

DAFTAR PUSTAKA

- Ahmad, M. S., Barattucci, M., Ramayah, T., Ramaci, T., & Khalid, N. (2022). Organizational support and perceived environment impact on quality of care and job satisfaction: a study with Pakistani nurses. *International Journal of Workplace Health Management*, 15(6), 677-693. <https://doi.org/10.1108/ijwhm-09-2021-0179>
- Aini, Q., & Dzakiyullah, N. R. (2024). Leadership styles in healthcare settings for hospital management and employee engagement. *Journal of Angiotherapy*, 8(5). <https://doi.org/10.25163/angiotherapy.859697>
- Akhorshaideh, A. H., Hammouri, Q., Barqawi, B. Y., Shrafat, F. D., Alfayez, D. F., & AL-Lozi, K. S. (2023). Examining the impact of total quality management on the provision of healthcare services: A study of Jordanian healthcare organizations. *Uncertain Supply Chain Management*, 11(3), 923-932. <https://doi.org/10.5267/j.uscm.2023.5.006>
- Alanazi, N. H., Alshamlani, Y., & Baker, O. G. (2022). The association between nurse managers' transformational leadership and quality of patient care: A systematic review. *International Nursing Review*, 70(2), 175-184. <https://doi.org/10.1111/inr.12819>
- Alrubaysh, M., Alshehri, M., Alsuhaibani, E., Allowaihiq, L., Alnasser, A., & Alwazzan, L. (2022). The leadership styles of primary healthcare center managers and center performance outcomes in Riyadh, Saudi Arabia: A correlational study. *Journal of Family and Community Medicine*, 29(1), 56. https://doi.org/10.4103/jfcm.jfcm_400_21
- Asif, M., Jameel, A., Hussain, A., Hwang, J., & Sahito, N. (2019). Linking transformational leadership with nurse-assessed adverse patient outcomes and the quality of care:

- Assessing the role of job satisfaction and structural empowerment. *International Journal of Environmental Research and Public Health*, 16(13), 2381. <https://doi.org/10.3390/ijerph16132381>
- Balay-odao, E. M., Cruz, J. P., Alquwez, N., Al Otaibi, K., Al Thobaity, A., Alotaibi, R. S., Valencia, J. A., & Danglipen, C. C. (2021). Structural empowerment and work ethics influence on the work engagement of millennial nurses. *Journal of Nursing Management*, 30(2), 501-510. <https://doi.org/10.1111/jonm.13532>
- Blomberg, D., Stephenson, C., Atkinson, T., Blanshan, A., Cabrera, D., Ratelle, J. T., & Mohabbat, A. B. (2023). Continuing medical education in the post COVID-19 pandemic era. *JMIR Medical Education*, 9, e49825. <https://doi.org/10.2196/49825>
- Braathu, N., Laukvik, E. H., Egeland, K. M., & Skar, A. S. (2022). Validation of the Norwegian versions of the implementation leadership scale (ILS) and multifactor leadership questionnaire (MLQ) in a mental health care setting. *BMC Psychology*, 10(1). <https://doi.org/10.1186/s40359-022-00725-8>
- Caputo, A., Gatti, P., Clari, M., Garzaro, G., Dimonte, V., & Cortese, C. G. (2023). Leaders' role in shaping followers' well-being: Crossover in a sample of nurses. *International Journal of Environmental Research and Public Health*, 20(3), 2386. <https://doi.org/10.3390/ijerph20032386>
- Chivaka, R. (2024). From a group of people to a well-Functioning Team: A transformative leadership model in healthcare. In *Multidisciplinary teamwork in healthcare*. IntechOpen. <https://doi.org/10.5772/intechopen.1005512>
- Cluley, V., Ziemann, A., Feeley, C., Olander, E. K., Shamah, S., & Stavropoulou, C. (2022). Mapping the role of patient and public involvement during the different stages of

