

DAFTAR PUSTAKA

- Abhinandan, Chethana, M., J., Bangera, S. (2018) 'Hrm issues and challenges in health care units in india', *IOSR Journal of Business and Management*, 20(3), pp 62-8.
- Al-Omari, M. A., Choo, L., S., Ali, M., A., M. (2019) 'Innovative work behavior: a review of literature', *Int Journal of Psychosocial Rehabilitation*, 23(2), pp 40.
- Ali, M., Salehnejad, R., Kawalek, P. (2018) 'Human resource management, complementarity and hospital performance', *British Academy of Management Proceedings*, pp 1-22.
- Amalia, S. (2020) 'Melalui pandemik dengan organisasi dan kebijakan publik yang agile', *J Wacana Kinerja*, 23(1), pp 4.
- Ananda, B. R., Putera, R. E. & Ariani, R. (2019) 'Inovasi pelayanan kesehatan di rumah sakit umum daerah kota pariaman', *Jurnal Ilmu Administrasi*, 8(2), pp 168.
- Andryani, K., Nurdiarti, R. (2018) 'Pengelolaan manajemen krisis oleh human pada instansi kesehatan di wilayah yogyakarta tahun 2017', *Ettisal*, 3(2), pp 171-76.
- Anthonia, A. A., Omotayo, O. A. (2012) 'Human resource management: theory and practice', *Pumark*, 1, pp 5.
- Armstrong, M. (2006) 'A handbook of uman resource management practice

10th edition', *Kogan Page*, pp 174.

Astuti, S. (2018) 'Peran audit manajemen sumbe daya manusia terhadap kinerja karyawan instalasi rwat inap di rumah sakit', *Jurnal Fokus Bisnis*, 17(1), pp 2.

Athman, S., Paul, S., N. (2019) 'Effect of human resource management practices on employees performance in public hospitals in kenya, a case of lamu county', *International Journal of Recent in Social Sciences and Humanities*, 6(2), pp 207-12.

Beneve, P., Buonomo, I. (2020) 'Green human resource management: an evidence-based systematic literature review', *MDPI*, 12, pp 1-

Bos-nehles, A., Renkema, M., Janssen, M. (2017) 'Hrm and innovative work behaviour: a systematic review', *Emerald*, 46(7), pp 1228-42.

Buchelt, B., Wronka, A., F., Dobrowlska, M. (2020) 'The organizational aspect of human resource management as a determinant of the potential of polish hospitals to manage medical professionals in healthcare 4.0', *MDPI Sustainability*, 12, pp 1-14.

Burca, S., Williams, P., Armstrong, C. (2008) 'The pirsuit of quality: a clinical directorate's progress in clinical governance', *Health System Research Centre*, pp 29-30.

Chang, C., H., Ferris, D., L., Johnson, R., E., Tan, J., A. (2012) 'Core self evaluations: a review and evaluation of the literature', *J Manage*,

38(1), pp 81.

- Cherif, F. (2020) 'The role of human resource management practices and employee job satisfaction in predicting organizational commitment in saudi arabian banking sector', *Emerald*, 40(7), pp 530-1.
- Cindy, A. (2013) 'Inovasi pelayanan kesehatan dalam meningkatkan kualitas pelayanan di puskesmas jagir kota surabaya', *J Kebijakan dan Manajemen Publik*, 1(1), pp 85.
- Djellal, F., Gallouj, F. (2007) 'Innovation in hospitals: a survey of the literature', *The European J of Health Economics*, 8(3), pp 7.
- Ekawati, R., Soleha, L. K. (2017) 'Meningkatkan kemampuan inovasi organisasi melalui human capital', *Jurnal INTEKNA*, 17(2), pp 141-2.
- El-Jardali, F., Tchaghchagian, V., Jamal, D. (2009) 'Assessment of human resources management practices in lebanese hospitals', *BioMed Central*, 7(84), pp 2.
- Falih, S. (2017) 'Pengembangan kompetensi sumber daya manusia dalam rangka meningkatkan pelayanan di rumah sakit haji surabaya', *Al Tijarah*, 3(1), pp 81.
- Faris, R. M., Mulyati, H., Anggraeni, E. (2020) 'Pengaruh manajemen pengetahuan terhadap peningkatan inovasi dan kualitas pelayanan rsud kabupaten serang', *Jurnal Eknonomi*, 25(1), pp 18-32.

