

DAFTAR PUSTAKA

- Adawiyah, S. El (2019) *Buku Ajar Human Relations*. Yogyakarta: CV. Budi Utama.
- Al-Dossary, R., Vail, J., & M. (2012) 'Job Satisfaction of Nurses in a Saudi Arabian University Teaching Hospital : A Cross-Sectional Study', *International Nursing Review*, p. 59(3), 424-430.
- Al-hamdan, Z., Manojlovich, M. and Tanima, B. (2016) 'Jordanian Nursing Work Environments , Intent to Stay , and Job', pp. 1–8. doi: 10.1111/jnu.12265.
- Ali, Z. (2009) *Pengantar Keperawatan Keluarga*. Jakarta: EGC.
- Ardiansyah, D. O. (2016) 'Pengaruh Komunikasi Terhadap Kinerja Karyawan Dengan Dimediasi Oleh Kepuasan Ker/Ja', *Jurnal Bisnis dan Manajemen*, VOL.3 No.1(4), pp. 16–30. doi: 10.13140/RG.2.1.5183.7283.
- As'ad, M. (2004) *Seri Ilmu Sumber Daya Manusia : Psikologi Industri*. Yogyakarta: Liberti.
- Asmadi (2008) *Konsep Dasar Keperawatan*. Jakarta: EGC.
- Athey, E. K. *et al.* (2016) 'How important are autonomy and work setting to nurse practitioners ' job satisfaction?', 28, pp. 320–326. doi: 10.1002/2327-6924.12292.
- Badeni, M. A. (2013) *Kepemimpinan dan Perilaku Organisasi*. Bandung: CV. Alfabeta.
- Barata, A. A. (2004) *Dasar - Dasar Pelayanan Prima*. Jakarta: PT. Elex Media Komputindo.
- Berry, L. L. (1981) 'The Employee as Customer', *Journal of Retail Banking*, 3, pp. 33–40.
- Cook, S. (2004) *Measuring Customer Service Effectiveness*. England: Gower.
- Doede, M. (2017) 'Race as a predictor of job satisfaction and turnover in US nurses', *Journal of Nursing Management*, 25(3), pp. 207–214. doi: 10.1111/jonm.12460.
- Ea, E. E. *et al.* (2008) 'Job Satisfaction and Acculturation among Filipino Registered Nurses', *Journal of Nursing Scholarship*, 40, pp. 46–51.
- Eskilden, J.K., & Dahlgaard, J. . (2000) 'A Casual Model for Employee Satisfaction, Total Quality Management', 11(8), pp. 1081–1094.
- Galletta, M. *et al.* (2016) 'The Effect of Nurse-Physician Collaboration on Job Satisfaction, Team Commitment, and Turnover Intention in Nurses', *Research in Nursing and Health*, 39(5), pp. 375–385. doi: 10.1002/nur.21733.

- Gibson, J. L., Ivancevich, J. M. and Donnelly, J. H. (1996) *Organisasi, Perilaku, Struktur, Proses*. Jakarta: Bina Rupa Aksara.
- Griffin, R.W., & Moorhead, G. (2013) *Organizational Behavior : Managing People and Organizations*. 11th ed. South-Western: Mason, OH.
- Gronroos, C. (1981) *Internal Marketing an Integral Part of Marketing Theory : Marketing of Services*. Chicago, IL: American Marketing Association.
- Hallowell, R., Schlesinger, L. A. and Zornitsky, J. (1996) 'Internal Service Quality, Customer and Job Satisfaction : Linkages and Implication for Management', *Human Resources Planning*, 19, pp. 20–31.
- Handoko, H. T. (2007) *Mengukur Kepuasan Kerja*. Jakarta: PT. Bumi Aksara.
- Handoko, T. H. (2012) *Manajemen Personalia dan Sumber Daya Manusia*. 2nd ed. Yogyakarta: BPFE-Yogyakarta.
- Haryanto (2007) *Konsep Dasar Keperawatan dengan Pemetaan Konsep (Concept Mapping)*. Jakarta: Salemba Medika.
- Herzberg, F. (1959) *One More Time : How Do You Motivate Employees?* Harvard Business Review Press.
- Heskett *et al.* (1990) *Service Breakthroughs*. New York: The Free Press.
- Hidayat, A. A. . (2017) *Metodologi Penelitian Keperawatan dan Kesehatan*. Jakarta: Salemba Medika.
- Hurtado, D. A. *et al.* (2017) 'Nurses' but not supervisors' safety practices are linked with job satisfaction', *Journal of Nursing Management*, pp. 1–7. doi: 10.1111/jonm.12484.
- Ibrahim, N. K. *et al.* (2016) 'Quality of life , job satisfaction and their related factors among nurses working in king Abdulaziz University Hospital , Jeddah , Saudi Arabia', *Contemporary Nurse*. Taylor & Francis, 0(0), pp. 1–13. doi: 10.1080/10376178.2016.1224123.
- Indonesia, K. K. R. (2018) 'Data dan Informasi Profil Kesehatan Indonesia 2017'. Jakarta.
- Indrayanti, A., Kadir, A. R. and Pasinringi, S. (2012) 'Hubungan Kualitas Pelayanan Internal terhadap Kepuasan Kerja dan Kemampuan Petugas Memberikan Pelayanan Berkualitas di RSUD Lanto Dg. Pasewang'.
- Kartikasari, R. I. (2017) 'Pengaruh Pelatihan dan Disiplin Kerja Terhadap Kinerja Karyawan dengan Kepuasan Kerja Sebagai Variabel Intervening', *Diponegoro Journal Of Management*, 6(2005), pp. 1–12. Available at: <http://ejournal-s1.undip.ac.id/index.php/dbr>.
- Kim, Y. I. *et al.* (2016) 'The Impact of Organizational Commitment and Nursing Organizational Culture on Job Satisfaction in Korean American Registered

