

INPATIENT HEALTH SERVICES (POLICY IMPLEMENTATION STUDY BASED ON PERMENKES NO. 4 OF 2019 CONCERNING TECHNICAL STANDARDS FOR FULFILLMENT OF BASIC SERVICE QUALITY AT MINIMUM SERVICE STANDARDS IN THE HEALTH SECTOR AT THE GONDANGLEGI ISLAMIC HOSPITAL, MALANG REGENCY)

ABDUL WAHID MAHSUNI¹, AGUS SHOLAHUDDIN² and
SRI HARTINI JATMIKOWATI³

^{1,2,3} University of Merdeka Malang, Indonesia.

E-Mail: ¹ abdulwahid_fe@unisma.ac.id, ² agus.sholahuddin@unmer.ac.id, ³ sri.hartini@unmer.ac.id

Abstract

The enactment of Permenkes number 4 of 2019 concerning Technical Standards for fulfilling basic service quality at minimum service standards in the health sector has changed various public policies regarding health, especially public policies in the field of health services related to the implementation or implementation of policies in hospitals. Service performance is still far from what was expected, in the context of implementing health service policies at the Gondanglegi Islamic Hospital in Malang Regency, the need for quality human beings who can provide adequate services to the public is urgently needed. Good and fast service implementation has become a demand and expectation for the community. Through integrated SIMRS, health information can be continuously developed. From the point of view of the information element, through integrated SIMRS, health information continues to be built, can be continuously developed, and already fulfills health information presented clearly and informatively. The purpose of this study was to describe and analyze inpatient health services based on Permenkes Number 4 of 2019 at the Gondanglegi Islamic Hospital, Malang Regency. In terms of health information elements, health services for inpatients at the hospital are very fulfilling. In terms of Information element health through an integrated Hospital Management Information System (SIMRS), health information continues to be developed. In terms of Organizational Structure Factors at the Gondanglegi Islamic Hospital in Malang Regency, the organizational structure is adapted to the needs of a type C Hospital and adapted to current conditions.

Keywords: Implementation, Policy, Service, Hospital

RESEARCH CONTEXT

Studies on the implementation of service policies in hospitals need to be carried out in order to meet the minimum service standards in the health sector, so synchronization of cooperation is needed in the implementation of services between health workers and health support workers, especially at the Gondanglegi Islamic Hospital, Malang Regency. Service Implementation is something related to the roles and functions of the organization that must be carried out. The roles and functions are meant apart from protecting, as well as fulfilling the basic needs of society at large in order to realize people's welfare (Rasyid, 1997).

Service performance is still less than what was expected, in the context of implementing health service policies at the Gondanglegi Islamic Hospital in Malang Regency, the need for quality human resources and being able to provide adequate services to the public is urgently needed. The implementation of good and fast service has become a demand and expectation for the community. The areas targeted for actualization in question are in terms of service to the community. This is in line with the spirit of reform which demands quality services.

Organizational development is largely determined by the quality of its human resources. On the one hand, quality human resources are expected to be able to exploit natural resources in such a way as to benefit society at large. On the other hand, quality human resources within the ranks of the organization's management will be able to provide satisfactory services to the public. This last point is important because so far, a lot of criticism and outbursts of dissatisfaction have been directed at the organization of the Gondanglegi Islamic Hospital in Malang Regency as a result of their services being judged "less" by the public.

To achieve the objectives of human resource development, as stated in the description, the organization needs support from other organizations in developing its human resources. The role of the other organizations can be in the form of executors or organizers of education and training; financial assistance for the implementation of education and training; and other forms of roles that enable the development of human resource capacities.

In order to improve the quality of service to the community and to reduce the high cost economy, increase efficiency, productivity and effectiveness, the development of human resources is an absolute requirement that must be met if you want to survive and develop and win total competition in today's increasingly competitive global era. Human resource development can be done in various ways, including through education and training.

Nowadays, education and training programs are increasingly directed at increasing the human capacity of planners, implementers and supervisors and controllers of development. Therefore, the existence of humans as human resources needs to be reviewed in terms of quality and quantity.

Furthermore, paying attention to the increasing demands of the community at the Gondanglegi Islamic Hospital in Malang Regency for services, both in the form of administration, services and in the form of products. People want fast and precise service. But the real conditions in the field, it turns out that the demands of the community have not been fulfilled.

