

DAFTAR PUSTAKA

- Abduljawad, A., & Al-Assaf, A. F. (2011). Incentives for better performance in health care. *Sultan Qaboos University Medical Journal*, 11(2), 201–206.
- Adisasmito, W. (2008). *Kesiapan Rumah Sakit Dalam Menghadapi Globalisasi*. Diperoleh tanggal 19 Juni 2017 dari <https://staff.blog.ui.ac.id/wiku-a/files/2013/04/kesiapan-rs-dlm-menghadapi-globalisasi.pdf>
- Ahmed, I., & Shabbir, S. (2017). The Effects of Rewards on Employee's Performance in Banks: A Study of Three Districts (Lodhran, Vehari, Khanewal) Commercial Banks in Pakistan. *International Review of Management and Business Research*, 352–361. <https://doi.org/10.18052/www.scipress.com/ILSHS.52.95>
- Ajmal, M. M., & Koskinen, K. U. (2008). Knowledge transfer in project-based organizations: An organizational culture perspective. *Project Management Journal*, 39(1), 7–15. <https://doi.org/10.1002/pmj.20031>
- Aktar, S., Sachu, M. K., & Ali, E. (2012). The Impact of Rewards on Employee Performance in Commercial Banks of Bangladesh: An Empirical Study. *IOSR Journal of Business and Management*, 6(2), 9–15.
- American College of Healthcare Executives. (2017). *ACHE Healthcare Executive 2017 Competencies Assessment Tool*. Diperoleh tanggal 19 Juni 2017 dari https://www.ache.org/pdf/nonsecure/careers/competencies_booklet.pdf
- Asllani, A., & Luthans, F. (2003). What knowledge managers really do: an empirical and comparative analysis. *Journal of Knowledge Management*, 7(3), 53–66. <https://doi.org/10.1108/13673270310485622>

- Athey, T. R., & Orth, M. S. (1999). Emerging competency methods for the future. *Human Resource Management*, 38(3), 215–226. [https://doi.org/10.1002/\(SICI\)1099-050X\(199923\)38:3<215::AID-HRM4>3.0.CO;2-W](https://doi.org/10.1002/(SICI)1099-050X(199923)38:3<215::AID-HRM4>3.0.CO;2-W)
- Babalola, S. S. (2016). The effect of leadership style, job satisfaction and employee-supervisor relationship on job performance and organizational commitment. *Journal of Applied Business Research*, 32(3), 935–946. <https://doi.org/10.19030/jabr.v32i3.9667>
- Bart, C. K., Bontis, N., & Taggar, S. (2001). A model of the impact of mission statements on firm performance. *Management Decision*, 39(1), 19–35. <https://doi.org/10.1108/EUM0000000005404>
- Bock, Zmud, Kim, & Lee. (2005). Behavioral Intention Formation in Knowledge Sharing: Examining the Roles of Extrinsic Motivators, Social-Psychological Forces, and Organizational Climate. *MIS Quarterly*, 29(1), 87. <https://doi.org/10.2307/25148669>
- Bora, B., S, B., & W, C. (2017). Crafting Strategic Objectives: Examining the Role of Business Vision and Mission Statements. *Journal of Entrepreneurship & Organization Management*, 6(1), 1–6. <https://doi.org/10.4172/2169-026X.1000205>
- Bowerman, Bruce L., O'connell, Richard T., Murphee, Emily S. (2014). *Business Statistics in Practice*, 7th edition. New York: McGraw-Hill Irwin Publishing co.
- Boyatzis, R.E. (1982) *The Competent Manager: A Model for Effective Performance*. New York: John Wiley & Sons
- Cacioppe, R. (1998). Structured empowerment: an award-winning program at the Burswood Resort Hotel. *Leadership & Organization Development Journal*, 19(5), 264–274. <https://doi.org/10.1108/01437739810234332>

