

Influence of the Work Units' Psychological Ownership and Intention in Establishing the Patient Safety Program in Hospitals in Probolinggo, East Java

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Abstract

Introduction: There is high rate of patient safety incidents in the hospitals, which reaches 1217 incidents (21,31%) from 2016 until July 2017. There are some factors which cause the high rate of the patient safety incidents which come from the hospitals. The aim of this research is to analyze the effects of the psychological ownership and intention towards the work units' output performance in carrying out the patient safety program in the hospitals.

Materials and Method: This research uses the survey research method with the cross-sectional approach. It was carried out from October 2018 until January 2019. The research samples are the service unit, supporting unit, management and general sector in the work units 4 hospital in Probolinggo City, Indonesia. The samples are obtained using the simple random sampling method. The instruments used are questionnaires and observation sheets. The analysis is carried out using linear regression tests.

Result: The work unit's psychological ownership in carrying out the patients' safety program is regarded as good, with the rate of 46,7%. The work unit's intention in carrying out the patients' safety program is also regarded as good, with the rate of 41,1%. The work unit's output in carrying out the patients' safety program in Probolinggo Regency is regarded as bad, with the rate of 64,5%. There is a significant influence of the psychological ownership variable (p-value=0,02) and intention (p-value=0,00) towards the output's work performance in carrying out the patients' safety program in the hospitals of Probolinggo Regency.

Conclusion: The work unit's psychological ownership and intention have a significant effect towards the work unit's work performance in carrying out the patients' safety program in the hospitals of Probolinggo Regency on 2019. The hospitals should carry out work unit approaches instead of individual approaches to increase the report of the patient safety incidents.

Keyword: *psychological ownership, intention, output performance, patient safety*

Introduction

The patients' safety is currently a significant global

issue, where there are many reports of the patients' demands or medical errors. As one of the organizations which provide health facilities, hospitals are part of the health resources which are crucial in establishing the efforts of patient safety program. Thus, there needs to be a safe system to avoid the risks of errors in applying the health technologies¹.

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From WHO's publication on 2004, the rate of adverse events in various countries such as the United States, England, Denmark was around 3,2–16,6%. The

IOM report concluded four principle things: a) the accidental injury is a serious case, b) the cause is not individual error, but the system's error, c) there needs to be a redesign of the service system, d) patient safety must become a national priority².

The implementation of the patient safety is all practices which decrease the chance of side effects as a result of the health service system. The implementation of the patient safety is an activity which is carried out to ensure the safety of patients, such as hand hygiene, patient identification, safety of medicine, and effective communication. They are nursing activities which are applied daily by the nurses. The patient safety is further encouraged to minimize the number of adverse events which may happen in the hospitals. Even so, based on the researchers' observation, not all adverse events have been documented in the adverse event documentation and report filing system in the hospitals³.

The psychological ownership is the work unit's feeling of belonging towards the organization and the work which overshadow them. The psychological ownership usually come from the learning process in the organization. This has a positive effect towards the organization, which include the increase of motivation, commitment, and loyalty. The psychological ownership may be built in an organization by actively involving the work units to contribute in developing the organization actively and creatively⁴.

Based on the report of the Patient Safety Committee of Rizani Hospital on 2017, the number of adverse events were 176 cases. There were 7 cases of incident without injury and 1036 cases of potentially-injuring incident. These cases include numbers of phlebitis, incompleteness of medical reports, errors in giving diets, errors in prescribing medicines, and the non-compliance rates of patient identification. The problems which currently exist have not been carried out well according to the standard operational procedures and the hospital safety guidelines, thus there needs to be an analysis.

The problem of this research is the high rate of the patient safety incidents in hospitals, which is 1217 cases (21,31%) from 2016 until June 2012. There are some factors which cause the high rate of the Patient Safety Incidents which come from the factor of the hospitals. The aim of this research is to analyze the effect of the psychological ownership and the intention towards the work unit's work performance in carrying out the patient safety program in the hospitals of Probolinggo Regency on 2019.

