

DAFTAR PUSTAKA

- Adhani, 2016. *Mengelola rumah Sakit*. Banjarmasin : Lambung Mangkurat University Press.
- Adlung, R. & Carzaniga, A., 2001. Health Service under the General Agreement on Trade in Services. *Bulletin of The World Health Organization*, vol 79 no. 4 , pp. 352-364.
- Aliman, N K; Mohamad, W N. 2013. Perception of service quality and behavioral intentions : a mediation effecy of patient satisfaction in the privat health care in Malaisia. *International journal of marketing studies*. Vol. 5. No.4. pp. 15-29.
- Alayed, A S; Helena; Johanson, B. 2014. Saudi Arabian ICU safety culture and nurse attitudes. International journal of health care quality assurance. Vol. 27. No. 7. pp. 581-593.
- Amin; Siti Zahora Nasharuddin, 2013. *Hospital service quality and its effects on patient satisfaction and behavioural intention*, *Clinical Governance: An International Journal*, vol. 18, no. 3, pp. 238-254
- Armstrong, M., 2009. *Armstrong's Handbook of Performance Management*. 4th penyunt. London: Kogan Page Limited.
- Azwar, A., 1988. *Pengantar Administrasi Kesehatan ed.2*. Jakarta: PT Binarupa Aksara.
- Bellou, V., 2008. Identifying organizational culture and subcultures within Greek public hospitals. *Journal of Health Organization and Management*, vol 22, no. 5 , pp. 496-509.
- Berita-Bisnis, 2011. *Bisnis Rumah Sakit memang sangat menggiurkan*, Jakarta: Maximus-Strategic Management Consulting & Training.
- Bishop, A C, 2014. Patient sfety culture : finding meaning in patien experiences. *International journal of health care quality assurance*, vol. 28 No.6, pp595-610.

- Brown, LD; Franco, LM; Rafeh, N and Hatsel, T. 1990. Quality Assurance of Health Care in developing Countries. Wisconsin Ave, Quality assurance Project
- Carlucci; Paolo Renna; Giovanni Schiuma, 2013. *Evaluating service quality dimensions as antecedents to outpatient satisfaction using back propagation neural network*, *Health Care Management Science* ; pp 16-37
- Cem, C; Mahar, S; Rosen, D; Taylor, J. 2010. quality control methode at a hospital. *International journal of Health Care Quality Assurance*. Vo. 23. No. 1. pp 59-71.
- Cho, S M & Choi, J. 2018. Patien safety culture associated with patient safety competencies among registered nurses. *Journal of Nursing Scholarship*. Vol. 50. N0. 5. pp. 549-557.
- Clarke, Marilyn Alexandra; Hill, Sally Rao. , 2012. *Promoting employee wellbeing and quality service outcomes: The role of HRM practices*, *Journal of Management and Organization*, vol. 18, no. 5 , pp. 702-713.
- Daft, R., 2008. *Organization Theory and Design*. Canada: Cengage Learning.
- Davis, Mary V, DrPH, MSPH; Cannon, Margaret M, MPH; Stone, David O, MS; Wood, Brittan W, MPH; Reed, Joy, EdD, RN, 2011, *Informing the National Public Health Accreditation Movement: Lessons From North Carolina's Accredited Local Health Departments*, *American Journal of Public Health*, vol. 101, no. 9 , pp. 1543-8.
- Depkes RI, 2006. *Panduan Nasional Keselamatan Pasien Rumah Sakit*. Jakarta: Departemen Kesehatan RI.
- DepKes RI, 2006. *Panduan Nasional Keselamatan Pasien Rumah Sakit*. Jakarta: Departemen Kesehatan Republik Indonesia.
- DepKes RI, 2008. *Pedoman Akreditasi Rumah Sakit di Indonesia*. Jakarta: komisi Akreditasi DirJen Bina Pelayanan Medik DepKes RI.
- Djuhaeni, H., 1999. *Manajemen Mutu Pelayanan Kesehatan*. Bogor: Persi Jawa Barat.
- Farzionpour; Fereshteh; Fourosnani; Rahimi. 2012. Patient safety in inpatient wards : sampel of a university hospital. *American journal of applied sciences*. Vol. 9 No. 12. pp. 2004-2011.