- Nurses'. doi: 10.1177/1043659616666326.
- Kolibu, F. K. and Rachmi, A. T. (2014) 'Faktor-Faktor Hygiene dan Motivator: Pengaruhnya terhadap Kepuasan Kerja Perawat di Rumah Sakit Baptis Batu', *Aplikasi Manajemen*, 12(4).
- Kreitner, K. & (2005) *Perilaku Organisasi*. Jakarta: PT. Prehindo.
- Locke, E. A. (1969) 'What is Job Satisfaction? Organizational Behavior and Human Performance', pp. 309–336.
- Locke, E. A. (1976) 'Nature and Causes of Job Satisfaction', in *Handbook of Industrial and Organizational Psychology*. In M. D. D. Chicago, IL: Rand McNally, p. pp.1297-1349.
- Luthan, F. (2011) *Organizational Behavior*. Twelfth Ed. New York: McGraw-Hill/Irwin.
- Mangkunegara, A. P. (2005) *Sumber Daya Manusia Perusahaan*. Bandung: Remaja Rosdakarya.
- Matzler, K. & Renzl, B. (2006) 'The Relationship Between Interpersonal Trust, Employee Satisfaction and Employee Loyalty, Total Quality Management and Business Excellence', 17(10), pp. 1261–1271.
- Morsiani, G., Bagnasco, A. and Sasso, L. (2017) 'How staff nurses perceive the impact of nurse managers' leadership style in terms of job satisfaction: a mixed method study', *Journal of Nursing Management*, 25(2), pp. 119–128. doi: 10.1111/jonm.12448.
- Munawirsyah, I. (2017) 'Pengaruh Kepuasan Kerja dan Fasilitas Kerja terhadap Motivasi Kerja dan Dampaknya kepada Kinerja Pegawai Non Medis Pada Rumah Sakit Umum Daerah Kota', 06, pp. 44–51.
- Nazeer, S., Zahid, M. M. and Azeem, M. F. (2014) 'Internal Service Quality and Job Performance: Does Job Satisfaction Mediate? Safdar Nazeer 1 , M Mohsin Zahid 2 , and Malik Faisal Azeem 1', *Journal of Human Resources Management and Labor Studies*, 2(1), pp. 41–65.
- Newman, K. and Maylor, U. (2002) 'Empirical Evidence for the Nurse Satisfaction, Quality of Care and Patient Satisfaction Chain', *International Journal of Health Care Quality Assurance*, 15/2, 80-8.
- Notoatmodjo, S. (2010) *Metodologi Penelitian Kesehatan*. Jakarta: Rineka Cipta.
- Nursalam (2008) *Proses dan Dokumentasi Keperawatan: Konsep dan Keperawatan*. Jakarta: Salemba Medika.
- Nursalam (2015) *Manajemen Keperawatan: Aplikasi dalam Praktik Keperawatan Profesional*. 5th edn. Jakarta: Salemba Medika.
- Nursalam (2017) *Metodologi Penelitian Ilmu Keperawatan: Pendekatan Praktis*.

4th edn. Jakarta: Salemba Medika.