- Calhoun, J.F., Acocella, J.R. (1990). *Psychology of Adjustment and Human Relationship*. New York: McGraw-Hill, Inc.
- Cann, Oliver. (2014). *Crisis in Leadership Underscores Global Challenges*. World Economic Forum. Diperoleh tanggal 7 November 2017 dari <https://www.weforum.org/press/2014/11/crisis-in-leadership-underscores-global-challenges/>
- Caruso, C. C. (2014). Negative impacts of shiftwork and long work hours. *Rehabilitation Nursing*, 39(1), 16–25. <https://doi.org/10.1002/rnj.107>
- Casadesus-Masanell, R., & Ricart, J. E. (2010). From strategy to business models and onto tactics. *Long Range Planning*, 43(2–3), 195–215. <https://doi.org/10.1016/j.lrp.2010.01.004>
- Chew, J., & Chan, C. C. A. (2008). Human resource practices, organizational commitment and intention to stay. *International Journal of Manpower*, 29(6), 503–522. <https://doi.org/10.1108/01437720810904194>
- Chouhan, V. S., & Srivastava, S. (2014). Understanding Competencies and Competency Modeling — A Literature Survey. *IOSR Journal of Business and Management*, 16(1), 14–22. <https://doi.org/10.9790/487X-16111422>
- Clarke, N. (2003). The politics of training needs analysis. *Journal of Workplace Learning*, 15(4), 141–153. <https://doi.org/10.1108/13665620310474598>
- Clifford, J. P. (1994). Job analysis: Why do it, and how should it be done? *Public Personnel Management*. <https://doi.org/0091-0260>
- Connell, J. (2006). Medical tourism: Sea, sun, sand and ... surgery. *Tourism Management*, 27(6), 1093–1100. <https://doi.org/10.1016/j.tourman.2005.11.005>
- Covey, S. R. (1993). Innovation at four levels. *Executive*

excellence. Vol 10, No 9, pp 3-5

Covey, S. R. (1989). *The Seven Habits Of Highly Effective People*. New York: Simon and Schuster

Dalimunthe, Gallang P., Faritzal, Adam. (2011). *Identifying Post-Industrial Creative Entrepreneurship Competencies Bandung, Indonesia*. Faculty of Business and Management (FBM), Widyatama University (UTama), Indonesia. Diakses tanggal 9 Juni 2017 dari <http://repository.widyatama.ac.id/xmlui/bitstream/handle/123456789/3414/CONTENT%20GALLANG%20%2B%20ADAM.pdf?sequence=7>

Daoanis, L. E. (2012). Performance Appraisal System: It's Implication To Employee Performance. *International Journal of Economics and Management Sciences*, 2(3), 5562.

Darbi, W. P. K. (2012). Of Mission and Vision Statements and Their Potential Impact on Employee Behaviour and Attitudes: The Case of A Public But Profit-Oriented Tertiary Institution. *International Journal of Business and Social Science*, 3(14), 95–110.

Departemen Perdagangan Republik Indonesia. (2009). *Menuju ASEAN Economic Community 2015*. Diperoleh tanggal 15 Juni 2017 dari [http://perpustakaan.bappenas.go.id/lontar/file?file=digital/143093-\[_Konten_\]-Konten%20D64.pdf](http://perpustakaan.bappenas.go.id/lontar/file?file=digital/143093-[_Konten_]-Konten%20D64.pdf)

Department of Public Service and Administration. (2003). *Senior Management Service Public Service Handbook*. Diperoleh tanggal 1 April 2017 dari www.dpsa.gov.za/dpsa2g/documents/sms/publications/sms_hb2003.pdf

Dessler, Gary. (2017). *Human Resource Management, 15th Edition*. United States: Pearson Education.

