

DAFTAR PUSTAKA

- Abernethy, MA., Kuang, YF., Qin, B. (2015). The influence of CEO power on compensation contract design. *The Accounting Review*, Vol. 90, No. 4; 1265-1306.
- Akbas, HE and Karaduman, HA. (2012). The effect of firm size on profitability: An empirical investigation on Turkish manufacturing companies. *European Journal of Economics, Finance and Administrative Sciences*, 55; 21-27.
- Alexander, JA and Lee, S-Y. D. (1996). The effects of CEO succession and tenure on failure of rural community hospitals. *Journal of Applied Behavioral Science*, 32(1): 70-88.
- Alvesson Mand Sveningsson, S. (2008). Getting into the substance of organizational change work. In: *Changing Organizational Culture Cultural change work in progress*. Routledge 2 Park Square, Milton Park, Abingdon, Oxon OX14 4RN USA and Canada; pp. 131-180. ISBN 0-203-93596-9.
- Ancarani A, Di Mauro C, Giammanco MD. (2017). Hospital safety climate and safety behavior: a social exchange perspective. *Health Care Manag Rev.*;42(4): 341–51. <https://doi.org/10.1097/HMR.0000000000000118>.
- Anderson RCand Reeb DM. (2003). Founding-Family ownership and firm performance: Evidence from the S&P 500. *The journal of finance*, 58(3), 1301-1327.
- Anema HA, Kievit J, Fischer C, Steyerberg EW, Klazinga NS. (2013). Influences of hospital information systems, indicator data collection and computation on reported Dutch hospital performance indicator scores. *BMC Health Serv Res.*;13:212. Published 2013 Jun 12. <https://doi.org/10.1186/1472-6963-13-212>.
- Anonymous* (2017). Jabatan direktur rumah sakit, sah milik dokter saja. <https://medianers.blogspot.com/2017/11/jabatan-direktur-rumah-sakit-sah-ilik-dokter.html>).
- Anonymous*. (2021). Daftar rumah sakit di Indonesia. https://id.wikipedia.org/wiki/Daftar_rumah_sakit_di_Indonesia. Cited May 15th 2021.

- Anonymous.* (2018). 60 Rumah sakit tipe A di Indonesia, alamat, telepon dan kepemilikannya, semua kota dan kabupaten. <https://www.avitaliahealth.com/2018/05/daftar-rumah-sakit-rs-tipe-di-indonesia.html>
- Anonymous.* (2019). Daftar rumah sakit tipe A, B, C dan D di kota Semarang. <https://pelayananpublik.id/2019/08/01/daftar-rumah-sakit-tipe-a-b-c-dan-d-di-kota-semarang>.
- Al-Sawai, A. (2013). Leadership of healthcare professionals: where do we stand? *Oman Medical Journal*, 28(4): 285-287. <https://doi.org/10.5001/omj.2013.79>
- Avolio BJ., Walumbwa FO., Weber TJ. (2009). Leadership: current theories, research, and future directions. *Annu Rev Psychol.* 60:421-49.
- Ararat M., Aksu M and Cetin AT. (2010). Impact of board diversity on boards' monitoring intensity and firm performance: Evidence from the Istanbul Stock Exchange. Paper presented at the 17th Annual Conference of the Multinational Finance Society, 27- 30 June, Barcelona, available : http://papers.ssrn.com/sol3/papers.cfm?abstract_id=1572283
- Bachrach, C. A. (2014). Culture and demography: from reluctant bedfellows to committed partners. *Demography.* 51(1);3-25. doi:10.1007/s13524-013-0257-6.
- Baker SD., Mathis CJ. and Stites-Doe, S. (2011). An exploratory study investigating leader and follower characteristics at U.S. healthcare organizations. *Journal of Managerial Issues*, 23(3): 249-363.
- Bantel K. and Jackson, S. (1989). Top management and innovations in banking: Does the composition of the top team make a difference? *Strategic Management Journal*, 10: 107-124.
- Barker V L and Mueller GC. (2002). CEO characteristic and firm R&D spending. *Management Science*, 48 (1): 782-801.
- Bass BM and Avolio B J. (2000). Multifactor leadership questionnaire. Redwood City, CA: MindGarden. 113.
- Bass BM and Avolio BJ. (2003). Predicting unit performance by assessing transformational and transactional leadership. *Journal of Applied Psychology*, 88; 207-218.

