



## Research Paper

## Factors Affecting the Professional Compliance of the Care Provider (PPA) in Health care industry

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**ABSTRACT**

Patient and family education is a critical component of professional nursing care aimed at enhancing the quality of life for patients. The caregiver's role involves facilitating health improvement by providing essential knowledge. Adherence to professional standards reflects a caregiver's compliance with established procedures and guidelines. This study aims to identify the factors influencing the adherence of Professional Care Providers (PCP) in delivering education to patients and their families. The research utilized a descriptive correlational design with a cross-sectional approach, employing simple random sampling to select nurses at Karanganyar District Hospital. Results indicated positive correlations between adherence to educational practices and factors such as knowledge (Spearman's rho = 0.374), emotions (rho = 0.392), motivation (rho = 0.204), ability (rho = 0.432), and attitude (rho = 0.265), all with statistically significant p-values (<0.05). These findings suggest that knowledge, emotions, motivation, ability, and attitude significantly influence PCPs' adherence to providing patient and family education. This research contributes to understanding the key factors that support professional care providers in delivering effective education at Karanganyar District Hospital.

### 1. INTRODUCTION

Health care is something that everyone in society requires. Almost everyone, regardless of age and social level, who realizes the importance of health will come to have their health checked at medical providers, such as hospitals, clinics, doctors, nurses, midwives and other medical workers. efforts to improve hospital services as service providers develop standard operating procedures that are expected to improve the quality of services, including hospitals, as a means of health promotion (Rohmah, 2023). Health promotion is the process of empowering the community through activities to inform, influence, and assist the community in playing an active role in supporting changes in behavior and the environment as well as maintaining and improving health towards optimal health level. Health promotion plays an important role in improving the quality of life of the community with the main goal of preventing diseases and promoting well-being. A variety of strategies are used in health promotion, including health education, policy development, and community interventions aimed at encouraging healthy behaviors (Gómez-Ochoa et al., 2021). The role of the community is crucial in this effort, where the active participation of individuals and groups can increase the effectiveness of the programs implemented. A clear example of the success of health promotion can be seen in the vaccination program that has succeeded in reducing the incidence of infectious diseases, showing the importance of collaboration between the government, health organizations, and the community (Husni & Nurhasanah, 2022). Thus, health promotion is not only the responsibility of health care providers, but also a collective effort that requires the involvement of all parties (Garmelia et al., 2022).

Providing patient and family education is a form of professional nursing service to improve the quality of life of patients. Patient education is a nurse's effort to provide patients and families with information to enhance health status and promote participation in decision-making on ongoing care and treatment and is a fundamental patient right (Fereidouni et al., 2019). The better the nurse's role as an educator, the lower the patient's perception of pain. The more positive the patient's perception of the disease, the less the perceived threat of the disease (Anggraeni, Widayati and Sutawardana, 2020). Therefore, patient and family education is an important thing to do because providing appropriate education has the potential to increase patient understanding of disease conditions. The service provided by Professional Caring Providers (PCPs) to address educational needs includes assessments conducted by hospital staff. These assessments aim to identify the specific knowledge

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requirements of patients and their families, offering clear, directed information in a scientifically-based manner (Roziah, Zaman, & Purwonegoro, 2022). According to Poerwani and Sopacua (2018), healthcare professionals such as doctors, nurses, nutritionists, clinical pharmacists, and midwives offer general information regarding patient care, including consent, service hours, room orientation, and fall risk prevention. However, specialized education is required to address patient-specific concerns, such as the diagnosis and progression of the disease.

