



**THE EFFECT OF HEALTH WORKERS' ATTITUDES AND SOCIAL MEDIA
USE ON THE INTENTION TO REPORT VIOLENCE WITH PERCEIVED
BEHAVIORAL CONTROL AS A MEDIATOR VARIABLE AT HOSPITAL X,
CENTRAL JAKARTA**

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Abstract

Workplace violence against healthcare workers remains common in various healthcare facilities, yet most cases go unreported. Low reporting intentions are a significant issue because they can impact healthcare worker safety and service quality. This study aims to analyze the influence of healthcare worker attitudes and social media use on intentions to report workplace violence, with perceived behavioral control as a mediator at Hospital X, Central Jakarta. This study used a quantitative causality analysis approach with a cross-sectional design. The study population was all 125 health workers, with a saturated sampling technique (census). Data collection was conducted using a four-point Likert scale questionnaire that had been tested for validity and reliability. Data analysis was conducted using Structural Equation Modeling (SEM) with the help of the AMOS program at a significance level of 5%. The results showed that health workers' attitudes, social media use, and perceived behavioral control simultaneously had a significant effect on the intention to report workplace violence. Partially, each variable also had a significant effect on the intention to report. In addition, perceived behavioral control was shown to act as a mediator in the relationship between attitudes and social media use on the intention to report violence. These findings confirm that the formation of reporting intentions is not only influenced



by positive evaluations of reporting and the use of social media, but also by perceptions of ability, ease, and support in the reporting process. Therefore, strengthening positive attitudes, optimizing the use of social media, and increasing perceived behavioral control are important strategies in encouraging the continuous reporting of workplace violence.

Keywords: Health Worker's Attitude, Use Of Social Media, Perceived Behavioral Control, Intention To Report Violence In The Workplace

INTRODUCTION

Workplace violence against healthcare workers is a global phenomenon that remains prevalent and tends to be underreported. Various studies indicate that healthcare workers are among the most vulnerable groups to physical and non-physical violence in healthcare settings (Tyler et al., 2022; Nelson et al., 2023; Njaka et al., 2020). Although reporting mechanisms are in place in many institutions, not all incidents of violence experienced or witnessed are formally reported. This situation indicates a gap between the experience of violence and the intention to report it. In developing countries with limited healthcare system resources, underreporting is an increasingly complex issue because it impacts the sustainability of violence and the well-being of healthcare workers (Abdulwehab & Kedir, 2025).

In Indonesia, research on hospital nurses indicates that the violence experienced includes physical violence such as being spat on, hit, and thrown objects, as well as verbal violence such as shouting, insults, and verbal harassment (Edayani & Muhazir, 2025). A study in six hospitals in Jakarta and Bekasi also reported that 10% of emergency nurses experienced physical violence and 54.6% experienced non-physical violence, with patients being the primary perpetrators (Zahra & Feng, 2018). A similar phenomenon was found at Hospital X, Central Jakarta, where frontline healthcare workers have high levels of interaction with patients and their families. A preliminary study indicated that verbal violence was the most common form of violence experienced in the past 12 months. However, the average intention to report violence was only 43%, with most respondents unsure that reporting would prevent similar incidents or gain management support.

Theoretically, the Theory of Planned Behavior (TPB) explains that behavioral intentions are influenced by attitudes, subjective norms, and

perceived behavioral control (Ajzen, 1991). In the context of reporting violence, attitudes toward reporting are a crucial factor shaping an individual's propensity to act. Preliminary studies indicate that the average percentage of problems in the attitude variable reached 55%, with the majority of respondents doubting the effectiveness of reporting and organizational support. Furthermore, perceived behavioral control also showed a percentage of problems of 45%, reflecting doubts about one's own abilities, reporting access, and potential consequences. These findings indicate that in addition to cognitive aspects, perceived control factors also determine whether health workers have the confidence to report incidents of violence.

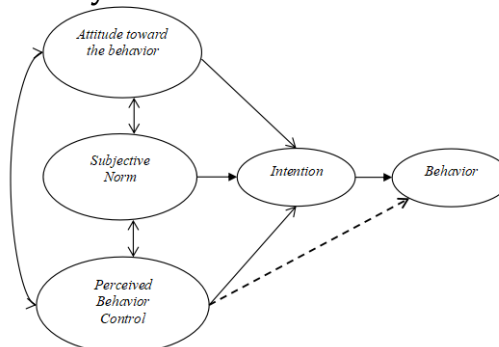
On the other hand, social media use has the potential to be a contextual factor influencing reporting intentions through the formation of norms and social support. However, preliminary studies have shown low engagement of healthcare workers in discussions and information sharing related to workplace violence on social media, with an average percentage of problems reaching 80%. Previous literature has shown inconsistent results regarding the direct influence of social media use on behavioral intentions. Therefore, this study seeks to integrate social media use within the TPB framework by examining the role of perceived behavioral control as a mediator between attitudes and social media use on intentions to report violence at Hospital X, Central Jakarta. This research is expected to provide empirical contributions to developing strategies to increase violence reporting in government hospitals and strengthen healthcare worker protection policies in Indonesia.

LITERATURE REVIEW

Theory of Planned Behavior (TPB)

Figure 1.