- Belias D and Koustelios A. (2014a). Organizational culture and job satisfaction: A review. *International Review of Management and Marketing*, 4(2): 132-149.
- Belias D and Koustelios A. (2014b). The influence of demographic characteristics of Greek bank employees on their perceptions of organizational culture. *International Journal of Human Resource Studies*, 4(1): 81.
- Bennouri, Moez and Chtioui, Tawhid and Nagati, Haithem and Nekhili, Mehdi. (2018). Female board directorship and firm performance: What really matters?. *Journal of Banking & Finance*, vol. 88(C); 267-291. DOI: 10.1016/j.jbankfin.2017.12.010
- Berghout MA., Fabbricotti IN., Buljac-samardz M., Hilders GJM. (2017). Medical leaders or masters? a systematic review of medical leadership in hospital settings. *PLoS One*,12(9):1-24.
- Besley T., Montalvo J. and Reynal-Querol M. (2011). Do educated leaders matter? *The Economic Journal*, 121(554): 205-227.
- Bisbea J. and Barrube's, J. (2012). The balanced scorecard as a management tool for assessing and monitoring strategy implementation in health care organizations. *Rev Esp Cardiol.*;65(10):919–927.
- Bohmer RMJ. (2011). The four habits of high-value health care organizations. *N Engl J Med.*,365:2045-7.
- Bolo AZ., Muchemi AW and Ogutu M. (2011). Diversity in the top management teams and effects on corporate performance. *Business Administration and Management (BAM)*, Vol. 1(3); 82-92.
- Braithwaite J, Matsuyama Y, Manninon R, Johnson J. Healthcare reform, quality and safety (2015). *Perspectives, participants, partnerships and prospects in 30 countries*. Farnham (UK): Ashgate publishing.
- Brewster PWH., Melrose R.J., Marquine MJ., Johnson JK., Napoles A. *et al.* (2014). Life experience and demographic influences on cognitive function in older adults. *Neuropsychology*. 28(6); 846-858. doi:10.1037/neu0000098.
- Calhoun JG., Davidson PL., Sinioris ME., Vincent ET and Griffith JR. (2002). Toward an understanding of competency identification and assessment in health care management. *Quality Management in Health Care*, 11(1): 14–38.

- Calisir, Fethi, Cigdem Altin Gumussoy, A. Elvan Bayraktaroglu and Ece Deniz. (2010). Intellectual capital in the Quoted Turkish ITC Sector. *Journal of Intellectual Capital*. Vol. II(4);537-553.
- Carini E, Gabutti I, Frisicale EM, Di Pilla A, Pezzullo AM, *et al.* (2020). Assessing hospital performance indicators. What dimensions? Evidence from an umbrella review. *BMC Health Services Research* 20:1038;1-13. <https://doi.org/10.1186/s12913-020-05879-y>.
- Carrol GR and Harrison JR. (1998). Organizational demography and culture, insights from a formal modal and simulation. *Administrative Science Quartely*, Vol. 43, No. 4; 637-667.
- Carpenter MA., Geletkanycz MA and Sanders GW. (2004). Upper echelons research revisited: antecedents, elements, and consequences of top management team composition. *Journal of Management*, 30(6);749-778.
- Carter DA., Simkins BJ., Simpson WG. (2003). Corporate governance, board diversity, and firm value. *The Financial Review*, No. 38:33-53.
- Chamberlain TW. (2010). Board composition and firm performance: some Canadian evidence. *International Advances in Economic Research* [online], Vol. 16 Issue 4; 421-422.
- Chatterjee R., Suy R., Yen Y and Chhay L. (2018). Literature review on leadership in healthcare management. *Journal of Social Science Studies*, Vol. 5, No. 1: 38-47. DOI: 10.5296/jsss.v5i1.11460
- Chen CC., Fosh P and Foster D. (2008). Gender differences in perceptions of organizational cultures in the banking industry in Taiwan. *Journal of Industrial Relations*, 50(1): 139-156.
- Cheng LTW., Chan RYK and Leung TY. (2010). Management demography and corporate performance: evidence from China. *International Business Review*, Vol. 19 No. 3:261-275.
- Chou YY and Chan ML. (2018). The impact of CEO characteristics on real earnings management: evidence from the US Banking Industry. *Journal of Applied Finance & Banking*, vol. 8(2); 1-2.
- Clay-Williams R., Ludlow K., Testa L., *et al.* (2017). Medical leadership, a systematic narrative review: do hospitals and healthcare organisations

- perform better when led by doctors? *BMJ Open*;7:e014474. DOI:10.1136/bmjopen-2016-014474.
- Claessens S., Djankov S and Lang LHP. (2000). The separation of ownership and control in East Asian corporations. *Journal of Financial Economics*, Vol. 58 No. 1-2; 81-112.
- Coad A., Segarra A and Teruel M. (2012). Like milk or wine: does firm performance improve with age? *Structural Change and Economy Dynamic*. Elsevier. <http://dx.doi.org/10.1016/j.strueco.2012.07.002>.
- Collins SK., Matthews EP., McKinnies R.C., Collins K.S., Jensen SC. (2009). Chief executive officers in US hospitals: an examination of workforce demographics and educational issues. *Health Care Manag.*, 28(2):134-41.
- Collis, D.J., and Montgomery, C.A. (1995). Competing on resources: Strategy in the 1990s. *Harvard Business Review*; 118-128.
- Cook ML and Burrell MJ. (2013). The impact of CEO tenure on cooperative governance. *Managerial and Decision Economics*, Vol. 34.
- Cooper Rand Kaplan, RS. (1991). Profit priorities from activity-based costing, *Harvard Business Review*: 130-135.
- Dagsson S and Larsson Emil. (2011). How age diversity on the board of directors affects firm performance. *Master's Thesis in Business Administration Blekinge Institute of Technology School of Management*.
- Dang R and Vo, Linh-Chi. (2014). The influence of top management team characteristics on the presence of women on corporate board. In: *Management & Avenir. Management Prospective* Ed. 91-110. ISSN 1768-5958
- Darmadi, Salim. (2012). Do women in top management affect firm performance? Evidence from Indonesia. *MPRA Paper*, No. 38743;1-34.
- Denis DJ and Kruse TA. (2000). Managerial discipline and corporate restructuring following performance declines. *Journal of Financial Economics*, 55: 391-424.
- Dezsö CL and Ross DG. (2012). Does female representation in top management improve firm performance? A panel data investigation. *Strategic Management Journal*, Vol 33, Issue 9: 072-1089. <https://doi.org/10.1002/smj.1955>

