

DAFTAR PUSTAKA

- Afrizal, S. H., Handayani, P. W., Eryando, T., & Sartono, A. (2018). Primary Care Functional Requirements of a Health Information System in Indonesia. *2018 Third International Conference on Informatics and Computing (ICIC)*, 1–7. <https://doi.org/10.1109/IAC.2018.8780501>
- Agustina, R., Dartanto, T., Sitompul, R., Susiloretni, K. A., Suparmi, Achadi, E. L., Taher, A., Wirawan, F., Sungkar, S., Sudarmono, P., Shankar, A. H., Thabrany, H., Agustina, R., Dartanto, T., Sitompul, R., Susiloretni, K. A., Suparmi, Achadi, E. L., Taher, A., ... Khusun, H. (2019). Universal health coverage in Indonesia: concept, progress, and challenges. *The Lancet*, 393(10166), 75–102. [https://doi.org/10.1016/S0140-6736\(18\)31647-7](https://doi.org/10.1016/S0140-6736(18)31647-7)
- Allen, L. N., Pettigrew, L. M., Exley, J., Nugent, R., Balabanova, D., Villar-Urbe, M., Baatiema, L., Shubber, Z., Mugambi, J., Kidd, M., Zewdie, A., Padula, I., & Abimbola, S. (2023). The role of Primary Health Care, primary care and hospitals in advancing Universal Health Coverage. *BMJ Global Health*, 8(12), e014442. <https://doi.org/10.1136/bmjgh-2023-014442>
- Ayuningtyas, D. (2019). Puskesmas Readiness In Accreditation Implementation As Efforts To Improve The Health Service Quality In Sumbawa District. *Journal of Indonesian Health Policy and Administration*.
- Darajatun, H. R., Nurdin, N., & Kesumah, N. (2023). Pengaruh Status Akreditasi Puskesmas terhadap Indeks Kepuasan Pasien di Puskesmas. *Jurnal Sosial Dan Sains*, 3(4), 375–381. <https://doi.org/10.59188/jurnalsosains.v3i4.730>
- Dawanson, D., & Arifin, J. (2021). ANALISIS PERBEDAAN KUALITAS PELAYANAN SEBELUM DAN SESUDAH AKREDITASI DI UPTD PUSKESMAS TELANG SIONG KECAMATAN PAJU EPAT KABUPATEN BARITO TIMUR. *Jurnal Administrasi Publik Dan Administrasi Bisnis*, Vol 4(2), 1029–1040.
- Departemen Statistika FMIPA – IPB University. (2023). *Indeks Kepuasan Masyarakat Kota Depok 2023*. Dinas Komunikasi dan Informatika Kota Depok.
- Dinas Kesehatan Kota Depok. (2023). *Buku Profil Kesehatan Kota Depok Tahun 2023*.
- Donabedian, A. (1966). Evaluating the Quality of Medical Care. *The Milbank Memorial Fund Quarterly*, 44(3), 166. <https://doi.org/10.2307/3348969>

- Donabedian, A. (1968). *A guide to Medical Care Administration Volume II: Medical Care Appraisal*.
- Ekawati, F. M., & Claramita, M. (2021). Indonesian General Practitioners' Experience of Practicing in Primary Care under the Implementation of Universal Health Coverage Scheme (JKN). *Journal of Primary Care & Community Health*, 12. <https://doi.org/10.1177/21501327211023707>
- Ensha, I. S. (2018). Pengaruh Implementasi Kebijakan Akreditasi Puskesmas terhadap Manajemen Pelayanan Kesehatan Masyarakat dalam Mewujudkan Produktivitas Kerja. *Jurnal Publik: Jurnal Ilmiah Bidang Ilmu Administrasi Negara*, 12.
- Gustari, A. L., & Riswanto, N. kholis. (2024). PRINSIP DASAR DAN ETIKA DALAM PENELITIAN ILMIAH. *Pendas: Jurnal Ilmiah Pendidikan Dasar*, Volume 09 Nomor 04.
- Hsieh, F. (2005). *Three approaches to qualitative content analysis*.
- Kementerian Kesehatan RI. (2017). *Direktorat Mutu dan Akreditasi Pelayanan Kesehatan, Petunjuk Teknis Survei Akreditasi*.
- Kementerian Kesehatan RI. (2022). *PERATURAN MENTERI KESEHATAN REPUBLIK INDONESIA NOMOR 34 TAHUN 2022*
- Kruk, M. E., Gage, A. D., & Joseph, N. T. (2018). Mortality due to low-quality health systems in the universal health coverage era: a systematic analysis of amenable deaths in 137 countries. *The Lancet*, Vol 392(10160), 2203–2212.
- Limato, R., Tumbelaka, P., Ahmed, R., Nasir, S., Syafruddin, D., Ormel, H., Kumar, M. B., Taegtmeier, M., & Kok, M. (2019). What factors do make quality improvement work in primary health care? Experiences of maternal health quality improvement teams in three Puskesmas in Indonesia. *PLOS ONE*, 14(12), e0226804. <https://doi.org/10.1371/journal.pone.0226804>
- Makhdalena, M., Jufri, M., & Andrajati, R. (2018). Analisis Pelayanan Kefarmasian Berdasarkan Indikator Pelayanan Pasien WHO pada Puskesmas Kecamatan yang Belum dan Sudah Terakreditasi di Kota Depok. *Jurnal Kefarmasian Indonesia*, 137–143. <https://doi.org/10.22435/jki.v8i2.355>
- Mays, N., & Pope, C. (1995). Qualitative research: Observational methods in health care settings. *BMJ (Clinical Research Ed.)*, 311(6998), 182–184. <https://doi.org/http://dx.doi.org/10.1136/bmj.311.6997.109>
- Mazmanian, D. A., & Sabatier, P. A. (1983). *Implementation and Public Policy*.