Caregivers play a vital role in improving patients' health by providing essential knowledge on treatment and medical procedures. This allows patients and their families to understand their rights and responsibilities, which is crucial for effective healthcare management. Nurses, in particular, have an additional responsibility to educate at-risk family groups, health cadres, and the broader community (Syukur & Asnawati, 2022). Such education, especially within inpatient settings, can enhance patient and family knowledge, build trust in healthcare providers, and improve overall patient satisfaction and service quality (Ministry of Health of the Republic of Indonesia, 2022). Despite the significant role that Professional Caring Providers (PCPs) play in delivering patient and family education, the factors that influence their professional compliance in delivering these educational services have not been adequately explored. Exposure to these factors is critical because professional compliance reflects not only the ethical standards and responsibility of service providers but also directly impacts the quality of care received by patients. Existing studies highlight the importance of training, policies, and regulations in improving compliance, but there is limited research focusing on how these elements specifically affect the adherence of PCPs to educational practices. This study aims to identify and examine the factors influencing the adherence of Professional Caring Providers (PCPs) in delivering education to patients and their families. Specifically, it will investigate how factors such as knowledge, emotions, motivation, ability, and attitude contribute to PCPs' compliance with established educational protocols. This research contributes to the broader understanding of the factors that influence professional compliance among PCPs in providing education within hospital settings. By exploring the relationship between these factors and adherence to educational standards, the study offers valuable insights that can inform the development of targeted training programs and policy recommendations. Additionally, it will contribute to improving healthcare quality by enhancing the delivery of patient and family education, ultimately leading to better health outcomes and patient satisfaction.

## 2. INTRODUCTION

### 2.1. Knowledge

According to Sarwono (2014), knowledge is a cognitive element that encompasses what a person knows about themselves, their behaviors, and the circumstances around them. The acquisition of knowledge can lead to changes in behavior, which, over time, become ingrained habits. This transformation is particularly significant in healthcare, where professional knowledge directly influences ethical behavior and compliance with established guidelines. Research has demonstrated that knowledge positively affects adherence to professional standards, as individuals with a deep understanding of their roles, regulations, and best practices are more likely to make informed decisions that align with ethical expectations. In healthcare, for example, medical professionals who undergo continuous training tend to show better adherence to patient care protocols. Knowledge serves not only as a basis for informed decision-making but also as a motivating factor for compliance. Educated professionals are more aware of the consequences of their actions and are therefore more likely to follow the appropriate procedures, ensuring higher standards of care. In the context of professional compliance, this heightened awareness reduces the risk of misconduct and enhances integrity in practice. Consequently, knowledge plays a crucial role in improving both individual decisions and overall professional performance, positively impacting organizations and society as a whole.

Hypothesis 1: Knowledge has a positive influence on compliance

### 2.1. Emotion

According to Krech, Crutchfield, and Livson (1974, as cited in Misnawati & Rahmawati, 2021), emotions such as joy, anger, fear, and sadness are considered primary emotions that can create significant psychological tension. These emotions can also generate feelings such as hatred, envy, annoyance, and jealousy, particularly within the broader emotional category of anger (Rakotoarisoa et al., 2022). When expressed through behavior, these emotions can lead to increased tension. Weisinger (2006) highlights that emotional intelligence is demonstrated by the ability to wisely manage emotions, guiding one's behavior and thoughts so that actions are productive and beneficial. The connection between emotional intelligence and professional compliance is crucial in the workplace. Positive emotions, such as happiness and satisfaction, can enhance motivation, increasing employees' commitment to performing their duties with diligence. Conversely, negative emotions like stress and anxiety can undermine work ethics and decision-making, affecting professional behavior. Moreover, emotions also play a significant role in fostering positive relationships among colleagues. Emotional intelligence enhances communication, cooperation, and trust, which are essential for a harmonious and effective work environment.

Therefore, understanding and managing emotions is important for adhering to professional responsibilities and creating a supportive and productive workplace.

