



Analysis of the Effect of Performance and Individual Characteristics of Medical Employees on Understanding of Accreditation in Karanganyar District Hospital

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<http://dx.doi.org/10.18415/ijmmu.v8i4.2477>

Abstract

Performance is the achievement expected by employees which the hospital hopes to achieve the goal of the hospital, namely accreditation. Accreditation forms a real commitment from the hospital in improving the safety and quality of patient care, ensuring the hospital service environment is safe and the hospital strives to reduce risks for patients, patient caregivers and hospital staff. The research aim to determine the effect of the performance and individual characteristics of medical employees on the understanding of accreditation in Karanganyar District Hospital. This study used a survey research type with a cross-sectional approach. The population used in this study were medical employees who worked at the Karanganyar District Hospital with 100 respondents. The sampling technique in this study was the simple random sampling method. To test the hypothesis, multiple regression analysis is used. The results of this study are the performance and characteristics of medical employees have an effect on the understanding of hospital accreditation, the value of which is $F_{count} > F_{table}$ ($7.194 > 2.20$) with a significance of < 0.05 (0.000). Meanwhile, the partial value that affects the understanding of accreditation is the performance of medical employees with a value of $t_{count} > t_{table}$ ($4.232 > 1.67$) and a significance value of < 0.05 , namely 0.000. The influential individual characteristics are gender with a value of $t_{count} > t_{table}$ ($3.154 > 1.67$) with a significance value of < 0.05 (0.000) and tenure with a value of $t_{count} > t_{table}$ ($-2.020 > 1.67$) with a significance value of < 0.05 (0.046). Meanwhile, individual characteristics, namely age and last education, did not affect hospital accreditation with a significance value > 0.05 , namely 0.415 and 0.445. Conclusion of this study is an effect of performance and individual characteristics of medical employees on understanding of hospital accreditation. Partially the individual characteristics that have influence are gender and work mass, while age and education have no effect.

Keywords: *Understanding Accreditation; Individual Characteristics; Performance; Medical Employees*

Introduction

The hospital is an institution where all layers of society can come to seek healing efforts (Ilyas, 2002). So that hospital service is an important form of health service effort from a health system. Hospitals as a system at this time must face the era of globalization. Globalization is related to efforts

related to service businesses where health services are included in the service category, will experience intense quality competition so that hospitals need to improve their performance.

Hospitals as service institutions need to have a clear vision and mission in providing quality health services that are affordable to the public in order to improve the degree of public health (Kusbaryanto, 2010). Quality health services are health services that can satisfy every service user and comply with service standards (Kusbaryanto, 2010).

Quality is the central focus of efforts to provide health services, which can be interpreted from several points of view, namely from the point of view of patients, health workers and managers. Patients and society see that quality of service is an empathy, respect and responsiveness to their needs, services must be in accordance with their needs, and provided in a friendly manner. In general, patients or the community want services that can reduce symptoms effectively and prevent disease, so that they and their families become healthy and can carry out tasks without physical disturbances, for health workers, quality means that service efforts are carried out professionally to improve the health status of patients and the community accordingly, advanced science and skills, good equipment in accordance with professional standards and code of ethics. According to the manager, quality is a service that is carried out efficiently and effectively to achieve organizational goals so that quality needs to be maintained and improved (Mandawati, Fu'adi, Jaelan, 2015).

In Indonesia, Hospital Accreditation has been implemented since 1995 to assess hospital compliance with accreditation standards. Accreditation provisions as one of the hospital obligations must be carried out at least once in three years as stated in law no. 44 of 2009 concerning hospital article 40 paragraph 1. This activity was carried out as an effort to improve quality and patient safety. Almost every medical procedure in the hospital has risks that need to be anticipated as early as possible. So many people and professions are involved in patient care. Failure to manage these conditions can increase the risk of unexpected events in the hospital.

Hospital accreditation has a positive impact on the quality of care provided to patients and patient satisfaction (Yildiz, 2014). The application of accreditation standards encourages changes to higher quality hospital services and increases cooperation between professional disciplines in patient care (Manzo, 2012). The implementation of the 2012 version of the hospital accreditation standard has benefits, among others, that the hospital listens more to complaints / criticisms and suggestions from patients and their families. In addition, the hospital will also try to respect the rights of patients and involve patients in the treatment process as partners. Patients and their families are invited to dialogue in determining the best treatment. The expected impact is that a hospital that makes efforts to improve the quality of service and patient safety can increase public trust (Rahma, 2012).

