

## DAFTAR PUSTAKA

- Alghamdi, M. G. (2016). 'Nursing workload: a concept analysis'. *Journal of Nursing Management*, 24(4): 449–457. doi:10.1111/jonm.12354
- American Dental Association. (2021). *2021 Dentist Well-Being Survey Report*. Chicago: ADA.
- Andersen, R. (1995). 'Revisiting the behavioral model and access to medical care: does it matter?'. *J Health Soc Behav.* 36 (1): 1–10. <https://doi.org/10.2307/2137284>
- Arifin, S. (2013). *Peran Dokter Layanan Primer sebagai Gatekeeper di Era JKN/BPJS Kesehatan, Rapat Koordinasi PDUI se-Jawa Timur*. Surabaya: Perhimpunan Dokter Umum Indonesia.
- Astrand, P. & Rodahl, K. (1986) *Textbook of work physiology: Physiological bases of exercise (3rd Edition)*. New York: McGraw-Hill. <https://doi.org/10.2310/6640.2004>.
- Badan Kepegawaian Negara. (2011). Peraturan Kepala BKN Nomor 19 Tahun 2011 tentang Pedoman Umum Penyusunan Kebutuhan PNS. Jakarta
- Badan Penyelenggara Jaminan Sosial Kesehatan. (2022). *Panduan Layanan Bagi Peserta JKN-KIS*. Jakarta Pusat: Badan Penyelenggara Jaminan Sosial
- Badan Pusat Statistik. (2019). *Kepadatan Penduduk menurut Provinsi (jiwa/km<sup>2</sup>) 2015-2019*. Jakarta: Badan Pusat Statistik.
- Bilqis, M. (2023). *Tantangan Sistem Kesehatan Nasional - Distribusi dan Ketersediaan Sumber Daya Manusia Kesehatan di Indonesia*. Tesis. Depok: Universitas Indonesia.
- Cassenti, D., Kelley, T. & Carlson, R. (2010). 'Modeling the Workload-Performance Relationship', *Proceedings of the Human Factors and Ergonomics Society 54th Annual Meeting*, Washington: HFSE, 3: 1684-1688.
- Dale, J., Potter, R., Owen, K. (2015). 'Retaining the general practitioner workforce in England: what matters to GPs? A cross-sectional study'. *BMC Family Practice* 16: 140. <https://doi.org/10.1186/s12875-015-0363-1>
- Davis, K. & Newstorm, J. (1989). *Human behavior at work: organizational behavior*. New York: McGraw-Hill Book
- Dewan Jaminan Sosial Nasional. (2017). *Sistem Monitoring dan Evaluasi Jaminan Sosial (SISMONEV)*. Jakarta Pusat: DJSN.

- Dewan Jaminan Sosial Nasional. (2018). *Sistem Monitoring dan Evaluasi Jaminan Sosial (SISMONEV)*. Jakarta Pusat: DJSN.
- Dewan Jaminan Sosial Nasional. (2020). *Sistem Monitoring dan Evaluasi Jaminan Sosial (SISMONEV)*. Jakarta Pusat: DJSN.
- Dewan Jaminan Sosial Nasional. (2022). *Sistem Monitoring dan Evaluasi Jaminan Sosial (SISMONEV)*. Jakarta Pusat: DJSN.
- Dewan Jaminan Sosial Nasional. (2023). *Sistem Monitoring dan Evaluasi Jaminan Sosial (SISMONEV)*. Jakarta Pusat: DJSN.
- Dewan Jaminan Sosial Nasional. (2024). *Sistem Monitoring dan Evaluasi Jaminan Sosial (SISMONEV)*. Jakarta Pusat: DJSN.
- Dinas Kesehatan DIY. (2018). *Profil Kesehatan D. I. Yogyakarta Tahun 2018*. Yogyakarta: Dinas Kesehatan DIY.
- Falzon, P., & Sauvagnac, C. (2004). *Ergonomie: Sous la direction de Pierre Falzon*. Paris: Presses Universitaires de France.
- Gawron, V. (2008). *Human Performance, Workload, and Situational Awareness Measures Handbook (2nd Edition)*. Florida: CRC Press. <https://doi.org/10.1201/9781420064506>
- Gofur, N., Aghasy, A. & Gofur, A. (2021). 'Spatial distribution analysis of dentists, dental technicians, and dental therapists in Indonesia.' *F1000Research*. 10 (1): 22 <https://doi.org/10.12688/f1000research.50869.2>
- Hariyani, N., Setyowati, D., Sari, M., Maharani, D., Nair, R., & Sengupta, K. (2020). 'Factors influencing the utilization of dental services in East Java, Indonesia'. *F1000Res*. 3(9): 673. doi: 10.12688/f1000research.23698.2. PMID: 33968372; PMCID: PMC8082568
- Hart, S. & Staveland, L. (1988). 'Development of NASA-TLX (Task Load Index): Results of Empirical and Theoretical Research'. *Advances in Psychology*, 52: 139–183. [http://dx.doi.org/10.1016/S0166-4115\(08\)62386-9](http://dx.doi.org/10.1016/S0166-4115(08)62386-9)
- Indonesia. (1945). Undang-Undang Dasar (UUD) Republik Indonesia Tahun 1945, Pasal 28 H & 34. Jakarta.
- Indonesia. (2003). Undang-Undang Republik Indonesia Nomor 13 Tahun 2003 tentang Ketenagakerjaan. Jakarta.
- Indonesia. (2004). Undang-Undang Republik Indonesia Nomor 40 Tahun 2004 tentang Sistem Jaminan Sosial Nasional. Jakarta.

