

- Agustina, D. (2020). *Analisis kebijakan pelayanan kesehatan*. 1–64.
- Ambiyar, & Muharika, D. (2019). *Metodologi Penelitian Evaluasi Program (Kesatu)*. ALFABETA,CV.
- Anderson, J. E., Kodate, N., Walters, R., & Dodds, A. (2013). Can incident reporting improve safety? Healthcare practitioners' views of the effectiveness of incident reporting. *International Journal for Quality in Health Care*, 25(2), 141–150.  
<https://doi.org/10.1093/intqhc/mzs081>
- Arthur, M. E., Lewis, S., Aggarwal, N., & Odo, N. (2021). The Journal of Education in Perioperative Medicine. *Journal of Education in Perioperative Medicine*, 23(3), 1–16.
- Astuti. (2021). *Evaluasi sistem Pelaporan IKP di RS Universitas Hasanudin*.
- Ayu, M. P. (2021). Pengaruh Pemberian Reward dan Punishment Terhadap Motivasi Belajar Siswa pada Masa Covid 19 di Sekolah Menengah Kejuruan Negeri 5 Bungo Provinsi Jambi. *Jurnal Ekonomi Manajemen Sistem Informasi*.
- Cahyono, S. B. (2008). *Membangun Budaya Keselamatan Pasien Dalam Praktik Kedokteran* (B. Shakuntala (ed.)). KANISIUS.
- Candra Wijaya, D., & Rifa'i, M. (2016). Dasar Dasar Manajemen Mengoptimalkan Pengelolaan Organisasi Secara Efektif dan Efesien. In *Perdana*.  
<http://repository.uinsu.ac.id/2836/>
- CDC. (2011). Self-study guide - Program evaluation. *Cdc, October*, 103.  
<https://www.cdc.gov/eval/guide/index.htm>
- Daud, A. (2020). Sistem Pelaporan Insiden Keselamatan Pasien. In *Perhimpunan Rumah Sakit Seluruh Indonesia* (Vol. 8, Issue Oktober). [https://persi.or.id/wp-content/uploads/2020/08/materi\\_drarjaty\\_ereport\\_web060820.pdf](https://persi.or.id/wp-content/uploads/2020/08/materi_drarjaty_ereport_web060820.pdf)
- Hutchinson, A. F. (2010). *Community care assessment of exacerbations of chronic obstructive pulmonary disease*. <https://doi.org/10.1111/j.1365-2648.2010.05436.x>.
- Iskandar, H., Maksum, H., & Nafisah. (2014). Faktor Penyebab Penurunan Pelaporan Insiden Keselamatan Pasien Rumah Sakit (Factors Influencing Low Hospital

<https://jkb.ub.ac.id/index.php/jkb/article/view/515%0D%0A>

- Ivy, M. (2012). Evaluasi program pelatihan penyusunan bahan ajar berbasis Tik dan Balai Pelatihan Pendidikan Kejuruan (BPPTKPK). *Universitas Pendidikan Indonesia*, 1–52.
- Jumroh, M. Yoga Justri, M. (2021). *Implementasi Pelayanan Publik Teori dan Praktik* (S. Jamalul Insani (ed.); I). CV Insani Cendekia Mandiri.
- Kasmad, R. (2013). *Studi Kebijakan Publik*. Kedai Aksara.
- Tentang Keselamatan Pasien, Pub. L. No. 11, 1 (2017).
- Kemenkes, R. (2015). *Panduan Nasional Keselamatan Pasien Di Rumah Sakit*.
- KKPRS. (2015). Pedoman Pelaporan Insiden Keselamatan Pasien (IKP). *Kementrian Kesehatan Republik Indonesia*, 25.
- Lumenta, N. A. (2021). *Patient Safety Harga Mati*. Rayyana Komunikasindo.
- Mahajan, R. P. (2010). Critical incident reporting and learning. *British Journal of Anaesthesia*, 105(1), 69–75. <https://doi.org/10.1093/bja/aeq133>
- Mondy, W. (2008). *Manajemen Sumber Daya Manusia* (Bayu (ed.); Ed.10). Erlangga.
- Mulyasa, E. (2014). *Menjadi Guru Profesional Menciptakan Pembelajaran Kreatif dan Inovatif*. 62.
- Mursid, A., Sjattar, E. L., & Arafat, R. (2021). Hambatan Pelaporan Insiden Keselamatan Pasien : A Literature ReviewHambatan Pelaporan Insiden Keselamatan Pasien: A Literature Review. *Jurnal Penelitian Kesehatan "SUARA FORIKES" (Journal of Health Research "Forikes Voice")*, 12(3), 231. <https://doi.org/10.33846/sf12302>
- Patton, M. Q. (2015). *qualitative-research-evaluation-methods-by-michael-patton.pdf* (2nd Ed). SAGE Publications Ltd.
- Tentang Tata Cara Pengendalian dan Evaluasi Pelaksanaan Rencana Pembangunan, Pub. L. No. No 39 Th 2006, 39 Jakarta, Indonesia 20 (2006).
- PERSI. (2008). *Pedoman pelaporan insiden keselamatan pasien*.
- Petugas Layanan Publik. (2019). Pemberian Reward Dan Punishment Kepada Petugas Layanan Publik Lembaga Ilmu Pengetahuan Indonesia. *Lembaga Ilmu*