- Díaz-Fernández MC., González-Rodríguez MR., Simonetti B. (2014). Top management teams' demographic characteristics and their influence on strategic change. *Quality & Quantity*, 49(3); 1-9. DOI 10.1007/s11135-014-0053-4.
- Dogan, Mesut, (2013). Does firm size affect the firm profitability? evidence from Turkey. *Research Journal of Finance and Accounting*. <https://www.researchgate.net/publication/305222472>.
- Dwinanda, Reyni. (2019). Wapres sebut direktur rumah sakit tak mesti dokter <https://nasional.republika.co.id/berita/puf25m414/wapres-sebut-direktur-rumah-sakit-tak-mesti-dokter>
- Eagly AH., Johannesen-Schmidt MC and van Engen ML. (2003). Transformational, transactional, and laissez-faire leadership styles: A metaanalysis comparing women and men. *Psychological Bulletin*, 129 (4): 569-591.
- Ehi-Oshio OU., Adeyemi A and Enofe AO. (2013). Determinants of corporate profitability in developing economies. *European Journal of Business and Management*. Vol.5, No.16.
- Ellwood and Garcia-Lacalle J. (2015). The influence of presence and position of women on the boards of directors: the case of NHS foundation trusts. *Journal of Business Ethics*, 130; 69-84.
- Erhardt NL., Werbel JD and Shrader CB. (2003). Board of director diversity and firm financial performance. *Corporate Governance*, 11 (2); 102-111.
- Ernestine IE and Setyaningrum D. (2018). CEO characteristics and firm performance; empirical studies from ASEAN countries. *Advances in Economics, Business and Management Research*, volume 101; 423-427.
- Fauzi, F. and Locke, S. (2012). Board structure, ownership structure and firm performance: A study of New Zealand listed-firms. *Asian Academy of Management Journal Of Accounting And Finance*. Vol. 8, No. 2; 43-67.
- Finkelstein, S., Hambrick, D.C. (1996). *Strategic Leadership: Top Executives and Their Effects on Organizations*. West Publishing Company, St. Paul.
- Finkelstein, S., Hambrick, D. C., & Cannella, A. A. (2008). *Strategic leadership: Theory and research on executives, top management, teams, and boards*. New York, NY: Oxford University Press.

- Fletcher, B. C., and Jones, F. (1993). A refutation of Karasek's demand-discretion model of occupational stress with a range of dependent measures. *Journal of Organizational Behavior*, 14: 319-330.
- Fombrun, C. (1996). *Reputation: realizing value from the corporate image*. Harvard Business School Press, Boston.
- Gabutti I, Mascia D, Cicchetti A. (2017). Exploring "patient-centered" hospitals: a systematic review to understand change. *BMC Health Serv Res.*;17(1): 364. <https://doi.org/10.1186/s12913-017-2306-0>
- Gabutti I, Cicchetti A. (2020). Translating strategy into practice: a tool to understand organizational change in a Spanish university hospital. An in-depth analysis in hospital clinic. *Int J Healthc Manag.*;13(2):142–55.
- Galstian, C., Hearld, L., O'Connor, SJ. and Borkowski, N. (2018). The relationship of hospital CEO characteristics to patient experience scores. *Journal of Healthcare Management*, Vol 63, Number 1: 50-61.
- Gandjour A, Kleinschmit F, Littmann V, Lauterbach KW. (2002). An evidence-based evaluation of quality and efficiency indicators. *Qual Manag Health Care*;10(4):41–52. <https://doi.org/10.1097/00019514-200210040-00008>
- Garman, A., Goebel, L., Gentry, D., Butler, P., Fine, D. Healthcare leadership “outliers”: an analysis of senior administrators from the top U.S. hospitals. *J Heal Admin Educ.*;27(2):87-97.
- Ghabayan, M. A. (2012). Board characteristics and firm performance: Case of Saudi Arabia”. *International Journal of Accounting and Financial Reporting*. Vol. 2, No. 2.
- Ghaferi AA, Osborne NH, Dimick JB. (2010). Does voluntary reporting bias hospital quality rankings? *J Surg Res.*; 161 (2): 190–4. <https://doi.org/10.1016/j.jss.2009.07.033>.
- Ghanem M. (2014). Complementary education for healthcare personnel: a strategy to increase hospital performance. *GMS Interdiscip Plast Reconstr Surg DGPW.*;3:1-5.
- Gill, A., Biger, N., and Mathur N. (2010). The relationship between working capital and profitability: Evidence from The United States”. *Business and Economics Journal*, 2010 (BEJ-10).

