



DAFTAR PUSTAKA

- Achmad Sobirin. 2007. Budaya organisasi, Yogyakarta. UUP STIM YKPN. <https://ccpfeuii.files.wordpress.com/2016/12/achmad-sobirin-buku-budaya->
- Ageron, B., Benzidia, S. & Bourlakis, M. (2018). Healthcare logistics and supply chain – issues and future challenges. *Supply Chain Forum. An International Journal*. 19(1). 1-3
- Ahmad, M. (2011). *Analisis Manajemen Mutu Terpadu (TQM) dalam Pelayanan Rumah Sakit*. Diakses melalui <https://www.google.com/url>.
- Al-Attal, Z.Z (2009). *Factors Affecting the Implementation of Joint Commission International Standards in United Arab Emirates Hospitals* (Unpublished Doctoral Dissertation). University of Salford, Manchester.
- Arasli, H. & Ahmadeva, L. (2004). No More Tears A Local TQM Formula for Health Promotion. *International Journal of Healthcare Quality Assurance*. 17(3). 135- 145
- Awaluddin, A. I., & Ahmad, H. (2023). Implementasi TQM di Rumah Sakit X Makassar. *Media Publikasi Promosi Kesehatan Indonesia (MPPKI)*, 6(2), 367-372.
- Bakobat, H., Wulur, M., & Sumarauw, J. S. (2021). Analisis Penerapan Manajemen Mutu Terpadu Di Rumah Sakit Budi Mulia Bitung. *Jurnal EMBA. Jurnal Riset Ekonomi, Manajemen, Bisnis dan Akuntansi*, 9(4), 622-631.
- Barlow, Janelle (2022) *A Complaint Is a Gift, How to Learn from Critical Feedback and Recover Customer Loyalty*-Berrett-Koehler Publishers
- Brashier, L.W., Sower, V.E., Motwani, J. & Savoie, M. (1996). Implementation of TQM/CQI in The Health-care Industry. A Comprehensive Model. *Benchmarking for Quality Management & Technology*. 3(2). 31-50
- Charantimath, Poornima M. (2017) *TQM*. New York. Pearson Education
- Cook, Sarah (2012) *Complaint Management Excellence. Creating Customer Loyalty through Service Recovery* Kogan Page
- Creswell, John W. dan Cheryl N. Poth, 2018, *Qualitative Inquiry & Research Design: Choosing Among Five Approaches*, Thousand Oaks, California: SAGE Publications



- Daqar, M. A., & Constantinovits, M. (2020). The Role of *TQM* In Enhancing The Quality of Private Healthcare Services. *Problems and Perspectives in Management*, 18(2), 64–78.
[https://doi.org/10.21511/ppm.18\(2\).2020.07](https://doi.org/10.21511/ppm.18(2).2020.07)
- Deming, W. Edwards (2018) *The New Economics for Industry, Government, Education-* London. MIT Press
- Dinas Kesehatan Kapuas Hulu (2022) *Profil Kesehatan Kapuas Hulu Tahun 2022*. Dinas Kesehatan Kapuas Hulu
- Duggirala, M., Rajendran, C., & Anantharaman, R. N. (2008). Patient-perceived Dimensions of Total Quality Service in Healthcare. *Benchmarking. An International Journal*, 15(5), 560–583
- Fening, F.A., Pesakovic, G. & Amaria, P. (2008). Relationship Between Quality Management Practices and the Performance of Small and Medium Size Enterprises (SMEs) in Ghana. *International Journal of Quality & Reliability Management*. 25(7). 694-708
- Faradilah, R. (2021). Analisis Dimensi Penanganan Komplain di Rumah Sakit (Skripsi Literature Review). Stikes Yayasan RS Dr. Soetomo Surabaya.
- Garrubba, M., & Melder, A. (2019). Best practice for complaints management processes and evaluation. Scoping review. *Centre for Clinical Effectiveness*. monashhealth.org
- Gillespie, A., & Reader, T. W. (2016). The Healthcare Complaints Analysis Tool. development and reliability testing of a method for service monitoring and organisational learning. *BMJ Quality & Safety*, 25(12), 937-946.
- Guspianto, G., & Ibnu, I. N. (2019, October). Development of Integration Model *TQM* (TQM) and Six Sigma (SS) In Hospital Quality Management (Study of Hospitals in Jambi Province).
- Hartika, A., Fitridiani, M., & Asbari, M. (2023). Analisis Penerapan ISO 9001 2015 di Rumah Sakit Sebuah Narrative Literature Review. *Journal of Information Systems and Management (JISMA)*, 2(3), 16-24.
- Istiqomah, W. F., Listyorini, P. I., & Yuliani, N. (2021, June). Analisis Manajemen Mutu Terpadu (TQM) Dalam Pelayanan Rumah Sakit. In *Prosiding Seminar Informasi Kesehatan Nasional* (pp. 219-225).
- Jonny, & Kriswanto. (2017, December). Developing a *TQM* model for healthcare industry: An Indonesian hospital case study. In *2017 IEEE International Conference on Industrial Engineering and Engineering Management*



(*IEEM*) (pp. 765-769). IEEE.