Theory of Planned Behavior Model



Source: Ajzen, 1991



The Theory of Planned Behavior (TPB), developed by Icek Ajzen (1991), explains that individual behavior is directly influenced by intention, while intention is shaped by three main constructs: attitude, subjective norm, and perceived behavioral control (PBC). In this model, intention is a proximal predictor of actual behavior because it reflects an individual's readiness to perform an action. The stronger a person's intention, the more likely the behavior will be realized, as long as the individual has adequate control over the action.

Attitudes toward behavior reflect an individual's cognitive and emotional evaluation of an action, whether it is perceived as beneficial or detrimental. In the context of reporting workplace violence, healthcare workers' attitudes are influenced by perceptions of the benefits of reporting, such as preventing recurrence and increasing accountability, as well as the potential risks, such as stigma or professional consequences. Positive attitudes tend to increase reporting intentions, while negative attitudes can decrease them. Thus, attitudes are an important determinant in shaping healthcare workers' internal readiness to report incidents of violence.

Subjective norms in the TPB refer to an individual's perception of social pressure to perform or not perform a behavior. These norms include injunctive norms (approval from significant others such as superiors and coworkers) and descriptive norms (perceptions of whether others engage in the behavior). In a hospital environment with a strong hierarchical structure, the support or disapproval of superiors and coworkers can significantly influence reporting intentions. Advances in communication technology have expanded the concept of subjective norms through the use of social media, which allows individuals to more broadly observe, discuss, and internalize norms. Social media has the potential to strengthen social support while shaping collective perceptions of the importance of reporting violence.

Perceived behavioral control (PBC) describes an individual's beliefs about their ability and control to perform a behavior, including access to resources and potential barriers. Classically, PBC is a direct predictor of intention and behavior. However, in this study, PBC is positioned as a mediating variable, assuming that attitudes and social media use first influence perceived control among healthcare workers before ultimately shaping their intention to report violence. This approach aligns with the development of the TPB, which allows for the integration of additional variables to more deeply explain psychological processes, thus providing a comprehensive understanding of the dynamics of reporting intentions in healthcare settings.



Intention to Report Workplace Violence

Intention to report workplace violence refers to the psychological tendency of health workers to report incidents of violence experienced or witnessed. Within the framework of the Theory of Planned Behavior developed by Icek Ajzen (1991), intention is understood as an individual's readiness to perform a behavior, reflecting a desire and concrete plan for action. Intention reflects not only hope but also commitment in the form of planning and willingness to implement the action. Conceptually, intention is formed through a cognitive process in which individuals weigh the benefits and risks of an action, in line with social learning theory and social exchange theory, which emphasize cost-benefit considerations in behavioral decision-making.

In this study, the intention to report workplace violence was measured through three main dimensions referring to Ajzen (1991), namely: (1) Intend to use report, which describes the strong desire of health workers to report violent incidents; (2) Plan to continue to report it in the future, which shows the existence of a plan and ongoing commitment to continue reporting violence in the future; and (3) Try to report, which reflects a real effort or willingness to try to report when an incident occurs. These three dimensions reflect the motivational, planning, and effort aspects in the process of forming reporting behavior.

Theoretically, the intention to report violence is influenced by attitudes, subjective norms, and perceived behavioral control, as described in the TPB. Various studies have shown that positive attitudes toward reporting and high perceived control consistently predict the intention to report, while subjective norms show variable results depending on the social context and organizational culture. Furthermore, social media use has also been identified as a factor that can strengthen or weaken intentions through the formation of social norms and collective support. Thus, the intention to report violence is not only determined by individual factors but also influenced by social dynamics and the perceived control health workers have in their work environment.

Attitude

Attitude, within the framework of the Theory of Planned Behavior (TPB) developed by Icek Ajzen (1991), is an individual's evaluation of a behavior on a continuum from positive to negative. Attitude reflects a person's cognitive and emotional assessment of the consequences of an action, including consideration of potential benefits and risks. In line with this, Martin Fishbein & Icek Ajzen (1975) defines attitude as an individual's tendency to evaluate objects or behaviors



favorably or unfavorably. This definition emphasizes that attitudes are subjective and play an important role in influencing behavioral decisions.

Another view states that attitudes are psychological tendencies expressed through evaluations of a particular object or action, encompassing affective, cognitive, and conative aspects (Eagly & Chaiken, 1993). Attitudes are also understood as feelings of like or dislike formed through emotional processes and can drive consistent behavior toward the same object (Kotler & Keller, 2016). Thus, attitudes toward reporting workplace violence reflect how healthcare workers assess the action, whether it is considered important, beneficial, and appropriate, or whether it is risky and professionally detrimental.

In this study, the attitude dimension refers to Ajzen (1991), who divides attitudes into two main components: result evaluation and behavioral belief. Result evaluation refers to healthcare workers' assessment of the consequences or outcomes of reporting violence, including benefits such as preventing recurrence and potential risks. Meanwhile, behavioral belief refers to an individual's belief regarding the appropriateness and importance of reporting as part of their professional responsibility. By adopting these two dimensions, this study positions attitude as a cognitive and emotional evaluation that plays a role in shaping healthcare workers' intentions to report workplace violence.