- Goll, I and Johnson, NB. (2008). Top management team demographic characteristics, business strategy, and firm performance in the US airline industry The role of managerial discretion. *Management Decision*, Vol. 46, No. 2: 201-222. DOI 10.1108/00251740810854122
- Gondrige, E. O., Clemente, A., and Espejo, M. M. S. B. (2012). Composition of the board and firm value of Brazilian public companies”. BBR, Vitória, V. 9, n. 3, Art. 4;71-93.
- Goodstein, J., Gautam, K., and Becker, W. (1994). The effect of board diversity on strategic change. *Strategic Management Journal*, Vol 15; 241-250.
- Gulamhussen, M. A. and Santa, S. F. (2015). Female directors in bank boardrooms and their influence on performance and risk taking. *Global Finance Journal*, 28; 10-23.
- Green, Colin P., and Homroy, Swarnodeep. (2018). Female directors, board committees and firm performance. *European Economic Review*, vol. 102(C): 19-38. DOI: 10.1016/j.euroecorev.2017.12.003
- Hambrick, D.C., Finkelstein, S. and Mooney, A.C. (2005). Executive job demands: new insights for explaining strategic decisions and leader behaviors. *Academy of Management Review*, Vol. 30 No. 3: 472-491.
- Hambrick, D. C., and Fukutomi, G. D. S. (1991). The seasons of a CEO’s tenure. *The Academy of Management Review*, 16(4): 719-742.
- Hambrick, D.C., Geletkanycz, M.A., and Fredrickson, J.W. (1993). Top executive commitment to the status quo: Some tests of its determinants. *Strategic Management Journal*, 14: 401-418.
- Hambrick, D.C., Mason, P.A. (1984). Upper echelons: the organization as a reflection of its top managers. *Acad. Manag. Rev.*, 9: 193-206.
- Hambrick, D. E., and Schechter, S. (1983). Turnaround strategies for mature industrial product business units. *Academy of Management Journal*; 26: 231-248.
- Hayashi, F. and Wang, Z. (2011). Product innovation and network survival in the u.s. atm and debit card industry. [Research Working Paper]. *Economic Research Department*. The Federal Reserve Bank of Kansas City. <http://www.kc.frb.org/publicat/reswkpap/PDF/RWP08-14.pdf>

- Hegazy, M., Hegazy, K., Eldeeb, M. (2020). The balanced scorecard: measures that drive performance evaluation in auditing firms. *Journal of Accounting, Auditing & Finance*; 1–26. DOI: 10.1177/0148558X20962915.
- Helms, M. M., and Stern, R. (2001). Exploring the factors that influence employees' perceptions of their organisation's culture. *Journal of Management in Medicine*, 15(6): 415-429
- Henderson, A.D., and Fredrickson, J.W. (1996). Information processing demands as a determinant of CEO compensation. *Academy of Management Journal*, 39:575-606.
- Henderson, A. D., Miller, D., and Hambrick, D. C. (2006). How quickly do CEOs become obsolete? Industry dynamism, CEO tenure, and company performance. *Strategic Management Journal*, 27(5): 447-460.
- Hermalin, B. E., and Weisbach, M. S. (1991). The effects of board composition and direct incentives on firm performance. *Financial Management*, 20(4); 101-112.
- Herrmann, P. and Datta, D. (2005). Relationships between top management team characteristics and international diversification: an empirical investigation. *British Journal of Management*, Vol. 16 No. 1; 69-78.
- Heskett, J. L., T. O. Jones, G. W. Loveman, W. Earl Sasser, and L. A. Schlesinger. (1994). Putting the service-profit chain to work. *Harvard Business Review* 72, no. 2: 164–174.
- Hessel Nogi, S. (2007). *Manajemen Publik*. Edisi 2. Grasindo. Jakarta.
- Holt, J. L., and DeVore, C. J. (2005). Culture, gender, organizational role, and styles of conflict resolution: A metaanalysis. *International Journal of Intercultural Relations*, 29(2): 165-196.
- Homayara Latifa Ahmed, Md. Jahangir Alam, Saeed Alamgir Jafar, Sawlat Hilmi Zaman (2008). A conceptual review on corporate governance and its effect on firm's performance: Bangladesh Perspective. *AIUB Bus Econ Working Paper Series*, No 2008-10, <http://orp.aiub.edu/WorkingPaper/WorkingPaper.aspx?year=2008>
- Holbrook AL, Krosnick JA, Pfent A (2008). *The causes and consequences of response rates in surveys by the news media and government contractor survey research firms*. In: *Advances in Telephone Survey Methodology*,