- Desmita. (2012). *Psikologi Perkembangan Peserta Didik*. Bandung: Rosda Karya.
- Doane, David P., Seward, Lori E. (2011). *Applied Statistics in Business & Economics*, 3rd edition. New York: McGraw-Hill Irwin Publishing co.
- Dong, G. N. (2015). Performing well in financial management and quality of care: Evidence from hospital process measures for treatment of cardiovascular disease. *BMC Health Services Research*, 15(1). <https://doi.org/10.1186/s12913-015-0690-x>
- Dvir, T., Kass, N., & Shamir, B. (2004). The emotional bond: vision and organizational commitment among high-tech employees. *Journal of Organizational Change Management*, 17(2), 126–143. <https://doi.org/10.1108/09534810410530575>
- Economist Intelligence Unit. (2009). *Closing the gap: the link between project management excellence and long term success: A report from the Economist Intelligence Unit Sponsored by Oracle*. Diperoleh tanggal 7 November 2017 dari <http://www.oracle.com/oms/eppm/report-economistintelligenceunit-en-248045.pdf>
- Emmyah. (2009). *Pengaruh Kompetensi Terhadap Kinerja Pegawai Pada Politeknik Negeri Ujung Pandang*. Tesis. STIA LAN Makassar, Makassar.
- Eshak, Erratul S., Jamian, Nur F., Jidi, Munirah M., & Zakirai, N. (2016). The Relationship Between Reward System With Employees' Performance. In *e-Proceeding of the Social Sciences Research (ICSSR)*, e-ISBN: 978-967-0792-09-5 (Vol. 2016, pp. 18–19).
- Etikan, I., Musa, S. A., & Alkassim, R. S. (2016). Comparison of Convenience Sampling and Purposive Sampling. *American Journal of Theoretical and Applied Statistics*, 5(1), 1–4. <https://doi.org/10.11648/j.ajtas.20160501.11>

- Fauziyah, D., Nurmalina, R., & Burhanuddin. (2016). Pengaruh Karakteristik Peternak Melalui Kompetensi Peternah Terhadap Kinerja Usaha Ternak Sapi Potong di Kabupaten Bandung. *Jurnal Agribisnis Indonesia*, 3(2), 83–96.
- Filerman, G. L. (2003). Closing the management competence gap. *Human Resources for Health*, 1. <https://doi.org/10.1186/1478-4491-1-7>
- Gabčanová, I. (2011). the Employees – the Most Important Asset in the Organizations. *Human Resources Management & Ergonomics*, V, 1–12.
- Giddens, Anthony. (1991). *The Consequences of Modernity*. Cambridge: Polity (publisher).
- Griffin, Ricky W. (2004). *Manajemen*. Edisi Ketujuh. Alih bahasa Gina Gania. Jakarta: Erlangga.
- Griffin, Ricky W. (2012). *Fundamentals of Management*. 6th Edition. Mason, OH: South-Western Cengage Learning.
- Hardjana, Agus M. (2007). *Komunikasi Intrapersonal & Interpersonal*. Yogyakarta: Kanisius.
- Hasibuan, Malayu S.P. (2016). *Manajemen Sumber Daya Manusia, cetakan kedua puluh*. Jakarta: Bumi Aksara.
- Havinal, Veerabhadrapa. (2009). *Management and Entrepreneurship*. India: New Age International.
- Hellriegel, D., Jackson, S. E., & Slocum, J. W. (2001). *Management: a competency-based approach*. Cincinnati: South-Western College Pub.
- Hossain, J. L., Reinish, L. W., Kayumov, L., Bhuiya, P., & Shapiro, C. M. (2003). Underlying sleep pathology may cause chronic high fatigue in shift-workers. *Journal of Sleep Research*, 12(3), 223–230. <https://doi.org/10.1046/j.1365-2869.2003.00354.x>