- healthcare innovation: A scoping review. *Health Expectations*, 25(3), 840-855. <https://doi.org/10.1111/hex.13437>
- Connor, L., Dean, J., McNett, M., Tydings, D. M., Shrout, A., Gorsuch, P. F., Hole, A., Moore, L., Brown, R., Melnyk, B. M., & Gallagher-Ford, L. (2023). Evidence-based practice improves patient outcomes and healthcare system return on investment: Findings from a scoping review. *Worldviews on Evidence-Based Nursing*, 20(1), 6-15. <https://doi.org/10.1111/wvn.12621>
- Considine, J., Dempster, J., Wong, N. M., Kiprillis, N., & Boyd, L. (2024). Personal and organisational attributes that support transformational leadership in acute healthcare: Scoping review. *Australian Health Review*, 48(3), 274-282. <https://doi.org/10.1071/ah23179>
- Contreras-Carretero, N. A., & Ramírez-Montiel, M. L. (2023). Leadership problems in the management of health institutions. *Cirugía y Cirujanos (English Edition)*, 88(4). <https://doi.org/10.24875/cirue.m20000163>
- Cougot, B., Gillet, N., Morin, A. J., Gauvin, J., Ollierou, F., Moret, L., & Tripodi, D. (2023). A longitudinal investigation of structural empowerment profiles among healthcare employees. *Journal of Nursing Scholarship*, 56(3), 417-429. <https://doi.org/10.1111/jnu.12950>
- De Rosis, S. (2023). Performance measurement and user-centeredness in the healthcare sector: Opening the black box adapting the framework of Donabedian. *The International Journal of Health Planning and Management*, 39(4), 1172-1182. <https://doi.org/10.1002/hpm.3732>
- Donabedian, A. (1966). Evaluating the Quality of Medical Care. *The Milbank Memorial Fund Quarterly*, 44(3), 166-203.

- Donabedian, A. (1988). The *quality of care*. How can it be assessed? *JAMA: The Journal of the American Medical Association*, 260(12), 1743-1748. <https://doi.org/10.1001/jama.260.12.1743>
- El Khatib, M., Hamidi, S., Al Ameer, I., Al Zaabi, H., & Al Marqab, R. (2022). Digital disruption and big data in healthcare - Opportunities and challenges. *ClinicoEconomics and Outcomes Research*, 14, 563-574. <https://doi.org/10.2147/ceor.s369553>
- Fitriani, R., Antonio, F., & Wuisan, D. S. (2024). The relation of clinical governance climate on quality of care mediated by patient safety culture. *International Journal of Public Health Science (IJPHS)*, 13(2), 597. <https://doi.org/10.11591/ijphs.v13i2.23806>
- Gebreheat, G., Teame, H., & Costa, E. I. (2023). The impact of transformational leadership style on nurses' job satisfaction: An integrative review. *SAGE Open Nursing*, 9. <https://doi.org/10.1177/23779608231197428>
- Geremias, R. L., Lopes, M. P., & Sotomayor, A. M. (2024). Improving organizational commitment among healthcare employees in Angola: The role of psychological capital and perceived transformational leadership. *Healthcare*, 12(3), 326. <https://doi.org/10.3390/healthcare12030326>
- Goens, B., & Giannotti, N. (2024). Transformational leadership and nursing retention: An integrative review. *Nursing Research and Practice*, 2024(1). <https://doi.org/10.1155/2024/3179141>
- Hair, J. F., Hult, G. T., Ringle, C. M., & Sarstedt, M. (2021). A primer on partial least squares structural equation modeling (PLS-SEM). SAGE Publications.

- Hair, J. F., Risher, J. J., Sarstedt, M., & Ringle, C. M. (2019). When to use and how to report the results of PLS-SEM. *European Business Review*, 31(1), 2-24. <https://doi.org/10.1108/ebr-11-2018-0203>
- Hamdan, M., Jaaffar, A., Khraisat, O., Issa, M., & Jarrar, M. (2024). The association of transformational leadership on safety practices among nurses: The mediating role of patient safety culture. *Risk Management and Healthcare Policy*, 17, 1687-1700. <https://doi.org/10.2147/rmhp.s458505>
- Indonesia. (2011). Undang-undang (UU) Nomor 24 Tahun 2011 tentang Badan Penyelenggara Jaminan Sosial.
- Institute of Medicine. (2001). *Crossing the quality chasm: A new health system for the 21st century*. National Academies Press.
- Joint Commission International. *JCI-accredited organizations*. (2024). A Global Leader for Health Care Quality and Patient Safety | Joint Commission International. [https://www.jointcommissioninternational.org/who-we-are/accredited-organizations/#sort=%40aoname%20ascending&f:@aocountry=\[Indonesia\]](https://www.jointcommissioninternational.org/who-we-are/accredited-organizations/#sort=%40aoname%20ascending&f:@aocountry=[Indonesia])
- Junaid, S. B., Imam, A. A., Balogun, A. O., De Silva, L. C., Surakat, Y. A., Kumar, G., Abdulkarim, M., Shuaibu, A. N., Garba, A., Sahalu, Y., Mohammed, A., Mohammed, T. Y., Abdulkadir, B. A., Abba, A. A., Kakumi, N. A., & Mahamad, S. (2022). Recent advancements in emerging technologies for healthcare management systems: A survey. *Healthcare*, 10(10), 1940. <https://doi.org/10.3390/healthcare10101940>
- KARS – Komisi Akreditasi Rumah Sakit. (2024). <https://kars.or.id/>