- Misnaniarti, M., & Destari, P. K. (2018). Aspek Penting Akreditasi Puskesmas dalam Mendukung Implementasi Jaminan Kesehatan Nasional. *Jurnal Penelitian Dan Pengembangan Pelayanan Kesehatan*, 10–16. <https://doi.org/10.22435/jpppk.v2i1.35>
- Nugroho, A. P., Ardani, I., & Effendi, D. E. (2023). Dampak Kebijakan Akreditasi Puskesmas dalam Upaya Peningkatan Kualitas Pelayanan Kesehatan. *Aspirasi: Jurnal Masalah-Masalah Sosial*, Vol 14, No 1.
- Nurcholis, M., & Sureskiarti, E. (2020a). Hubungan Akreditasi terhadap Kualitas Pelayanan di PUSKESMAS Pasundan Samarinda. *Journal Borneo Studies and Research*, Vol. 1 No. 3.
- Nurcholis, M., & Sureskiarti, E. (2020b). Hubungan Akreditasi terhadap Kualitas Pelayanan di PUSKESMAS Pasundan Samarinda. *Borneo Student Research*, Vol. 1 No. 3.
- Nurmalina, Adolf Bastian, & Hadiyati. (2023). Dampak Positif Akreditasi Puskesmas untuk Meningkatkan Kualitas SDM. *Jurnal Manajemen Dan Bisnis Terapan*, 5(2), 90–96. <https://doi.org/10.31849/jmbt.v5i2.14643>
- Rostiyanti, S., Hansun, S., & Setiawan, A. (2023). *Etika Penelitian: Teori dan Praktik* (S. Hansen, S. Rostiyanti, & S. Priyanto, Eds.). Podomoro University Press (PU PRESS).
- Sulistyarini, W. D., Rusdi, R., & Kholifah, S. (2024). Perbedaan Tingkat Kepuasan Pasien Antara Puskesmas Terakreditasi Dan Puskesmas Tidak Terakreditasi Di Kabupaten Berau. *Jurnal Keperawatan Wiyata*, 5(1), 30–39. <https://doi.org/10.35728/jkw.v5i1.1360>
- Suyanti, E., Oktapani, S., & Afrita, I. (2024). Pelaksanaan Program Universal Health Coverage (UHC) Di Indonesia. *Innovative: Journal Of Social Science Research*, Vol. 4 No. 3.
- Tong, A., Sainsbury, P., & Craig, J. (2007). Consolidated criterio for reporting qualitative research (COREQ): a 32- item checklist for interviews and focus group. *International Journal of Qualitative in Health Care*, 19(6), 349–357. <https://doi.org/10.1093/intqhc/mzm042>
- Trisna, I., & Raharjo, B. (2019). Status Akreditasi Puskesmas dengan Tingkat Kepuasan Pasien. *HIGEIA (Journal of Public Health Research and Development)*, Vol 3 No 2, 324–336.
- UPTD Puskesmas Cinangka. (2024). *Profil Kesehatan UPTD Puskesmas Cinangka*.

UPTD Puskesmas PancoranMas. (2023). *Profil Kesehatan UPTD Puskesmas PancoranMas*.

Wijyantiningrum, T., Wijayanti, Y., & Raharjo, B. B. (2020). Analysis of The Individual Health Efforts Quality After Accreditation Assessment at Public Health Centers of Semarang City in 2019. *Public Health Perspectives Journal*, Vol 5 No 1, 36–46.

World Health Organization. (2021). *Primary Health Care on the Road to Universal Health Coverage* (Monitoring Report).

World Health Organization. (2022a). *Universal health coverage (UHC)*. .

World Health Organization. (2022b, December 12). *Universal health coverage (UHC)*.

Wulandari, R. D., Ridho, I. A., Supriyanto, S., Qomaruddin, M. B., Damayanti, N. A., Laksono, A. D., & Rassa, A. N. F. (2019). Pengaruh Pelaksanaan Akreditasi Puskesmas terhadap Kepuasan Pasien. *Media Kesehatan Masyarakat Indonesia*, 15(3), 228. <https://doi.org/10.30597/mkmi.v15i3.6195>

Yeoh, E.-K., Johnston, C., Chau, P. Y. K., Kiang, N., Tin, P., & Tang, J. (2019). Governance Functions to Accelerate Progress toward Universal Health Coverage (UHC) in the Asia-Pacific Region. *Health Systems & Reform*, 5(1), 48–58. <https://doi.org/10.1080/23288604.2018.1543521>

Yewen, M. R., Korompis, G. E. C., & Kolibu, F. (2018). HUBUNGAN ANTARA STATUS AKREDITASI PUSKESMAS DENGAN TINGKAT KEPUASAN PASIEN DI KOTA SORONG PROVINSI PAPUA BARAT. *KESMAS: Jurnal Kesehatan Masyarakat Universitas Sam Ratulangi*, 7 NO 5.