- Indraswari, A., Dwiprahasto, I. & Budiarti, E. (2015). *Implementasi Dispensing Safety Practices di Instalasi Rawat Intensif RSUP Dr. Kariadi Semarang*. Tesis. Yogyakarta: Universitas Gadjah Mada.
- Kash, B., Holden, R., Alper, S., & Or, C. (2006). A human factors engineering paradigm for patient safety: designing to support the performance of the healthcare professional. *Qual Saf Health Care*. 15 (Suppl 1): i59–i65. doi: 10.1136/qshc.2005.015974.
- Kementerian Kesehatan. (2004). Keputusan Menteri Kesehatan Nomor 81 Tahun 2004 tentang Pedoman Penyusunan Perencanaan Sumber Daya Manusia Kesehatan di Tingkat Provinsi, Kabupaten/ Kota serta Rumah Sakit. Jakarta.
- Kementerian Kesehatan. (2011). Peraturan Menteri Kesehatan Republik Indonesia Nomor 2052 Tahun 2011 tentang Izin Praktik dan Pelaksanaan Praktik Kedokteran. Jakarta.
- Kementerian Kesehatan. (2012). Peraturan Menteri Kesehatan Republik Indonesia Nomor 53 Tahun 2012 tentang Pedoman Pelaksanaan Analisis Beban Kerja di Lingkungan Kementerian Kesehatan. Jakarta.
- Kementerian Kesehatan. (2013). Peraturan Menteri Kesehatan Republik Indonesia No 71 tahun 2013 tentang Pelayanan Kesehatan pada Jaminan Kesehatan Nasional. Jakarta.
- Kementerian Kesehatan. (2014). Peraturan Menteri Kesehatan Republik Indonesia Nomor 9 Tahun 2014 tentang Klinik. Jakarta.
- Kementerian Kesehatan. (2018). Hasil Utama Riset Kesehatan Dasar (RISKESDAS) Nasional Tahun 2018. Jakarta.
- Kementerian Kesehatan. (2019). Peraturan Menteri Kesehatan Republik Indonesia Nomor 43 Tahun 2019 tentang Pusat Kesehatan Masyarakat. Jakarta.
- Kementerian Kesehatan. (2023). Peraturan Menteri Kesehatan Republik Indonesia Nomor 3 Tahun 2023 tentang Standar Tarif Pelayanan Kesehatan dalam Penyelenggaraan Program Jaminan Kesehatan. Jakarta.
- Kementerian Pertahanan. (2008). Peraturan Menteri Pertahanan Republik Indonesia Nomor 29 Tahun 2008 tentang Pelaksanaan Jabatan Fungsional Dokter Gigi dan Angka Kreditnya bagi Pegawai Negeri Sipil Departemen Pertahanan. Jakarta.
- Kementrian Sekretariat Negara. (2015). *JKN: Perjalanan Menuju Jaminan Kesehatan Nasional*. Jakarta Pusat: Sekretariat Wakil Presiden Republik Indonesia.

