

DAFTAR PUSTAKA

- Adhikari, Y., Wagley, M. P., & Dahal, N. (2023). Developing the Contextualized SERVQUAL Instrument for Measuring the Service Quality of Nepali Resorts: An Application of the Modified Delphi Technique. *SAGE Open*, 13. <https://doi.org/10.1177/21582440231195952>
- Afthanorhan, A., Awang, Z., Rashid, N., Foziah, H., & Ghazali, P. (2019). Assessing the effects of service quality on customer satisfaction. *Management Science Letters*. <https://doi.org/10.5267/J.MSL.2018.11.004>
- Ahmad, N. A.-K. (2023). The Role of the Customer's Perception of Service Quality (CPSQ) in the Relationship between Information Technology Competence (ITC) and Customer Satisfaction (CS), A field study applied on government sector. *Jsst Journal*. https://www.semanticscholar.org/paper/The-Role-of-the-Customer%E2%80%99s-Perception-of-Service-in/c8604bc8181599101c865622736fce5f27490ddf?utm_source=consensus
- Akbar, M. R. F., Farid, M. S., Pambudining, Z. C., & Putra, A. (2024). Analisis Efektivitas Kepemimpinan Kharismatik Terhadap Kinerja dan Keberhasilan Organisasi: Studi Kasus Industri Manufaktur. *Indonesian Journal of Public Administration Review*, 1(3), 16–16. <https://doi.org/10.47134/par.v1i3.2549>
- Alamer, A., & Al Khateeb, A. (2023). Effects of using the WhatsApp application on language learners motivation: A controlled investigation using structural equation modelling. *Computer Assisted Language Learning*, 36(1–2), 149–175. <https://doi.org/10.1080/09588221.2021.1903042>
- Alayda, N. F., Aulia, C. M., Ritonga, E. R., & Purba, S. H. (2024). Literature Review: Analisis Dampak Kebijakan Jaminan Kesehatan Nasional (JKN) Terhadap Akses dan Kualitas Pelayanan Kesehatan: *Jurnal Kolaboratif Sains*, 7(7), Article 7. <https://doi.org/10.56338/jks.v7i7.5573>
- Alifah, A., & Sukmawati, A. (2021). ORGANIZATIONAL LEARNING, ACADEMIC SUPERVISION, AND WORK MOTIVATION IN ENHANCING TEACHING COMPETENCE AND TEACHER PERFORMANCE IN MODERN PESANTREN. *JAMP : Jurnal Administrasi Dan Manajemen Pendidikan*, 4(4), Article 4.
- Alshurideh, M., Kurdi, B. A., Al-Gasaymeh, A., & Shammout, E. (2022). IMPACT OF SERVICE COMPETENCE ON SUPPLY CHAIN EFFICIENCY AT UAE MARITIME INDUSTRY. *International Journal of Theory of Organization and Practice (IJTOP)*. <https://doi.org/10.54489/ijtop.v2i1.172>
- Ardhani, Z. (2025). Pengaruh Kepemimpinan Transformasional Dan Motivasi Kerja Terhadap Kinerja Karyawan: Studi Kasus Pada Perusahaan Xyz. *Jurnal Syntax Fusion*, 5(01), 1–13. <https://doi.org/10.54543/fusion.v5i01.434>
- Armiyanti, A., Sutrisna, T., Yulianti, L., Lova, N. R., & Komara, E. (2023). Kepemimpinan Transformasional Dalam Meningkatkan Kinerja Layanan Pendidikan. *Jurnal Educatio FKIP UNMA*, 9(2), Article 2. <https://doi.org/10.31949/educatio.v9i2.5104>
- Asbari, M., & Novitasari, D. (2022). Pengaruh Kepemimpinan Transformasional terhadap Kualitas Sistem, Informasi, dan Layanan dalam Praktik E-Learning di Sekolah. *Edumaspul: Jurnal Pendidikan*, 6(1), Article 1. <https://doi.org/10.33487/edumaspul.v6i1.3311>

- Belo, D. L. X., & Wahyuningsih, C. C. D. (2021). ANALISIS KUALITAS PELAYANAN KESEHATAN PADA MASA PENDEMI COVID 19 (Studi Kasus Di Puskesmas Ngesrep Kota Semarang). *Public Service and Governance Journal*. <https://doi.org/10.56444/psgj.v2i02.2273>
- Chau, T. H. P., Tran, Y. T., & Le, T. D. (2022). How does transformational leadership influence on the performance of public service organizations in a developing country? The interventional roles of NPM cultural orientations. *Cogent Business & Management*. <https://www.tandfonline.com/doi/abs/10.1080/23311975.2022.2140746>