- Horowitz, M. D., Rosensweig, J. a, & Jones, C. a. (2007). Medical tourism: globalization of the healthcare marketplace. *MedGenMed: Medscape general medicine*, 9(4), 33. <https://doi.org/10.1002/jgm.994>
- Huitt, W. (2011). Bloom et al.'s Taxonomy of the Cognitive Domain. *Educational Psychology Interactive*, 4–7. <https://doi.org/10.1177/001316445601600310>
- Hurlock, E. B. (1990). *Psikologi Perkembangan: Suatu Pendekatan Sepanjang Rentang Kehidupan*. Erlangga: Jakarta
- IMTJ. (2008). *Why Indonesians Go Overseas for Medical Care*. The International Medical Travel Journal. Diperoleh tanggal 9 Maret 2017 dari <http://www.imtj.com/articles/2008/indonesia-why-indonesians-go-overseas-for-medical-care/>
- IMTJ. (2013). *Singapore Medical Tourism is Recovering*. The International Medical Travel Journal. Diperoleh tanggal 9 Maret 2017 dari <https://www.imtj.com/news/singapore-medical-tourism-recovering/>
- IMTJ. (2015). *Malaysia medical tourism figures 2015*. The International Medical Travel Journal. Diperoleh tanggal 9 Maret 2017 dari <https://www.imtj.com/news/malaysia-medical-tourism-figures-2015/>
- Kaymakçi, K., & Babacan, S. (2014). Employee empowerment in new public management approach and a research. *European Journal of Research on Education*, 62–70.
- Kementerian Kesehatan Republik Indonesia. (2004). *Keputusan Menteri Kesehatan RI Nomor 81 tentang Pedoman Penyusunan Perencanaan SDM Kesehatan di tingkat Propinsi, Kabupaten/Kota serta Rumah Sakit*. Jakarta: Kementerian Kesehatan Republik Indonesia
- Kementrian Kesehatan Republik Indonesia. (2009). *Peraturan*

Menteri Kesehatan Republik Indonesia Nomor 971/MENKES/PER/XI/2009 Tentang Standar Kompetensi Pejabat Struktural Kesehatan. Jakarta: Menteri Kesehatan Republik Indonesia.

- Kementrian Pendidikan dan Kebudayaan Republik Indonesia. (2016). *Kamus Besar Bahasa Indonesia Online*. Diakses tanggal 15 Juni 2016 dari kbbi.web.id
- Khadka, D. K., Gurung, M., & Chaulagain, N. (2013). Managerial competencies – A survey of hospital managers' working in Kathmandu valley, Nepal. *Journal of Hospital Administration*, 3(1). <https://doi.org/10.5430/jha.v3n1p62>
- Kiptoo, J. K., & Mwirigi, F. Mugambi (2014). Factors That Influence Effective Strategic Planning Process In Organizations. *IOSR Journal of Business and Management Ver. II*, 16(6), 2319–7668.
- Kovačić, N. (2014). Globalization and the Impact of Globalization on the Health Industry. *Interdisciplinary Management Research*, 10, 684–695. https://doi.org/10.1007/978-3-319-01125-7_4
- Leonard, M., Graham, S., & Bonacum, D. (2004). The human factor: The critical importance of effective teamwork and communication in providing safe care. *Quality and Safety in Health Care*. <https://doi.org/10.1136/qshc.2004.010033>
- Lerman, S. E., Eskin, E., Flower, D. J., George, E. C., Gerson, B., Hartenbaum, N., ... Moore-Ede, M. (2012). Fatigue risk management in the workplace. *Journal of Occupational and Environmental Medicine*, 54(2), 231–258. <https://doi.org/10.1097/JOM.0b013e318247a3b0>
- Lesmana, Ade. (2013). *Analisis Kinerja Dalam Pendekatan Balanced Scorecard di RSUD Muhammadiyah Kulon Progo Yogyakarta*. Tesis, Magister Manajemen Rumah Sakit, Universitas Muhammadiyah Yogyakarta, Yogyakarta.