This is because the people at the Gondanglegi Islamic Hospital in Malang Regency are still not optimal in carrying out service tasks. Facts on the ground at the Gondanglegi Islamic Hospital in Malang Regency show that human resources who sit in certain positions are required to attend education and training only attend training after the person concerned takes office.

The program to improve the quality of human resources at the Gondanglegi Islamic Hospital in Malang Regency through a human resource development policy strategy seeks to be more adaptive to progress and development, the complexity of challenges and opportunities, and the implementation of basic tasks.

Problem Formulation

The formulation of the problem is how is the health service for inpatients based on Permenkes no. 4 in 2019 at Gondanglegi Islamic Hospital, Malang Regency?

Research purposes

To describe and analyze inpatient health services based on Permenkes Number 4 of 2019 at the Gondanglegi Islamic Hospital, Malang Regency.

RESEARCH METHODS

Types and Research Methods

Through this qualitative research approach, researchers are able to fully and comprehensively describe the phenomenon under study as described in the research focus, so that they can answer the problems formulated and thus the research objectives can be achieved.

Research focus

The focus of this research is inpatient health services based on Permenkes Number 4 of 2019 at the Gondanglegi Islamic Hospital, Gondanglegi District, Malang Regency.

1. In terms of quantity and quality standards of goods and/or services;

a. Standard quantity:

- 1) Patient;
- 2) Medical personnel;
 - a) Doctor;
 - (1) Medical specialist;
 - (2) General practitioners;
 - b) Nurse;
 - c) Midwife;
 - d) Inpatient Class;
 - (1) Number of rooms for Adults;
 - (2) Number of rooms for children;

b. Quality of goods and/or services:

- 1) Drugs;
- 2) Hospital Supplies;
- 3) Infrastructure (ambulance);

2. In terms of the standard number and quality of health personnel/human resources;
 - a. Specialist doctor customers;
 - b. Customers of general practitioners/doctors on duty;
 - c. Nurse/medical personnel customers;
3. Reviewed based on technical instructions or standards compliance procedures;
 - a. Permenkes standard technical guideline;
 - b. Inpatient room technical guidelines compared to Human Resources;
 - c. Juknis number of beds, infrastructure;
 - d. Technical Guidelines for BPJS at RSI Gondanglegi;

RESEARCH RESULTS AND DISCUSSION

Health services for inpatients based on the Regulation of the Minister of Health of the Republic of Indonesia Number 4 of 2019 at the Gondanglegi Islamic Hospital in Malang Regency, in terms of the standard quantity and quality of goods and/or services, have been regulated to comply with the type C Hospital policy. From what has been explained, that as a policy made by the government in the form of government actions that have specific goals that prioritize the interests of the community, which are formulated as follows:

1. Policies always have a goal or are oriented towards a particular goal.
2. Policies contain actions or patterns of action of government officials.
3. Policy is what the government actually does and not what it intends to do.
4. Public policy is positive (government action regarding a particular problem) and negative (government officials' decision not to do something).
5. Public policy (positive) is always based on certain laws that are coercive. (Anderson in Widodo, 2010:14).

Meanwhile, regarding the capacity of goods according to the procedure to be checked through the hospital's health technology team, the details are as follows;

1. a. Standard quantities can be seen from:
 - 1) There are 5,127 hospitalized patients from 2018 to 2022,
 - 2) Meanwhile, medical personnel are as follows, which can be seen from the number of specialist doctors, general practitioners, nurses, and midwives whose details are;
 - a) Doctors, as many as 34 people with details,
 - (1) 22 specialist doctors
 - (2) 11 General Practitioners

- b) Nurses as many as 119 people
- c) Midwives as many as 16 people
- d) Inpatient Class of 4 blocks with details,
 - a) The number of rooms for adults is 77 rooms
 - b) There are 23 rooms for children

While the quality of goods and/or services with the following details:

- b. 1) Drugs; Pharmaceutical supplies/preparations are carried out according to standards (100%) as PMK 72/2016 concerning Pharmaceutical Service Standards in Hospitals.
- 2) Hospital equipment tools; According to PMK No. 3/2020 concerning Classification of Hospital licensing, around 75% of medical devices (alkes) were met and around 80% of regulatory standards were met for other public equipment.
- 3) Infrastructure (ambulance); 3 in total, 2 standard transport ambulances, 1 specifically for bodies.