- Chen, J., Ghardallou, W., Comite, U., Ahmad, N., Ryu, H. B., Ariza-Montes, A., & Han, H. (2022). Managing Hospital Employees' Burnout through Transformational Leadership: The Role of Resilience, Role Clarity, and Intrinsic Motivation. *International Journal of Environmental Research and Public Health*, 19(17), Article 17. <https://doi.org/10.3390/ijerph191710941>
- Chikazhe, L., Bhebhe ,Thomas, Tukuta ,Marian, Chifamba ,Oniwel, & and Nyagadza, B. (2023). Procurement practices, leadership style and employee-perceived service quality towards the perceived public health sector performance in Zimbabwe. *Cogent Social Sciences*, 9(1), 2198784. <https://doi.org/10.1080/23311886.2023.2198784>
- Daeli, H. P. D., Amzul, T. A. A., Purnomo, S. Y., Gunawan, L., Prihatni, A., & Gunawan, L. (2024). Pengaruh Kepemimpinan Transformasional, Budaya Organisasi, dan Motivasi Kerja Terhadap Kinerja Karyawan Di Perusahaan Manufaktur. *Jurnal Tadbir Peradaban*, 4(2), Article 2. <https://doi.org/10.55182/jtp.v4i2.482>
- Devi, S., Wijaya, A. A., Hasibuan, I. D., Dina, P., & Andina, A. (2024). ANALISIS EFEKTIVITAS PENGGUNAAN ANGGARAN PENDAPATAN DAN BELANJA DAERAH TERHADAP KUALITAS PELAYANAN KESEHATAN DI PUSKESMAS SIMALINGKAR. *Jurnal Abdi Nusa*, 4(2), Article 2. <https://doi.org/10.52005/abdinusa.v4i2.256>
- Dimaro, M. E. (2023). Service Quality for Customers' Satisfaction: A Literature Review. *European Modern Studies Journal*. [https://doi.org/10.59573/emsj.7\(1\).2023.24](https://doi.org/10.59573/emsj.7(1).2023.24)
- Diputra, I. K. S., Sanjiwani, P. A. P., & Putra, B. N. K. (2024). Increasing Job Satisfaction Through Transformational Leadership: Mediated by Organizational Culture and Work Motivation. *Media Ekonomi Dan Manajemen*, 39(2), 350–371. <https://doi.org/10.56444/mem.v39i2.4916>
- Djunaid, A. (2023). THE EFFECT OF SERVICE QUALITY IN ENHANCING CONSUMER SATISFACTION. *JPIM (Jurnal Penelitian Ilmu Manajemen)*. <https://doi.org/10.30736/jpim.v8i2.1622>
- Ekhsan, M., & Setiawan, I. (2021). The Role of Motivation Mediation on the Effect of Transformational Leadership Style on Employee Performance. *International Journal of Management Science and Information Technology*, 1(1), Article 1. <https://doi.org/10.35870/ijmsit.v1i1.232>
- Fahrizal, I., Santoso, B., & Budiono, A. (2023). Unlocking Work Engagement: How Leadership and Total Rewards Impact Employee Work Engagement Through the Mediating Role of Service Climate in Supply Chain and Logistic Company in Indonesia. *Jurnal Pamator : Jurnal Ilmiah Universitas Trunojoyo*, 16(2), Article 2. <https://doi.org/10.21107/pamator.v16i2.19791>
- Fitrio, T., Remofa, Y., Hardi, H., & Ismail, Y. (2023). THE ROLE OF SERVICE QUALITY AGILITY, COMPETENCE, AND ORGANIZATIONAL COMMITMENT IN

- IMPROVING EMPLOYEE PERFORMANCE. *Jurnal Aplikasi Manajemen*, 21(1), 228–241. <https://doi.org/10.21776/ub.jam.2023.021.1.17>
- Fushen, F. (2025). The Importance of Hospital Governance in Indonesia: Enhancing Healthcare Quality and Accountability. *International Journal of Current Science Research and Review*. <https://doi.org/10.47191/ijcsrr/v8-i1-52>
- Gaston, D. W. (2021). The Transformational Leader. *Advances in Human Resources Management and Organizational Development*. <https://doi.org/10.4018/978-1-7998-7016-6.CH003>
- Gautama, M. 'Isa, Solikhah, P., & Baharuddin, B. (2024). Competence, Motivation and Employee Performance at Baitul Maal Wa Tamwil: Influence Analysis and Recommendations for Human Resource Development. *Al-Fikru: Jurnal Ilmiah*. <https://doi.org/10.51672/alfikru.v18i1.408>
- Gemina, D., & Ginanjar, A. (2019). KINERJA USAHA MIRO KECIL MENENGAH MAKANAN KABUPATEN CIANJUR BERBASIS KOMITMEN, KOMPETENSI DAN MOTIVASI USAHA. *JURNAL VISIONIDA*, 5, 1. <https://doi.org/10.30997/jvs.v5i2.2201>
- Gonfa, B. D. (2020). Review on Components of Transformational Leadership. *Arabian Journal of Business and Management Review*, 10, 1–5.
