

DAFTAR ISI

DAFTAR ISI.....	x
BAB I.....	1
1.1 Latar Belakang	1
1.2 Pertanyaan Penelitian	12
1.3 Tujuan Penelitian.....	13
1.4 Manfaat Penelitian.....	14
1.4.1. Manfaat Akademis.....	14
1.4.2. Manfaat Praktis.....	14
1.5 Sistematika Penelitian	14
BAB II.....	17
2.1 Dasar Teori <i>Quality of care</i>	17
2.1.1. Teori Donabedian	17
2.1.1.1. Struktur	17
2.1.1.2. Proses	18
2.1.1.3. Hasil	18
2.1.2 Teori <i>Institute of Medicine (IOM)</i>	19
2.1.2.1. <i>Safety</i> (Keamanan)	19
2.1.2.2 <i>Effectiveness</i> (Efektif).....	20
2.1.2.3. <i>Patient-Centeredness</i> (Berfokus pada pasien)	21
2.1.2.3. <i>Timeliness</i> (Tepat waktu).....	22
2.1.2.4. <i>Efficiency</i> (Efisien).....	23
2.1.2.5. <i>Equitable</i> (Adil)	24
2.1.3 <i>Clinical Governance</i> (Tata Kelola Klinis)	25

2.1.3.1. Efektivitas Klinis (<i>Clinical Effectiveness & Research</i>).....	25
2.1.3.2. Audit Klinis (<i>Clinical Audit</i>)	26
2.1.3.3. Manajemen Risiko (<i>Risk Management</i>).....	27
2.1.3.4. Keterlibatan Pasien dan Publik (<i>Patient and Public Involvement</i>).....	28
2.1.3.5. Staf dan Manajemen Staf (<i>Staffing and Staffing Management</i>).....	28
2.1.3.6. Pendidikan dan Pelatihan (<i>Education and Training</i>).....	29
2.1.3.7. Penggunaan informasi (<i>Using Information & IT</i>).....	30
2.2. Variabel <i>Transformational Leadership</i>	31
2.3. Variabel <i>Structural Empowerment</i>	32
2.4. Variabel <i>Work Engagement</i>	33
2.5. Kaitan antar variabel	34
2.5.1 Kaitan antara <i>Transformational Leadership</i> dan <i>Quality of Care</i>	34
2.5.2. Kaitan antara <i>Transformational Leadership</i> dan <i>Structural Empowerment</i>	35
2.5.3. Kaitan antara <i>Structural Empowerment</i> dan <i>Quality of Care</i>	35
2.5.4. Kaitan antara <i>Transformational Leadership</i> dan <i>Work Engagement</i>	35
2.5.5. Kaitan antara <i>Work Engagement</i> dan <i>Quality of Care</i>	36
2.5.6. Kaitan antara <i>Structural Empowerment</i> dan <i>Work Engagement</i>	36
2.5.7. Kaitan antara <i>Transformational Leadership</i> dan <i>Quality of Care</i> dengan mediasi <i>Structural Empowerment</i>	37
2.5.8. Kaitan antara <i>Transformational Leadership</i> dan <i>Quality of Care</i> dengan mediasi <i>Work Engagement</i>	37
2.5.9. Kaitan antara <i>Transformational Leadership</i> dan <i>Work Engagement</i> dengan mediasi <i>Structural Empowerment</i>	38

2.5.10 Kaitan antara <i>Structural Empowerment</i> dan <i>Quality of Care</i> dengan mediasi <i>Work Engagement</i>	38
2.6. Penelitian Terdahulu	38
2.7. Kerangka Konsep	42
BAB III	47
3.1. Objek Penelitian	47
3.2 Unit Analisis.....	48
3.3. Tipe Penelitian.....	49
3.4 Operasionalisasi Variabel Penelitian.....	50
3.4.1 Skala Pengukuran Variabel	50
3.4.2 Definisi Konseptual dan Operasionalisasi Variabel	51
3.5 Populasi dan Sampel	56
3.5.1 Penentuan Jumlah Sampel	57
3.5.2 Metode Pengambilan Sampel	58
3.6 Metode Pengumpulan Data	59
3.6.1 Data Primer.....	59
3.6.2 Data Sekunder	59
3.7 Metode Analisis Data	60
3.7.1 Model Dalam PLS-SEM.....	60
3.7.1.1 Uji <i>measurement model (outer model)</i>	60
3.7.1.2 Uji <i>structural model (inner model)</i>	61
BAB IV	70
4.1. Profil Responden.....	70
4.2. Analisis Deskriptif Variabel.....	72
4.2.1. Analisis Deskriptif Variabel <i>Transformational Leadership</i>	73

