

CHAPTER I

INTRODUCTION

1.1 Research Background

From the end of 2019 until today world gets the worse and dark year. World Health Organization (WHO) announced finding a new pandemic because of Corona Virus Disease or today called COVID-19. The spreading of the virus not only stuck in China, but spread goes to all around the world. Corona Virus or today people called COVID-19 have become the hot issue that always be the headline news in all social media in the world. The normal situation changed because of the pandemic effect some of the sectors like; education sector, life style, economic, and also health and safety sector.

In health and safety sector, during today's pandemic, the healthcare staff like doctors and nurses becomes the frontline to fight with the virus in order to save the patient's life. Frontline employee in service industry, especially in hospital and tourism sector is as a contact point between customers and the organization (Chen et al., 2018). It is mean the medical healthcare staff always should give the best quality service to the patients with risky impact they take in this pandemic era. Generally, physician and nurses be under pressure and challenges in their working environment (Goethals et al., 2013), the hospital as the working environment of medical healthcare staff, now have the new challenge to face, it is COVID-19 pandemic. The medical healthcare staff must take care of the patient in order to push the total of dead cases because of the virus, and it be a burden for them.

This entire problem makes the work safety for the employee need to be bold and take as a serious problem for the managers. For occupational researchers, workplace safety is one of the most critical issue for a business (Begnera & Steinberg, 2020; Hofmann et al., 2017). Today pandemic of COVID-19 has placed hospitality business in a extremely

challenging situation in which employee's safety behaviour become the top priority for business operation (Begnera & Steinberg, 2020).

This condition bring the change for the work environment and the internal problems to medical healthcare staff, such as easy to get infected by the patients, long working hours, hectic and busy working time, long time use the hazmet or personal Protection Equipment (APD), not able to meet the family, and some get healthcare staff has been died because of less resting hours and exhaustion in emotional and physically. The high level of emotional exhaustion emphasized the burnout risk among nurses in Taiwan, inflict the consequences such as medical error, increased turnover employee, absenteeism, fail to meet patient meet, and shortage of employee (Huang et al., 2018). The change condition of work environment that happen today The intervention of improving medical healthcare staff perception of management, job satisfaction, working condition, teamwork climate, stress recognition, and also emotional exhaustion that are related to the work environment as the internal issues in hospital really needed to analyses because it is effective to promote patient safety based on medical healthcare staff perception (Huang et al., 2020). And SAQ used to measure the patient safety climate in the hospital which is important to organization to understand the medical healthcare staff perception of patient safety in work environment.

As we know, people with the congenital disease have more at risky if they get infected by Corona Virus, especially if they get asthma, etc. So, medical staff will stand in the centre to handle this problem. Medical staff included doctors and nurses need to work harder because they have the big burden to save more life and recovered people that get infected. Sometimes the medical staffs need to sleep in a hospital or hotel and cannot go back to their house. They must stay apart from their family in order to stop the dissemination of the virus that maybe they bring from their workplace. They also need to use APD or special clothes all day long to protect themselves and keep close to the patients. Because of this new pandemic, it is not surprising that only a bit slightly study reporting about

the psychological impact of COVID-19 frontline healthcare workers, high rates of depression, distress, anxiety, and insomnia were reported (Lai J et al., 2020).

Work-related stress disproportionately affects healthcare workers (Russel et al., 2018) and related to over workload, working in emotionally charged environment, and when demand outweighs the capacity (Shanafelt et al., 2016). During the pandemic, demand of healthcare staff is extraordinary. A full sustainability of staff with minimum infection-related absenteeism, working to their maximum potential, with a low level of work-related burnout is optimal. Attending to staff psychological wellbeing becomes imperative (Gavin et al., 2020).

Indonesia noted as one of the country with the highest number of infected people because of COVID-19. Until December, Indonesia has the total case writed down around 623,309 people get infected, 18,956 people have been death, and around 510,957 recovered. Based on the region of the country, in West Sumatera, health department of Padang inform, around 11,659 people get infected, 236 people have been death, and around 10,884 recovered. This virus also infected people from the largest country to the smallest country.