- Gustiawan, D. D. (2024). *Manajemen Pemasaran Jasa*. PT Indonesia Delapan Kreasi Nusa.
- Hair, J. F., Risher, J. J., Sarstedt, M., & Ringle, C. (2019). When to use and how to report the results of PLS-SEM. *European Business Review*. <https://doi.org/10.1108/EBR-11-2018-0203>
- Herman, H., Kamase, J., Nujum, S., & Dewi, R. (2022). Pengaruh Kualitas Layanan, Perbaikan Layanan Dan Harga Terhadap Kepuasan Dan Loyalitas Pasien Rawat Inap Di Rumah Sakit Umum Daerah Batara Siang Kabupaten Pangkep. *Jurnal Ekonomi Global*, 1(2), Article 2.
- Ilhami, S. D., Raymond, R., Sukma, M., Dewi, P., Rahayu, A. H., Solehudin, S., Hairudin, A., Ghozali, Z., Hasan, L., Ningsih, D. A. W. S., & Sampe, F. (2024). *Manajemen Kinerja*. CV. Gita Lentera.
- Iswahyudi, M. S., Munizu, M., Mukhtar, A., Badruddin, S., Suryani, L., Kustanti, R., Dewi, L. P., Januaripin, M., Dewi, A. R., Munawar, A., & Kelana, R. P. (2023). *KEPEMIMPINAN ORGANISASI: Teori dan Praktik*. PT. Green Pustaka Indonesia.
- Jain, N. K., Singh, A., & Kaushik, K. (2019). Evaluating service quality in automobile maintenance and repair industry. *Asia Pacific Journal of Marketing and Logistics*. <https://doi.org/10.1108/APJML-07-2018-0277>
- Jeno, L. M., Nylehn, Jorun, Hole, Torstein N., Raaheim, Arild, Velle, Gaute, & and Vandvik, V. (2023). Motivational Determinants of Students' Academic Functioning: The Role of Autonomy-support, Autonomous Motivation, and Perceived Competence. *Scandinavian Journal of Educational Research*, 67(2), 194–211. <https://doi.org/10.1080/00313831.2021.1990125>
- Jonkisz, A., Karniej, P., & Krasowska, D. (2022). The Servqual Method as an Assessment Tool of the Quality of Medical Services in Selected Asian Countries. *International Journal of Environmental Research and Public Health*, 19. <https://doi.org/10.3390/ijerph19137831>
- Juniarta, I., Merta, I., & Ardiansyah, W. (2023). The Role of Human Resource Competence and Entrepreneurial Motivation on the Performance of Women Entrepreneurs. *Jurnal Ilmiah Manajemen Kesatuan*. <https://doi.org/10.37641/jimkes.v11i2.2078>

- Kahfi, D. S., Wibowo, I., & Widodo, D. S. (2022). The Effect of Organizational Culture and Transformational Leadership On Organizational Performance Through Employee Motivation as A Mediation Variable at Mercubuana University. *Journal of Humanities and Social Science Research*, 1(1), Article 1. <https://doi.org/10.47742/jhssr.v1n1p1>
- Kharis, I. (2015). *Pengaruh Gaya Kepemimpinan Transformasional Terhadap Kinerja Karyawan Dengan Motivasi Kerja Sebagai Variabel Intervening (Studi Pada Karyawan Bank Jatim Cabang Malang)* (Issue 1) [Journal:eArticle, Brawijaya University]. <https://www.neliti.com/publications/85674/>
- Kim, H., Im, J., & Shin, Y. H. (2021). The impact of transformational leadership and commitment to change on restaurant employees' quality of work life during a crisis. *Journal of Hospitality and Tourism Management*, 48, 322–330. <https://doi.org/10.1016/j.jhtm.2021.07.010>
- Kim, J.-K., Yang, J.-J., & Lee, Y.-K. (2023). The Impact of Transformational Leadership on Service Employees in the Hotel Industry. *Behavioral Sciences*, 13(9), Article 9. <https://doi.org/10.3390/bs13090731>
- Kiswanto, N., & Yulianti, P. (2024). Learning Motivation as Mediating Variable on The Effect of Transformational Leadership on Job Performance. *Golden Ratio of Human Resource Management*. <https://doi.org/10.52970/grhrm.v5i1.515>