Kementerian Kesehatan. (2017). *Peraturan Kementerian Kesehatan Nomor 11 Tahun 2017 Tentang Keselamatan Pasien*

Kementerian Kesehatan. (2020). *Peraturan Kementerian Kesehatan Nomor 12 Tahun 2020 Tentang Akreditasi Rumah Sakit.*

Labrague, L. J. (2024). Relationship between transformational leadership, adverse patient events, and nurse-assessed quality of care in emergency units: The mediating role of work satisfaction. *Australasian Emergency Care*, 27(1), 49-56. <https://doi.org/10.1016/j.auec.2023.08.001>

Lewis, K., & Hinchcliff, R. (2023). Hospital accreditation: An umbrella review. *International Journal for Quality in Health Care*, 35(1). <https://doi.org/10.1093/intqhc/mzad007>

Liengaard, B. D., Sharma, P. N., Hult, G. T., Jensen, M. B., Sarstedt, M., Hair, J. F., & Ringle, C. M. (2020). Prediction: Coveted, yet forsaken? Introducing a cross-validated predictive ability test in partial least squares path modeling. *Decision Sciences*, 52(2), 362-392. <https://doi.org/10.1111/deci.12445>

Lourenção, L. G., Sodré, P. C., Gazetta, C. E., Silva, A. G., Castro, J. R., & Maniglia, J. V. (2022). Occupational stress and work engagement among primary healthcare physicians: A cross-sectional study. *Sao Paulo Medical Journal*, 140(6), 747-754. <https://doi.org/10.1590/1516-3180.2021.0644.r1.10012022>

Mahmood, M. A., Hendarto, H., Laksana, M. A., Damayanti, H. E., Suhargono, M. H., Pranadyan, R., Santoso, K. H., Redjeki, K. S., Winard, B., Prasetyo, B., Vercruyssen, J., Moss, J. R., Bi, P., Masitah, S., Warsiti, Pratama, A. W., Dewi, E. R., Listiyani, C. H., & Mufidah, I. (2021). Health system and quality of care factors contributing to maternal deaths in East Java, Indonesia. *PLOS ONE*, 16(2), e0247911. <https://doi.org/10.1371/journal.pone.0247911>

- McCullough, K., Andrew, L., Genoni, A., Dunham, M., Whitehead, L., & Porock, D. (2022). An examination of primary health care nursing service evaluation using the Donabedian model: A systematic review. *Research in Nursing & Health*, 46(1), 159-176. <https://doi.org/10.1002/nur.22291>
- Memon, M. A., Ramayah, T., Cheah, J. H., Ting, H., Chuah, F., & Cham, T. H. (2021). Pls-sem statistical programs: A review. *Journal of Applied Structural Equation Modeling*, 5(1), i-xiv. [https://doi.org/10.47263/jasem.5\(1\)06](https://doi.org/10.47263/jasem.5(1)06)
- Middleton, R., Montgomery, A., Murray, S., Peters, S., & Halcomb, E. (2023). Exploring leadership in health professionals following an industry-based leadership program: A cross-sectional survey. *Journal of Advanced Nursing*, 79(12), 4747-4755. <https://doi.org/10.1111/jan.15738>
- Moura, L. N., Camponogara, S., Santos, J. L., Gasparino, R. C., Silva, R. M., & Freitas, E. D. (2020). Structural empowerment of nurses in the hospital setting. *Revista Latino-Americana de Enfermagem*, 28. <https://doi.org/10.1590/1518-8345.3915.3373>
- National Health Service (NHS). (2021). Clinical Governance.
- Niinihuhta, M., Terkamo-Moisio, A., Kvist, T., & Häggman-Laitila, A. (2022). Nurse leaders' work-related well-being—Relationships to a superior's transformational leadership style and structural empowerment. *Journal of Nursing Management*, 30(7), 2791-2800. <https://doi.org/10.1111/jonm.13806>
- Othman, T., & Khrais, H. (2022). The relationship between transformational leadership, job satisfaction, and organizational commitment in Jordanian nurses. *Anaesthesia, Pain & Intensive Care*, 26(3), 304-309. <https://doi.org/10.35975/apic.v26i3.1896>