For this reason, the types of services provided are classified as general hospitals and special hospitals. General hospitals and special hospitals are classified by the government based on service capabilities, health facilities, supporting facilities, and human resources. Regarding the standard, it has been regulated to comply with the type C hospital policy. For goods capacity, it is according to the procedure to be checked through the Hospital Health technology team.

Health services for inpatients based on the Regulation of the Minister of Health of the Republic of Indonesia Number 4 of 2019 at the Gondanglegi Islamic Hospital in Malang Regency, in terms of the standard number and quality of health personnel/human resources, are still constrained by location and other factors, the personnel for specialist doctors is still insufficient, while for other fields it is complete, with details as follows

2. Specialist doctor customers; On average, Surgical Clinics: 2,913 people, Children's Clinics: 2,361 people, Psychiatric Clinics: 1,093 people, Skin Clinics: 1,103 people, Eye Clinics: 3,069 people, Obgyn Clinics: 579 people, Orthopedic Clinics: 816 people, Pulmonary Clinics 3,121 people. Internal Medicine Clinics: 7,578 people, Medical Rehab Clinics: 7,844 people, Neurology Clinics: 6,403 people, while the customers are general practitioners/doctors on duty; On average there are 8,954 people, Customers are nurses/medical personnel (none)

Taking into account the statements of the informants, it can be concluded that inpatient health services based on the Regulation of the Minister of Health of the Republic of Indonesia Number 4 of 2019 at the Gondanglegi Islamic Hospital in Malang Regency, in terms of the standard number and quality of health personnel/human resources, are still constrained by location factors and other factors, the personnel for specialists is still not fulfilled, while for other fields it is complete.

Health services for inpatients based on the Regulation of the Minister of Health of the Republic of Indonesia Number 4 of 2019 at the Gondanglegi Islamic Hospital in Malang Regency, in

terms of technical instructions or procedures for fulfilling standards.

3. a. Permenkes standard technical guideline;

Compliance with regulatory standards of all ministries and agencies (K/L) is adopted into the 5 year Strategic Plan (Renstra) and operationalized annually in the annual Work Program (Proker). Then it is lowered again into more technical planning in the Terms of Reference. This is done because of the rationalization of budget availability and preparation of human resources which takes time.

b. Inpatient room technical guidelines compared to human resources;

There is still a shortage of 1-3 nurses compared to the standard calculation (regulation) of fulfilling the staffing pattern. The fulfillment of personnel in inpatient rooms is carried out in a programmed (planned-phased), regulation-based, data-based and considering economic factors.

c. Juknis number of beds, infrastructure;

The number of beds (TT) has met the minimum standard for type C Hospital, namely 100 TT with a minimum availability of class III of 20-30% of the total TT and 30% preparation for changing the function of general inpatient rooms to isolation rooms if there is a spike in the incidence of infectious disease cases according to a Circular Letter from the East Java Provincial Health Office in 2022.

d. Technical Guidelines for BPJS at the Gondanglegi Islamic Hospital;

The implementation of BPJS services is carried out by establishing a Quality Control and Cost Control Team (KMKB) which in principle seeks to balance business profit targets with service quality standards provided to patients participating in BPJS Health. The number of patients who pay through BPJS Health reaches around 75% of the total payment method for all patients. Monitoring the quality of BPJS Kesehatan services is carried out by the Main Branch Office of BPJS Kesehatan Malang through walk through audits (WTA) 5 times in 2022 and monitoring 7 compliance indexes for advanced referral health facilities (FKRTL) periodically with values ranging from an average of 70- 80%.

Inpatient health services based on Government Regulation of the Republic of Indonesia Number 4 of 2019 at the Gondanglegi Islamic Hospital in Malang Regency, in terms of the element of Health Authority that all doctors, health workers and care-giving professionals (PPA) are equipped with letters explaining their respective authorities respectively. In terms of health information elements, health services for inpatients at the hospital are very fulfilling. There are already letters explaining the authority of all Deputy Directors and other medical personnel as well as budget implementation documents (DPA). Judging from the element of health authority, all doctors and health workers as well as care-giving professionals (PPA) are equipped with letters explaining their respective authorities, health services for inpatients at the hospital are very fulfilling, health authority has been carried out as it should.