Use of Social Media

Social media usage refers to individuals' engagement with internet-based platforms that enable interactive content creation, sharing, and exchange. Social media encompasses a variety of applications that facilitate two-way communication through text, images, and video, and enable users to build online social networks (Kaplan & Haenlein, 2010). Platforms such as Facebook, YouTube, and Instagram are characterized by interactivity and user-generated content, although each has its own distinct architecture, norms, and user base (Davis, 2014). Conceptually, social media usage is understood not only as the technical activity of accessing the platform, but also as a form of social participation that allows individuals to build profiles, build relationships, and collaborate digitally (Boyd & Ellison, 2010; Kietzmann et al., 2011).

From the perspective of the Uses and Gratification Theory proposed by Katz et al. (1973), social media use is viewed as an active process in which individuals consciously choose specific media and content to meet specific needs and goals. This means that users are not passive recipients of information, but rather rational actors who determine how and why they use media. In the context of healthcare workers, social media use can function as a means of obtaining



information, sharing experiences, seeking social support, and shaping collective perceptions on certain issues, including workplace violence.

This study adopted three dimensions of social media use based on Katz et al. (1973), namely: (1) frequency of social media use, which describes how often individuals access and use social media; (2) type of content shared, which refers to the type of information or material shared, such as articles, personal experiences, or educational content; and (3) interaction and engagement, which indicates the level of active participation in discussions, comments, sharing, and involvement in online communities. These three dimensions are used to assess the extent to which social media use can contribute to shaping health workers' perceptions and intentions to report workplace violence.

Perceived Behavioral Control

Perceived Behavioral Control (PBC), within the framework of the Theory of Planned Behavior developed by Icek Ajzen (1991, 2005), refers to an individual's perception of the ease or difficulty of performing a behavior. This concept reflects a person's beliefs about the factors that can support or hinder their actions. PBC is closely related to the concept of self-efficacy introduced by Albert Bandura (1997), namely an individual's belief in their ability to face challenges or obstacles. The higher a person's perceived control, the more likely they are to have a strong intention to perform the behavior.

In the context of reporting workplace violence, perceived behavioral control describes the extent to which healthcare workers feel capable and in control of reporting incidents without significant obstacles. This perception encompasses beliefs about personal abilities, the effectiveness of actions, and the availability of support and resources. Individuals are more likely to be motivated to act if they believe the action is within their control and has a high probability of success. Conversely, perceptions of risk, structural barriers, or lack of organizational support can decrease feelings of control and ultimately weaken the intention to report.

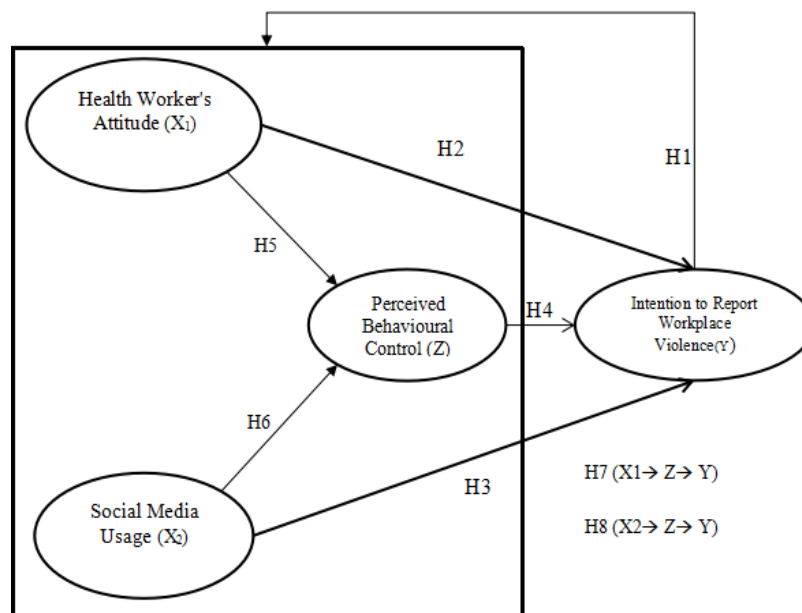
This study adopts two dimensions of PBC based on Ajzen (1991): internal and external factors. Internal factors include self-confidence, knowledge, and skills in reporting. Meanwhile, external factors include the availability of resources, access to reporting mechanisms, management support, and organizational environmental conditions that may facilitate or hinder action. Therefore, perceived behavioral control in this study is understood as healthcare workers' overall perceptions of internal capacity and external support that influence their ability to report workplace violence.

RESEARCH METHOD

A cross-sectional design is a research method that collects data from a population at a specific point in time without repeated measurements (Cooper & Schindler, 2019). The population in this study was all 125 healthcare workers working at Hospital X, Central Jakarta, consisting of nurses, midwives, pharmacists, pharmaceutical technicians, health laboratory analysts, and physical therapists. The sampling technique used a saturated sample (census), so that the entire population became research respondents. Primary data were collected using a questionnaire with a four-point Likert scale (Strongly Disagree to Strongly Agree). Before use, the instrument was tested for validity with product moment correlation and its reliability with Cronbach's Alpha coefficient (>0.60) using SPSS.