Kemenkes RI. (2020). Permenkes No 3 Tahun 2020 Tentang Klasifikasi dan Perizinan Rumah Sakit. Tentang Klasifikasi dan Perizinan Rumah Sakit, 3, 1–80. <https://peraturan.bpk.go.id/Details/152506/permenkes-no-3-tahun-2020>

Kuosmanen, L., Kaltiala-Heino, R., Suominen, S., Kärkkäinen, J., Hätönen, H., Ranta, S., & Välimäki, M. (2008). Patient complaints in Finland 2000–2004. a retrospective register study. *Journal of Medical Ethics*, 34(11), 788-792.

Kunst, P., & Lemmink, J. (2000). Quality Management and Business Performance in Hospitals. A Search for Success Parameters. *TQM*. 11. 1123–1333.

Kuosmanen, L., Kaltiala-Heino, R., Suominen, S., Kärkkäinen, J., Hätönen, H., Ranta, S., & Välimäki, M. (2008). Patient complaints in Finland 2000–2004. a retrospective register study. *Journal of Medical Ethics*, 34(11), 788-792.

Lagrosen, S., & Lagrosen, Y. (2022). Workplace Stress and Health—the Connection to Quality Management. *TQM & Business Excellence*, 33(1-2), 113-126.

Lestari, F., & Yuningsih, A. (2020). Strategi Penanganan Keluhan di Rumah Sakit. *Prosiding Hubungan Masyarakat*, 06(02), 211–216.

Lee, P.M., Khong, P., Ghista, D.N., Mosadeghrad, M. (2006). The Impact of Organizational Culture on the Successful Implementation of *TQM*. *TQM*. 18(6). 606-625.

Lin, B. and Clousing, J. (1995). *TQM* in Health Care. a Survey of Current Practices. *TQM*. 6(1). 69-78.

Mahadevappa, B. and G. Kotreshwar. (2004). Quality Management Practices in Indian ISO 9000 Certified Companies. an Empirical Evaluation. *TQM*. 15(3). 295-305

Miller, W. J., Sumner, A. T., & Deane, R. H. (2009). Assessment of Quality Management Practices within the Healthcare Industry. *American Journal of Economics and Business Administration*, 1(2), 105–113.

Mosadeghrad, M.A. (2005). A survey of *TQM* in Iran. Barriers to Successful Implementation in Health Care Organizations. *Leadership in Health Services*. 18(3). xii-xxxiv.

Mosadeghrad, M.A. (2015). Developing and Validating a *TQM* for Healthcare



Organisations. *The TQM Journal*. 27(5). 544-564.

Muhadi, M. (2016). Studi penanganan komplain pasien di Instalasi Rawat jalan (IRJ) RSUD Dr. Soetomo. *Jurnal Manajemen Kesehatan Yayasan RS. Dr. Soetomo*, 2(1), 8-16.

Munehika, M., Sano, M., Jin H., & Kajihara, C. (2014). Quality Management System for Health Care and Its Effectiveness *TQM*. 25(8). 889-896.

Musu, K. Lou, Suryawati, C., & Warsono, H. (2020). Analisis Sistem Penanganan Komplain di Rumah Sakit Permata Medika Semarang. *Jurnal Manajemen Kesehatan Indonesia*, 8(1), 7–15.

Perneger, T.V., Curvosier, D.S., Hudelson, P.M, & Gayet-Ageron, A. (2014). Sample Size for Pre-Test of Questionnaires. *Quality Life Research*. 24(1). 147-151.

Raja, M. P. N., Deshmukh, S. G., & Wadhwa, S. (2007). Quality Award Dimension. A Strategic Instrument for Measuring Health Service Quality. *International Journal of Health Care Quality Assurance*, 20, 363–378

Rao, A., Carr, L.P., Dambolena, I., Kopp, R.J., Martin, J., Rafii, F., & Schlesinger, P.F. (1996). *TQM. A Cross-Functional Perspective*. New York. John Wiley & Sons, Inc.

Republik Indonesia (2015) Peraturan Presiden Republik Indonesia Nomor 77 Tahun 2015 Tentang Pedoman Organisasi Rumah Sakit

Republik Indonesia (2022) Peraturan Menteri Kesehatan Republik Indonesia Nomor 26 Tahun 2022 Tentang Organisasi Dan Tata Kerja Rumah Sakit di Lingkungan Kementerian Kesehatan

Riana, A. (2006). *Evaluasi Kinerja Sistem Informasi Manajemen Ditinjau dari Aspek Persepsi Pengguna dalam Mendukung Proses Manajemen di Rumah Sakit PKU Muhammadiyah Yogyakarta* (Tesis, Program Pascasarjana Universitas Diponegoro).