Health services for inpatients based on the Regulation of the Minister of Health of the Republic of Indonesia Number 4 of 2019 at the Gondanglegi Islamic Hospital in Malang Regency, in terms of the information element said by the Director of the Gondanglegi Islamic Hospital that through an integrated hospital management information system (SIMRS), health information continues to be built. Judging from the elements of health information, health services for inpatients at the hospital are very fulfilling. Through an integrated hospital management information system (SIMRS), health information can be continuously developed. From the point of view of the information element, through an integrated hospital management information system (SIMRS), health information is continuously being built, can be continuously developed, and already fulfills health information presented clearly and informatively.

Taking into account the statements of the five informants, the researcher concluded that inpatient health services were based on the Regulation of the Minister of Health of the Republic of Indonesia Number 4 of 2019 at the Gondanglegi Islamic Hospital in Malang Regency, in terms of the elements of health facilities that health facilities are carried out according to the needs of the Hospital, namely type C, Health services for inpatients at the hospital have been fulfilled and are good, the health facilities provided are quite adequate.

Health services for inpatients based on the Regulation of the Minister of Health of the Republic of Indonesia Number 4 of 2019 at the Gondanglegi Islamic Hospital in Malang Regency are reviewed based on technical instructions or procedures for fulfilling standards that the Hospital has been equipped with regulations referring to government regulations to carry out activities technically. This means that the health services for inpatients at the hospital are fulfilled because they have been equipped with various regulations that refer to government regulations to carry out activities technically (for example, there is an SPO). Already fulfilled, already good, the technical instructions or standard piloting procedures are well explained.

Health services for inpatients are based on the Regulation of the Minister of Health of the Republic of Indonesia Number 4 of 2019 at the Gondanglegi Islamic Hospital in Malang Regency, in terms of the Communication Factor that the communication factor between the doctor in charge of service (DPJP), caregiving professionals (PPA) and other health workers including the patient and family have complied with the regulations in the hospital. And also the communication factor between the doctors in charge of the service (DPJP), budget execution documents (DPA) and other medical personnel including patients and families is in accordance with regulations and set forth in Hospital rules and also the presence of authorized staff who are very communicative and clear in giving directions.

Health services for inpatients based on the Regulation of the Minister of Health of the Republic of Indonesia Number 4 of 2019 at the Gondanglegi Islamic Hospital in Malang Regency, in terms of the Communication variable, namely Transmission, that manual and digital dissemination of information is regulated in regulations, easy to translate and relatively good, regulations have regulated the dissemination of manual and digital information, everything related to transmission is explained both manually and digitally.

Health services for inpatients based on the Regulation of the Minister of Health of the Republic of Indonesia Number 4 of 2019 at the Gondanglegi Islamic Hospital in Malang Regency, in terms of the communication variable, namely the clarity that it is for drug delivery high alert in patients there must be clarity in communication one of which is a mandatory double check in patients who have been regulated in the SOP. One of the information provided about the drug given to the patient is explained in detail.

Health services for inpatients based on the Regulation of the Minister of Health of the Republic of Indonesia Number 4 of 2019 at the Gondanglegi Islamic Hospital in Malang Regency, in terms of the Communication variable, namely the consistency that the consistency of the implementation of communication according to regulations has been monitored and evaluated and set forth in a semester or annual attachment. is good, communication is carried out consistently.

Health services for inpatients are based on the Regulation of the Minister of Health of the Republic of Indonesia Number 4 of 2019 at the Gondanglegi Islamic Hospital in Malang Regency, in terms of the Disposition Factor that has been regulated separately so that the service can be evaluated as good, it has been regulated by the Hospital.

Health services for inpatients based on the Regulation of the Minister of Health of the Republic of Indonesia Number 4 of 2019 at the Gondanglegi Islamic Hospital in Malang Regency, in terms of the Appointment Factors for leaders at the Gondanglegi Islamic Hospital in Malang Regency, specifically the appointment of directors and deputy directors has been regulated separately in the regulations belonging to the Rumah Foundation Gondanglegi Islamic Hospital, which is in accordance with the appointment mechanism and SOP.