- Flotta, Domenico; Rizza, Paolo; Coscarelli, Pierluigi; Pileggi, Claudia; Nobile, Carmelo GA., 2012. *Appraising Hospital Performance by Using the JCHAO/CMS Quality Measures in Southern Italy*, *PLoS One*, vol. 7, no. 11
- Foster, G. M. & Anderson, B. G., 1986. *Antropologi Kesehatan (terjemahan)*. Jakarta: UI-Press.
- Garson, David, 2016. *Partial Least squares : regression & Structural Equation Models*, Nort Carolina : David Gaerson and Statistical Assosiates.
- Garvin, D A., 1987. Competing on the eight dimensions of quality. The President and Fillows of Harvard college
- Ghozali, I., 2008. *Structural equation Modeling Metode Akternatif dengan Partial Least square PLS*. 2 penyunt. Semarang: Badan Penerbit-Undip.
- Greenfield, D. & Braithwaide, J., 2007. *A Review of Health Sector Accreditation Research Literature*, Sydney: University of New South Wales.
- Greenfield, David; Braithwaite, Jeffrey; Pawsey, Marjorie; Johnson, Brian; Robinson, Maureen, 2009. Distributed leadership to mobilise capacity for accreditation research. *Journal of Health Organization and Management*, vol. 23, no. 2, pp. 255-267.
- Greenfield, D., Pawsey, M., Naylor, J. & Braithwaite, J., 2009. Are accreditation surveys reliable?. *International Journal of Health Care Quality Assurance*, vol. 22, no. 2 , pp. 105-116.
- Hodge, D. R. & Limb, G. E., 2010. Native Americans and Brief Spiritual Assessment: Examining and Operationalizing the Joint Commission's Assessment Framework. *Social Work*, vol. 55, no. 4 , pp. 297-307.
- JCI, 2011. *JCI Accreditation Standards for Hospital*. Illinois: Joint Commission International.
- JCI, 2017. *Standar akreditasi rumah sakit*. ed 6. TransMedical Institute for RSUP Dr. Wahidin Sudirohusodo
- KARS, 2012. *Instrumen akreditasi rumah sakit standar akreditasi versi 2012*. Jakarta : KARS
- KARS, 2013. *Panduan penyusunan dokumen akreditasi*. Jakarta : KARS

- KARS, 2017. *Standar Nasional Akreditasi Rumah Sakit*. ed 1. Jakarta : KARS
- Kasim, I., 2005. *Manajemen Perubahan*. Bandung: Alfabeta.
- Keegan, W. J., 1996. *Manajemen Pemasaran Global (Terjemahan)*. Jakarta: Prenhallindo.
- Kemenkes RI, 2008. Standar Pelayanan Minimal Rumah Sakit, KepMenKes No. : 129/Menkes/SK/II/2008. Jakarta : Kemenkes RI
- Kemenkes RI, 2011. *Standar Akreditasi Rumah Sakit*. Jakarta: Dirjen BUK Kemenkes RI & KARS .
- KemenKes RI, 2012. *Permenkes RI No. 012 tahun 2012*. Jakarta: KemenKes Republik Indonesia.
- Kotler, P. & Keller, K. L., 2009. *Manajemen Pemasaran, edisi 12 Bahasa Indonesia, Jilid 1*. s.l.:PT Indeks.
- Kreitner & Kinicki, d., 2014. *Perilaku Organisasi*. 9 penyunt. Jakarta: Salemba Empat.
- Kusdi, 2011 a. *Budaya Organisasi*. Jakarta: Salemba empat.
- Kusdi, 2011 b. *Teori Organisasi dan administrasi*. Jakarta: Salemba Humanika.
- Levin, L. & Gottlieb, 2009. Realigning Organization Culture for Optimal Performance : six Principle & Eight Practice Organization Development. *Organization Development Journal; Winter*, pp. 31-46.
- Lovaglio, Pietro Giorgio., 2011. *Patient safety analyses using Lombardy administrative archives, International Journal of Health Care Quality Assurance*, vol. 24, no. 2 , pp 136-48.
- Mahapatra, 2013. A comparative study of service quality between private and public hospitals: Empirical evidences from India, *Journal of Medical Marketing* , vol. 13, no. 2, pp. 115–127
- Mahmudi, 2013. *Manajemen Kinerja Sektor Publik*. Yogyakarta: Sekolah Tinggi Ilmu Manajemen YKPN.
- Malhi, R., 2013. Creating and Sustaining a quality Culture. *Journal of Defence Management*, Volume S3 DOI 10.417-0022/2176-0374 S3.