The existence of hospitals today in response to competition, also needs to try to increase productivity with the standards set. The 2012 version of hospital accreditation momentum needs to be put to good use by leaders. According to Sutoto et al. (2013) since the use of the 2012 version of the hospital accreditation standard instrument, there have been significant changes, namely a change in the standard that was originally focused on service providers, directed to focus on patients. The implementation of these standards must involve all officers in the accreditation process. The preparation process is carried out starting to involve all hospital employees and their supporting components. Various obstacles occur, especially the need for infrastructure that is not up to standard, including efforts to increase employee participation and commitment. In addition, there are employees who act as administrators covering areas of accounting, law, communications, computers, and others who must support the patient care process. Each of them can have different perceptions of the application of accreditation standards. The type of hospital activity or service is not only one type of health service, but also other services that are supporting (laundry, easy registration, easy payment, etc.) which must also be carried out according to the

standards set. Likewise, the type and level of education, the type of work, and the types of responsibilities, of course, have the potential to influence perceptions and participation of hospital accreditation.

There needs to be a common perception about the benefits of hospital accreditation, so that all employees play an active role, with encouragement and monitoring of leaders. According to Robbins & Judge (2013), perceptions can have a direct effect on participation. Participation can increase commitment to decisions. Perception has a positive role on employee performance or work productivity. Employee participation has a positive effect on job satisfaction, work productivity and employee commitment (Bhatti & Qureshi, 2007). Engagement has a significant influence on job satisfaction in doctors (Khan et al., 2011). The form of employee participation carried out is their concern to always try to carry out activities by implementing accreditation standards in accordance with their fields and responsibilities. The application of accreditation standards in hospitals needs to be monitored continuously, because every three years there will be re-accreditation and every year it will be verified by KARS.

Based on the results of a preliminary study conducted by researchers in March 2020 on medical employees about understanding the accreditation of the Karanganyar District Hospital, it was found that out of 20 medical employees, 13 medical employees did not understand hospital accreditation and as many as 7 people understood hospital accreditation. An understanding of hospital accreditation is very important for medical employees to improve health services in hospitals. In connection with the preliminary results found by the researcher, the researcher is interested in taking the "Analysis of the Influence of Performance and Individual Characteristics of Medical Employees on the Understanding of Accreditation at the Karanganyar District Hospital". The purpose of this study was to determine the effect of the performance and individual characteristics of medical employees on understanding accreditation in Karanganyar District Hospital.

Literature Review

1. Hospital Accreditation

a. Definition of Hospital Accreditation

According to Trinitas (2019) Hospital accreditation is a process in which an independent institution both from within and from abroad, usually non-governmental, conducts an assessment of hospitals based on applicable accreditation standards. Hospitals that have been accredited will receive recognition from the government because they have met the established service and management standards.

b. Objectives of Hospital Accreditation

According to Permeskes No. 34/2007, the general objective of hospital accreditation is to get an idea of how far hospitals in Indonesia have met the various standards that have been determined, thus the quality of hospital services can be accounted for. Specific Objectives for Hospital Accreditation:

- 1) Improve the quality of hospital services and protect hospital patient safety;
- 2) increasing protection for the community, human resources in hospitals and hospitals as institutions;
- 3) support Government programs in the health sector; and
- 4) increasing the professionalism of Indonesian hospitals in the eyes of the international community.

Benefits of Accreditation

According to Permeskes No. 34 of 2007 the benefits of accreditation are:

- 1) For Hospitals
 - a) Accreditation becomes a forum for communication and consultation between hospitals and accreditation bodies.
 - b) With self-evaluation, the hospital can find out which services are below standard or need to be improved.
 - c) It is important to recruit and limit hospital staff turnover.
 - d) Accreditation status becomes a tool for negotiation
 - e) Accreditation status is a marketing tool for the community
 - f) Someday the government will require accreditation as a criterion for granting a teaching hospital
 - g) Accreditation status is a status symbol for the hospital and can increase the image and trust of the community in the hospital.
- 2) For the government
 - a) One approach to improve and civilize the concept of hospital service quality
 - b) Provide an overview of the condition of hospitals in Indonesia in meeting the specified standards
- 3) For insurance companies
 - a) Negotiating health insurance claims with hospitals
 - b) Give an idea, which hospital can be used as a partner
- 4) For the community
 - a) People can recognize and choose hospitals that are considered good services
 - b) People will feel safer
- 5) Hospital owners
 - a) The owner has a sense of pride
 - b) Can assess how well the management of resources (hospital efficiency, this is done by management and all existing personnel, so that the mission and hospital programs can be more easily achieved (effectiveness)
- 6) For Employees / Officers in Hospitals
 - a) Hospital staff feel happier and safer and work guaranteed
 - b) Usually, a service unit that gets a very good score will receive a reward (material / non-material) in order to meet the standard
 - c) Self assessment will increase awareness of the importance of meeting standards and improving quality so as to motivate employees.
- c. Hospital Accreditation Decision