Data analysis was conducted in two stages: descriptive analysis and inferential analysis. Descriptive analysis used the three-box method to categorize variable scores into low, medium, and high levels based on the respondent's answer index. Furthermore, hypothesis testing was conducted using Structural Equation Modeling (SEM) with the help of the AMOS program to analyze direct and indirect relationships between variables, including the mediating role of perceived behavioral control. The significance level used was $\alpha = 5\%$, so that the decision to test the hypothesis was based on a 5% probability of error (Ghozali, 2017).

Figure 2.
Research Constellation





RESULTS AND DISCUSSION

Validity Test Results

Table 1.
Validity Test Results

Variables	Number of Question Items	Range of r count	R table (0.361)	Information
Health Worker's Attitude (X1)	6	0.838 - 0.926	0.361	Valid
Social Media Usage (X2)	10	0.841 - 0.913	0.361	Valid
Perceived Behavioral Control (Z)	6	0.842 - 0.937	0.361	Valid
Intention to Report Workplace Violence (Y)	9	0.761 - 0.925	0.361	Valid

Source: SPSS 25 output, processed by researchers

Based on Table 1, all statement items in each variable have a calculated r value greater than the table r (0.361) at a significance level of 5%. Thus, all research instrument items are declared valid and suitable for use in data collection in the main study.

Reliability Test Results

Table 2.
Reliability Test Results

Variables	Cronbach's Alpha Value	Critical Value	Information
Health Worker's Attitude (X1)	0.946	0.6	Reliable
Social Media Usage (X2)	0.970	0.6	Reliable
Perceived Behavioral Control (Z)	0.951	0.6	Reliable
Intention to Report Workplace Violence (Y)	0.949	0.6	Reliable

Source: SPSS 25 output, processed by researchers

Table 2 shows that all variables exhibited Cronbach's Alpha values higher than the critical value of 0.60, indicating that each variable is reliable. This indicates that the measuring instrument used has excellent internal consistency.



Three Box Method Test Results

Table 3.
Three Box Method Average Matrix

N o	Variables	Category			Behavior
		Low	Moderate	High	
1	Health Worker's Attitude (X1)		√		Pretty Sure
2	Social Media Usage (X2)		√		Just use
3	Perceived Behavioral Control (Z)		√		It's quite easy
4	Intention to Report Workplace Violence (Y)		√		Just enough intention

Source: Primary data, processed by researchers

Based on Table 3, the health worker attitude variable (X1) is found to be in the moderate category. This indicates that health workers have a fairly strong belief in the importance of reporting violence, but this belief is not yet fully established. The social media usage variable (X2) is also in the moderate category. This condition indicates that the intensity of health workers' use and active involvement in the issue of reporting violence is still not optimal. The Perceived Behavioral Control variable (Z) is in the moderate category, indicating that health workers find it quite easy to report violence in the workplace. The variable of intention to report violence in the workplace (Y) shows a moderate category. This illustrates that health workers have sufficient intention to report incidents of violence experienced or witnessed. Although there is a desire to report, long-term commitment and consistency in reporting still need to be strengthened so that reporting of violence can be carried out sustainably.

Normality Test Results

Table 4.
Normality Test Results

Variable	min	max	skew	cr	kurtosis	cr
Y1.9	1,000	4,000	,037	,170	-,528	-1,205
Y1.8	1,000	4,000	-,110	-,503	-,316	-,721
Y1.7	1,000	4,000	-,046	-,212	-,491	-1,121
Y1.6	1,000	4,000	-,177	-,808	-,202	-,460
Y1.5	1,000	4,000	-,490	-2,238	,344	,786
Y1.4	1,000	4,000	-,097	-,442	-,520	-1,187



Variable	min	max	skew	cr	kurtosis	cr
Y1.3	1,000	4,000	-,126	-,576	-,325	-,741
Y1.2	1,000	4,000	-,165	-,755	-,455	-1,039
Y1.1	1,000	4,000	,012	,055	-,475	-1,085
Z1.1	1,000	4,000	-,278	-1,267	-,122	-,278
Z1.2	1,000	4,000	,045	,206	-,713	-1,626
Z1.3	1,000	4,000	-,387	-1,765	-,165	-,377
Z1.4	1,000	4,000	-,357	-1,630	,138	,315
Z1.5	1,000	4,000	,024	,110	-,436	-,996
Z1.6	1,000	4,000	-,278	-1,270	,132	,300
X2.1	1,000	4,000	,065	,297	-,723	-1,651
X2.2	1,000	4,000	-,275	-1,253	-,027	-,062
X2.3	2,000	4,000	,254	1,157	-,885	-2,019
X2.4	2,000	4,000	,108	,491	-,737	-1,682
X2.5	1,000	4,000	,008	,038	-,425	-,971
X2.6	1,000	4,000	-,009	-,039	-,612	-1,396
X2.7	1,000	4,000	-,317	-1,446	,365	,834
X2.8	1,000	4,000	-,026	-,117	-,578	-1,319
X2.9	2,000	4,000	,385	1,756	-,782	-1,784
X2.10	1,000	4,000	,027	,125	-,468	-1,068
X1.6	1,000	4,000	-,242	-1,106	-,931	-2,126
X1.5	1,000	4,000	,032	,145	-1,185	-2,705
X1.4	1,000	4,000	-,102	-,467	-1,000	-2,283
X1.3	1,000	4,000	-,185	-,844	-,856	-1,953
X1.2	1,000	4,000	-,206	-,939	-,974	-2,224
X1.1	1,000	4,000	-,237	-1,082	-,606	-1,384
Multivariate					,810	,100

Source: AMOS (Assessment of normality) output, processed by researchers.