- Kuswanto, & Anderson, I. (2021). Effect of Service Quality and Motivation on the Consumption Behavior of Students in the Academic Services. *International Journal of Evaluation and Research in Education*, 10(1), 86–96.
- Laksana, B. T. S., & Meirinawati, M. (2023). KUALITAS PELAYANAN PUBLIK BIDANG POLI UMUM DI PUSKESMAS KECAMATAN SUMBERSARI KABUPATEN JEMBER. *Publika*. <https://doi.org/10.26740/publika.v11n4.p2547-2560>
- Larasati, L., Qohardita, R., Arumjati, V. O., Purwadhi, P., & Widjaja, Y. R. (2025). Analisis Ketersediaan Tenaga Perawat di Instalasi Rawat Jalan Rumah Sakit Restu Ibu Balikpapan. *Innovative: Journal Of Social Science Research*, 5(1), Article 1. <https://doi.org/10.31004/innovative.v5i1.16706>
- Li, X. (2023). Literature Review on Employee Motivation. *International Journal of Education and Humanities*. <https://doi.org/10.54097/ijeh.v10i1.11106>
- Lugina Jatianita, W. (2020). *Transformational leaders can improve Achievement Motivation and Competence Development to support Nurses Productivity*. <https://consensus.app/papers/transformational-leaders-can-improve-achievement-jatianita-wekadigunawan/ee72e9ac303659e382349ad3dbbb895b/>
- Mahdikhani, M., & Yazdani, B. (2020). Transformational leadership and service quality in e-commerce businesses. *International Journal of Law and Management*. <https://doi.org/10.1108/ijlma-12-2018-0290>
- Maini, S. (2022). Leadership Transformation in Changing Times. *International Journal for Global Academic & Scientific Research*. <https://doi.org/10.55938/ijgasr.v1i4.29>
- Marpaung, A. J. (2021). *Work Motivation as a Mediating Variable between Human Resources Competence and Organizational Climate against Job Satisfaction at the Yapen Islands Resort Police*. 3, 188–202. <https://doi.org/10.33258/BIOHS.V3I1.392>
- Menon, S., & Bhagat, V. (2023). The Role of Motivation Theories in Powering Intrinsic Motivation Through Extrinsic Motivators to Induce a Creative and Innovative Workforce. *Research Journal of Pharmacy and Technology*. <https://doi.org/10.52711/0974-360x.2023.00503>

- Mihai, L.-S., & Birchi, F.-A. (2023). The Correlation Between Motivation and Employee Satisfaction in the Service Industry. *New Trends in Sustainable Business and Consumption*. <https://doi.org/10.24818/basiq/2023/09/012>
- Misischia, C. V., Poecze, F., & Strauss, C. (2022). Chatbots in customer service: Their relevance and impact on service quality. *Procedia Computer Science*, 201, 421–428. <https://doi.org/10.1016/j.procs.2022.03.055>
- Mokobombang, W., & Natsir, N. (2024). Strategi Pengembangan Sumber Daya Manusia Dalam Meningkatkan Kinerja Organisasi: Tinjauan Pada Industri Jasa. *Jurnal Minfo Polgan*, 13(1), Article 1. <https://doi.org/10.33395/jmp.v13i1.13756>
- Mu'ammal, I., Muzakki, A., Fakhri, E. A., & Setiawan, E. (2022). The competence of a coach in sports: How does it correlate with athlete motivation? *Journal Sport Area*, 7(3), 396–404. [https://doi.org/10.25299/sportarea.2022.vol7\(3\).10540](https://doi.org/10.25299/sportarea.2022.vol7(3).10540)
- Mubarok, Z., & Sunarto, S. (2025). Model Kepemimpinan Transformasional dan Transaksional Serta Aplikasinya dalam Pendidikan Islam. *Hikmah : Jurnal Studi Pendidikan Agama Islam*, 2(1), 291–303. <https://doi.org/10.61132/hikmah.v2i1.610>
- Muliawan, F., Ulum, M., & Suhendar. (2025). Analisis Gaya Kepemimpinan Transformasional dan Peningkatan Kinerja Karyawan. *ETNOMANAJEMEN: Journal of Management Research*, 1(1), Article 1.