Hospitals that have gone through the accreditation process will obtain accreditation results / decisions. There are 4 possible decisions that will be explained, namely:

- 1) Not accredited
If the hospital is considered unable to meet the standards set. The average achievement value of all services $\leq 65\%$.
- 2) Conditional Accreditation
If the hospital has been able to meet the minimum requirements but not enough to get full accreditation because there are several criteria / which are given special recommendations. Average achievement value of all services $> 65\%$ and $< 75\%$ and no value $\leq 60\%$. This conditional accreditation is valid for one year. After a period of one year, the Hospital may apply for re-survey when it feels ready. The reassessment was carried out specifically for the things recommended by the surveyor to get full accreditation. If the hospital fulfills these services, he gets an additional two years so that the total becomes three years (full accreditation). If it does not succeed in this re-accreditation, then the hospital will be declared invalid (not receiving accreditation status).
- 3) Full Accreditation

Awarded for a period of three years to Hospitals that have been able to meet the standards set by the Joint Accreditation Commission. The average achievement value is $\geq 75\%$, and there is no value $\leq 60\%$. After a period of three years, the hospital in question applies for accreditation in the next period.

4) Special Accreditation

Hospitals that demonstrate exceptional standard compliance for three consecutive periods will receive accreditation status for a period of five years.

d. Accredited Service Sector

According to the Indonesian Ministry of Health (2017) there are 20 service areas to be accredited, namely administration and management, medical services, emergency services, nursing services, medical records, operating rooms, high risk perinatal services, radiology services, laboratory services, infection control. in hospitals, sterilization services, occupational safety, fire and disaster alert, pharmacy services, medical rehabilitation services, nutrition services, maintenance of facilities, libraries and other services. The first five services are the main services in the hospital and are accredited for the first time, one of which is nursing services.

Legal Basis for Accreditation The Law (UU) on Hospitals was ratified in October 2009, namely Law No. 44/2009 where the Law discusses Accreditation in article 40 which reads:

- 1) In an effort to improve the quality of hospital services, accreditation must be carried out periodically at least once in 3 (three) years.
- 2) Accreditation of hospitals as referred to in paragraph (1) shall be carried out by an independent institution both from within and from abroad based on the applicable accreditation standards.
- 3) The independent institution as meant in paragraph (2) is stipulated by the minister.

2. Individual Characteristics

According to James (2014) "Individual Characteristics is something that someone brings in their work environment such as interests, attitudes, and needs." Ideas are created well because there is interest in a particular object. Good interest must be followed by good feelings. Interest also cannot be ruled out against company goals, because company goals will be good and achieve perfect results if employees have good interests as well.

Individual characteristics according to Ratih Hurriyati (2005: 79) in which there is a psychological process for individuals who later get goods, services and experiences. Individual characteristics move and influence the choices of the individual which are formed from the individual's internal thoughts.

This indicator suggests that one employee with another employee has a different character, according to Ratih Hurriyati (2005: 81) which includes individual characters, namely:

1) Age

In research, it is said that age characteristics affect various factors in employees such as satisfaction. There is research that says that there is a positive relationship between satisfaction and age of the employee.

2) Marital status

Married employees will increase their responsibilities, they will see work as an important value to provide for their families, but it does not rule out that this can make the employee's performance decline.

3) The period of service

The working period can be considered as seniority in a work environment. The longer the work is expected to make the employee more in love with his job and increase his job.

3. Employee Performance

Dessler (2009) argues: Performance or can be called employee work achievement is the employee's actual achievement compared to the expected achievement of the employee. The expected

work achievement is a reference that is prepared to see the achievement of employee performance in accordance with their position compared to the standards made by the company. Can also be a differentiator of employee performance with other employees.

Performance is useful in achieving organizational goals by looking at the results of the work function of a person or group in an organization (Tika, 2016). According to Mangkunegara (2005), performance or work performance is the result of the work responsibilities of employees from the company, both in terms of quantity and quality.