4.2.1.1. Dimensi <i>Idealized Influence</i>	73
4.2.1.2. Dimensi <i>Intellectual Stimulation</i>	75
4.2.1.3. Dimensi <i>Inspirational Motivation</i>	76
4.2.1.4. Dimensi <i>Individualized Consideration</i>	77
4.2.2. Analisis Deskriptif Variabel <i>Structural Empowerment</i>	79
4.2.2.1. Dimensi <i>Opportunity</i>	79
4.2.2.2. Dimensi <i>Information</i>	80
4.2.2.3. Dimensi <i>Support</i>	81
4.2.2.4. Dimensi <i>Resources</i>	82
4.2.2.5. Dimensi <i>Formal Power</i>	83
4.2.2.6. Dimensi <i>Informal Power</i>	84
4.2.3. Analisis Deskriptif Variabel <i>Work Engagement</i>	85
4.2.3.1. Dimensi <i>Vigor</i>	85
4.2.3.2. Dimensi <i>Dedication</i>	86
4.2.3.3. Dimensi <i>Absorption</i>	87
4.2.4. Analisis Deskriptif Variabel <i>Quality of Care</i>	88
4.3 Analisis Inferensial.....	90
4.3.1 <i>Measurement Model (Outer Model)</i>	91
4.3.1.1 <i>First Stage Indicator Reliability</i>	92
4.3.1.2. <i>First Stage Construct Reliability</i>	94
4.3.1.3 <i>First Stage Construct Validity</i>	95
4.3.1.4. <i>First Stage Discriminant Validity</i>	96

4.3.1.5. <i>Second Stage Indicator Reliability</i>	96
4.1.3.6. <i>Second Stage Construct Reliability</i>	98
4.1.3.7. <i>Second Stage Construct Validity</i>	98
4.1.3.8. <i>Second Stage Discriminant Validity</i>	99
4.3.2. <i>Structural Model (Inner Model)</i>	99
4.3.2.1. <i>Multikolinieritas (Variance Inflation Factor/VIF)</i>	101
4.3.2.2. <i>Koefisien Determinasi (R^2)</i>	102
4.3.2.3. <i>Effect Size (f^2)</i>	103
4.3.2.4. <i>$Q^2_{predict}$</i>	104
4.3.2.5. <i>Cross-Validated Predictive Ability Test (CVPAT)</i>	105
4.3.2.6. <i>Uji Hipotesis</i>	106
4.3.2.6.1. <i>Pengaruh Transformational Leadership terhadap Quality of Care</i>	108
4.3.2.6.2. <i>Pengaruh Transformational Leadership terhadap Structural Empowerment</i>	109
4.3.2.6.3. <i>Pengaruh Structural Empowerment terhadap Quality of Care</i>	110
4.3.2.6.4. <i>Pengaruh Transformational Leadership terhadap Work Engagement</i>	110
4.3.2.6.5. <i>Pengaruh Work Engagement terhadap Quality of Care</i>	111
4.3.2.6.6. <i>Pengaruh Structural Empowerment terhadap Work Engagement</i>	111
4.3.2.6.7. <i>Pengaruh Transformational Leadership terhadap Quality of Care dengan</i> <i>mediasi Structural Empowerment</i>	112
4.3.2.6.8. <i>Pengaruh Transformational Leadership terhadap Quality of Care dengan</i> <i>mediasi Work Engagement</i>	112

4.3.2.6.9. Pengaruh <i>Transformational Leadership</i> terhadap <i>Work Engagement</i> dengan mediasi <i>Structural Empowerment</i>	113
4.3.2.6.10. Pengaruh <i>Structural Empowerment</i> terhadap <i>Quality of Care</i> dengan mediasi <i>Work Engagement</i>	114
4.4. Analisis <i>Importance – Performance</i>	114
4.4.1. <i>First Stage Importance – Performance</i>	115
4.4.2. <i>Second Stage Importance – Performance</i>	118
4.4.3. <i>High Order Construct Importance – Performance</i>	119
4.5. Hasil Model.....	120
BAB V	122
5.1. Kesimpulan.....	122
5.2. Implikasi Manajerial	124
5.2.1. Implikasi pada Konstruk.....	124
5.2.1.1. <i>Quality of Care</i>	124
5.2.1.2. <i>Transformational Leadership</i>	124
5.2.1.3. <i>Structural Empowerment</i>	125
5.2.1.4. <i>Work Engagement</i>	125
5.2.2. Implikasi Model.....	125
5.3. Limitasi Penelitian dan Saran.....	126
DAFTAR PUSTAKA	128
LAMPIRAN.....	138