The results of the normality test in Table 4 shows that the Univariate and Multivariate cr values are less than 2.58 so that the data is normally distributed.

Construct Reliability Test Results

Table 5.
Construct Reliability Test Results

Variables	Construct Reliability	AVE	Information
Health Worker's Attitude	0.93	0.72	Reliable



(X1)			
Social Media Usage (X2)	0.91	0.57	Reliable
Perceived Behavioral Control (Z)	0.88	0.62	Reliable
Intention to Report Workplace Violence (Y)	0.92	0.64	Reliable

Source: AMOS output, processed by researchers.

Table 5 shows that the composite reliability value of each variable is > 0.70 and AVE > 0.5 so it can be said that all indicators in the structural model used are reliable.

Model Goodness of Fit Test Results

Table 6.

Results of the Model Goodness of Fit Test

No	Goodness-of-fit Measure	Cut-off value	Results	Information
1	Chi-squares	Expected to be small	538,197	
2	Cmin/df	< 2.00	1,211	Good fit
3	Probability	≥ 0.05	0.002	Poor Fit
4	GFI	≥ 0.90 (good fit), $0.80 \leq \text{GFI} \leq 0.90$ (marginal fit)	0.796	Poor Fit
5	RMR	≤ 0.05 is a good fit	0.025	Good Fit
6	RMSEA	≤ 0.08 (good fit), < 0.05 (close fit)	0.041	Close Fit
7	AGFI	≥ 0.90 (good fit), $0.80 \leq \text{GFI} \leq 0.90$ (marginal fit)	0.764	Poor Fit
8	NFI	≥ 0.90 (good fit), $0.80 < \text{NFI} < 0.90$ (marginal fit)	0.826	Marginal Fit
9	CFI	≥ 0.90 (good fit), $0.80 < \text{CFI} < 0.90$ (marginal fit)	0.964	Good Fit
10	PNFI	0.60-0.90 (good fit)	0.761	Good Fit

Source: AMOS (Goodness of Fit) output, processed by researchers.

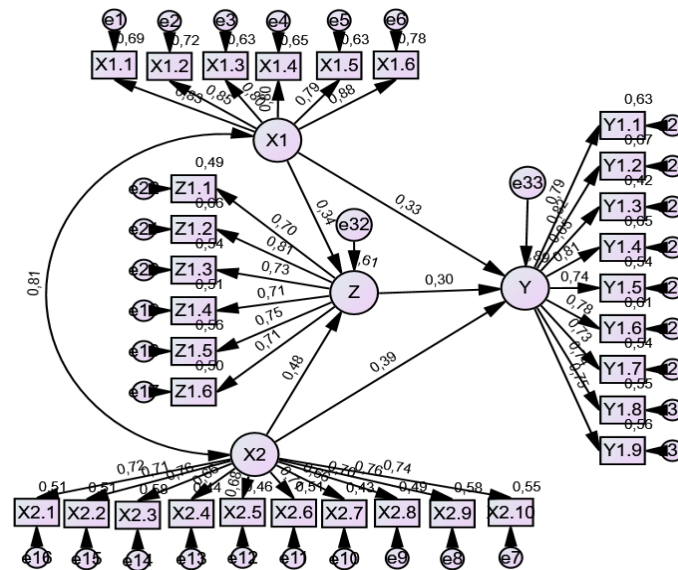
The Goodness of Fit results indicate that the research model has a good level of fit. This is indicated by the CMIN/DF value of 1.257, RMSEA of 0.041 (close fit), RMR of 0.025, and CFI of 0.964, which meet the goodness-of-fit criteria. Although several indices such as GFI, AGFI, and chi-square probability values show less than optimal results, this condition is tolerable considering the

sensitivity of these indices to sample size and model complexity. Thus, the structural model is declared suitable for use in further hypothesis testing .

Results of Structural Equation of Research Model with AMOS

Figure 3.

Structural Equation of Research Model with AMOS



Source: AMOS output, processed by researchers.

Hypothesis Test Results

Table 7.

Simultaneous Test Results (F Test)

ANOVA ^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	2706.100	3	902,033	165,206	<,001b
	Residual	660,668	121	5,460		
	Total	3366.768	124			

a. Dependent Variable: Y

b. Predictors: (Constant), Z, X1, X2

Source: ANOVA output, processed by researchers.

Based on Table 7, the results of the simultaneous test (F Test) presented in the ANOVA table, the calculated F value was 165.206 with a significance level of p value <0.001. This significance value is smaller than $\alpha = 0.05$, so it can be concluded that H_0 is rejected and H_a is accepted. These results indicate that the variables of health worker attitudes (X1), use of social media (X2), and perceived



behavioral control (Z) simultaneously have a significant effect on the intention to report workplace violence (Y), so H_1 is accepted.

Table 8.

