

PRINT: ISSN 0973-5070 ONLINE: ISSN 2456-6772

STUDIES ON **ETHNO-MEDICINE**

Full text open access online (Since 2007)



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PRINT: ISSN 0973-5070 ONLINE: ISSN 2456-6772

Ethno Med, 20(1): 23-30 (2026)

DOI: 10.31901/24566772.2026/20.01.720

The Influence of Nurses' Mental Workload on the Implementation of Patient Safety with Organisational Citizenship Behaviour (OCB) in Indonesia

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KEYWORDS Accreditation. Cross-sectional Studies. Health Personnel Attitudes. Hospital Administration. Quality Improvement. Work Environment

ABSTRACT Patient safety is a critical component of quality healthcare and an essential benchmark for healthcare accreditation. However, incidents related to patient safety remain a concern both globally and nationally. This study aimed to examine the relationship between nurses' mental workload and the implementation of patient safety, with Organisational Citizenship Behaviour (OCB) as a moderating variable, at Tk II Pelamonia Hospital in Makassar, Indonesia. A cross-sectional observational design was used, involving 118 purposively selected nurses from a population of 170. Data were analysed using multiple linear regression. The majority of respondents were female (69.5%). The findings indicated that nurses' mental workload significantly influenced the implementation of patient safety. Moreover, OCB moderated this relationship, enhancing the positive effect of mental workload on safety practices. These results highlight the importance of managing mental workload and promoting OCB to improve patient safety outcomes in hospital settings.