- Edited by James M. Lepkowski, *et al.* John Wiley & Sons, Inc.; Chapter 23: 499-678.
- House, R.J., Aditya, R. (1997). The social scientific study of leadership: quo vadis? *J. Manag.*, 23: 409-474.
- HTA Glossary. (2006). INAHTA, HTAi and other partner organizations.<http://htaglossary.net/efficiency>. Accessed 7 May 2020.
- Janssen, O. (2001). Fairness perceptions as a moderator in the curvilinear relationships between job demands, and job satisfaction and job performance. *Academy of Management Journal*, 44: 1039-1050.
- Janssen, O., Van Yperen, N.W. (2004). Employees' goal orientations, the quality of leader member exchange, and the outcomes of job performance and job satisfaction. *Academy of Management Journal*. Vol. 47, No. 3;368-384.
- Janssen, T.L., (2004). Leadership characteristics of hospital ceos: factors that influence leadership style. Dissertation. Drake University in Des Moines, Iowa. 1-135
- Jones, T. O., and W. E. Sasser Jr. (1995). Why satisfied customers defect. *Harvard Business Review* 73, no. 6
- Kaplan, R.S., and Norton, D.P. (1992). The Balanced Scorecard: measures that drive performance. *HarvardBusinessReview*. Cambridge, Massachusetts, USA.
- Kaplan, R.S., and Norton, D.P. (1993). Putting the Balanced Scorecard to Work.*HarvardBusinessReview*. Cambridge, Massachusetts, USA.
- Kaplan, R.S., and Norton, D.P. (1997). Linking the Balanced Scorecard to Strategy.*California Management Review*, Vol. 39. No. I; 53-79.
- Kauer, D., Prinzessin zu Waldeck, T.C., and Schäffer, U. (2007). Effects of top management team characteristics on strategic decision making. Shifting attention to team member personalities and mediating processes. *Manag. Decis.*, 45(6): 942-967.
- Kartikaningrum, S. D. (2016). *Pengaruh karakteristik dewan direksi terhadap kinerja keuangan bank syariah di Indonesia*. Tesis. Tidak dipublikasikan. IAIN. Salatiga.

- Kasika, B.D. (2015). The effect of educational qualification on job performance: the case of Social Security Commission in Namibia (SSC). Namibia: UNAM.
- Keller, R.T. (2006). Transformational leadership, initiating structure, and substitutes for leadership: a longitudinal study of research and development project team performance. *J Appl Psychol.* 91(1):202-10.
- Kemkes RI (2020). Peraturan Menteri Kesehatan Republik Indonesia Nomor 3 Tahun 2020 Tentang Klasifikasi Dan Perizinan Rumah Sakit. <https://peraturan.bpk.go.id/Home/Details/152506/permenkes-no-3-tahun-2020>
- Kesmas Kemkes RI. (2009). Undang-Undang Republik Indonesia Nomor 44 Tahun 2009.
- Khairunnisa, P., and Nadjib, M. (2019). Effect of leadership style on service quality and job satisfaction among hospital nurses: a systematic review. *The 6th International Conference on Public Health*, 461-470.
- Khan, Walayet A., and Vieito, João Paulo. (2013). CEO jender and firm performance. *Journal of Economics and Business*, vol. 67(C): 55-66. DOI: 10.1016/j.jeconbus.2013.01.003
- Kiel, C. G. and Nicholson, J. G. (2005). Evaluating board and directors. *Corporate Governance An International Review*. Vol. No. 5: 613-631.
- Kilduff, M., Angelmar, R., and Mehra, A. (2000). Top management-team diversity and firm performance: examining the role of cognitions. *Organization Science*, Vol. 11 No. 1; 21-34.
- Kim, R. H., Gaukler, G. M., and Lee, C. W. (2016). Improving healthcare quality: a technological and managerial innovation perspective. *Technological Forecasting and Social Change*, 113: Part B. <https://doi.org/10.1016/j.techfore.2016.09.012>
- Kinuu, D., Murgor, P., Walter, O., Letting, N., Aosa, E. (2012). Upper echelons theory and research. A review of theory and empirical literature 28 years later. *Prime J. Bus. Adm. Manag.* (BAM), 2(10): 697-703.
- Kipasha, F. E. (2013). Impact of size and age on firm performance: evidences from micro finance institutions in Tanzania. *Research Journal of Finance and Accounting* 4(5).ISSN22222847;105-116.