- Mustika, Y. A., Utami, J. N. W., & Sukismanto, S. (2019). Association of Health Service Quality with Patient Satisfaction in Primary Healthcare Center of Gedongtengen Yogyakarta. *Journal of Health Education*. <https://doi.org/10.15294/jhe.v4i1.20719>
- Navarez, R. M., Cayogyog, A. O., Plaza, C. E., Quilario, K. J. M., Aligway, J. P., & Prusas, J. E. (2024). The Mediating Role of Motivation on the Relationship between Transformational Leadership and Work Performance of Teachers from Sta. Josefa District. *International Journal of Research and Innovation in Social Science*. <https://doi.org/10.47772/ijriss.2024.8080108>
- Nelwan, J. I., Timpal, C., & Lalira, J. E. (2024). The Effect of Teacher Competence and Students Motivation in Adventist Junior Hight School Olobaru, Parigi Mautong Regency: Pengaruh Kompetensi Guru dan Motivasi Belajar Siswa SMP Advent Olobaru Kabupaten Parigi Mautong. *Santhet (Jurnal Sejarah Pendidikan Dan Humaniora)*, 8(1), Article 1. <https://doi.org/10.36526/santhet.v8i1.3348>
- Nghi, T. N., Thu, H. T., & Dinh, T. T. (2022). THE RELATIONSHIP BETWEEN PUBLIC SERVICE MOTIVATION, WORK ENJOYMENT, AND TASK PERFORMANCE: A PRELIMINARY STUDY OF HEALTHCARE WORKERS IN VIETNAM. *Journal of Liberty and International Affairs Institute for Research and European Studies - Bitola*. <https://doi.org/10.47305/jlia2282047n>
- Nhat Vuong, B., Nam Khanh Giao ,Ha, & and Van Hung, D. (2023). How transformational leadership influences employees' job-related outcomes through public service motivation: Does power distance orientation matter? *Cogent Business & Management*, 10(1), 2176281. <https://doi.org/10.1080/23311975.2023.2176281>
- Novita, N., & Prasetyo, R. (2022). The Influence of Nurse Competence and Performance on Quality of Service and Patient Satisfaction. *KnE Life Sciences*. <https://doi.org/10.18502/cls.v7i2.10362>
- Nuzula, I. F., Febrinzky, I. T., & Ramadhany, S. S. (2022). Effect of Transformational Leadership, Motivation, and Affective Commitment on Organizational Citizenship Behavior (OCB). *Journal of Management Studies and Development*, 1(01), Article 01. <https://doi.org/10.56741/jmsd.v1i01.29>

- Pahi, M. H., Abdul-Majid, A.-H., Fahd, S., Gilal, A. R., Talpur, B. A., Waqas, A., & Anwar, T. (2022). Leadership Style and Employees' Commitment to Service Quality: An Analysis of the Mediation Pathway via Knowledge Sharing. *Frontiers in Psychology*, 13. <https://doi.org/10.3389/fpsyg.2022.926779>
- Permatasari, E., Baroya, N., Ramani, A., Wicaksono, D., Luthfiyana, N. U., Kusumawardani, D., & Wati, D. M. (2020). *Tantangan Proses Impelementasi Program Penurunan Angka Kematian Ibu di Wilayah Kerja Puskesmas Panti Kabupaten Jember*. 12, 21–25. <https://doi.org/10.33846/SF12106>