Hypothesis 2: Emotions have a positive influence on compliance

## 2.1. Motivation

Motivation is a key concept in management and leadership, especially in healthcare settings, as it plays a significant role in encouraging nurses to work effectively, efficiently, and productively (Natasia, 2014). It is a critical factor that influences an individual's performance and work outcomes. Motivation arises when individuals are given opportunities to try new tasks and receive feedback on the results of their efforts (Noor Latifah and Musoli, 2024). Keliat and Sri (2012) define motivation as the emotional drive that fosters optimal work performance, encouraging individuals to pursue specific activities to achieve particular goals (Satrianegara & Salecha, 2009). In the context of healthcare, motivation has been shown to positively affect professional compliance. For example, research by Husni (2018) indicated that motivation significantly influenced adherence to the practice of documenting medical diagnoses. Motivated individuals are more likely to follow protocols and contribute to organizational goals. Similarly, research by Risti and Isnaeni (2017) demonstrated that self-motivation had a positive relationship with adherence to dietary guidelines among patients with type II diabetes. These findings highlight the importance of motivation as a driving force behind adherence to both individual and professional responsibilities. In a broader sense, motivation also ties into the concept of knowledge. Knowledge of professional norms, regulations, and best practices contributes to better decision-making and enhances ethical behavior in the workplace. Educated individuals are more likely to meet ethical standards and adhere to established guidelines, thereby improving overall professional performance. Moreover, knowledge serves as a motivator for compliance, as individuals with a deep understanding of the consequences of their actions are more likely to follow protocols. In healthcare, continuous training and education help medical professionals improve adherence to patient care standards, ultimately leading to better outcomes for patients and more effective healthcare delivery. Hypothesis 3: Motivation has a positive influence on compliance

## 2.1. Ability

According to Colquitt, Lepine, and Wasson (2013), ability refers to a person's stable capacity to perform a range of different yet related activities. Similarly, Robbins (2003) defines ability as an individual's capacity to complete specific tasks within a given job. Abilities are generally categorized into two types: intellectual abilities and physical abilities. Soehardi (2003) further emphasizes that abilities are innate, developed through learning, and shaped by experience. These abilities, whether physical or mental, enable individuals to perform activities effectively and efficiently. In the context of professional compliance, an individual's ability plays a crucial role. High abilities, including technical knowledge, interpersonal skills, and strong work ethics, significantly contribute to adherence to professional standards (Wijaya et al., 2020). Factors such as education, experience, and training are essential in enhancing an individual's capabilities, which in turn can strengthen their integrity and ethical decision-making. For instance, employees with high capacity are more likely to follow established regulations and procedures while also introducing innovations in work practices (Hydayati, 2020). Thus, developing workplace abilities not only improves individual performance but also fosters a more ethical, accountable, and productive work environment, positively impacting the organization as a whole.

Hypothesis 4: Ability has a positive influence on compliance

## 2.1. Attitude

According to Fishbein and Ajzen (1998), a person's positive attitude towards something influences their intention to act, which, in turn, affects their behavior. This aligns with the theory that attitudes—pleasant or unpleasant stimuli received by an individual—can significantly influence behavior (Helly et al., 2022). Research by Husni (2018) demonstrated that attitudes positively affect adherence to professional standards, such as documenting diagnoses on medical resumes. The study found that individuals with a positive attitude were more likely to comply with the required documentation procedures. In a professional context, a positive attitude plays a crucial role in increasing compliance with established norms and standards within the workplace. A positive attitude is characterized by an optimistic and proactive approach to tasks and responsibilities (Gupta et al., 2021). Research has shown that individuals with a positive attitude are more likely to follow company policies and demonstrate initiative in fulfilling their roles, leading to improved team efficiency and productivity. Several factors influence the relationship between attitude and compliance, including work environment conditions, support from superiors, and interpersonal relationships among coworkers (Aris, 2018). For example, case studies from multinational companies reveal that teams with a positive work culture demonstrate higher levels of professional compliance than those without such a culture. To foster positive attitudes in the workplace, it is essential for management to implement employee development programs focused on motivation and creating a supportive environment, which will encourage better compliance and overall performance.