The government make some rules to handle the pandemic. Government try their best to stop the spreading of the virus, they have some regulations such as; Large-Scale Social Distancing, closed tourism area, all people must wearing mask outside, Work From Home for such sector industries, must do the temperature checking before allowed to go to public area, hand sanitizer and sterilization, and also social distancing with 1 meter far away. But, all the regulations seem still failed to stop the spreading of the virus. This can we see based on increasing the total cases day by day, and spread goes come to the area that is not the central city.

Solok Selatan is one of the cities that get affected by Corona Virus. Solok Selatan may not the central city of West Sumatera, but the total case because of COVID-19 in Solok Selatan also need to take seriously by the government. In Solok regency, based on the data released by Sumbar

Antar News on 26 April 2021, Solok Selatan discovered 789 cases of positive COVID-19, with 631 recovered, 147 people get isolation and 11 people have died. In 23 April 2021, KemenKes Solok Selatan confirm that increasing the number of positive COVID-19 in Solok Selatan. The increasing of total positive suspect because in a company have infected patient before, so, the handle the impact, the company choose to do swab test and tracing for the employees. And from that inspection they found 56 employees positive infected COVID-19.

One of central hospital that handle COVID-19 patients in Solok Selatam is RSUD Solok Selatan (Solok Selatan Hospital). This hospital inaugurated from April 12, in 1986, become UPT Dinkes Kabupaten Solok based on SK Menkes Number 1183/Menkes/XI/1994 as the hospital type D. But from 2 July 2010 based on KepMenkes/SK/VII/2010 has upgrade become the hospital type C. The hospital is located in a strategic area between Solok Selatan regency entrance and the way to Kerinci in Jambi regency. Because of the location in business, RSUD Solok Selatan needs to be managed by the government because the new entrances lake midwife clinic and emergency clinic start growing in between two regencies.

The problem that still has in RSUD Solok Selatan until 2020 was like lack of specialist doctors that work permanently. In COVID-19 Pandemic some problem that happens in this hospital was like lack of personal protection like the surgical mask to protection and N95. But, from June the government from the province, help the hospital with all of their lack.

The other impact from the lack of human resources and pandemic of COVID-19 in RSUD Solok was the rolling position of nurses. Healthcare staff in RSUD Solok agreed that affected by Corona Virus to humans are lungs. So, special for Lungs policlinic will get more people, the job rotation between employees happen and some of the employees like nurses from other division cannot do their new job properly. It is mean the nurses and doctors need to train their new members in the team.

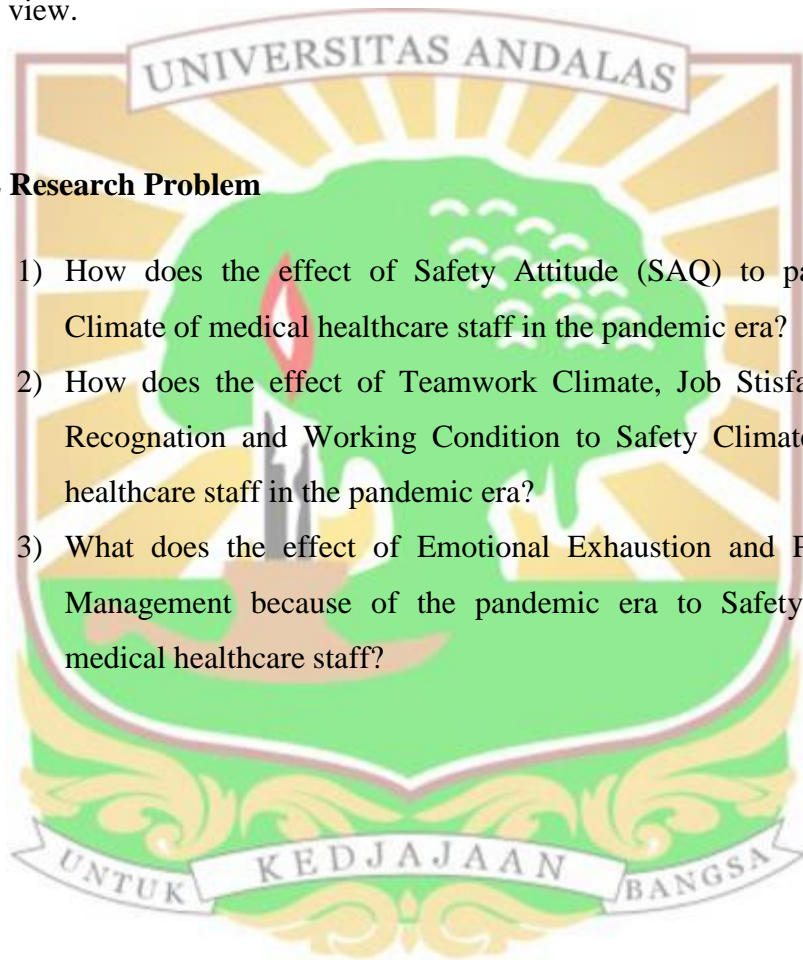
From all the statements above as human research manager, we need to consider human research in the work environment. Healthcare staff like