- Farooq, M., Ullah, I., Hameed, R., M. (2016) 'HR practices and organizational innovation the mediating role of knowledge management effectiveness', *J of Social and Development Sciences*, 7(3), pp 54
- Fei, Z., Wu, Y., J. (2018) 'How humble leadership fosters employee innovation behaviour: a two-way perspective on the leader-employee interaction', *J of Leadership Org Development*, 39(3), pp 357-65.
- Gabutti, I., Morandi, F. (2018) 'Hrm practices and organizational change: evidence from italian clinical directorates', *Health Services Management Research*, 0(0), pp 1-9.
- Haan, P. L. D., Bitjuni, H. J., Kundre, R. (2019) 'Gaya kepemimpinan dengan motivasi kerja perawat di rumah sakit jiwa', *Jurnal Keperawatan*, 7(2), pp 1-5.
- Hadjri, M., I., Perizade, B., Zunaidah, Farla, W. (2020) 'Green human resource management dan kinerja lingkungan: studi kasus pada rumah sakit di kota palembang', *Journal INOV BIZ*, 8, pp 182-6.
- Hameed, S., A., Mohamed, N., S. (2016) 'HRM practices and organizational performance in hospitals', *IOSR Journal of Business and Management*, 18(11), pp 35-7.
- Hendri, H. (2018) 'Strategi meningkatkan keunggulan bersaing melalui kualitas pelayanan pada pt putra usaha mandiri kota batam', *J*

Akuntansi Bareleng, 3(1), pp 57.

Hutchins, H., M., Wang, J. (2008) 'Organizational crisis management and human resource development', *SAGE Pub*, 10, pp 1.

Jashari, A., Kutllovci, E. (2020) 'The impact of human resources management practices on organizational performance case study: manufacturing enterprises in kosovo', *VGTU*, 21(1), pp 222-3.

Jimenez, D., Valle, R. S. (2004) 'Innovation and human resource management fit: an empirical study', *Emerald*, 26(4), pp 364-5.

Kabene, S., M., Orchard, C., Howard, J., M., Soriani, M., A., Leduc, R. (2006) 'The importance of human resources management in health care: a global context', *BioMed Central*, 4(20), pp 1.

Karlsson, J., Rolandsson, B., (2013) 'The role of HRM in innovation processes: nurturing or constraining creativity', *Gothenburg Uni*, pp 1-6.

Kartika, C. T., Ati, N. U., Suyeno. (2020) 'Inovasi pelayanan pbulik dalam meningkatkan kualitas pelayanan pada pasien pengguna bpjs', *J Respon Publik*, 1(5), pp 85-6.

Kementrian Pendayagunaan Aparatur Negara dan Reformasi Birokrasi (2016), 'Inovasi pelayanan publik indonesia 2016', pp 88-94.

Kendrick, M. I., Bartram, T., Cavanagh, J., Burgess, J. (2017) 'Role of strategic human resource management in crisis management in

australian greenfield hospital sites: a crisis management theory perspective', *Commonwealth Scientific and Industrial Research Organisation (CSIRO)*, pp 1-6.

Kossek, E., E. (2006) 'Human resources management innovation', *John Wiley & Sons, Inc.*, 26(1), pp 71.

Lee, H. W., Pak, J., Kim, S., Li, L. Z. (2019) 'Effects of human resources management systems on employee proactivity and group innovation', *Journal of Management*, 45(2), pp 820-6.

Maier, A., Brad, S., Nicoara, D., Maier, D. (2014) 'Innovation by developing human resources, ensuring the competitiveness and success of the organization', *Elsevier*, 109, pp 646

McCarthy, J., Hyland, J. (2017) 'Clinical directorates underpinning principles and operating framework', *HSE*, pp 2-4.

Mohammad, T., Darwish, T., K., Singh S., Khassawneh, O. (2020) 'Human resources management and organisational performance: the mediating role of social exchange', *European Management Review*, pp 1-9.

Mujiati, Yuniar, Y. (2017) 'Ketersediaan sumber daya manusia kesehatan pada fasilitas kesehatan tingkat pertama dalam era jaminan kesehatan nasional di delapan kabupaten kota di indonesia', *Media Litbangkes*, 26(4), pp 203.

- Nallamothe, S., S., Battu, N. (2019) 'A study on hrm practices of public and private hospitals in amaravathi capital resgion: a comparative', *International Journal of Research in Business Management (IJRBM)*, 7(3), pp 31-7.
- Oduwusi, O. O. (2018) 'Human resources management and its impact in healthcare services in nigeria', *Texila International Journal of Management*, 4(2), pp 1-3.
- Ojha, V., Sinha, G., K. (2018) 'Role of human resource management in employees performance and satisfaction of selected hospitals in india – a strategic perspective', *International Journal od Human Resources Management and Research (IJHRMR)*, 8(6), pp 31-9.
- Onofre, R., S., Lopez, F., C., Aromataris, E., Lockwood, C. (2021) 'How to properly use the prisma statement', *BMC*, 10(117), pp 1.
- Peters, M., D., J, Godfrey, C., M., Khalil, H., Mclerney, P., Parker, D., Soares, C., B. (2015) 'Gudance for conducting systematic scoping reviews', *Int J of Evidence-Based Healthcare*, 13, pp 143-44.
- Pillai, M., Senthilraj, O., Swaminathan, S. (2019) 'Role of human resources management in healthcare organizations', *International Journal OH Health Sciences and Research*, 9(1), pp 228-9.
- Purnamasari, I., Kapalawi, I, (2013) 'Analisis proses manajemen sumber daya manusia di rumah sakit stella maris makassar', *Jurnal MKMI*, pp