Robbins, Stephen dan Judge, Timothy (2024) *Organizational Behavior*, 19th Edition Global Edition. Pearson Education Limited, Upper Saddle River, New York.

Russell, Roberta S., Bernard W. Taylor, Tiffany Bayley, Ignacio Castillo (2020) *Operations Management Creating Value Along the Supply Chain-* New York. John Wiley & Sons, Inc.

Safitri, D., & Gurning, F. P. (2023). Analisis Indeks Kepuasan Pasien Terhadap



Pelayanan Rawat Jalan Pada Peserta BPJS di RSUD X Kota Medan. *Jurnal Kesehatan Tambusai*, 4(3), 3473-3482.

Saraph, J.V., Benson, P.G., & Roger. (1989). An Instrument for Measuring the Critical Factors of Quality Management. *Decision Sciences*. 20(4). 810-829.

Satia, J. & Dohlie M.B. (1999). Achieving TQM in Public Health Systems. *Journal of Health Management*. 1(2). 301-322.

Sfreddo, L.S., Vieira, G.B.B., Vidor, G. & Santos, C.H.S. (2018). ISO 9001 based Quality Management Systems and Organisational Performance. a Systematic Literature Review. *TQM & Business*. 1-21.

Short, P.J. & Rahim, M.A. (1995). TQM in hospitals. *TQM*. 6(3). 255-263.

Sila, I. and Ebrahimpour, M. (2002), "An investigation of the TQM survey based research published between 1989 and 2000. A literature review", *International Journal of Quality & Reliability Management*, Vol. 19 No. 7, pp. 902-970. <https://doi.org/10.1108/02656710210434801>

Sureschandar, G.S. (2001). A Holistic Model for Total Quality Service. *International Journal of Service Industry Management*. 12(4). 378-412.

Stauss, Bernd, Wolfgang Seidel (2019) *Effective Complaint Management The Business Case for Customer Satisfaction* Springer International Publishing

Sugiat, A. P., & Atmawinata, M. R. (2023). Strategi Peningkatan Mutu Pelayanan Dan Keselamatan Pasien di Rumah Sakit Umum Daerah Kota Bandung. *Prosiding FRIMA (Festival Riset Ilmiah Manajemen dan Akuntansi)*, (6), 406-414.

Tashakkori, Abbas M. Robert Burke Johnson, Charles B. Teddlie, (2020), *Foundations of Mixed Methods Research: Integrating Quantitative and Qualitative Approaches in the Social and Behavioral Sciences (Applied Social Research Methods)*, SAGE Publications, Inc,

Thalib, F., Rahman, Z. and Azam, M. (2011). Best Practices of TQM Implementation in Healthcare Settings. *Health Marketing Quarterly*. 28(3). 232-252

Tumber, V., Rompas, W., & Pombengi, J. (2018). Penanganan Keluhan Masyarakat Pada Pelayanan Kesehatan di Puskesmas Kecamatan Pasan Kabupaten Minahasa Tenggara. *Jurnal Administrasi Publik*, 4(58).

Utarini Adi. (2020). *Penelitian Kualitatif dalam Pelayanan Kesehatan*. Gadjah



Mada University Press.

Valmohammadi, C. & Roshanzamir, S. (2015). The Guidelines of Improvement. Relations among Organizational culture, TQM and performance. *International Journal of Production Economics*. 164(C), 167-178.

Voon, B.H., Abdullah F., Lee, N., & Kueh, K. (2014). Developing a HospiSE scale for hospital service excellence. *International Journal of Quality and Reliability Management*. 31(3). 261-280.

Waine, I., Meliala, A., & Siswianti, V. D. Y. (2020). Penanganan Komplain di Rumah Sakit. *Jurnal Manajemen Pelayanan Kesehatan (The Indonesian Journal of Health Service Management)*, 23(04), 127-132.

Wesly, J., Kristiana, V., Bong, T., & Saputra, N. (2021). Pengaruh Digital Leadership, TQM, dan Knowledge Management terhadap Sustainability Management pada Perusahaan di DKI Jakarta. *Studi Ilmu Manajemen dan Organisasi*, 2(2), 97-124.

Yang, C.C. (2003). The Establishment of a TQM system for The Healthcare Industry. *The TQM Magazine*. 15(2). 93-98

Zehir, S., & Zehir, C. (2023). Effects of TQM practices on financial and operational performance of hospitals. *Sustainability*, 15(21), 15430.

Website.

Ombudsman Republik Indonesia, 2023. Pembatasan Layanan Pasien BPJS Kesehatan Diskriminatif, Kliping Berita Rabu, 01/03/2023 Website. <https://ombudsman.go.id/news/r/pembatasan-layanan-pasien-bpjs-kesehatan-diskriminatif-diakes-tanggal-16-nov-2023>.