- Lockhart, W., & Backman, A. (2009). Health care management competencies: Identifying the GAPS. *Healthcare Management Forum*, 22(2), 30–37. [https://doi.org/10.1016/S0840-4704\(10\)60463-2](https://doi.org/10.1016/S0840-4704(10)60463-2)
- Long, N. H., Thien, D. D., Hiep, H. T., Chinh, V. Van, Cuong, N. D., Trang, N. M., & Hang, D. T. (2010). *Need Assessment On Managerial Competency Development At Provincial And District Hospitals*. Ministry of Health Department of Financing and Planning.
- Luthans, Fred. (2011). *Organizational behavior: An evidence-based approach, 12th edition*. New York: McGraw Hill.
- Mangundjaya, W., Aprilianti, A., & Poerwadi, N. (2009). Developing Employee's Performance through Competency Assessment. In *Proceedings of 2009 International Conference on Human Resource Development* (hal. 115–124). Taipei, Taiwan: Graduate Institute of International Human Resource Development, National Taiwan Normal University. Diperoleh tanggal 6 Juni 2017 dari https://www.researchgate.net/profile/Wustari_Mangundjaya/publication/262639764_Developing_Employee's_Performance_through_Competency_Assessment/links/004635385332f2d421000000.pdf
- Manion, J. (1994). Managing change: the leadership challenge of the 1990s. *Seminars for Nurse Managers*, 2(4), 203–208.
- Mathieu, J. E., & Zajac, D. M. (1990). A Review and meta-analysis of the antecedents, correlates, and consequences of organizational commitment. *Psychological Bulletin*, 108(2), 171–194. <https://doi.org/10.1037/0033-2909.108.2.171>
- McClelland, D. C. (1973). "Testing for competence rather than intelligence". *American Psychologist*, 28(1), 1-14
- Meyer, J. P., & Allen, N. J. (1991). A Three-Component Model Conceptualization of Organizational Commitment. *Human Resource Management Review*, 1(1), 61–89.

[https://doi.org/10.1016/1053-4822\(91\)90011-Z](https://doi.org/10.1016/1053-4822(91)90011-Z)

- Mikkelsen, A. C., York, J. A., & Arritola, J. (2015). Communication competence, leadership behaviors, and employee outcomes in supervisor-employee relationships. *Business Communication Quarterly*, 78(3), 336–354. <https://doi.org/10.1177/2329490615588542>
- Miles, M., Huberman, M., & Saldana, J. (2014). Qualitative Data Analysis. *European Journal of Science Education* (Vol. 1). <https://doi.org/10.1080/0140528790010406>
- Nadyasari, Ferdina. (2014). *Hubungan Reputasi Rumah Sakit Dan Orientasi Konsumen Dengan Loyalitas Pelanggan Rawat Jalan Rumah Sakit Sari Mulia Banjarmasin*. Tesis. program Kesehatan masyarakat, Universitas Gajah Mada, Yogyakarta.
- Narver, J. C., & Slater, S. F. (1990). The Effect of a Market Orientation on Business Profitability. *Journal of Marketing*, 54(4), 20. <https://doi.org/10.2307/1251757>
- Njanja, L. W., Maina, R. N., Kibet, L. K., & Njagi, K. (2013). Effect of Reward on Employee Performance: A Case of Kenya Power and Lighting Company Ltd., Nakuru, Kenya. *International Journal of Business and Management*, 8(21). <https://doi.org/10.5539/ijbm.v8n21p41>
- Northouse, G. (2007). *Leadership: Theory And Practice (3rd Edition)*. Thousand Oak: Sage Publication, inc.
- Omachonu, V. K., & Einspruch, N. G. (2010). Innovation in Healthcare Delivery Systems : A Conceptual Framework. *The Innovation Journal: The Public Sector Innovation Journal*, 15(1), 1–20.
- Papulova, Z. (2014). The Significance of Vision and Mission Development for Enterprises in Slovak Republic. *Journal of Economics, Business and Management*, 2(1), 12–16. <https://doi.org/10.7763/JOEBM.2014.V2.90>