- [https://ppid.lipi.go.id/public/attachment/Naskah\\_Reward\\_dan\\_Punishment.pdf](https://ppid.lipi.go.id/public/attachment/Naskah_Reward_dan_Punishment.pdf)
- Pramono, J. (2020). Implementasi dan Evaluasi Kebijakan Publik. In *Kebijakan Publik*.
- Puji Lestari, Nenny. Sunjaya, Deni K. Syaefullah, A. (2018). *Konsep Manajemen Keselamatan Pasien Berbasis Program di RSUD Kapuas Kalimantan Tengah*. 14, 63–65.
- Rachmawati, N., & Harigustian, Y. (2022). *Manajemen Patient Safety Konsep & Aplikasi Dalam Kesehatan*. PT. PUSTAKA BARU.
- Rosyid, M. Z., & Abdullah, A. R. (2018). *Reward & Punishment dalam Pendidikan*. Literasi Nusantara.
- Services, H. (1999). Framework for program evaluation in public health. *MMWR. Recommendations and Reports : Morbidity and Mortality Weekly Report. Recommendations and Reports / Centers for Disease Control*, 48(RR-11), 1–40.
- Setiawan, W. (2021). Skripsi: Efektivitas Penerapan Metode Reward dan Punishment dalam Meningkatkan Hasil Belajar Peserta Didik. *Skripsi*.
- Srivastava, A., Thomson, S. B., Barnett-Page, E., Thomas, J., Carroll, C., Booth, A., Cooper, K., Dixon-Woods, M., Framework, S. B., Tyler, K. C., David, V., Smith, J., & Firth, J. (2009). Framework Analysis : A qualitative methodology for applied policy research. *BMC Medical Research Methodology*, 4(2), 72–79. <http://www.ncbi.nlm.nih.gov/pubmed/21319484> <http://0-search.ebscohost.com/brum.beds.ac.uk/login.aspx?direct=true&db=mnh&AN=21492447&site=eds-live&scope=site> <http://www.pubmedcentral.nih.gov/articlerender.fcgi?artid=3068987&tool=pmcentrez&rendertype=>
- Stephanie Archer, Bethan I. Thibaut, Lindsay H. Dewa, Christian Ramtale, Danielle D’Lima, Alan Simpson, Kevin Murray, Sheila Adam, A. D. (2019). *Barriers and facilitators to incident reporting in mental healthcare settings: A qualitative study*. October, 1–23. <https://doi.org/https://doi.org/10.1111/jpm.12570>
- Subarsono, A. (2022). *Analisis Kebijakan Publik, Konsep teori dan aplikasi* (Cetakan XI). Pustaka Belajar.

Sugiyono. (2020). *Cara Mudah Menyusun Skripsi Tesis dan Disertasi* (A. Nuryanto (ed.); Kelima). ALFABETA,CV.

Tachjan, H. (2006). *Implementasi Kebijakan Publik* (D. Mariana & C. Paskarina (eds.); 1st ed.). True North.

Utarini, A. (2022). *Tak Kenal Maka Tak Sayang Penelitian Kualitatif Dalam Pelayanan Kesehatan* (Galih (ed.); keempat). Gadjah Mada University Press.

Weselie, J. M. (2017). Calyptra: Jurnal Ilmiah Mahasiswa Universitas Surabaya Vol.7 No.2. *Caypra*.

Widodo, F. Y., & Harijanto, T. (2015). Analisis Rendahnya Laporan Insiden Keselamatan Pasien di Rumah Sakit An Analysis of Low Adverse Error Reporting at Hospital. *Jurnal Kedokteran Brawijaya*, 28(2), 206–213.  
[jkb.ub.ac.id/index.php/jkb/article/download/962/479](http://jkb.ub.ac.id/index.php/jkb/article/download/962/479)

Wiegmann, D. A., Wood, L. J., Cohen, T. N., & Shappell, S. A. (2022). Understanding the “swiss Cheese Model” and Its Application to Patient Safety. *Journal of Patient Safety*, 18(2), 119–123.  
<https://doi.org/10.1097/PTS.0000000000000810>

World Health Organization. (2020). Patient Safety Incident Reporting and Learning Systems. In *Technical report and guidance*.

Yoga, dwi. . (2019). *The Seven Communication Series: Continuity & Consistency, Clarity*. 4–5. <https://publicspeaking.sv.ugm.ac.id/tag/the-seven-communication-series/>

Yuliarti, L. (2021). Konsep Reward dan Punishment Dalam Mendidik Anak. In *IAIN Ponorogo*.