Health services for inpatients are based on the Regulation of the Minister of Health of the Republic of Indonesia Number 4 of 2019 at the Gondanglegi Islamic Hospital in Malang Regency, in terms of the Incentive Factors at the Gondanglegi Islamic Hospital in Malang Regency, that the incentives at the Hospital are regulated based on certain calculations and are optimized every month and of course is sufficient and meets the standard. In certain calculations, hospital incentives can be received on time every month. Its fine, has been arranged by the Hospital.

Health services for inpatients are based on the Regulation of the Minister of Health of the Republic of Indonesia Number 4 of 2019 at the Gondanglegi Islamic Hospital in Malang Regency, in terms of Organizational Structure Factors at the Gondanglegi Islamic Hospital in Malang Regency, that the organizational structure is adapted to the needs of type C Hospitals and adapted to conditions latest. It has been adapted to current conditions and has also been adapted to the needs of type C Hospitals for its organizational structure.

Health services inpatients based on the Regulation of the Minister of Health of the Republic of Indonesia Number 4 of 2019 at the Gondanglegi Islamic Hospital in Malang Regency, in terms of standard Operating Procedures (SOP) at the Gondanglegi Islamic Hospital in Malang Regency It has been issued as needed and with reference to related policies and with reference to related policies, SOPs have been issued according to needs and made according to needs and

implemented optimally. Health services for inpatients based on the Regulation of the Minister of Health of the Republic of Indonesia Number 4 of 2019 at the Gondanglegi Islamic Hospital in Malang Regency, in terms of Fragmentation that is to facilitate communication and integration, policies at the Hospital involve other related fields, are very fulfilling, are good, cooperate with other related fields.

CONCLUSION

Health services Inpatients Based on the Regulation of the Minister of Health of the Republic of Indonesia Number 4 of 2019 at the Gondanglegi Islamic Hospital in Malang Regency, they are as follows:

1. In terms of quantity and quality standards of goods and/or services, has been regulated to suit the type C Hospital policy. This cannot be separated from what is explained that as a policy made by the government in the form of government actions that have specific goals that prioritize the interests of the community.
2. In terms of the number and quality standards of health personnel/human resources still constrained by location and other factors, the personnel for specialist doctors is still not sufficient, while for other fields they are sufficient.
3. In terms of technical instructions or standard compliance procedures;
 - a. Permenkes standard technical guideline; Compliance with regulatory standards of all ministries and agencies (K/L) is adopted into the 5-year Strategic Plan (Renstra) and operationally defined annually in the annual Work Program (Proker). Furthermore, it is lowered again into more technical planning in terms of reference (Term of Reference). This is done because of the rationalization of budget availability and preparation of human resources which takes time.
 - b. Inpatient room technical guidelines compared to human resources; There is still a shortage of 1-3 nurses compared to the standard calculation (regulation) of fulfilling the staffing pattern. The fulfillment of personnel in inpatient rooms is carried out in a programmed (planned-phased), regulation-based, data-based and considering economic factors.
 - c. Juknis number of beds, infrastructure; The number of beds (TT) has met the minimum standard for type C hospitals, namely 100 TT with a minimum availability of class III of 20-30% of the total TT and 30% preparation for changing the function of the general inpatient room into an isolation room if there is a spike in the incidence of infectious disease cases according to Circular Letter from the East Java Provincial Health Office in 2022.
 - d. Technical Guidelines for BPJS at the Gondanglegi Islamic Hospital; The implementation of BPJS services is carried out by establishing a Quality Control and Cost Control Team (KMKB) which in principle seeks to balance business profit targets with service quality standards provided to patients participating in BPJS Health. The

number of patients paying through BPJS Health accounts for around 75% of the total payment method for all patients. Monitoring the quality of BPJS Kesehatan services is carried out by the Main Branch Office of BPJS Kesehatan Malang through walk through audits (WTA) 5 times in 2022 and monitoring 7 compliance indexes for advanced referral health facilities (FKRTL) periodically with values ranging from an average of 70- 80%.