- Kementerian Tenaga Kerja dan Transmigrasi. (2010). Peraturan Menteri Tenaga Kerja dan Transmigrasi RI Nomor Peraturan 18/Men/XI/2010 tentang Perencanaan Tenaga Kerja Mikro. Jakarta.
- Konsil Kedokteran Indonesia. (2020). *Data Fakultas Kedokteran Gigi 2020*. <https://kki.go.id/page/read/data-fkg---fakultas-kedokteran-gigi>
- Lewandowska, M., Partyka, M., Romanowska, P., Saczuk, K., Lukomska-Szymanska, M. (2021) 'Impact of the COVID-19 pandemic on the dental service: A narrative review'. *Dent Med Probl.* 58 (4): 539–544. doi:10.17219/dmp/137758
- Locker D, Shapiro D, & Liddell A. (1996). 'Negative dental experiences and their relationship to dental anxiety'. *Community Dental Health.* 13(2): 86-92. PMID: 8763138.
- Malik, N., Rosalien, R., Khalissya, N., Badruddin, I., & Maharani, D. (2020). 'Perceived need and utilization of dental health care services in Indonesia: A secondary analysis using the national socioeconomic data'. *Makara J Health Res.* 24(2): 121-127.
- Marklund, S., Huang, K., Zohouri, D., & Wahlström, J. (2021). 'Dentists working conditions - factors associated with perceived workload', *Acta odontologica Scandinavica*, 79(4): 296–301. <https://doi.org/10.1080/00016357.2020.1849791>
- McKay, J., Ahmad, A., Rashid, F., Shaw, J., Clancy, A., David, C., Figueiredo, R. & Quiñonez, C. (2016). 'Gender Differences and Predictors of Practice Ownership in a Sample of Ontario Dentists'. *J Can Dent Assoc*, 82 (27).
- Morken, T., Rebnord, I., Maartmann-Moe, K. & Hunskaar, S. (2019). 'Workload in Norwegian general practice 2018 – an observational study', *BMC Health Service Research*, 19 (424).
- Mukti, R. (2017). *Tupoksi Dokter Gigi UPT Puskesmas Pacet Kecamatan Pacet drg. Ratih Sri Mukti*. Mojokerto: Puskesmas Pacet.
- Nawawi, H. (2001). *Manajemen Sumber Daya Manusia: untuk bisnis yang kompetitif*. Yogyakarta: Gadjah Mada University Press.
- Nugraheni, W. & Hartono, R. (2017). 'Analisis Pola Layanan Kesehatan Rawat Jalan pada Tahun Pertama Implementasi Program Jaminan Kesehatan Nasional (JKN)'. *Media Penelitian dan Pengembangan Kesehatan*, 27 (1): 9 – 16.
- Oliviera, B., Silva, A. & Lima, S. (2018) 'Weekly Workload for Nurses in Brazil: Challenges to Practice the Profession', *Educação e Saúde*, 16 (3).

- Peckham, C. (2017). *Medscape Lifestyle Report 2017: Race and Ethnicity. Bias and Burnout*. Medscape.
- Pemerintah Indonesia. (2013). Peraturan Presiden Republik Indonesia Nomor 12 Tahun 2013 tentang Jaminan Kesehatan. Jakarta.
- Pemerintah Indonesia. (2018). Peraturan Presiden Republik Indonesia Nomor 82 Tahun 2018 tentang Jaminan Kesehatan. Jakarta.
- Persatuan Dokter Gigi Indonesia. (2023). *Jumlah Dokter Gigi Berdasarkan Kompetensi*. Jakarta: PDGI. <https://pdgi.or.id/halaman/statistik>
- Rajan, D. (2018). 'Negative impacts of heavy workload: a comparative study among sanitary workers'. *Sociology International Journal*, 2(6): 465-474.
- Reid, G. & Nygren, T. (1988). 'The subjective workload assessment technique: A scaling procedure for measuring mental workload', *Advances in Psychology*, 52: 185–218. doi:10.1016/s0166-4115(08)62387-0.
- Rodahl, K. (1989) *Physiology of Work*. London: CRC Press. <https://doi.org/10.1201/b12599>
- Samad, R., Akbar, F., Pasiga, B., Pratiwi, R. Anwar, A., Djamaluddin, N., & Afyah, N. (2018). 'Evaluation of Patient Satisfaction on Quality of Public Dental Health Service from Different Dimensions in Indonesia'. *Pesquisa Brasileira em Odontopediatria e Clinica Integrada*. 18(1): 1-8. 10.4034/PBOCI.2018.181.49.
- Scaioli, G., Schäfer, W., Boerma, W., Spreeuwenberg, P., Schellevis, F., & Groenewegen, P. (2020). 'Communication between general practitioners and medical specialists in the referral process: a cross-sectional survey in 34 countries'. *BMC Fam Pract*. 21 (54): 1-9 <https://doi.org/10.1186/s12875-020-01124-x>
- Shooriabi, M., Gilavand, A., & Emam, S. A. (2017). 'Evaluating the awareness and performance ratio of dental assistants working in dentistry centers of the city of ahvaz in southwest Iran, about infection control'. *Int Journal of Advanced Biotechnology and Research*, 7: 151-6.
- Soleman, A., (2011). 'Analisis Beban Kerja ditinjau dari Faktor Usia dengan Pendekatan Recommended Weight Limit (Studi Kasus Mahasiswa UNPATI Poka)', *Jurnal Arika*, 5 (2): 83–98.
- Starfield, B., Cassady, C., Nanda, J., Forrest, C. B., & Berk, R. (1998). 'Consumer experiences and provider perceptions of the quality of primary care: implications for managed care'. *Journal of Family Practice*, 46(3): 216-226.

