

DAFTAR PUSTAKA

- Aboramadan, M., Albashiti, B., Alharazin, H & Zaidoune, S. (2020). Organizational culture, innovation and performance: a study from a non-western context. *Journal of management development*, 39(4), 437-451. <https://doi.org/10.1108/JMD-06-2019-0253>.
- Alam, M.N., M.M. Hassan., D. Bowyer & M.D. Reaz. (2020). The effects of wages and welfare facilities on employee productivity: Mediating role of employee work motivation. *Australian accounting, business and finance journal*, 14(4), 319-325. <http://dx.doi.org/10.14453/aabfj.v14i4.4>.
- Aldoghan, M.A. (2021). To Examine the Mediating Impact of Work Engagement Among the Relationship of Human Resource Management Practices and Service Recovery Performance During Pandemic-19. *International journal of ebusiness &egovernment studies*, 13(1), 23-49. <http://dx.doi.org/10.34109/ijebeg.20211302>.
- Alhuwitat, M.A.A & F.S.H. Salem. (2017). The impact of pharmaceutical services quality on building a strong relationship between pharmacists and their customers. *International journal of pharmaceutical science & research*, 8(1), 3138-3145.
- Al-Lopus & C. Hartman. (2022). *Road to flourishing: Eight keys to boost employee engagement and well-being*. USA: IVP publisher.
- Alzyoud, A. (2018). The Influence of Human Resource Management Practices on Employee Work Engagement. *Foundation of management*, 10(1), 251-256. <http://dx.doi.org/10.2478/fman-2018-0019>.
- Anzman, M. (2020). *The employee experience solution: Transform employee engagement, improve workplace culture, and drive results*. Berlin: Springer.
- Aulyiah, A & I.P. Artaya. (2019). The influence of work facilities, rewards, and work environment on improving employee performance at Quds Royal Hotel Surabaya. *Journal management & social syudies*, 1 (1), 1-10. <https://doi.org/10.26858/ja.v6i1.9436>.
- Bakker, A.B & E. Demerouti. (2014). *Job demands – resources theory*. In P.Y Chen & C.L Cooper (Eds.) *Work and Wellbeing: A Complete Reference Guide, Vol III*. New York: John Wiley & Sons, Ltd.
- Bakker, A.B & M.P. Leiter. (2015). *Work engagement, a hand book of essential theory and research*. London: Psychology press.
- Barghouth, D., G.M. Al-Abdallah & A.B. Abdallah. (2021). Pharmacy service factors and pharmacy performance: the role of patient satisfaction in community pharmacies. *International Journal of Pharmaceutical and Healthcare Marketing*, 15(2), 410-428. <http://dx.doi.org/10.1108/IJPHM-03-2020-0017>.
- Bhati, M.A., M. Alshagawi & A.S. Juhari. (2018). Mediating role of work engagement between personal resources (self efficacy, the big five model) and nurses' job performance. *International journal of human rights in*

- healthcare*, 11(5), 2176-191. <https://doi.org/10.1108/IJHRH-10-2017-0056>.
- Bieńkowska, A., A. Koszela., A. Sałamacha & K. Tworek. (2022). COVID-19 oriented HRM strategies influence on job and organizational performance through job-related attitudes. *Plos one* 17(4), 266-274. <https://doi.org/10.1371/journal.pone.0266364>.
- Brownee, S. (2020). *HR rising. From ownership to leadership*. Sandiego: Society for human resource management publisher.
- Cao, Y., J. Liu., K. Liu., M. Yang & Y. Liu. (2019). The mediating role of work engagement between clinical competence and service quality performance: A cross sectional study. *International journal of nursing science*, 6, 309-314. <https://doi.org/10.1016/j.ijnss.2019.05.004>.
- Darr, K., T. Farnsworth & R. Myrtle. (2017). *Cases in health services management*. USA: Health Professions Press.
- Deressa, M.B., T.B. Beressa & A. Jemal. (2022). Analysis of Pharmaceuticals Inventory Management Using ABC-VEN Matrix Analysis in Selected Health Facilities of West Shewa Zone, Oromia Regional State, Ethiopia. *Integrated pharmacy research & practice*, 11(1), 47-59. <https://doi.org/10.2147%2FIPRP.S354810>.
- Dessler, G. (2017). *Human resource management*. London: Pearson.
- Donaldson, L., W. Ricciardi., S. Sheridan & R. Tartaglia. (2021). *Textbook of patient safety and clinical risk management*. Berlin: Springer.
- Engel, J.F., R.D. Blackwell & P.W. Miniard (1990). *Consumer Behavior*, 6th ed. Chicago: The Dryden Press.
- Fitzsimmons, J.A & Fitzsimmons, M.K. (2012). *Service management: Operation, strategy, information technology*. New York: McGraw-Hills.
- Flippo, E.B. (2016). *Manajemen personalia*. Jakarta: PT. Glora aksara.
- Flynn, W.J., R.L. Mathis., J.H. Jackson & S.R. Valentine. (2015). *Healthcare human resource management*. Australia: Cengage Learning.
- Follet, M.P. (2007). *Manajemen*. Jakarta: Indeks.
- Gagne, M. (2015). *The Oxford handbook of work engagement, motivation, and self-determination theory*. UK: Oxford university press.
- Goetsch, D.L & S. Davis. (2013). *Quality management for organizational excellence*. New Jersey: Prentice Hall.
- Graban, M. (2016). *Lean hospitals: Improving quality, patient safety and employee engagement*. Newyork: CRC press.
- Hess, V. (2013). *6 shortcuts to employee engagement: Lead & succeed in a do-more-with-less world (Healthcare edition)*. USA: Catalyst Consulting LLC.
- Hillard, P & D. Lovez. (2018). *Lead, motivate, engage: How to inspire your tam to win at work*. USA: Independently published.
- Junaidi., M. Rafieq., Nuraeni & C. Febrianti. (2021). *Effect of work climate and*