- Kofman, F., Reppenning, N., and J. Sterman (1994). Unanticipated side effects of successful quality programs: Exploring a paradox of organizational improvement. *MIT Sloan School Working Paper D-4390-1*.
- Kumah, E., Osei-Kesse, F., Anaba, C. (2017). Understanding and using patient experience feedback to improve health care quality: systematic review and framework development. *JPCRR.*, 4(1):24-31.
- Kusumastuti, S., Supatmi, dan Sastra, P. (2007). The impact of board diversity on firm value: corporate governance perspectives. *Journal of Accounting and Finance*, Vol. 9 No. 2; 88-98.
- Lantz, P. M. (2008). Gender and leadership in healthcare administration: 21st century progress and challenges. *Journal of Healthcare Management*, 53 (5): 291-301.
- Langer, L. J. (2015). Leadership strategies for biotechnology organizations: a literature review. *Biennial Review of Health Care Management: Meso Perspectives Advances in Health Care Management*, 8: 49-80. [https://doi.org/10.1108/S1474-8231\(2009\)0000008007](https://doi.org/10.1108/S1474-8231(2009)0000008007)
- Lebas, M. (1994). Managerial accounting in France: Overview of past tradition and current practice. *European Accounting Review*; 471-487.
- Ledimo, O. (2015). Diversity management: an organisational culture audit to determine individual differences. *Journal of Applied Business Research (JABR)*, 31(5): 1733-1746.
- Lee, M.T., Raschke, R.L. (2016). Understanding employee motivation and Organizational performance: Arguments for a set-theoretic approach. *Journal of Innovation & Knowledge*, 1;162-169. <http://dx.doi.org/10.1016/j.jik.2016.01.004>
- Lega F, DePietro C. (2005). Converging patterns in hospital organization: beyond the professional bureaucracy. *Health Policy.*;74(3):261–81. <https://doi.org/10.1016/j.healthpol.2005.01.010>.
- Liaboya Ofuan, J. and Ohiokha Izien, F. (2016). Firm age, nsize and profitability dynamics: a test of learning by doing and structural inertia hypotheses. *Bussines and Management Research.*, vol. 5 No. 1.

- Li, Yuan and Singal, Manisha. (2017). CEO attributes and firm performance in the hospitality industry. *Journal of Hospitality Financial Management*, Vol. 25: Iss. 2: Article 3. DOI: <https://doi.org/10.1080/10913211.2017.1398941>
- Lin, Z. and Li. D. (2004). The performance consequences of top management succession. *Group and Organization Management*, Vol. 29, No. 1; 32- 66.
- Liu, Y., Zuobao, W., and Feixue, X. (2014). Do women directors improve firm performance in China?. *Journal of Corporate Governance*, 28;169-184.
- Lowe, K. B., Kroeck, K., and Sivasubramanian, N. (1996). Effectiveness correlates of transformational and transactional leadership: A meta-analytical review of the MLQ literature. *Leadership Quarterly*, 7, 385-426.
- Lubica Lesáková and Katarína Dubcová. (2016). Knowledge and use of the Balanced Scorecard method in the businesses in the Slovak Republic. *Procedia - Social and Behavioral Sciences*, 230:39-48.
- Manary, M., Staelin, R., Kosel, K., Schulman, K. A., and Glickman, S. W. (2013). Organizational characteristics and patient experiences with hospital care: a survey study of hospital chief patient experience officers. *American Journal of Medical Quality*, 30(5):432-440.
- Mangkunegara, AAP. (2007). *Manajemen Sumber Daya Manusia Perusahaan*. PT. Remaja Rosdakarya, Bandung.
- Maniadakis, N., Kotsopoulos, N., Prezerakos, P., Yfantopoulos, J. (2008). Measuring intrahospital clinic efficiency and productivity: an application to a Greek University general hospital. *Eur Res Stud J.*;11(1-2):95-109.
- Marn, J. T., and Romuald, D. F. (2012). The impact of corporate governance mechanism and corporate performance: A study of listed companies in Malaysia. *Journal for The Advancement of Science & Arts*. Vol. 3, No. 1.
- Matthews, E., Collins, K.S., Collins, S.K., McKinnies, R.C. (2013). Chief executive officers in united states hospitals: a reexamination of workforce demographics and educational issues. *Health Care Manag.*, 32(1):69-76.
- Mcgregor, Judy. Tweed, David., Pech, Richard. (2004). Human capital in the new economy: Devil's bargain?, *Journal of Intellectual Capital* 5 (1): 153-164.
- Medin E, Häkkinen U, Linna M, *et al.* (2013). International hospital productivity comparison: experiences from the Nordic countries. *Health Policy*. 2013; 112(1-2):80-7. <https://doi.org/10.1016/j.healthpol.2013.02.004>.