- Paramasivan, C., & Subramanian, T. (2009). *Financial Management*. India: New Age International
- Paramita, P. (2012). *Model Kompetensi Manajer Puncak Rumah Sakit Swasta*. Disertasi. Universitas Indonesia, Jakarta.
- Parand, A., Dopson, S., Renz, A., & Vincent, C. (2014). The role of hospital managers in quality and patient safety: A systematic review. *BMJ Open*. <https://doi.org/10.1136/bmjopen-2014-005055>
- Pillay, R. (2008). Managerial competencies of hospital managers in South Africa: A survey of managers in the public and private sectors. *Human Resources for Health*, 6. <https://doi.org/10.1186/1478-4491-6-4>
- Pitayusa, Ni Luh Odellia. (2016). *Analisis Kebutuhan Tenaga Dokter Spesialis Penyakit Dalam di Rumah Sakit Umum Daerah Wangaya Kota Denpasar Tahun 2016*. Tesis. Universitas Udayana, Bali.
- Prahalad, C. K. (1983). Developing strategic capability: An agenda for top management. *Human Resource Management*, 22(3), 237–254. <https://doi.org/10.1002/hrm.3930220304>
- Pratoom, K., & Savatsomboon, G. (2012). Explaining factors affecting individual innovation: The case of producer group members in Thailand. *Asia Pacific Journal of Management*, 29(4), 1063–1087. <https://doi.org/10.1007/s10490-010-9246-0>
- Proctor, T. (2014). *Creative problem solving for managers: developing skills for decision making and innovation*. London: Routledge.
- Purnell, L. D. T. (1999). Health care managers' and administrators' roles, functions, and responsibilities. *Nursing Administration Quarterly*, 23(3), 26–37 12p. Retrieved from <http://search.ebscohost.com/login.aspx?direct=true&db=cc>

m&AN=107192928&site=ehost-live&scope=site

- Rahman, Arif. (2011). *Investasi Cerdas*. Jakarta: Gagas Media.
- Ranupendjaja, Heidjrachman & Husnan, Suad. (2005). *Manajemen personalia*. Yogyakarta: BPF E
- Razali, N. M., & Yap, B. W. (2011). Power Comparisons of Shapiro-Wilk, Kolmogorov-Smirnov, Lilliefors and Anderson-Darling Tests. *Journal of Statistical modeling and Analytics*, 2, 21–33.
- Rivers, P. A., & Glover, S. H. (2008). Health care competition, strategic mission, and patient satisfaction: research model and propositions. *Journal of Health Organization and Management*, 22(6), 627–641. <https://doi.org/10.1108/14777260810916597>
- Robbins, Stephen P., Judge, Timothy A. (2016). *Organizational Behavior, 17th edition*. Boston: Pearson Education.
- Robertson, Roland. (1992). *Globalization: Social Theory and Global Culture*. London: Sage.
- Sabardi, Agus. (1992). *Dasar-dasar Manajemen*. Yogyakarta: BP STIE YKPN
- Saif, N., Khan, Muh S., Rehman, K., Rehman, Shafiq Ur, Nawa, T., & Naqeeb, M. (2013). Competency based Job Analysis. *International Journal of Academic Research in Accounting Finance and Management Sciences*, 3(1), 105–111. <https://doi.org/ISSN:2225-8329>
- Santrić Milicevic, M. M., Bjegovic-Mikanovic, V. M., Terzic-Supić, Z. J., & Vasic, V. (2011). Competencies gap of management teams in primary health care. *European Journal of Public Health*, 21(2), 247–253. <https://doi.org/10.1093/eurpub/ckq010>
- Shen, J., Botly, L. C. P., Chung, S. A., Gibbs, A. L., Sabanadzovic, S., & Shapiro, C. M. (2006). Fatigue and shift

- work. *Journal of Sleep Research*, 15(1), 1–5.
<https://doi.org/10.1111/j.1365-2869.2006.00493.x>
- Siagian, Sondang P. (1995). *Teori Motivasi dan Aplikasinya*. Jakarta: Rineka Cipta
- Siddique, C. M. (2004). Job analysis: a strategic human resource management practice. *The International Journal of Human Resource Management*, 15(1), 219–244.
<https://doi.org/10.1080/0958519032000157438>
- Singh, B., & Ghatala, M. H. (2012). Risk Management in Hospitals. *International Journal of Innovation, Management and Technology*, 3(4), 417.
<https://doi.org/http://dx.doi.org/10.7763/IJIMT.2012.V3.266>
- Spencer, L. M., & Spencer, S. M. (1993). *Competence at Work : Models for Superior Performance*. New York: John Wiley & Sons Inc.
- Srivastava, S. (2013). Job Satisfaction and Organizational Commitment Relationship: Effect of Personality Variables. *Vision: The Journal of Business Perspective*, 17(2), 159–167. <https://doi.org/10.1177/0972262912483529>
- Ssonko, D. K. W. (2010). Ethics, Accountability, Transparency, Integrity and Professionalism in the Public Service: The Case Study of Uganda. *Enhancing Professionalization of Human Resource Management in the Public Service in Africa*. Diperoleh tanggal 19 April 2017 dari <http://unpan1.un.org/intradoc/groups/public/documents/un-dpadm/unpan038789.pdf>
- Stefl, M. E. (2008). Common competencies for all healthcare managers: the Healthcare Leadership Alliance model. *Journal of healthcare management / American College of Healthcare Executives*, 53(6), 360–374.
- Stogdill, R. M. (1950). Leadership, membership and organization. *Psychological Bulletin*, 47(1), 1–14.