Hypothesis 5: Attitude has a positive influence on compliance

### 3. METHODOLOGY

This study utilized a quantitative descriptive research design. The sample was obtained through random sampling (Unaradjan, 2019), with the population consisting of all employees at the Karanganyar Regency Regional General Hospital. Quantitative research is defined as a research method based on positivistic (concrete) data in the form of numbers, which are analyzed using statistical tests to address the research problem and draw conclusions. Primary data for this study were collected using a questionnaire that employed a Likert scale. The Likert scale was chosen to capture respondents' perceptions and opinions. Data analysis was conducted using SPSS version 27.0, beginning with classical assumption testing followed by a correlation test to examine the relationships between the variables. In the initial descriptive analysis, respondents were categorized by gender, age, length of employment, and average monthly income. Table 1 presents the gender distribution of respondents, showing a relatively equal comparison between male and female participants. This balance ensures that the respondents' answers adequately represent gender perspectives on performance evaluation, work motivation, and service quality at Karanganyar Regency Hospital. Table 1 also provides a breakdown of respondents by age, with participants grouped into five age categories. The distribution of respondents across these groups is even, which contributes to unbiased responses regarding performance evaluation, work motivation, and service quality at the hospital. Additionally, respondents' lengths of employment were categorized into three groups: 1–5 years, 5–10 years, and more than 10 years, with each group containing a comparable number of respondents. This balance helps ensure objective responses related to the study's focus areas. Regarding income, respondents reported monthly earnings ranging from less than 3 million to more than 9 million. The distribution of respondents across these income categories was also balanced. This ensures that responses related to performance evaluation, work motivation, and service quality are not influenced by income disparities.

**Table 1.** Descriptive of Respondents profile

Demographic	Profile	N	%
Gender	Male	88	46.48
	Female	102	53.52
Age (years old)	18- 25	32	16.90
	25 – 30	40	21.26
	31-35	46	23.94
	36-40	48	25.35
	41 and above	2472	12.54
Working experience (years)	1-5	62	32.39
	5-10	72	38.03
	11 and above	56	29.8
Monthly Income (Million IDR)	Below 3	45	23.59
	3-6	48	25.35
	6.1-9	48	25.35
	Above 9	49	25.41
Total		190	100

### 4. RESULTS AND DISCUSSION

#### 4.1. Results

The results of the analysis using the spearmen rank test (rho) show the correlation coefficient's value on knowledge is 0.374, emotion is 0.392, motivation is 0.204, ability is 0.432, and attitude is 0.265. Caregiver Professional Compliance Variable (PPV) in providing education to patients and families at the Karanganyar District General Hospital The independent variable that has the most influence on the adherence of the care provider professional (PPA) in Karanganyar Hospital is its ability to have the greatest value of 0.432. Table 2 show the regression analysis results that testing the proposed hypothesis.

**Table 2.** Results of Hypothesis testing

Model	Unstandardized Coefficients		Standardize Coefficients	t	Sig.
	B	std. Error			
(Constant)	3,932	1.428		2.754	0.006
Knowledge	0.154	0.073	0.161	2.111	0.036
Emotions	0.129	0.082	0.131	1.570	0.118
Motivations	-0.053	0.060	-0.060	-0.885	0.377
Ability	0.436	0.095	0.396	4.6010	0.000
attitude	0.116	0.084	0.109	1.376	0.171

Note. a. Dependent Variable: Compliance (Y)

#### 4.1. Results

The findings of this study indicate a positive and significant relationship between knowledge and adherence at a 5% significance level, with a p-value of 0.000, among professional caregivers (PPA) who provide education to patients and families at Karanganyar District Hospital. This result aligns with the research by Kusumawardhani et al. (2023), which highlights a strong correlation between the knowledge and adherence of professional caregivers in delivering patient and family education. Similarly, Roziah, Zaman, and Purwonegoro (2022) also found a significant relationship between care provider professionals' (PPA) knowledge and their adherence to providing education to patients and their families. Agus et al. (2018) assert that understanding and commitment to educating patients and their families are essential. They further argue that knowledge, as a cognitive domain, plays a crucial role in the development of activities and behaviors, with behavior based on knowledge being more sustainable than behavior based on mere experience. Knowledge can be acquired through experience and sensory perception, and it aids individuals in making informed decisions in specific situations.