- Michel, J., and Hambrick, D. (1992). Diversification posture and top management team characteristics. *Academy of Management Journal*, 35: 9-37.
- Mohd-Shukria, N.F., Ramlia, A. (2015). Organizational structure and performances of responsible Malaysian Healthcare Providers: A balanced scorecard perspective. *Procedia Economics and Finance*, 28; 202-212.
- Mudasetia. (2020). *Pengaruh demografi organisasi, karakteristik direksi, dan karakteristik perusahaan terhadap kinerja pasar dengan kinerja akuntansi sebagai variabel mediasi*. Tesis. Program Doktor Ilmu Ekonomi Program Pascasarjana Fakultas Ekonomi Universitas Islam Indonesia Yogyakarta.
- Ness, R.K.V., Miesing, P., and Kang, J. (2010). Board of director composition and financial performance in a sarbanes-oxley world. *Academy of Business and Economics Journal*. 10 (5);56-74.
- Nielsen, S. (2010). Top management team diversity: a review of theories and methodologies. *Int. J. Manag. Rev.* 11(1), 301–316.
- Ochonma, OG., Nwankwor, CA., Henry-Arize, I., Igwe, SE., Nwodoh, CO., Ingwu, JA., *et al.* (2018). Education and hospital manager's administrative competency : what impact is of a higher degree? *IIARD*. 4(3):48-67.
- Oxelheim, L. and Randøy, T. (2003). The impact of foreign board membership on firm value. *Journal of Banking and Finance*, Vol. 27 No. 12; 2369-2392.
- Paustian-Underdahl, S. C., Walker, L. S., and Woehr, D. J. (2014). Gender and perceptions of leadership effectiveness: A meta-analysis of contextual moderators. *Journal of Applied Psychology*, Vol. 99, No. 6: 1129-1145. <http://dx.doi.org/10.1037/a0036751>.
- Pasanen, Mika. (2003). *In search of factors affecting SME performance; The case of eastern Finland*. Doctoral Dissertation, Faculty of Business and Information Technology of The University, Department of Business and Management University of Kuopio.
- Pastor JC, Mayo M. (2008). Transformational leadership among Spanish upper echelons: the role of managerial values and goal orientation. *Leadersh Org Dev J.* , 29(4):340-58.
- Peni, E. (2014). CEO and chairperson characteristics and firm performance. *Journal of Management Governance*, 18;185-205.

- Post, C. and Byron, K. (2015). Women on boards and firm financial performance: A meta analysis. *Academy of Management Journal*, 58 (5); 1546-1571.
- Porter, L.W., and McLaughlin, G.B. (2006). Leadership and the organizational context: Like the weather? *The Leadership Quarterly*, 17; 559-576. doi:10.1016/j.leaqua.2006.10.002.
- Prasetyo A., Budiman J., Isa M. (2021). Does a higher degree of education effect the perfomance of healthcare leaders? A systematic review. *Bali Med J*; Volume 10, Number 1: 174-180. doi: 10.15562/bmj.v10i1.2014.
- Ragins, B. R. and Gonzalez, J. A. (2003). Understanding diversity in organizations: Getting a grip on a slippery construct. In J. Greenberg (Ed.) *Organizational behavior: The state of the science* (rd ed., pp. 125-163). Mahwah, NJ: Lawrence Erlbaum.
- Rappleye, E. (2015). Where CEOs of 50 great health systems went to school. Retrieved from <http://www.beckerhospitalreview.com/hospitalmanagement/administration/where-ceos-of-50-great-health-systems-went-to-school.html>
- Randoy, T., Oxellheim, L., and Thomsen, S. (2006). A nordic perspective on board diversity. nordic inovation centre. Available at <http://www.nordicinovation.net/img/anordicperspectiveonboard/diversity/final.web.pdf>
- Rathert C, Wyrwich MD, Boren SA. (2013). Patient-centered care and outcomes: a systematic review of the literature. *Med Care Res Rev.*;70(4):351–79. <https://doi.org/10.1177/1077558712465774>.
- Richard, O.C., Barnett, T., Dwyer, S., dan Chadwick, K. (2004). Cultural diversity in management, firm performance, and the moderating role of entrepreneurial orientation dimensions. *Academy of Management Journal*, Vol. 47 No. 2; 255-266.
- Ricketts, T. C., and Fraher, E. P. (2013). Reconfiguring health workforce policy so that education, training, and actual delivery of care are closely connected. *Health Affairs*, 32(11): 1874-1880.
- Rivers PA, Woodard B, Munchus G. (1997). Organizational power and conflict regarding the hospital-physician relationship: symbolic or substantive? *Health Serv Manag Res.*;10(2):91–106. <https://doi.org/10.1177/095148489701000110>