<https://doi.org/10.1037/h0053857>

- Strauss, Anselm L., Corbin, Juliet M. (1990). *Basics of qualitative research: Grounded theory procedures and techniques*. Newbury Park, California: Sage Publications
- Sugiyono. (2013). *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. Bandung: Alfabeta.
- Sukarna. (2011). *Dasar-dasar Manajemen*. Bandung : Mandar Maju
- Sunarta. (2001). *Manajemen Keuangan (Teori, Konsep, dan Aplikasi)*. Yayasan pengembang Universitas Negeri Yogyakarta. Diperoleh tanggal 7 November 2017 dari <http://staff.uny.ac.id/sites/default/files/lain-lain/sunarta-se-mm-mpd/MANAJEMEN%20KEUANGAN.pdf>.
- Sunaryo. (2004). *Psikologi Untuk Keperawatan*. Jakarta: EGC.
- Suthar, B. K., Chakravarthi, T. L., & Pradhan, S. (2014). Impacts of Job Analysis on Organizational Performance: An Inquiry on Indian Public Sector Enterprises. *Procedia Economics and Finance*, 11, 166–181. [https://doi.org/10.1016/S2212-5671\(14\)00186-5](https://doi.org/10.1016/S2212-5671(14)00186-5)
- Taiwo, A., Lawal, F., & Agwu, D. E. (2016). Vision and Mission in Organization: Myth or Heuristic Device? *The International Journal Of Business & Management*, 4, 127.
- Terry, George R. (2006). *Prinsip-Prinsip Manajemen*. Jakarta: Bumi Aksara
- Thamhain, H. J., & Wilemon, D. L. (1986). Criteria for Controlling Projects According to Plan. *Project Management Journal*, 17(2), 75–81.
- Thompson, J. M. (2010). Understanding and managing organizational change: Implications for public health management. *Journal of Public Health Management and Practice*, 16(2), 167–173.

<https://doi.org/10.1097/PHH.0b013e3181c8cb51>

- Tripathi, K., & Agrawal, M. (2014). Competency Based Management In Organizational Context: A Literature Review. *Global Journal of Finance and Management.*, 6(4), 349–356.
- Tsitmideli, G., Skordoulis, M., Chalikias, M., Sidiropoulos, G., & Papagriogoriou, A. (2016). Supervisors and subordinates relationship impact on job satisfaction and efficiency: The case of obstetric clinics in Greece. *International Journal of Strategic Innovative Marketing*, 3, 1–12.
- Turner, L. G. (2011). Quality in health care and globalization of health services: Accreditation and regulatory oversight of medical tourism companies. *International Journal for Quality in Health Care*, 23(1), 1–7. <https://doi.org/10.1093/intqhc/mzq078>
- Umar, Husein. (2003). *Metode Riset Komunikasi Organisasi*. Jakarta: PT. Gramedia Pustaka Utama.
- Umbetzhanova, A., Derbissalina, G., Koikov, V., Karsakbayeva, L., Nurgaliyeva, N., Akhmetova, D., ... Kassimova, D. (2014). Review Of Hospital Manager's Competencies In Astana. *CBU International Conference Proceedings*, 2, 293–298. Diperoleh tanggal 19 April 2017 dari <http://ojs.journals.cz/index.php/CBUConference2013/article/view/474/465>
- Ummul, S., & Rao, K. (2012). Shift Work and Fatigue. *IOSR Journal Of Environmental Science Toxicology And Food Technology*, 1(3), 17–21. <https://doi.org/10.6084/M9.FIGSHARE.1183340>
- Undang-undang Republik Indonesia Nomor 44 Tahun 2009 tentang *Rumah Sakit*. 28 Oktober 2009. Lembaran Negara Republik Indonesia Tahun 2009 Nomor 153. Jakarta.
- United Nations. (2006). Secretary-General Kofi Annan's opening

address to the fifty-third annual DPI/NGO Conference. Diperoleh tanggal 20 Juni 2017 dari <http://www.un.org/dpi/ngosection/annualconfs/53/sg-address.html>