The study also revealed a positive and significant relationship between emotion and adherence at the 5% significance level, with a p-value of 0.000. This finding supports the research by Pradnyana and Bulda Mahayana (2020), which claims that emotional support is closely linked to adherence among professional caregivers (PPA) in providing education to patients and families. Good emotional control among nurses allows them to be more patient and attentive, making it easier for patients to accept the information being conveyed. Emotional support, such as expressions of empathy and concern from caregivers and family feedback, plays a key role in enhancing adherence (Family et al., 2019).

The study's results also show a significant and positive relationship between motivation and adherence, with a p-value of 0.000 at the 5% significance level. This finding is consistent with research conducted at the University of California, San Francisco. Kusumawardhani et al. (2023) confirm the significant relationship between motivation and adherence in professional caregivers. Similarly, Neri, Lestari, and Yetti (2018) emphasize that motivation positively influences adherence among professional caregivers in providing education to patients and their families. Motivation is described by Abraham Maslow's contemporary motivation theory as the series of processes that drive, direct, and maintain behavior towards achieving goals. Husni (2018) explains that motivation involves a change in energy within a person, driven by a goal, and is influenced by both intrinsic and extrinsic factors, such as the work environment. A poor work environment can diminish enthusiasm and, as argued by Roziah, Zaman, and Purwonegoro (2022), negatively affect the motivation of healthcare workers.

Additionally, the study found a positive and significant relationship between ability and adherence at the 5% significance level, with a p-value of 0.000. This finding aligns with the research conducted by Pratiwi, Yetti, and Mashudi (2022), and Kusumawardhani et al. (2023), which indicate a significant relationship between ability and compliance. Martin et al. (2022) suggest that individuals with adequate abilities consistently strive to perform their jobs well. Abilities are generally composed of two factors: intellectual and physical abilities. Agus et al. (2018) define "ability" as an individual's talent for performing physical and mental tasks. These abilities, typically stable, influence job characteristics, responsibilities, and performance, and are closely linked to the quality of adherence to professional standards.

Finally, the study revealed a significant and positive relationship between attitude and adherence at the 5% significance level, with a p-value of 0.000. This finding is consistent with Husni (2018), who reports that attitude has a positive and significant effect on adherence among professional caregivers. According to Rahmi (2022), individuals with a positive attitude are more likely to take action, and their intentions influence their behavior. This is in line with theories suggesting that attitude, as a mental state, influences behavior directly or indirectly through experience. A positive attitude is a vital factor in fostering professional compliance and adherence, which, in turn, enhances the overall effectiveness of caregivers' work.

## 5. CONCLUSION

The Professional Caregiver Compliance (PPC) variable in providing education to patients and families at Karanganyar District General Hospital reveals that the independent variable with the most significant influence on the adherence of professional care providers (PPA) is ability. Based on the findings, it is recommended that additional compliance variables, such as knowledge, emotional regulation, and motivation, be further enhanced when providing education to patients and their families. The conclusions of this study emphasize that while ability plays a central role in professional compliance, other factors also significantly contribute to the overall compliance of medical personnel. The limited research on the interplay between knowledge, emotions, motivation, and ability in influencing professional compliance at Karanganyar District General Hospital highlights an important area for improvement in the development of health services. This study demonstrates that these four factors interact in complex ways, influencing the level of professional compliance among medical personnel. For instance, a thorough understanding of medical procedures can serve to increase motivation to adhere to professional standards, while emotional factors such as stress or job satisfaction may impact the ability of healthcare providers to follow established protocols. Despite these insights, there remains a gap in research exploring how the interaction between these factors can be optimized to improve overall professional compliance. Therefore, further studies are necessary to explore these dimensions in a more integrated and holistic manner. Such research could offer valuable solutions for enhancing the quality of healthcare services at Karanganyar District General Hospital.

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