Method

This research uses the survey research method using the cross-sectional approach. The research was carried out from October 2018 to January 2019. The research samples are the work units, supporting unit, management and general sector in the work unites of Rizani Hospital Paiton, Waluyoajati Regional Public Hospital Kraksaan, dr. Shaleh Regional Public Hospital Probolinggo, and Tongas Regional Public Hospital. The samples are collected using the simple random sampling technique. The informants are chosen from these criteria: They are the Head of the Unit or the Person in Charge of the Unit analyzed and the Champion or the Person in Charge of the safety program in the work unit. The instruments used are questionnaires and observation sheets. The analysis is carried out using linear regression tests. The questionnaires have been validated. One of the requirements of the multiple linear regression is the passing of the classical assumption test. The classical assumption test results carried out towards this study's data show that there are three independent variables which show the existence of multicollinearity. Thus, it can be concluded that the standard error value is low and the multicollinearity is not detected. This means that it is distributed normally.

Result

Descriptive Results of Psychological ownership, Intention and Output Performance

Table 1. The work units' Psychological ownership in carrying out the patient safety program in the hospitals of Probolinggo Regency on 2019

No	Psychological ownership	Frequency	%
1	Very Bad	5	4,7
2	Bad	37	34,6
3	Good	50	46,7
4	Very Good	15	14,0
	Total	107	100,0

Based on table 1, it can be seen that most of the work units' psychological ownership in carrying out the patient safety program in the hospitals of Probolinggo Regency on 2019 is regarded as good, with the rate of 46,7%.

Table 2. The work units' Intention in carrying out the patient safety program in the hospitals of Probolinggo Regency on 2019

No	Intention	Frequency	%
1	Very Bad	0	0,0
2	Bad	19	17,8
3	Good	44	41,1
4	Very Good	44	41,1
	Total	107	100,0

Based on table 2, it can be seen that most of the work units' intention in carrying out the patient safety program in the hospitals of Probolinggo Regency on 2019 is regarded as good and very good, with the rate of 46,7%.

Table 3. The work units' output performance in carrying out the patient safety program in the hospitals of Probolinggo Regency on 2019

No	Output Performance	Frequency	%
1	Very Bad	9	8,4
2	Bad	69	64,5
3	Good	21	19,6
4	Very Good	8	7,5
	Total	107	100,0

Based on table 3, it can be seen that most of the work units' output performance in carrying out the patient safety program in the hospitals of Probolinggo Regency on 2019 is regarded as bad, with the rate of 64,5%.

Statistic Test Results of the psychological ownership and intention towards the output performance

Table 4. Effect of Work Units' Performance Management, Learning Organization, Knowledge, Psychological Ownership and Intention Towards the Output Performance in Carrying Out the Patient Safety Program in the Hospitals of Probolinggo Regency on 2019

Independent Variables	Dependent Variable	p-value	B	Significance
Performance management	Output Performance	0,37	-0,18	Not Significant
Learning organization		0,78	0,04	Not Significant
Knowledge		0,09	0,43	Not Significant
Psychological ownership		0,02	-0,20	Significant
Intention		0,00	0,58	Significant

Table 4 shows the information that the variables which has the p-value (0,00) less than 0,05 are the psychological ownership p-value (0,02) and the intention p-value (0,00) variables. This means that there is the significant influence between the psychological ownership and intention variables towards the output performance in the establishment of the patient safety program in the hospitals of Probolinggo Regency. performance management, learning organization, and knowledge do not have the direct influence towards the units' output performance. Yet, it must go through the intention unit so that it has direct influence towards the work units' output performance in the establishment of the patient safety program in the hospitals of Probolinggo Regency. The variables which have influence towards the work units' output performance are psychological ownership and intention.

Discussion

The psychological ownership of an employee may grow if he/she feels comfortable and he/she feels that all aspects of the company or that of the organization is also part of him/herself⁵. This may encourage the employees

to work better for the company. The employees who have a sense of belonging towards the organization will have better satisfaction and work performance. If the employees are satisfied and they have good work performance, there is a greater chance that they will stay longer in the company⁶.