4. Viewed from the elements of the Health Authority that all doctors and health workers as well as care-giving professionals (PPA) have been equipped with letters explaining their respective authorities.
5. In terms of the information element health that through an integrated hospital management information system (SIMRS), health information continues to be developed. Judging from the elements of health information, health services for inpatients at the hospital have been fulfilled. through an integrated hospital management information system (SIMRS), health information can be continuously developed. In terms of the information element, through an integrated hospital management information system (SIMRS), health information continues to be built, can be continuously developed, and is very fulfilling in health information which is presented clearly and informatively.
6. In terms of health facility elements that the health facilities are carried out according to the needs of the hospital, namely type C, the health services for inpatients at the hospital are very fulfilling and good, the health facilities provided are quite adequate.
7. Reviewed based on technical instructions or standard fulfillment procedures, that the Hospital is equipped with regulations that refer to government regulations to carry out activities technically (for example SPO), technical instructions or standard piloting procedures are well explained.
8. In terms of Communication Factors that the communication factor between the doctor in charge of service (DPJP), professional care provider (PPA) and other health workers including with patients and families has complied with the regulations in the hospital.
9.
 - a. In terms of the communication variable namely Transmission, that the dissemination of information manually and digitally has been regulated in regulations, easy to translate and relatively good, in regulations it has been regulated for dissemination of information manually and digitally, everything related to transmission is explained properly both manually and digitally.
 - b. In terms of the communication variable namely Clarity That is for drug delivery high alert in patients there must be clarity in communication one of which is a mandatory doublee check in patients who have been regulated in the SOP. One of the information provided about the drug given to the patient is explained in detail.
 - c. In terms of the communication variable namely Consistency that the consistency of the implementation of communication according to regulations has been monitored and evaluated and set forth in the semester or annual attachments, very consistent,

communication is carried out consistently.

10. In terms of Factor that it has been regulated separately to be able to evaluate its services.
11. In terms of Leadership Appointment Factor in the Gondanglegi Islamic Hospital, Malang Regency, specifically the appointment of directors and deputy directors has been regulated separately in regulations belonging to the Gondanglegi Islamic Hospital Foundation, namely in accordance with the mechanism and SOP of appointment.
12. In terms of Incentive Factor in the Gondanglegi Islamic Hospital, Malang Regency, that incentives in the hospital are regulated based on certain calculations and are optimized every month and of course they are sufficient and meet standards. Hospital incentives can be received on time every month. It's good, it has been arranged by the RS.
13. In terms of Organizational Structure Factors at the Gondanglegi Islamic Hospital in Malang Regency, that the organizational structure is adapted to the needs of a type C Hospital and adapted to current conditions.
14. In terms of Standard Operating Procedures(SOP) at the Gondanglegi Islamic Hospital in Malang Regency has been issued as needed and refers to related policies and with reference to related policies, SOPs have been issued according to needs and implemented optimally.
15. In terms of Fragmentation (distribution of responsibility for a policy to several different bodies so that it requires coordination) at the Gondanglegi Islamic Hospital in Malang Regency in order to facilitate communication and integration, policies at the Hospital involve other related fields.

Suggestion

Practical Implications

After various coherent reviews regarding inpatient health services based on the Regulation of the Minister of Health of the Republic of Indonesia Number 4 of 2019 at the Gondanglegi Islamic Hospital in Malang Regency, several suggestions are proposed as follows:

1. For managers of the Gondanglegi Islamic Hospital in Malang Regency:

Open a wider network

The management team of the Gondanglegi Islamic Hospital is expected to proactively open the widest possible network to all hospital stakeholders so that they are able to increase their capacity as a service institution. Because with a strong institution, the hospital management team can become a transformation agent to achieve perfect service.

2. For Communities in Malang Regency Increasing community participation Communities who have roles and functions as service users are expected to participate more in their roles.
3. For the government to give hospital management authority

The government is expected to give full authority to the hospital management team to organize and manage professionally by involving capable human resources (capable).

Theoretical Implications

The theoretical recommendations that can be conveyed from this research are expected to open new insights and horizons in using a policy implementation model approach with a perspective top down developed by George C. Edward III. Edward III named his model of public policy implementation Direct and Indirect Impact on Implementation. In this theoretical approach, there are four variables that influence the successful implementation of a policy, namely communication, resources, disposition and bureaucratic structure.

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