Results of Testing the Hypothesis of Direct and Indirect Effects

Hypothesis test	Std. Path coefficients	T Statistics	P Values	Information
Direct influence				
Health Worker's Attitude → Intention to Report Workplace Violence	0.335	3,543	0,000	H ₂ Accepted
Use of social media → Intention to report workplace violence	0.393	3,709	0,000	H ₃ Accepted
PBC → Intention to report workplace violence	0.300	3,418	0,000	H ₄ Accepted
Health Worker's Attitude → PBC	0.336	2,393	0.017	H ₅ Accepted
Use of social media → PBC	0.483	3,187	0.001	H ₆ Accepted
Indirect effect (Sobel test)				
Health Worker's Attitude → PBC → Report Workplace Violence	$(0.336) \times (0.300) = 0.100$	1,961	0.049	H ₇ Accepted
Use of social media → PBC → Intention to report workplace violence	$(0.483) \times (0.300) = 0.144$	2,326	0.019	H ₈ Accepted
Threshold		> 1.96	< 0.05	

Source: Output processed by researchers

Discussion

The simultaneous influence of attitudes, social media use, and perceived behavioral control on the intention to report workplace violence

The F-test results indicate that attitudes, social media use, and perceived behavioral control simultaneously significantly influence the intention to report workplace violence among healthcare workers at Hospital X, Central Jakarta. This finding indicates that reporting intention is not formed by a single factor, but rather the result of the interaction of various psychological and social determinants. Theoretically, within the Theory of Planned Behavior (TPB) framework, intention is a function of attitude, subjective norms, and perceived behavioral control (Ajzen, 1991). Therefore, the more positive the healthcare worker's attitude toward reporting, the stronger the social influence they receive



(including through social media), and the higher their perceived control over the reporting process, the greater the tendency to have the intention to report violence.

the three-box method analysis indicate that all study variables are in the moderate category. This condition indicates that health workers have a fairly positive attitude towards the importance of reporting, utilize social media sufficiently as a source of information and discussion, and have a relatively adequate, but not optimal, perception of control. From the TPB perspective, if one or all of the main components are at a moderate level, the formed intention also tends to be suboptimal (Ajzen, 1991). This finding aligns with research by Elsharkawy et al. (2025) which states that the combination of attitudes, subjective norms, and perceived behavioral control collectively influence low or high intentions to report violence.

The results of this study are also consistent with previous findings showing that attitude, subjective norm, and perceived behavioral control simultaneously influence behavioral intention (Hou et al., 2020; Minhat & Sahiran, 2025; Schäfer-Pels et al., 2023). Furthermore, social media use has been reported to have a positive influence on the formation of intentions and public perceptions regarding workplace violence issues (Anser et al., 2020; Lian & Dong, 2021). Therefore, increasing intentions to report workplace violence needs to be done by strengthening positive attitudes towards reporting, optimizing the use of social media as a means of education and social support, and increasing perceived behavioral control through simplified procedures and guarantees of organizational protection.

The Influence of Health Workers' Attitudes on Intention to Report Workplace Violence

The results of the hypothesis test indicate that the attitudes of health workers significantly influence the intention to report workplace violence among health workers at Hospital X, Central Jakarta. This finding indicates that the more positive the attitudes of health workers toward reporting violence, the higher their intention to report incidents they experience or witness. From the perspective of the Theory of Planned Behavior (TPB) proposed by Icek Ajzen (1991), attitudes toward behavior are the main determinant of intention formation. Individuals who evaluate a behavior positively, that is, consider it appropriate, important, and beneficial will have a stronger tendency to realize that behavior.



Analysis per dimension shows that behavioral beliefs have the highest achievement compared to result evaluation, although both are in the moderate category. High behavioral beliefs indicate that cognitively health workers have believed that reporting violence is the right action and part of professional responsibility. However, lower achievement in result evaluation indicates that the assessment of the tangible benefits of reporting, such as self-protection, a sense of security, or increased well-being, is still not strong. This shows that the attitudes formed tend to be normative (based on moral obligation), not fully instrumental (based on tangible benefits). According to Ajzen (2005), attitudes supported by direct experience and clear positive consequences will produce stronger intentions than attitudes that are only principled.

This finding is consistent with previous research which states that attitudes significantly predict Intention to report violence (Elsharkawy et al., 2025; Brehmer, 2023; Brehmer & Meyer, 2024; Natan et al., 2025; Schäfer-Pels et al., 2023). Therefore, strengthening the intention to report violence in the workplace needs to focus on improving the outcome evaluation dimension, particularly through guarantees of protection for reporters, transparency of report follow-up, and proof that reporting brings real change. If health workers not only believe that reporting is the right action but also experience concrete benefits from it, the intention to report violence will be stronger, more consistent, and more sustainable.

The Influence of Social Media Use on Intention to Report Workplace Violence

The results of the hypothesis test indicate that social media use significantly influences the intention to report workplace violence among healthcare workers at Hospital X, Central Jakarta. This finding indicates that the greater the intensity and involvement of healthcare workers in using social media related to workplace violence issues, the greater their intention to report incidents they experience or witness. Social media serves as a source of information, a space for exchanging experiences, and a means of forming collective perceptions about the importance of reporting violence.