- Nursalam & Efendi, F. (2008) *Pendidikan dalam Keperawatan*. Jakarta: Salemba Medika.
- Orgambídez-ramos, A. and Almeida, H. De (2017) ‘Work engagement , social support , and job satisfaction in Portuguese nursing staff: A winning combination’, *Applied Nursing Research*. Elsevier Inc., 36, pp. 37–41. doi: 10.1016/j.apnr.2017.05.012.
- Pemerintah Kabupaten Trenggalek (2018) *Laporan Survey Kepuasan Masyarakat RSUD Dr. Soedomo Kabupaten Trenggalek Semester I Tahun 2018*. Available at: <http://rsud.trenggalekkab.go.id/hasil-capaoan-indikator-mutu/>.
- Permana, H. S. (2005) *Kepemimpinan dalam Manajemen Rumah Sakit*. Yogyakarta: Andi Offset.
- Pohl, S. and Galletta, M. (2017) ‘The role of supervisor emotional support on individual job satisfaction: A multilevel analysis’, *Applied Nursing Research*. Elsevier Inc., 33, pp. 61–66. doi: 10.1016/j.apnr.2016.10.004.
- Robbins, S. . & J. (2011) *Organizational Behaviour*. 9th edn. New Jersey: Prentice Hall Inc.
- Saputri, C., D., J. (2018) ‘Kepuasan Kerja Karyawan Ditinjau dari Job Insecurity dan Status Kepegawaian’.
- Sarinah and Mardalena (2017) *Pengantar Manajemen*. Yogyakarta: CV. Budi Utama.
- Sedarmayanti (2009) *Sumber Daya Manusia dan Produktivitas Kerja*. Bandung: Mandar Maju.
- Sharma, P. (2016) ‘Internal Service Quality as a Driver of Employee Satisfaction, Commitment and Performance – Exploring the Focal Role of Employee Well-being’, *Journal of Service Management*, 27(5). Available at: <http://dx.doi.org/10.1108/JOSM-10-2015-0294> Downloaded.
- Smith, P. C., Kendall, L. M. and Hulin, C. L. (1969) *The Measurement of Satisfaction in Work and Retirement*. Chicago, IL: Rand McNally.
- Spector, P. E. (1985) ‘Measurement of Human Service Staff Satisfaction : Development of the Job Satisfaction Survey’, *American Journal of Community Psychology*, 13, pp. 693–713.
- Spector, P. E. (1997) ‘Job Satisfaction : Application, Assessment, Causes, and Consequences’, in. CA: Sage.
- Stauss, B. (1995) ‘Internal Services : Classification and Quality Management’, *International journal of services industry management*, 6, pp. 62–78.

- Sugiyono (2006) *Metode Penelitian Kuantitatif, Kualitatif dan R&d*. Bandung: Alfabeta.
- Sutrisno, E. (2009) *Manajemen Sumber Daya Manusia*. 1th ed. Jakarta: Kencana Prenada Media Group.
- Sutrisno, S. (2009) *Manajemen Sumber Daya Manusia*. Jakarta: Prenada Media.
- Sveinsdóttir, H., Ragnarsdóttir, E. D. and Blöndal, K. (2016) 'Praise matters: The influence of nurse unit managers' praise on nurses' practice, work environment and job satisfaction: A questionnaire study', *Journal of Advanced Nursing*, 72(3), pp. 558–568. doi: 10.1111/jan.12849.
- Swansburg, R. . and Swansburg, R. . (1999) *Introductory Management and Leadership for Nurses : an Interactive Text*. Jones & Bartlett Pub.
- Vonny, R. P. E. (2016) 'Pengaruh pelatihan, fasilitas kerja dan kompensasi terhadap kepuasan kerja karyawan pada PT United Tractors cabang Manado', *Jurnal Berkala Ilmiah Efisiensi*, 16(3), pp. 407–418.
- Weiss, D.J., Dawis, R.V., England, G.W., & Lofquist, L. H. (2007) 'Manual for the Minnesota Satisfaction Questionnaire, Minnesota Studies in Vocational Rehabilitation', *Bulletin*, p. 22.
- Weiss, D. J. *et al.* (1967) *Minnesota Satisfaction Questionnaire*. Washington: Vocational Rehabilitation Administration, Departement of Health, Education, and Welfare.
- Wexley, K.N., & Yukl, G. A. (1977) *Organizational Behavior and Personel Psychology*. Illinois: Richard D. Irwin.
- Winanda, W. and Nindrea, R. D. (2017) 'Analisis Faktor-Faktor Yang Berhubungan Dengan Kepuasan Kerja Tenaga Medis Di Puskesmas Kota Padang', *Jurnal Endurance*, 2(3), p. 333. doi: 10.22216/jen.v2i3.1971.
- Wolo, P. D. (2015) 'Analisis Faktor Faktor Yang Mempengaruhi Kepuasan Kerja Perawat (Studi Empiris di RSP TNI AU Dr. S. Hardjolukito Yogyakarta).', *Thesis*. Available at: <http://eprints.ums.ac.id/id/eprint/39144>.
- Woodruff & Gardial (2002) *Practical-People Oriented Prespective*. Kanada: Mc. Graw Hill.
- Yuliana, D. (2017) *Hubungan Kinerja Perawat dengan Kepuasan Kerja Perawat di Ruang Rawat Inap RS PKU Muhammadiyah Gamping*. Universitas 'Aisyiyah Yogyakarta.
- Zainaro, A. (2017) 'Pengaruh Sarana Prasarana, Pendidikan dan Masa Kerja Perawat terhadap Kepuasan Kerja dan Kinerja Perawat di Ruang Rawat Inap RSUD Dr. A. Dadi Tjokrodipo Bandar Lampung', 11(1), pp. 1–4.