- Sugiyatmi, T. A., Hadi, U., Chalidyanto, D., Hafidz, F., & Miftahussurur, M. (2019). 'Does the implementation of national health insurance affect the workload of a doctor and have an impact on service quality? A systematic literature review'. *Journal of Public Health in Africa*, 10(Suppl): 101-105.
- Sungkono, J., & Wulandari, A. (2022). "Pembelajaran Teorema Limit Pusat melalui Simulasi". *Absis: Mathematics Education Journal*. 4 (2): 69-76
- Surender, R., Van Niekerk, R., Hannah, B., Allan, L., & Shung-King, M. (2015). 'The drive for universal healthcare in South Africa: views from private general practitioners'. *Health Policy and planning*, 30(6): 759-767.
- Syachroni, Anggita B. Anggraini, Rini S. Handayani, Yuyun Yuniar, & Ida D. Sari. (2021). 'Evaluation of Physician and Pharmacy Services Quality in Out-Patient Unit at Private Hospitals Providing the National Health Insurance (NHI) Program in Indonesia'. *International Journal of Pharma Medicine and Biological Sciences*. 10(3): 109-113.
- Toppinen-Tanner, S. (2011). *Process of burnout: structure, antecedents, and consequences*. Tampere: Juvenes Print.
- Lin, H., Chang, W., Tung, Y. (2003). 'Factors Related to Dissatisfaction with the National Health Insurance among Primary Care Physicians in Taiwan'. *Chang Gung Medicine Journal*. 26(2): 81-90
- Vacheva, A. (2022). 'Anxiety, Stress Resistance and Burnout Syndrome in Young Dentists with Different Work Experience'. *Psychological Research*, 25(1): 61-76. <https://doi.org/10.7546/PsyRB.2022.25.01.05>
- Walley, P. (2017). 'Introduction to operations management', in The Open University (2017) B207 Readings Block 1: Big ideas in Organisations, Milton Keynes, The Open University.
- Wambiya, E., Otieno, P., Mutua, M., Donfouet, H., & Mohamed, S. (2021). 'Patterns and predictors of private and public health care utilization among residents of an informal settlement in Nairobi, Kenya: a cross-sectional study'. *BMC Public Health*. 21(850): 1-11. 10.1186/s12889-021-10836-3.
- Wenghofer, E., Timony, P., & Gauthier, N. (2014). 'Rural' doesn't mean 'uniform': northern vs southern rural family physicians' workload and practice structures in Ontario'. *Rural and remote health*, 14(2): 2720.
- Wensing, M., Hombergh, P., Akkermans, R., Doremalen, J., & Grol, R. (2005) 'Physician Workload in Primary Care: What is the optimal size of practices?', *Health Policy Elsevier Journal*, 77(3): 260-267.

- Wichaikull, S., & Mekananthawat, K. (2021). 'Factors influencing hospital associated infection in pediatric wards'. *Journal of Health Science Research*, 15(2), 124–137. <https://he01.tci-thaijo.org/index.php/JHR/article/view/249859>
- Wickens, C. (1984). *Processing Resources in Attention*. Florida: CRC Press.
- Wijaya, D. (2015) *Analisis Determinan Ketersediaan Dokter Gigi Puskesmas di Indonesia berdasarkan Status Ketenagaan (Analisis Data RIFASKES 2011)*. Tesis. Yogyakarta: Universitas Gadjah Mada. <https://etd.repository.ugm.ac.id/penelitian/detail/92253>
- Wolf, T., Deschner, J., Schrader, H., Böhrens, P., Kaps-Richter, G., Cagetti, M., & Campus, G. (2021). 'Dental Workload Reduction during First SARS-CoV-2/COVID-19 Lockdown in Germany: A Cross-Sectional Survey'. *Int. J. Environ. Res. Public Health*, 18(36): 3164. <https://doi.org/10.3390/ijerph18063164>
- World Health Organization. (1981). '34<sup>th</sup> World Health Assembly'. *Konferensi. Geneva: WHO*, 4 Mei 1981.
- Valentina, R., & Pujianto. (2020). 'Faktor-Faktor Yang Berhubungan Dengan Pemanfaatan Layanan Rawat Jalan'. Poltekita: *Jurnal Ilmu Kesehatan*, 13(1): 12–16. <https://doi.org/10.33860/jik.v13i1.26>
- Yadav, R. & Rai, R. (2016) 'Dental education: Do we really have too many graduates?', *Br Dent J*, 220: 558.