doctors and nurses is the people that work with patients. We need to pay attention to their psychological condition and wellbeing in the work environment, so the medical healthcare staff can give their best to the patients, prioritized and treat the patients like their own family.

So, based on the observation above, the researcher interested to analyze and investigated how the effect of patient safety climate in the hospital organization using the safety attitudes questionnaire affected by pandemic of COVID-19 era based on the medical healthcare staff point of view.

1.2 Research Problem

- 1) How does the effect of Safety Attitude (SAQ) to patient Safety Climate of medical healthcare staff in the pandemic era?
- 2) How does the effect of Teamwork Climate, Job Stisfaction, Stress Recognition and Working Condition to Safety Climate of medical healthcare staff in the pandemic era?
- 3) What does the effect of Emotional Exhaustion and Perception of Management because of the pandemic era to Safety Climate of medical healthcare staff?



1.3 Research Objectives

- 1) To analyses the effect of Safety Attitude to Patient Safety Climate of medical healthcare staff in the Pandemic era.
- 2) To analyses the effect of Teamwork Climate, Job Stisfaction, and Working Condition to Safety Climate of medical healthcare staff in the pandemic era.
- 3) To analyses the effect of Emotional Exhaustion, Stress Recognition and Perception of Management because of the pandemic era to Safety Climate of medical healthcare staff.

1.4

Significant of the Result

1. Theoretical Advantage

This research hope that can be useful as a reference for a subsequent researcher, who is interested in conduct research relates to a similar problem. This research can be use by the researcher as a reference for the next research so that they can conduct further research about this topic but with a different problem, approach, methodology, and analysis.

2. Practical Advantage

a. For University

This research can use as the reference for the next research.

b. For Solok Hospital Employer

The result of this research can be used to the hospital in order to check the regulation in the hospital about patient safety have been work well or not and to know the employees perception about the work environment in order to improve patient output . The hospital can use this research if they need to make a decision on consideration about how to treat their healthcare staff in this pandemic era. The result of the research can be used a the reference.

1.5 Scope of the Research

Based on the background and identification of the problems above, the scope of the research is to increase the human resource that the hospital has. They can use this research to increasing their human research quality and services. This research will focus on the variables Safety Attitudes Questionnaire and the relation with Patient Safety Climate.

1.6 Research Organization

Chapter I: Introduction

This chapter will find the elaborating on the background of the problem, formulating the problem, problem's limiting, objectives of the research, the benefits of the research, and the systematic of thesis.

Chapter II: Literature Review

In this chapter, the writer will describe the theoretical variables that include the theories that support and underline the variable used the research and framework.

Chapter III: Research Method

In this chapter, the author write down the object of study, population data and sources, technique data collection, operational definition of variables, data presentation techniques, and data analysis techniques.

Chapter IV: Analysis and Discussion

The fourth chapter contain the result and the study analysis, the characteristic respondent, and descriptive analysis.

Chapter V: Conclusion and Suggestion

The fifth chapter will show the conclusion from analysis and research that has been conducted. This chapter will show the positive or negative influence between the variables and provide advice for the future research