- Ponggele, R. M., Paramata, V., Rulia, R., Kosasih, K., & Asnar, E. S. M. (2025). Pengaruh Manajemen Talenta, Infrastruktur, dan Kompensasi terhadap Kunjungan Pasien di Rumah Sakit Umum Sinar Kasih Gereja Kristen Sulawesi Tengah Tentena Kabupaten Poso. *Innovative: Journal Of Social Science Research*, 5(1), Article 1. <https://doi.org/10.31004/innovative.v5i1.18195>
- Prentice, C., & Kadan, M. (2019). The role of airport service quality in airport and destination choice. *Journal of Retailing and Consumer Services*. <https://doi.org/10.1016/J.JRETCONSER.2018.10.006>
- Puli, J., & Sagi, S. (2022). Competency mapping building a competent workforce through human resource information system. *Journal of Information and Optimization Sciences*, 43, 1885–1899. <https://doi.org/10.1080/02522667.2022.2140261>
- Putri, I. H., Jati, S. P., & Martini, M. (2023). Faktor Penghambat Pelaksanaan SPM Kesehatan pada Penderita Diabetes Mellitus: Literatur Review. *Malahayati Nursing Journal*. <https://doi.org/10.33024/mnj.v5i8.10974>
- Qowiyyum, E. B., & Pradana, G. W. (2021). PEMBERDAYAAN MASYARAKAT MELALUI PROGRAM INDONESIA SEHAT DENGAN PENDEKATAN KELUARGA (PIS-PK) UNTUK MENINGKATKAN AKSES PELAYANAN KESEHATAN DI WILAYAH KERJA PUSKESMAS. *Publika*. <https://doi.org/10.26740/publika.v9n3.p211-226>
- Rabiul, M. K., Patwary, A. K., Mohamed, A. E., & Rashid, H. (2022). Leadership Styles, Psychological Factors, and Employee Commitment to Service Quality in the Hotel Industry. *Journal of Quality Assurance in Hospitality & Tourism*. <https://www.tandfonline.com/doi/abs/10.1080/1528008X.2021.1913695>
- Radia, R., Abdullah, R., Tamsah, H., Yusriadi, Y., Lionardo, A., Retrofilia Umanailo, A., & Nasirin, C. (2022). *Health Facilities and Competence on Service Quality through the Performance of Health Workers in the Regional General Hospital of Central Mamuju Regency*. 12(7). <https://doi.org/10.46254/AU01.20220167>
- Ramadani, T. F., Ahmad, A., Marcellah, A., & Mukhtar, A. (2024). Eksplorasi Konsep dan Model Kepemimpinan dalam Manajemen Strategik. *Indonesian Journal of Innovation Multidiscipliner Research*, 2(2), 243–264. <https://doi.org/10.69693/ijim.v2i2.135>
- Rudyk, O., Maksymova, J. O., & Zaletska, I. (2023). THE IMPORTANCE OF DEVELOPING THE PROFESSIONAL COMPETENCES OF THE STAFF OF SERVICE SECTOR ENTERPRISES. *Market Economy: Modern Management Theory and Practice*. [https://doi.org/10.18524/2413-9998.2022.3\(52\).275826](https://doi.org/10.18524/2413-9998.2022.3(52).275826)
- Safi, F. O. D., & Alagha, M. S. (2020). The Relationship Between Service Quality And Customer Satisfaction. *International Journal of Scientific and Research Publications (IJSRP)*. <https://doi.org/10.29322/ijsrp.10.08.2020.p10497>
- Sani, I., & Ibrahim, R. M. (2020). Mediating Role of Work Engagement in The Relationship between Human Resource Practices and Employee Competence in Nigerian Basic