- Melo, Sara, The impact of accreditation on healthcare quality improvement : a quality case study. *Journal of Organization and Management*. Vol. 30 N0. 8 pp1242-1258
- Najjar, S; Nafouri, N; Vamhaeche; Euwema. 2015. The relationship between patient safety culture and adverse event : a study in Palestinian hospital. *Safety in Health*. Vol. 1 No. 16.
- Nasution, N., 2010. *Manajemen Perubahan*. Bogor: Ghalia Indonesia.
- Ndraha, T., 2005. *Teori Budaya Organisasi*. Jakarta: Rineka Cipta.
- Neven, N., 2002. *Psikologi Kesehatan (terjemahan)*. Jakarta: EGC.
- Niclin, D., 2009. *The Value and impact of accreditation in health care : a review of the literature*. Canada: Accreditation Canada.
- Niclin, W., 2013. *The Value and Impact of Health Care Accreditation : A Literature Review*. Canada: Accreditation Canada.
- Nongo & Ikyanyon, 2012. The Influence of Corporate Culture on Employee Commitment to the Organization. *International Journal of Business and Management*, vol. 7, no. 22, pp. 21-28.
- Paccioni, A. & Sicotte, C., 2008. Accreditation: a cultural control strategy. *International Journal of Health Care Quality Assurance* 21.1, pp. 146-158.
- Parasuraman, Zeithaml & Berry, 1988. Servqual : A Multiple-item Scale for Measuring Consumer Perception of Service Quality. *Journal of Retailing*, pp. 12-48.
- Pohan, I., 2003. *Jaminan Mutu Pelayanan Kesehatan*. Bekasi: Kesaint Blanc.
- Polsa; Wei Fuxiang; Maria Sääksjärvi; Pei Shuyuan, 2013. *Cultural values and health service quality in China*, *International Journal of Health Care Quality Assurance*, vol. 26, no. 1 , pp. 55-73
- Pomey, M.-P. & Contandriopoulos, A.-P., 2004. Accreditation: a tool for organizational change in hospitals. *International Journal of Health Care Quality Assurance*, vol. 17, no. 2/3 , pp. 113-124.
- Porter, M. E., 1998. *Competitive strategy: techniques for analyzing industries and Competitors*. New York: The Free Press.

- Puri, N; Gupta, A; Aggarwal, A K; Kaushal, V. 2012. Outpatient satisfaction and quality of health care in North Indian medical institute. *International Journal of health care quality assurance*. Vol. 25. No. 8. pp 682-697.
- Robbins, S. P. & Judge, T. A., 2008b. *Perilaku Organisasi, Buku 2 Edisi 12 Terjemahan*. Jakarta: Salemba Empat.
- Rocha; Daniela Francescato Veiga; Paulo Rocha e Oliveira; Elaine Horibe Song; Lydia Masako Ferreira,2013. *Health service quality scale: Brazilian Portuguese translation, reliability and validity, BMC Health Services Research* , pp. 13-24
- Sabarguno, 2007. Knowledge Management untuk Rumah Sakit. Jakarta : CV Sagung Seto.
- Saif, N I. 2016. Quality of health service and patien satisfaction in accredited and non-accredited hospital. *International Journal of Bussines and Management*. Vol. 11. No. 10. pp 298-304.
- Sallis, E., 2006. *Total Quality Management in Education (terjemahan)*. Yogyakarta: IRCiSoD.
- Sasmito, W. A., 2008. *Kesiapan Rumah Sakit Dalam Menghadapi Globalisasi*, Jakarta: Fakultas Kesehatan Masyarakat Universitas Indonesia.
- Sreenivasulu; T. Venkata Ramana; M. Suresh, A Study on Quality Dimensions in SVIMS Hospital at Tirupati (A.P.), *The International Journal Of Business & Management*, pp. 19-21
- SekNegRI, 2009. *Undang-undang Republik Indonesia No. 44 Tahun 2009*. Jakarta: Sekretariat Negara Republik Indonesia.
- Sembiring, M., 2012. *Budaya & Kinerja Organisasi*. Bandung: Fokusmedia.
- Shaw, C. D., 2004. *Toolkit for Accreditation Program*. Melbourne: The International Society for Quality in Health Care .
- Sholihin, M. & Ratmono, D., 2013. *Analaisis SEM-PLS dengan WarpPLS3.0*. Yogyakarta: Andi Offset.
- Sillince, J. A. A., 2006. Resources and Organizational Identities: The Role of Rhetoric in the Creation of Competitive Advantage. *Management Communication Quarterly*, vol. 20, no.2, pp. 186-212.