121-24.

- Rahayu, T., Syafril, S., Wekke, I., S., Erlinda, R. (2019) 'Teknik menulis review literatur dalam sebuah artikel ilmiah', *J IKAMI Sulsel*, pp 2.
- Ramdhani, A., Ramdhani, M., A., Amin, A., S. (2014) 'Writing a literature review research paper a step by step approach', *Int J of Basics and Applied Sciences*, 3(1), pp 47-56.
- Ramli, A., H. (2020) 'Employee innovation behavior in health care', *International Conference on Management, Accounting, and Economy (ICMAE)*, 151, pp 31-4.
- Rawashdeh, A., M. (2018) 'The impact of green human resource management on organizational environmental performance in Jordanian health service organizations', *Management Science Letters*, 8, pp 1049-56.
- Reguia, C. (2014) 'Product innovation and the competitive advantage', *European Scientific Journal*, 1, pp 141-7.
- Rezeki, S., F., Pasinringi, S., A, Saleh, L., M. (2020) 'Factors affecting hospital service innovation: literature review', *J of Asian Multicultural Research for Medical and Health Science Study*, 1(2), pp 58-70.
- Rizvanda, M. D. P. (2018) 'Inovasi pelayanan publik di era disrupsi', *J Kebijakan dan Manajmen Publik*, 6(2), pp 2-6.

- Sengottuvel, A., Aktharsha, U., S. (2016) 'Hrm practices, knowledge sharing, innovation capability and firm performance in hospitals', *IOSR Journal of Business and Management*, 18(9), pp 35-43.
- Setianto, W. A. (2016) 'Inovasi e-health dinas kesehatan kota surabaya', *Jurnal Ilmu Komunikasi*, 14(3), pp 166-71.
- Singh, G., Negi, K., S. (2013) 'Human resources management practices in large hospitals of dehradun, uttarakhand', *Global Journal of Management and Business Studies*, 3(5), pp 556-7.
- Syafii, I., Aditi, B. (2017) 'Analisis inovasi produk, proses, dan administrasi terhadap kepuasan nasabah melalui implementasi sistem pembayaran yang efektif dan efisien dalam mendukung gerakan nasional non tunai di indonesia', *J Ilman*, 5(2), pp 38.
- Tanninen, K., Jantunen, A, Saksa, J. (2008) 'Adoption of administrative innovation within organization: an empirical study of tqm metamorphosis', *International Journal of Innovation and Technology Management*, 5(3), pp 3.
- Tsui, A., S., Ou, A., Y., Kinicki, A., J., Waldman, D., A., Xiao, Z., Song, I., J., (2014) 'Humble chief executive officers connections to top management team integration and middle managers responses', *J Adm Science Q*, 59, pp 34-72.
- Uslu, T. (2015) 'Innovation culture and strategic human resource

management in public and private sector within the framework of employee ownership', *Elsevier*, 195, pp 1465.

Wayan, S., N., Putra, S., I., G., N. (2020) 'Implementation of human resources competency in nursing services field in industrial revolution 4.0 era: a study at regional general hospital of klungkung', *RJOAS*, 2(98), pp 31-35.

Xerri, M. J., Reid, S. R. M. (2017) 'Human resources and innovative behaviour: improving nursing performance', *International Journal of Innovation Management*, 22(2), pp 2-5.

Yang, K., Zhou, L., Wang, Z., Lin, C., Lou, Z. (2019) 'Humble leadership and innovative behaviour among chinese nurses: the mediating role of work engagement', *Journal of Nursing Management*, pp 1-7.

Zamoum, K., Gorpe, T. S (2018) 'Crisis management: a historical and conceptual approach for a better understanding of today's crisis', *IntechOpen*, 11, pp 209.

Zubir, M., Syarifuddin, Iskandarsyah (2020) 'The influence of strategic hrm implementation on innovation performance with the knowledge management capacity as a mediator in public hospital zainoel abidin', *International Journal of Business Management and Economic Review*, 3(4), pp 153-62.