- Education System: Building A Conceptual Framework. *International Journal of Academic Research in Business and Social Sciences*. <https://doi.org/10.6007/IJARBSS/V10-I12/8088>
- Saragi, D. R. F., Andriani, R., Nuraida, A., & Wasiyem. (2025). Peran dan Fungsi Supervisor dalam Meningkatkan Efektivitas dan Produktivitas Kinerja Tim di Organisasi Kesehatan: *Jurnal Kolaboratif Sains*, 8(1), Article 1. <https://doi.org/10.56338/jks.v8i1.5904>
- Sariyani, D., Wasita, R. R. R., Susanto, A. D., Ariyanti, K. S., Dinatha, N. M., Naidani, N. M., & Wijayanti, P. O. (2024). Manfaat Supervisi Terhadap Peningkatan Kualitas Pelayanan Kesehatan dalam A Systematic Literature Review. *HOPE (The Journal of Health Promotion and Education)*, 1(2), Article 2. <https://doi.org/10.36049/hope.v1i2.287>
- Schunk, D., & DiBenedetto, M. K. (2020). Motivation and social cognitive theory. *Contemporary Educational Psychology*, 60. <https://doi.org/10.1016/j.cedpsych.2019.101832>
- Schweper, C. H., & Dimitriou, C. K. (2021). Using ethical leadership to reduce job stress and improve performance quality in the hospitality industry. *International Journal of Hospitality Management*, 94, 102860. <https://doi.org/10.1016/j.ijhm.2021.102860>
- Sebit, M. D. W. (2024). RELEVANCE OF TRADITIONAL MOTIVATION THEORIES IN CURRENT TIMES. *INTERANTIONAL JOURNAL OF SCIENTIFIC RESEARCH IN ENGINEERING AND MANAGEMENT*. <https://doi.org/10.55041/ijsrem34254>
- Sharma, S., & Malodia, L. (2022). Competency mapping: Building a competent workforce through Competency-Based Human Resource Information System. *Journal of Information and Optimization Sciences*, 43, 1749–1762. <https://doi.org/10.1080/02522667.2022.2128530>
- Shi, Z., & Shang, H. (2020). A Review on Quality of Service and SERVQUAL Model. 188–204. https://doi.org/10.1007/978-3-030-50341-3_15
- Siagian, J. (2020). PENGARUH KUALITAS PELAYANAN DAN KEPUASAN NASABAH TERHADAP LOYALITAS NASABAH PADA BPR ARTHA PRIMA PERKASA. *JURNAL ILMIAH MANAJEMEN BISNIS DAN INOVASI UNIVERSITAS SAM RATULANGI*, 7(3).
- Siswanto, A. A., Nur, D. I., & Purwanto, S. (2025). The Influence of Competence and Career Development on Employee Performance With Work Motivation as a Mediating Variable in the Back Office Department of Pt. Sumber Alfaria Trijaya Sidoarjo Branch. *Indonesian Journal of Business Analytics*, 5(1), Article 1. <https://doi.org/10.55927/ijba.v5i1.13641>
- Sudrajat, S. (2023). The Effect of Work Competence and Motivation on Teacher Performance: Case Study on Tsanawiyah and Aliyah Madrasah at Pesantren Al-Ma'tuq Sukabumi. *International Journal of Economics (IJE)*, 2(2), 804–814. <https://doi.org/10.55299/ijec.v2i2.548>
- Sugiyono. (2017). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. CV. Alfabeta.