DAFTAR GAMBAR

Gambar 2.1. Kerangka Model Asif et al (2019)	42
Gambar 2.2. Kerangka Model Pires et al 2024.....	43
Gambar 2.3. Kerangka Model Labrague (2024).....	43
Gambar 2.4. Kerangka Model Wei et al (2024).....	44
Gambar 2.5. Kerangka Model Al-Dossary (2022).....	45
Gambar 2.6. Kerangka Konsep.....	46
Gambar 3.1. Perhitungan Sampel dengan Power Analysis.....	58
Gambar 4.1. <i>First Stage Outer Model</i>	92
Gambar 4.2. <i>Second Stage Outer Model</i>	97
Gambar 4.3. <i>Second Stage Inner Model</i>	101
Gambar 4.4. <i>First Stage Importance – Performance Analysis Map</i>	117
Gambar 4.5. <i>Second Stage Importance – Performance Analysis Map</i>	119
Gambar 4.6. <i>High Order Construct Importance – Performance Analysis Map</i>	120
Gambar 4.7. Model Hasil beserta p-value, R ² , Q ²	121

DAFTAR TABEL

Tabel 2.1. Penelitian Terdahulu	39
Tabel 3.1. Definisi Konseptual dan Operasionalisasi Variabel	51
Tabel 3.2. <i>Pretest First Stage Indicator Reliability</i>	64
Tabel 3.3. <i>Pretest First Stage Construct Reliability</i>	65
Tabel 3.4. <i>Pretest First Stage Construct Validity</i>	66
Tabel 3.5. <i>Pretest First Stage Discriminant Validity</i>	67
Tabel 3.6. <i>Pretest Second Stage Indicator Reliability</i>	67
Tabel 3.7. <i>Pretest Second Stage Construct Reliability</i>	68
Tabel 3.8. <i>Pretest Second Stage Construct Validity</i>	69
Tabel 3.9. <i>Pretest Second Stage Discriminant Validity</i>	69
Tabel 4.1. Profil Demografi Responden	71
Tabel 4.2. Kategori Jawaban Responden	73
Tabel 4.3. Deskriptif Dimensi <i>Idealized Influence</i>	74
Tabel 4.4. Deskriptif Dimensi <i>Intellectual Stimulation</i>	75
Tabel 4.5. Deskriptif Dimensi <i>Inspirational Motivation</i>	76
Tabel 4.6. Deskriptif Dimensi <i>Individualized Consideration</i>	78
Tabel 4.7. Deskriptif Dimensi <i>Opportunity</i>	79
Tabel 4.8. Deskriptif Dimensi <i>Information</i>	80
Tabel 4.9. Deskriptif Dimensi <i>Support</i>	81

Tabel 4.10. Deskriptif Dimensi <i>Resources</i>	82
Tabel 4.11. Deskriptif Dimensi <i>Formal Power</i>	83
Tabel 4.12. Deskriptif Dimensi <i>Informal Power</i>	84
Tabel 4.13. Deskriptif Dimensi <i>Vigor</i>	86
Tabel 4.14. Deskriptif Dimensi <i>Dedication</i>	87
Tabel 4.15. Deskriptif Dimensi <i>Absorption</i>	88
Tabel 4.16. Deskriptif Dimensi <i>Quality of Care</i>	89
Tabel 4.17. <i>First Stage Indicator Reliability</i>	92
Tabel 4.18. <i>First Stage Construct Reliability</i>	94
Tabel 4.19. <i>First Stage Construct Validity</i>	95
Tabel 4.20. <i>First Stage Discriminant Validity</i>	96
Tabel 4.21. <i>Second Stage Indicator Reliability</i>	97
Tabel 4.22. <i>Second Stage Construct Reliability</i>	98
Tabel 4.23. <i>Second Stage Construct Validity</i>	99
Tabel 4.24. <i>Second Stage Discriminant Validity</i>	99
Tabel 4.25. <i>Variance Inflation Factor</i>	102
Tabel 4.26. Koefisien Determinasi <i>Inner Model</i>	103
Tabel 4.27. <i>Effect Size</i>	104
Tabel 4.28. $Q^2_{predict}$	105
Tabel 4.29. <i>Cross-Validated Predictive Ability Test</i>	106

Tabel 4.30. Hasil Uji Hipotesis.....	107
Tabel 4.31. <i>Specific Indirect Effect</i>	108
Tabel 4.32. Analisis <i>First Stage Importance – Performance</i>	115
Tabel 4.33. Analisis <i>Second Stage Importance – Performance</i>	118
Tabel 4.34. Analisis <i>High Order Construct Importance – Performance</i>	119