- Papatheodorou, M., Panagiotis, K., & Mihail, D. (2023). The influence of leadership on structural empowerment and work-life balance on nurses' burnout and patients' assessed quality of care during the COVID-19 pandemic. *Medical Research Archives*, 11(7.1). <https://doi.org/10.18103/mra.v11i7.1.4102>
- Pires, C. T., Kulari, G., Ribeiro, L., & Laneiro, T. (2024). Relationship between structural empowerment and work engagement in the health-care sector in Portugal: The mediating role of civility. *Management Research: Journal of the Iberoamerican Academy of Management*. <https://doi.org/10.1108/mrjiam-05-2023-1421>
- Ringle, C. M., & Sarstedt, M. (2016). Gain more insight from your PLS-SEM results. *Industrial Management & Data Systems*, 116(9), 1865-1886. <https://doi.org/10.1108/imds-10-2015-0449>
- Salam, H. A., Dumit, N. Y., Clinton, M., & Mahfoud, Z. (2023). Transformational leadership and predictors of resilience among registered nurses: A cross-sectional survey in an underserved area. *BMC Nursing*, 22(1). <https://doi.org/10.1186/s12912-023-01192-1>
- Saleh, M. O., Eshah, N. F., & Rayan, A. H. (2022). Empowerment predicting nurses' work motivation and occupational mental health. *SAGE Open Nursing*, 8, 237796082210768. <https://doi.org/10.1177/23779608221076811>
- Schaufeli, W., & Bakker, A. (2004). *UWES - Utrecht Work Engagement Scale*.
- Sekaran, U., & Bougie, R. (2020). *Research methods for business: A skill building approach* (8th ed.). John Wiley & Sons.
- Setiawan, A., Fitriyani, P., Istifada, R., & Shorey, S. (2021). Healthcare providers and caregivers' perspectives on the quality of child health services in urban Indonesia: A

- mixed-methods study. *International Journal of Environmental Research and Public Health*, 18(15), 8047. <https://doi.org/10.3390/ijerph18158047>
- Sidik, N. A., Lazuardi, L., Agung, F. H., Pritasari, K., Roespandi, H., Setiawan, T., Pawitro, U., Nurhamzah, W., & Weber, M. W. (2013). Assessment of the quality of hospital care for children in Indonesia. *Tropical Medicine & International Health*, 18(4), 407-415. <https://doi.org/10.1111/tmi.12061>
- Singh, A., Yeravdekar, R., & Jadhav, S. (2023). Investigating the influence of selected leadership styles on patient safety and quality of care: A systematic review and meta-analysis. *BMJ Leader*, leader-2023-000846. <https://doi.org/10.1136/leader-2023-000846>
- Stavropoulou, A., Rovithis, M., Kelesi, M., Vasilopoulos, G., Sigala, E., Papageorgiou, D., Moudatsou, M., & Koukouli, S. (2022). What quality of care means? Exploring clinical nurses' perceptions on the concept of quality care: A qualitative study. *Clinics and Practice*, 12(4), 468-481. <https://doi.org/10.3390/clinpract12040051>
- Ta'an, W. (2024). Medical error prevalence, nursing power, and structural empowerment: A serial mediation analysis. *The Scientific World Journal*, 2024, 1-7. <https://doi.org/10.1155/2024/1554373>
- Tate, K., Penconek, T., Dias, B. M., Cummings, G. G., & Bernardes, A. (2023). Authentic leadership, organizational culture and the effects of hospital quality management practices on quality of care and patient satisfaction. *Journal of Advanced Nursing*, 79(8), 3102-3114. <https://doi.org/10.1111/jan.15663>
- Verga, M., Viganò, G. L., Capuzzo, M., Duri, C., Ignotti, L. M., Picozzi, P., & Cimolin, V. (2023). The digitization process and the evolution of clinical risk management concept: The role of clinical engineering in the operational management of biomedical

- Wei, H., Horsley, L., Cao, Y., Haddad, L. M., Hall, K. C., Robinson, R., Powers, M., & Anderson, D. G. (2023). The associations among nurse work engagement, job satisfaction, quality of care, and intent to leave: A national survey in the United States. *International Journal of Nursing Sciences*, 10(4), 476-484. <https://doi.org/10.1016/j.ijnss.2023.09.010>
- World Health Organization (WHO). *Fact sheet: Quality health services*. (2020a). <https://www.who.int/news-room/fact-sheets/detail/quality-health-services>
- World Health Organization (WHO). *Quality of care*. (2020b). <https://www.who.int/health-topics/quality-of-care>
- Ystaas, L. M., Nikitara, M., Ghobrial, S., Latzourakis, E., Polychronis, G., & Constantinou, C. S. (2023). The impact of transformational leadership in the nursing work environment and patients' outcomes: A systematic review. *Nursing Reports*, 13(3), 1271-1290. <https://doi.org/10.3390/nursrep13030108>
- Zahrani, A. A., & Sikder, M. N. (2022). Maturity of clinical audit concept in Saudi Arabian health care practice: A review. *Saudi Journal of Medical and Pharmaceutical Sciences*, 8(9), 455-462. <https://doi.org/10.36348/sjmps.2022.v08i09.004>