- Sinambela, L. P., 2012. *Kinerja Pegawai, Teori Pengukuran dan Implikasi*. Yogyakarta: Graha Ilmu.
- Soepojo, P., Koentjoro, T. & Utarini, A., 2002. Benchmarking of Hospital Accreditation system in Indonesia and Australia. *Jurnal Manajemen Pelayanan Kesehatan* Vol. 05, No.02, pp. 93-100.
- Sorra, N., 2004. Safety Culture Assesment : a tool for improfing patient safety in health care organization. *Quality and Safety in Health Care*, January, pp. ii17 - ii23.
- Steven, B H. 2008. hospital progress in reducing error : The impact of external interventions. *Hospital Topics*. Vol. 28. No. 1. pp. 9-19.
- Sugiyono, 2000. *Statistik untuk penelitian*. Bandung : CV Alfabeta
- Susanto, 1997. *Budaya Perusahaan*. Jakarta: Gramedia.
- Sutrisno, 2011. *Budaya Organisasi*. Jakarta: Prenada Media Group.
- Tseng , Tian-Shyug Lee, *Can High-Tech Companies Enhance Employee Task Performance through Organizational Commitment?*, *International Journal of Business Administration*, vol. 2, no. 2, pp. 94-113
- Tjiptono, F., 2008. *Strategi Pemasaran, ed III*. Yogyakarta: ANDI.
- Trisnantoro, L., 2009. *Memahami Ilmu Ekonomi dalam Manajemen Rumah Sakit*. Yogyakarta: Gadja Mada university Press.
- Twigg, D E; Duffield, C; Evan, G. 2013. The critical role of nurse to the succesful implementation of the National Safety and Quality Health Service Standards. *Australion Health Review*. Vol. 37. No. 4. pp. 1-6.
- Uha, I. N., 2013. *Budaya Organisasi, Kepemimpinan & Kinerja*. Jakarta: Kencana Prenadamedia Group.
- Víctor; Sotillos-González, Belén; Valverde, Jose A; Torres-Olivera, Antonio. ,2011. *Professional involvement in the design of accreditation manuals*, *International Journal of Health Care Quality Assurance*, vol. 24, no.8 , pp. 611-20.
- Vo, T. Q. & Nguyen, D. K., 2011. Corporate Ownership Structure and Organizational Culture in A Transition Economy: The Case of Vietnam. *International Journal of Economics and Finance*, vol. 3, no.4, pp. 36-47. .

WHO, 2006. quality of Care a process for making strategic choise in health system,
New York, WHO

WHO, 2006. *Your 5 moments for hand hygiene*, New York: WHO.

WHO, 2016. *The 10 fact on patiet safety*. [Online] [Diakses 25 February 2016].

Wibowo, 2010. *Manajmen Kinerja*. Jakarta: PT Raja Grafindo Persada.

Wijono, D., 2000. *Manajemen Mutu Pelayanan Kesehatan*. Surabaya: Airlangga University Press.

Winkelman, M., 2009. *Culture and Health*. San Fransisco: Joosey-Bass.