- work facilities on employee performance at class I agricultural quarantine venter Bandar Lampung. *International journal of soocial sciencs & development*, 5(2), 67-76. <https://doi.org/10.24967/saburaijssd.v5i2.1482>.
- Kotler, P & K.L. Keller. (2018). *Marketing management*. Newyork: Person.
- Kruk, M.E., et al. (2018). High-quality health systems in the Sustainable Development Goals era: time for a revolution. *The lancet health global commitment*, 6(2), 1196-1252. [https://doi.org/10.1016%2FS2214-109X\(18\)30386-3](https://doi.org/10.1016%2FS2214-109X(18)30386-3).
- Kutieshat, R & P. Farmanesh. (2022). The Impact of New Human Resource Management Practices on Innovation Performance during the COVID 19 Crisis: A New Perception on Enhancing the Educational Sector. *Sustainability*, 14(1), 1-21. <https://doi.org/10.3390/su14052872>.
- Laras, T., B. jatmiko., F.E. Susanti & Susiati. (2021). The Effect of Work Environment and Compensation on Work Motivation and Performance: A Case Study in Indonesia. *Journal of asian finance, economics and business*, 8(5), 1065-1077.
- Larson, W. (2019). *Mind shifts in healthcare: Proven employer strategies to bend the cost curve and improve employee health, wellbeing and engagement*. BerlinL Springer.
- Lencoini, P. (2015). *The truth about employee engagement: A fable about addressing the three root causes of job misery*. California: Jossey-Bass.
- Logan, C & L. Jhonstone. (2013). *Managing clinical risk*. London: CRC press.
- Luthans, F. (2016). *Organizational behavior: an evidence based approach*. New York: McGraw-Hill.
- Mahboubi, M., F. Ghahramani., M. Mohammadi & N. Amani. (2017). Evaluation of work engagement and its determinants in Kermanshah hospitals staff. *Global journal of health science*, 7(2), 170-176. <https://doi.org/10.5539%2Fgjhs.v7n2p170>.
- Marciano, P.L. (2010). *Carrots and sticks don't work: Build a culture of employee engagement with the principles of respect*. USA: McGraw-Hill.
- Mathis, L R & J.H. Jackson. (2016). *Manajemen sumber daya manusia*, Jakarta: Salemba Empat.
- Mazzetti, G., E. Robledo., M. Vignoli., G. Topa., D. Guglielmi & W. B. Scaufeli. (2021). Work Engagement: A meta-Analysis Using the Job Demands-Resources Model. *Psychological reports*, 1(1), 1-38. <http://dx.doi.org/10.1177/00332941211051988>.
- Miller, R.L., E.S. Swensson & J.T. Robinson. (2012). Hospital and healthcare facility design. New York: W. W. Norton & Company.
- Mondy, R.W & J.J. Martocchio. (2016). *Human resource management*. Halrow: Person education.
- Mudie, P & A. Cottam. (1993). *The management and marketing of services*. Oxford: Butterworth-Heinemann Ltd.c

