obtained are more comprehensive and representative of the phenomenon of health worker compliance in various types and classes of hospitals.

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