Based on the analysis per dimension, the type of content shared had the highest achievement, while interaction and engagement were the lowest, although both were in the moderate category. This indicates that health workers are relatively active in accessing and sharing informative content such as articles and news related to violence, but are still limited in active engagement such as open discussions, comments, or sharing personal experiences. This finding indicates that social media use tends to be informative and passive. From the TPB



perspective, social media can strengthen subjective norms through exposure to information and social support. However, if interaction and engagement are still limited, the influence of the formed subjective norms on behavioral intentions will also be suboptimal.

The results of this study align with previous findings showing that social media use has a positive influence on the formation of individual intentions and behavior (Anser et al., 2020; Lian & Dong, 2021). Dantas et al. (2022) also found that social media use, both for work and social purposes, significantly impacts individual performance. However, Sarie & Yuzarni (2025) indicate that social media can also become a new channel for the emergence of workplace harassment, so users tend to be cautious in their interactions. Therefore, improving the quality of safe and managed interactions, such as providing supportive internal digital communication spaces, is an important strategy to strengthen subjective norms and encourage intentions to report violence more consistently and sustainably.

The Influence of Perceived Behavioral Control on Intention to Report Workplace Violence

Hypothesis testing results indicate that perceived behavioral control significantly influences the intention to report workplace violence among healthcare workers at Hospital X, Central Jakarta. This finding indicates that the higher the healthcare workers' perceptions of the ease, ability, and support of the reporting process, the stronger their intention to report incidents of violence experienced or witnessed. Within the TPB framework, perceived behavioral control is a direct determinant of intention because it reflects the extent to which individuals feel they have control over their intended behavior (Ajzen, 1991).

Descriptive analysis shows that perceived behavioral control is in the moderate category, with external factors achieving higher performance than internal factors. This indicates that health workers relatively assess environmental and management support as adequate, but there are still limitations in internal aspects such as understanding reporting procedures, readiness to face consequences, and self-confidence after reporting. This condition explains why perceived behavioral control has a significant effect on intention, but is not yet able to drive intention to an optimal level. According to Icek Ajzen (2005), a strong perception of control will increase intention more consistently if individuals feel they have real capabilities and clear structural support.



These findings are consistent with previous studies showing that perceived behavioral control significantly predicts reporting intention (Elsharkawy et al., 2025; Brehmer, 2023; Brehmer & Meyer, 2024; Minhat & Sahiran, 2025; Natan et al., 2025; Schäfer-Pels et al., 2023). Therefore, strengthening perceived behavioral control needs to focus on improving both internal and external aspects, such as simplifying reporting procedures, disseminating clear mechanisms, ensuring whistleblower protection, and providing firm and transparent management support. These efforts are expected to increase healthcare workers' sense of control and ultimately strengthen their intention to report workplace violence on an ongoing basis.

The Influence of Attitude on Perceived Behavioral Control

The results of the hypothesis test indicate that the attitudes of healthcare workers significantly influence perceived behavioral control among healthcare workers at Hospital X, Central Jakarta. This finding indicates that the more positive the attitudes of healthcare workers toward reporting workplace violence, the stronger their perceptions of the ability and ease of reporting. A positive attitude encourages individuals to view obstacles as surmountable, thereby increasing their sense of control over their behavior. Therefore, strengthening positive attitudes toward reporting, particularly through increased confidence in the benefits and protections for those reporting, can significantly impact the effectiveness of reporting. contribute to strengthening perceived behavioral control .

Based on the analysis per dimension, behavioral beliefs had the highest achievement compared to result evaluation, although both were in the moderate category. High behavioral beliefs indicate that health workers believe that reporting violence is the right and important professional action. This belief increases confidence and preparedness in facing the reporting procedure. Conversely, lower achievement in result evaluation especially on items related to improving the welfare of health workers This indicates lingering doubts about the personal benefits of reporting. This doubt has the potential to weaken perceived behavioral control, as individuals tend to be less confident that their actions will yield favorable results.

Theoretically, attitudes can contribute to strengthening an individual's perception of control over a particular behavior (Ajzen, 1991). Individuals who have a positive evaluation of an action are more likely to feel capable and ready to carry it out. This finding aligns with research by Lin et al. (2021), which showed that attitudes positively influence perceived behavioral control. Therefore, to



optimally enhance perceived behavioral control, hospitals need to ensure that reporting violence is not only viewed as a moral obligation but also provides tangible benefits, protection, and security guarantees for the reporter.

The Influence of Social Media Use on Perceived Behavioral Control

Hypothesis testing results indicate that social media use significantly impacts perceived behavioral control among healthcare workers at Hospital X, Central Jakarta. This finding indicates that the more actively healthcare workers access and share information related to workplace violence through social media, the greater their perceptions of the ease, ability, and readiness to report. Social media serves as a source of knowledge and a reference for experiences that can reduce uncertainty and increase confidence in taking action.

Descriptively, social media use falls into the moderate category, with the type of content shared dimension higher than interaction and engagement. This suggests that social media is primarily used as a source of information rather than as a means of active interaction and social support. Low scores on items related to open reactions or support for content about workplace violence indicate healthcare workers' caution in publicly expressing their attitudes. From a TPB perspective, exposure to information and social experiences can strengthen perceived behavioral control. However, if engagement remains limited and tends to be passive, perceived behavioral control is also less than optimal.