Tika (2006) Employee performance is influenced by two factors, namely:

- 1) Internal factors, namely factors that exist within a person and have become innate, for example desire, age, gender, education, work experience, motivation, personality traits, cultural background, emotions.
- 2) External factors, namely factors that influence from outside the employee's environment, including organizational policies on labor regulations, competitors, economic conditions, leadership.

Increased knowledge in terms of skills and continuing education for nurses can improve the performance of nurse services. Working effectively and efficiently for nurses can be pursued by creating a conducive and efficient work environment. This can be realized if there is a leader who is able to understand, motivate, and invite other nurse members to do their best. (Sugijati, et al; 2008).

Performance appraisal is also known as performance evaluation, development review, performance appraisal, performance review and development. The success or failure of an employee's assignment can be assessed by means of a performance appraisal in which there are guidelines and measures that have been agreed upon in work standards. (Usman, 2011).

The performance of the nurse will be assessed by means of performance appraisal in accordance with the way of referring to the standards of practice and applicable regulations, then it is expected that the standard of nursing practice is guaranteed. Human resources and productivity of nurses must continue to be controlled by the nurse manager, by using performance appraisal it can be realized properly because it is the most reliable tool to control this. Operational performance can be used by nurse managers in regulating the direction of work in selecting, training, guiding career planning as well as competent nurses who can be awarded (Nursalam, 2008).

According to Mangkunegara, (2009) there are several performance assessment models, namely:

- 1) Self-assessment
Self-assessment is understanding and measuring each individual by giving his / her work rating which is assessed by superiors, subordinates, coworkers, consumers and the individual himself. This is useful in several ways such as training needs assessment, job ranking analysis, leadership behavior and others.
- 2) Evaluation of superiors
This assessment is carried out directly by the supervisor or it can be said that the supervisor.
- 3) Partner assessment
This assessment is usually used in working groups that have a high degree of autonomy. Usually this assessment is used for personal development not for evaluation
- 4) Assessment of subordinates
This assessment is used by managers receiving assessments from their subordinates which aim to find out the manager's abilities in the eyes of their subordinates

Methodology

This type of research is a quantitative study with an analytic observational approach, this can be seen through the research title. According to Sugiyono (2017) "Quantitative research is research with the intention of obtaining data in the form of numbers or extrapolated qualitative data". The population in this

study were medical employees of Karanganyar District Hospital. The sample in this study were 100 medical employees. The sampling technique used was random sampling technique.

The place of this research is in RSUD Karanganyar Regency. The research time was started from February - July 2020. The variables in this study were the independent variables (performance and individual characteristics of medical employees) and the dependent variable (understanding of accreditation). This study uses a questionnaire adapted from Wibowo (2020) which is distributed simultaneously to respondents who have been selected and filled in by respondents on that day by providing several explanations to the patient. In data analysis using Multiple Linear Regression Analysis.

Result and Discussion

1. Results

Analysis of Accreditation Understanding and Individual Characteristics with Medical Employees

Table 1. Medical Multiple Linear Regression

Variabel	β	Std. Error	t count	Sign.
(Constant)	88,599	18,222	4,862	0,000
Age (X1)	1,567	1,914	0,819	0,415
Gender (X2)	9,035	2,865	3,154	0,002
Years of service (X3)	-3,878	1,920	-2,020	0,046
Last education (X4)	1,520	1,980	0,767	0,445
Performance (X5)	0,945	0,223	4,232	0,000
R	0,526	F_{count}	7,194	
R Square	0,277	F Probability	0,000	
Adjusted R ²	0,238			

Source: processed primary data, 2020

The performance and characteristics of medical employees affect the understanding of hospital accreditation, the value of which is $F_{\text{count}} > F_{\text{table}}$ ($7.194 > 2.20$) with a significance of <0.05 (0.000). Meanwhile, the partial value that affects the understanding of accreditation is the performance of medical employees with a value of $t_{\text{count}} > t_{\text{table}}$ ($4.232 > 1.67$) and a significance value of <0.05 , namely 0.000 . The influential individual characteristics are gender with a value of $t_{\text{count}} > t_{\text{table}}$ ($3.154 > 1.67$) with a significance value of <0.05 (0.000) and tenure with a value of $t_{\text{count}} > t_{\text{table}}$ (-2.020) with a significance value of $<0,05$ (0.046). Meanwhile, individual characteristics, namely age and last education, did not affect hospital accreditation with a significance value > 0.05 , namely 0.415 and 0.445 . Based on the value of the coefficient of determination (R^2) of 0.526 which indicates that the variables of the performance and individual characteristics of medical employees consisting of age, sex, years of service, and recent education can affect the understanding of hospital accreditation by 52.6% and the remaining $44,4\%$ outside of other models.