- Viitala, R. (2005). Perceived development needs of managers compared to an integrated management competency model. *Journal of Workplace Learning*, 17(7), 436–451. <https://doi.org/10.1108/13665620510620025>
- Vogelgesang, G. R., Leroy, H., & Avolio, B. J. (2013). The mediating effects of leader integrity with transparency in communication and work engagement/performance. *Leadership Quarterly*, 24(3), 405–413. <https://doi.org/10.1016/j.leaqua.2013.01.004>
- Waldman, J. D., Kelly, F., Arora, S., & Smith, H. L. (2010). The shocking cost of turnover in health care. *Health Care Management Review*. <https://doi.org/10.1097/HMR.0b013e3181e3940e>
- Wallick, W. G. (2002). Healthcare managers' roles, competencies, and outputs in organizational performance improvement. *Journal of healthcare management / American College of Healthcare Executives*. <http://www.ncbi.nlm.nih.gov/pubmed/12469573>
- Wang, S., & Noe, R. A. (2010). Knowledge sharing: A review and directions for future research. *Human Resource Management Review*, 20(2), 115–131. <https://doi.org/10.1016/j.hrmr.2009.10.001>
- Wang, S., Noe, R. a., & Wang, Z.-M. (2011). Motivating Knowledge Sharing in Knowledge Management Systems: A Quasi-Field Experiment. *Journal of Management*, 40(4), 978–1009. <https://doi.org/10.1177/0149206311412192>
- West, M. A. (1990). The social psychology of innovation in groups. In *Innovation and creativity at work: Psychological and organizational strategies* (hal. 309–333).

<https://doi.org/10.1017/CBO9781107415324.004>

Widodo, Eko Suparno. (2015). *Manajemen Pengembangan Sumber Daya Manusia*. Yogyakarta: Pustaka Pelajar.

Woloshynowych, M., Rogers, S., Taylor-Adams, S., & Vincent, C. (2005). The investigation and analysis of critical incidents and adverse events in healthcare. *Health Technology Assessment*. <https://doi.org/10.3310/hta9190>

Yach, D., & Bettcher, D. (1998a). The globalization of public health, I: Threats and opportunities. *American Journal of Public Health*. <https://doi.org/10.2105/AJPH.88.5.735>

Yach, D., & Bettcher, D. (1998b). The globalization of public health, II: The convergence of self-interest and altruism. *American Journal of Public Health*. <https://doi.org/10.2105/AJPH.88.5.738>

Yahya, S., & Goh, W. (2002). Managing human resources toward achieving knowledge management. *Journal of Knowledge Management*, 6(5), 457–468. <https://doi.org/10.1108/13673270210450414>

Yao, L. J., Kam, T. H. Y., & Chan, S. H. (2007). Knowledge sharing in Asian public administration sector: the case of Hong Kong. *Journal of Enterprise Information Management*, 20(1), 51–69. <https://doi.org/10.1108/17410390710717138>

Zennouche, M., Zhang, J., & Bo, W. W. (2014). Factors influencing innovation at individual, group and organisational levels: A content analysis. *International Journal of Information Systems and Change Management*, 7(1), 23–42. <https://doi.org/10.1504/IJISCM.2014.065052>

Zhou, K. Z., Brown, J. R., & Dev, C. S. (2009). Market orientation, competitive advantage, and performance: A demand-based perspective. *Journal of Business Research*, 62(11), 1063–1070.

<https://doi.org/10.1016/j.jbusres.2008.10.001>