- Nasrullah, M., S.S. Sumarto., A. Baharuddin., H. Zainal & A.C.T. Tadampali. (2020). The effect of work facilities on employee performance in the office of investment and one-stop Services, Gowa Regency, South Sulawesi, Indonesia. *Gnosti*, 3(2), 11-22. <https://doi.org/10.5281/zenodo.4040062>.
- Nazam, U., S. Ishaque., S. Irshad., Q.U.A. Salik., M.S. Khakwani & M. Liaquat. (2020). A Link Between Human Resource Management Practices and Customer Satisfaction: A Moderated Mediation Model. *Sage open*, 1-16. <https://doi.org/10.1177/2158244020968785>.
- Neuber, L., C. Englitz., N. Schulte., B. Forthmann & H. Holling. (2020). How work engagement relates to performance and absenteeism: a meta-analysis. *European journal of work and organizational psychology*, 31(2), 292-315. <https://doi.org/10.1080/1359432X.2021.1953989>.
- Parasuraman, A. (2014). *The behavioral consequences of service quality*. New Jersey: Prentice Hall.
- Robbins, S.P. (2016). *Organizational behavior*. New Jersey: Person education.
- Roper, K & R. Payant. (2014). *The facility management handbook*. New york: Amacom.
- Rue, L.W., N.A. Ibrahim & L.L. Byars. (2016). *Human resource management*. Singapore: McGraww-Hill Education.
- Sato, Y., N. Kobayashi & S. Shirasaka. (2019). An Analysis of Human Resource Management for Knowledge Workers: Using the Three Axes of Target Employee, Lifecycle Stage, and Human Resource Flow. *Review of Integrative Business and Economics Research*, 9(1), 140-156. http://buscompress.com/uploads/3/4/9/8/34980536/riben_9-1_10_t19-074_140-156.pdf.
- Sekaran, U & R. Bougie. (2017). *Metode penelitian untuk bisnis: Pendekatan pengembangan keahlian*. Jakarta: Salemba empat.
- Shola, A.T.I., Z.B. Adnan & S.B. Saad. (2017). Influence of Human Resources Management on Service Quality of Risk Business in Northwestern Nigeria. *Journal of Business and Social Review in Emerging Economies*, 3(1), 23-32. <http://dx.doi.org/10.26710/jbsee.v3i1.178>.
- Smith, G.R & C. Markwick. (2009). *Employe Engagement: A Review of Current Thinking*. United Kingdom: Institute for Employment Studie.. Sugiyono. (2017). *Metode penelitian pendidikan pendekatan kuantitatif, kualitatif, dan R&D*. Bandung: Alfabeta.
- Szilvassy, P & K. Sirok. (2022). Importance of work engagement in primary healthcare. *BMC health service research*, 22(1), 1-11. <https://doi.org/10.1186/s12913-022-08402-7>.
- Terry, G.R. (2015). *Prinsip-prinsip manajemen*, penerjemah J-Smith D.F.M. Jakarta: PT Bumi Aksara.
- Vance, R.J. (2006). *Employee engagement and commitment*. USA: SHRM Foundation.
- Wake, M & W. Green. (2018). Relationship between employee engagement scores

- and service quality ratings: Analysis of the national health service staff survey across 97 acute NHS trusts in England and concurrent care quality communication outcomes. *BMJ open*, 9(7), 1-8. <http://dx.doi.org/10.1136/bmjopen-2018-026472>.
- White, B. (2016). *Lean daily management for healthcare: A strategic guide to implementing lean for hospital leaders*. Newyork: Productivity press.
- Ye, J.H., Hou, Y.W., Wu, Y.F & Chartzichristofis, S.A. (2022). The Influence of E-HRM on Modernizing the Role of HRM Context. *Economies*, 10(2), 181-193. <https://doi.org/10.3390/economies10080181>.
- Zeithaml, V.A., M.J. Bitner., D.D. Grempler. (2013). *Services Marketing: Integrating Customer Focus Across the Firm 6 th ed.* Boston: Mc.Graw-Hill.
- Zheng, Z.H., Z.C. Luo., Y. Zhang., W,C,H, Chan., J.Q. Li., J. Pang., Y.L. Jia & J. Tang. (2020). Hospice care self-efficacy among clinical medical staff working in the coronavirus disease 2019 (COVID-19) isolation wards of designated hospitals: a cross-sectional study. *BMC palliative care*, 19(188), 2-12. <https://doi.org/10.1186/s12904-020-00692-0>.
- Zhang, Z.J., Zhang, C.L., Zhang, X.G., Liu, X.M., Zhang, H., Wang, J & Liu, S. (2015). Relationship between self-efficacy beliefs and achievement motivation in student nurses. *Chinese nursing research*, 2(2), 67-70. <https://doi.org/10.1016/j.cnre.2015.06.001>.