These findings align with research by Anser et al. (2020), Liu et al. (2024), and Setyawan & Soepatini (2025), which showed that active social media use increases individuals' perceived behavioral control in various behavioral contexts. When individuals are exposed to information, positive experiences, and social support through digital media, they tend to feel more capable and confident in taking action. Therefore, strengthening safe and supportive interactions through social media, for example through internal forums or managed digital communities, is crucial. become an important strategy to increase perceived behavioral control of health workers and encourage ongoing reporting of workplace violence.

The Influence of Attitude on Intention to Report Workplace Violence through Perceived Behavioral Control

The results of the hypothesis test indicate that attitude significantly influences the intention to report workplace violence through perceived behavioral control (PBC) among healthcare workers at Hospital X, Central Jakarta. This finding indicates that PBC acts as a mediating variable in this relationship. This means that a positive attitude toward reporting not only



directly increases the intention to report but also first strengthens healthcare workers' perceptions of the ability and ease of reporting, which ultimately drives that intention. Therefore, an attitude that supports reporting will be more effective if accompanied by an adequate sense of control over the reporting process.

Descriptive analysis shows that in the attitude variable, the behavioral belief dimension has a higher achievement compared to the result evaluation, which indicates that health workers have believed reporting is a correct and important action. However, the evaluation of personal benefits is low, especially regarding improving the welfare of health workers. This indicates that the attitudes formed are still normative. This condition aligns with the findings in the PBC variable, where the external factor dimension is higher than the internal factor dimension. Thus, although environmental support is considered quite good, internal aspects such as understanding procedures and confidence in facing consequences are still limited. The weak evaluation of personal benefits in attitudes contributes to the formation of a suboptimal perception of control, thus limiting the strength of reporting intentions.

Perceived behavioral control can serve as a bridging mechanism between attitudes and intentions. A positive attitude will enhance intentions more strongly if individuals perceive they have adequate control and capacity to act. This finding aligns with research by Aga (2023) and Galván-Mendoza et al. (2022), which showed that PBC acts as a mediator in the relationship between cognitive variables and behavioral intentions. Therefore, strengthening intentions to report violence requires more than just building a positive moral attitude; it also requires increasing tangible benefits, protecting reporters, and clarifying procedures to ensure optimally formed perceived behavioral control and sustainably strengthening intentions.

The Influence of Social Media Use on Intention to Report Workplace Violence through Perceived Behavioral Control

Hypothesis testing results indicate that social media use influences the intention to report workplace violence through perceived behavioral control (PBC) among healthcare workers at Hospital X, Central Jakarta. This finding indicates that PBC plays a mediating role in this relationship. This means that social media use does not solely shape reporting intentions directly, but first improves healthcare workers' perceptions of their ability, ease, and readiness to report, which then strengthens their intention to report workplace violence.



Descriptively, social media usage falls into the moderate category, with the type of content shared dimension being higher than interaction and engagement. The low tendency of health workers to react or publicly support violent content indicates caution in publicly expressing their attitudes. This condition aligns with the results of the PBC variable, which also falls into the moderate category, where the external factor dimension is higher than the internal factor dimension. Although environmental support and reporting access are considered quite good, understanding of procedures and confidence in facing the consequences after reporting are still limited. Limited active interaction on social media can limit the process of strengthening internal control, so that the perception of the ability to act is not optimally formed.

From the perspective of the Theory of Planned Behavior (Ajzen, 1991), exposure to information and social norms through media can increase the perception of behavioral control before ultimately forming intentions. This finding is in line with research by Liu et al. (2024) who showed that PBC mediates the influence of social media use on pro-environmental behavior, as well as Setyawan & Soepatini (2025) who found a mediating role of PBC in the relationship between social media use and purchase intentions. Therefore, optimizing the use of social media in a more interactive, safe, and targeted manner is important. For example through internal discussion forums or supportive digital communities needed to strengthen perceived behavioral control and encourage stronger and more sustained intentions to report violence.

CONCLUSION

Based on the analysis, it can be concluded that the attitudes of healthcare workers, social media use, and perceived behavioral control simultaneously influence the intention to report workplace violence among healthcare workers at Hospital X, Central Jakarta. This indicates that the intention to report is the result of an interaction between positive evaluations of reporting, the use of social media as a source of information and social support, and the perceived ability and ease of reporting. Partially, each variable attitudes, social media use, and perceived behavioral control. It has also been shown to have a significant influence on the intention to report violence. Thus, the more positive the attitudes of healthcare workers, the more active their use of social media, and the higher their perceived control, the stronger the intention to report workplace violence.

In addition to the direct effect, this study also found an indirect effect through a mediating mechanism. Perceived behavioral control was shown to



mediate the influence of attitudes on the intention to report violence, as well as mediating the influence of social media use on reporting intentions. These findings indicate that positive attitudes and social media use do not directly shape intentions, but rather first improve health workers' perceptions of their ability, readiness, and ease of reporting. Therefore, strengthening intentions to report violence in the workplace needs to be done comprehensively through the formation of attitudes that are not only normative but also supported by tangible benefits, optimizing the use of social media in an interactive and safe manner, and increasing perceived behavioral control through clear procedures and guaranteed protection for reporters.

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