- Surya, V., Purwati, W. D., & Pamungkas, R. A. (2023a). WORK ENGAGEMENT AS MEDIATOR OF COMPETENCE AND SELF-EFFICACY OF SERVICE QUALITY. *Riset*. <https://doi.org/10.37641/riset.v5i1.160>
- Surya, V., Purwati, W. D., & Pamungkas, R. A. (2023b). WORK ENGAGEMENT AS MEDIATOR OF COMPETENCE AND SELF-EFFICACY OF SERVICE QUALITY. *Riset*. <https://doi.org/10.37641/riset.v5i1.160>

- Susilawati, M., Sulistiowati, E., & Hartati, N. S. (2020). *Peran Dinas Kesehatan Provinsi dan Kabupaten/Kota dalam Implementasi Program Indonesia Sehat dengan Pendekatan Keluarga (PIS-PK) di Lima Provinsi, Indonesia*. 13–22. <https://doi.org/10.22435/JPPPK.V4I1.3212>
- Sutan, A. J., & Al-Hamdi, R. (2020). *Keadilan Semi-Libertarianisme pada Sistem Kesehatan di Indonesia: Analisis Komparatif Pemikiran Bentham dan Kant terhadap Implementasi Konsep Keadilan pada Kebijakan BPJS – Kesehatan*. 9, 125–135. <https://doi.org/10.22146/JKKI.55005>
- Syamilah, A., Cahyono, D., & Sanosra, A. (2024). The Influence of Career Advancement, Job Promotion, and Competence on Employee Performance Through Work Motivation As An Intervening Variable. *Journal of Economics and Business UBS*. <https://doi.org/10.52644/joeb.v13i1.1444>
- Tanuwijaya, J., Aseanty, D., & Gunawan, A. W. (2021). *Analysis the Effect of Transformational Leadership on Student Satisfaction and Its Impact on Motivation to Learn on Higher Education*. 453–458. <https://doi.org/10.2991/assehr.k.210212.094>
- Tedjakusuma, A. S., Wulansari, C. F., Sinaga, G. K., Putu, I., Winata, A., Muslimin, M. R., Fermina, O. L., Pinesa, V. H., Veranita, M., & Purwadhi. (2024). Implementation of TQM in The Context of Patient Satisfaction in Various Hospitals in Indonesia. *Intisari Sains Medis*. <https://doi.org/10.15562/ism.v15i1.1992>
- Twum, F. O., & Peprah, W. K. (2020). The Impact of Service Quality on Students' Satisfaction. *The International Journal of Academic Research in Business and Social Sciences*, 10, 169–181. <https://doi.org/10.6007/IJARBS/V10-I10/7923>
- Utomo, B. (2010). *Teori Motivasi dan Pengukurannya*. Jakarta: Bumi Aksara.
- Waani, J. D., & Sibarani, M. (2024). The analysis of public service motivation's influence on job enjoyment and task performance in health workers. *Indonesian Journal of Multidisciplinary Science*. <https://doi.org/10.55324/ijoms.v3i11.976>
- Widiastuti, D., Wiyarni, W., & Sudjawoto, E. (2020). Examining the Role of Motivation and Competence on Employee Performance with Discipline as Moderating Variable. *International Journal of Managerial Studies and Research*. <https://doi.org/10.20431/2349-0349.0808001>
- Wiliantari, D. F., & Kurniasari, R. (2024). Pengaruh Budaya Kerja dan Lingkungan Kerja terhadap Kinerja pada PT. Talco Creative Indonesia Kota Tangerang. *MASMAN Master Manajemen*, 2(4), Article 4. <https://doi.org/10.59603/masman.v2i4.562>
- Wu, J. (2022). Transformational leadership style and small business growth. *SHS Web of Conferences*. <https://doi.org/10.1051/shsconf/202214001051>
- Yafi, E., Tehseen, S., & Haider, S. A. (2021). Impact of Green Training on Environmental Performance through Mediating Role of Competencies and Motivation. *Sustainability*, 13(10), Article 10. <https://doi.org/10.3390/su13105624>
- Yunita, R., & Soelton, M. (2024). Rejuvenation of the Training Model and Transformational Leadership in Improving Service Quality at Government Banks. *European Modern Studies Journal*. [https://doi.org/10.59573/emsj.8\(1\).2024.5](https://doi.org/10.59573/emsj.8(1).2024.5)
- Yusuf, M., Bernardianto, R. B., Satia, H. M. R., Nurhasanah, N., Irwani, I., Setyoko, P. I., & Saputra, A. S. (2023). Investigating the Role Transformational Leadership, Innovative Work Behavior, and Team Member Exchange on Public Service Organization Performance. *Journal of Law and Sustainable Development*, 11(6), e868–e868. <https://doi.org/10.55908/sdgs.v11i6.868>

- Zhan, X., Mu, Y., Hora, M. S., & Singhal, V. (2020). Service excellence and market value of a firm: An empirical investigation of winning service awards and stock market reaction. *International Journal of Production Research*, 59, 4188–4204. <https://doi.org/10.1080/00207543.2020.1759837>
- Zubaidah, S., Hardhienata, S., & Sunaryo, W. (2024). Service Quality Improvement Strategies Through Strengthening Organizational Culture, Transformational Leadership, Self-Efficacy, and Work Engagement. *Enrichment: Journal of Multidisciplinary Research and Development*, 2(6), Article 6. <https://doi.org/10.55324/enrichment.v2i6.146>