Based on the research's results, it is shown that the majority of the work units' psychological ownership in the establishment of the patient safety program in the hospitals of Probolinggo Regency of 2019 is regarded as good, with the rate of 46,7%. Yet, 34,6% of the work units have bad psychological ownership. This is because of the work units' low awareness, thoughts, and certainty on the importance of the patient safety program establishment in the hospitals. Psychological ownership also has an inversely proportional influence towards the work units' output performance in the establishment of the patient safety program (negative b value, -0,20). The negative b value shows that the psychological ownership variable has negative influence towards the work units' output performance. This means that the higher the employees' psychological ownership is, the lower the

work units' output performances are in carrying out the patient safety program in the hospital.

The condition of the psychological ownership is influenced by the situations and the individual factors which direct the individual behaviors⁵. It is true that the individual ownership cognition or perception are proven to influence the behaviors in managing teamwork⁷. The employees' Knowledge have an important role in increasing their psychological ownership in implementing the patient safety program in the hospitals in Probolinggo. The psychological ownership studies are especially aimed to know how far an individual perceives some of the knowledge on the organization⁸. Only some researches have analyzed the relation between knowledge and psychological ownership. The researchers have identified the preparedness for knowledge as one of the impacts of that person's psychological ownership⁷.

Psychological ownership plays a crucial role in an individual's process in increasing knowledge by sharing extra role behaviors which are usually motivated by strong intrinsic motivations⁹. There is a relatively small attention given to relate the human resource management with the organizational knowledge management¹⁰.

Meanwhile, the performance management, learning organization, and knowledge variables do not have a significant influence towards the output's performances in the establishment of the patient safety program in the hospitals of Probolinggo Regency. Yet, the variable which has the most dominant influence towards the work units' output performance is intention, with $P=0,00$ and $B=0,58$, which has a positive relation towards the increase of the work unit's output performance. This is because intention has a crucial role in influencing one's behavior. It indicates how big their intentions are in carrying out the patient safety program in the hospitals.

One of the behavioral determinants in carrying out the patient safety program in the hospitals of Probolinggo Regency is intention. The intention to carry out a certain behavior is one's tendency to choose whether or not he/she will carry out a particular activity¹¹. Most of the employees' intention in the work unit level in carrying out the patient safety program is good. The behavioral intention is the willingness to carry out a particular behavior, the behavioral intention is not yet in the form of the behavior itself. Intentions are not always static

and it may change from time to time. The longer the time interval is, the higher the chance of change in intention¹².

The research results show that the work units' intention in carrying out the patient safety program in the hospitals in Probolinggo Regency on 2019 is regarded as good and very good, with the rate of 41,1%. Based on the research results, it is shown that the units' intention has an influence towards the unit's performance output in carrying out the patient safety program with the significance value of (0,01) less than α (0,05).

The results of this research are parallel to the research carried out by Ekayani, Wardhani, and Rachmi which stated that the intention has an influence towards the performance of nurses in reporting adverse events ($r = 0.031$; p value = 0.783)¹³. This finding shows that the nurses' intention in reporting adverse events are influenced by behaviors, not subjective norms. Inversely, intention does not have influence towards the behavior in reporting an adverse event. The factors which influence the intention to carry out the patient safety program in the Oncology Hospital Surabaya are knowledge, awareness, commitment, motivation, perceived behavioral control on policies, patient safety culture, the existence of the hospital patient safety committee and standard operational procedures of the patient safety in that hospital¹⁴.

In the organizational factor, partially, perception, knowledge, and patient safety culture have significant influences towards the intention to report patient safety incident. This is in parallel with and strengthens the researches of Hwang, et al. which stated that knowledge, patient safety culture, and performance management and the parties related influence the intention to report¹⁵.

Conclusion

Psychological ownership and intention work units have significant influence towards the work units' output performance in the establishment of the patient safety program in the hospitals in Probolinggo Regency on 2019. Hospitals should carry out work unit approaches instead of individual approaches to increase the reports of the patient safety incident. These efforts may be carried out by increasing the employees' knowledge on the patient safety incident reporting process, eliminating the fear regarding the impact of the reports, and developing

the culture of patient safety. Another effort which may be carried out is by making a good reporting system and giving a fast report response. The punishments given do not blame, nor should they punish individuals.

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