2. Discussion

The performance of medical employees has a positive and significant effect on understanding accreditation. This means that the performance of medical staff affects the understanding of hospital accreditation in Karanganyar District Hospital. This result is in accordance with Usman (2011), namely employee performance is the result of efforts achieved by an attacker or a group of people in the company

who do a good job in accordance with morale with the aim of achieving company goals in the sense of a hospital, namely hospital accreditation.

The individual characteristics jointly influence the understanding of hospital accreditation in Karanganyar District Hospital. however, partially the ones that have an effect are gender and length of service, while age and last education do not affect the understanding of hospital accreditation. This is in accordance with Tika (2006) who states that several kinds of individual characteristics are related to the understanding of accreditation, namely incentives or bonuses, education, training, promotion, career path, length of work, salary reward system and allowances.

According to Ariani, Suseno, Sutarno (2019) regarding the analysis of the effect of employee placement, individual characteristics and work stress on performance in Dr. Harjono S, Ponorogo Regency, stated that employee placement had a positive and significant effect on the performance of non-PNS employees at the RSUD. The better placement of employees will affect the performance of non-civil servant employees at the hospital. Likewise, individual characteristics, where the better the individual characteristics, the better the performance of non-civil servant employees at RSUD Dr. Harjono S. Meanwhile, job stress does not statistically have a significant effect on the performance of non-PNS employees. This study is inversely proportional to research conducted by researchers which states that individual characteristics have no effect on employee performance, both medical and non-medical.

Amir, Syafar, Kaseng (2016) with the theme The effect of individual characteristics, motivation and workload on employee performance at the Madani Regional Hospital, Central Sulawesi Province (Comparative Study Between Mental and General Health Installations) states that individual characteristics provide insignificant impact on performance. employees. It certainly cannot be said that individual characteristics are not important for performance improvement. Motivation has a significant effect on employee performance. Employees try to achieve good performance. This is reflected in a number of indicators such as employees who are diligent in doing their work, are active in routines and are responsible for their work.

Wibowo (2020) with the theme The Effect of Accreditation Understanding and Individual Characteristics on the Performance of Medical Employees at Kasih Ibu Hospital, Surakarta, states that understanding accreditation has a significant positive effect on performance, tenure has a positive but insignificant effect on performance. Training has a positive and significant effect on performance, employment status has a negative and significant effect on performance and the education level has a positive but insignificant effect on performance. The results of this study are the same as the research of researchers that partially there are some individual characteristics that have no effect, but together there is influence.

Akbar (2018) with the title Analysis of the Effect of Work Stress, Workload, and Individual Characteristics on Nurse Performance at the Karanganyar District Hospital found that work stress, age, education, marital status have an influence on nurse performance. For workload, position and tenure have no influence on nurse performance.

Ony (2017) with the theme Competence and Employee Performance of RK Charitas Hospital Palembang, stated that competence does not affect the performance of office administration employees at RK Charitas Palembang hospital. There are other factors that influence the performance of hospital administration employees. Prayoga, Lailiyah, Sari (2017) with the title Employee Satisfaction Analysis and Accreditation for the Blambangan Regional General Hospital shows that employee satisfaction is satisfied if there are sporting colleagues. This can increase knowledge and enthusiasm in hospital accreditation. There is an influence between employee satisfaction and the accreditation of the Blambangan Regional General Hospital.

According to Hendroyogi & Harsono (2016) regarding the Correlation Between Perceptions of the Importance of Hospital Accreditation with Participation, Commitment, Job Satisfaction, and Employee Performance, accreditation participation has an effect on the performance of medical employees. The result of path analysis shows that the CR value of job satisfaction on performance is 3,786 with a significance level of 0,000. This phenomenon occurs when an employee who is fasting with his job will improve his performance.

Conclusion

The performance and individual characteristics of employees together have a positive effect on understanding of hospital accreditation. Partially there are individual characteristics that have an effect and no effect. Individual characteristics that have influence are gender and years of service, while those who do not have an influence are age and last education. The suggestion in this study is that researchers can deepen what factors influence the performance of medical employees in understanding hospital accreditation.

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