- Reilly, P. (2004). Front lines to front office: Nurses draw on patient-care experience, interdepartmental knowledge as they graduate to top executive positions. *Modern Healthcare*, 34(16); 24.
- Robbins, Stephen P., and Judge, T.A. (2013). *What is organizational behaviour?. In: Organizational behaviour* (15th ed). Pearson Education, Inc. Prentice Hall: 3-30. ISBN 10: 0-13-283487-1 ISBN 13: 978-0-13-283487-2.
- Sarto, F., Veronesi, G. (2016). Clinical leadership and hospital performance: assessing the evidence base. *BMC Health Serv Res.*, 16(2):85-97.
- Savage, G.T., Nix, T.W., Whitehead, C.J., and John D. Blair. (1991). Strategies for assessing and managing organizational stakeholders. *The Executive*, Vol. 5, No. 2; 61-75.
- Schneller, E. S., and Smeltzer, L. R. (2006). *Strategic management of the healthcare supply chain*. San Francisco: John Wiley & Sons, Inc. ISBN: 978-1-118-19342-6.
- Sexton, D. W., Lemak, C. H., and Wainio, J. A. (2014). Career inflection points of women who successfully achieved the hospital CEO position. *Journal of Healthcare Management*, 59(5): 367-384.
- Sfantou, D., Laliotis, A., Patelarou, A., Sifaki-Pistolla, D., Matalliotakis, M., Patelarou, E. (2017) Importance of Leadership Style towards Quality of Care Measures in Healthcare Settings: A Systematic Review. *Healthcare*. 2017;5(73):1–17.
- Simou E, Pliatsika P, Koutsogeorgou E, Roumeliotou A. (2014). Developing a national framework of quality indicators for public hospitals. *Int J Health Plann Manag.*;29(3):e187–206. <https://doi.org/10.1002/hpm.2237>
- Simons, R.L. (1995). *Levers of Control: How Managers Use Innovative Control Systems to Drive Strategic Renewal* (Boston, MA: Harvard Business School Press).
- Skuras, Dimitris, Meccherib, N., Moreirac, M. B., Roselld, J., Stathopouloua,S. (2005). Entrepreneurial human capital accumulation and the growth of rural businesses: A four-country survey in mountainous and lagging areas of the European Union. *Journal of Rural Studies*, 21 67-79.
- Smith, K.G., Smith, K.A., Olian, J.D., Sims, H.P., Douglas P. Jr., O'Bannon and Judith A. Scully. (1994). Top management team demography and

- process: the role of social integration and communication. *Administrative Science Quarterly*, Vol. 39, No. 3; 412-438. <https://doi.org/10.2307/2393297>.
- Smith, T. W. (2003). Developing comparable questions in cross-national surveys. In J. A. Harkness, F. J. R. van de Vijver, & P. PH. Mohler (Eds.). *Cross-Cultural Survey Methods* (pp. 69–91). Hoboken, New Jersey: John Wiley & Sons, Inc.
- Sürücü, L., and Sesen, H. (2019). Entrepreneurial behaviors in the hospitality industry: Human resources management practices and leader member exchange role. *Revista de Cercetare si Interventie Sociala*, 66. 114- 132.
- Sürücü, L., Sürücü, D. (2020). Organizational culture and demographic characteristics of employees. *İşletme Araştırmaları Dergisi Journal Of Business Research-Turk*, 12(2): 1046-1057. <https://doi.org/10.20491/isarder.2020.894>
- Susanne, Buesselmann. (2009). *Human capital and economic growth*. Dissertation. Wayne State University, 173 Pages; Aat 3366669.
- Terjesen, S., Sealy, R. and Singh, V. (2009). Women directors on corporate boards: A review and research agenda. *Corporate Governance: An International Review*, 17: 320 – 337.
- Trisnantoro, L. (2016). *Perilaku ekonomi rumah sakit. Dalam: Memahami Penggunaan Ilmu Ekonomi*. UGM Press. Yogyakarta; 167-190. ISBN: 979-420-541-9.
- Trofimova, A. (2017). *Top management characteristics and company financial performance*. Master's Thesis. Not published. St. Petersburg University. Russia.
- Tsifora, E., and Eleftheriadou, P. (2007). Corporate governance mechanisms and firm performance: Evidence from Greek manufacturing sector. *MIBES Transactions on Line*, Vol. 1, Issue 1; 181-211.
- Vainieri M, Ferrè F, Giacomelli G, Nuti S. (2019). Explaining performance in health care: how and when top management competencies make the difference. *Health Care Manage Rev.*, 44(4):306-17.

- VanVactor, JD. (2012). Collaborative leadership model in the management of health care. *Journal of Business Research*, 65(4): 555-561. <https://doi.org/10.1016/j.jbusres.2011.02.021>
- Van Yperen, N. W., and Snijders, T. A. (2000). A multi-level analysis of the demands-control model: Is stress at work determined by factors at the group or individual level? *Journal of Occupational Health Psychology*, 5: 182-190.
- Vafeas, N. (2003). Length of board tenure and outside director independence. *Journal of Business Finance & Accounting* [online], Vol. 30 Issue 7/8;1043-1064.
- Veillard J, Champagne F, Klazinga N, Kazandjian V, Arah OA, Guisset AL.(2005). A performance assessment framework for hospitals: the WHO regional office for Europe PATH project. *Int J Qual Health Care.*;17(6):487–96. <https://doi.org/10.1093/intqhc/mzi072>.
- Velnampy, T., and Nimalathasan, B. (2010). Firm size on profitability: A comparative study of Bank of Ceylon and Commercial Bank of Ceylon Ltd in Sri Lanka. *Global Journal of Management and Business Research*. 10(2); 96-100.
- Vijayakumar, A., and Tamizhselvan, P. (2010). Corporate size and profitability: An empirical analysis. *College Sadhana-Journal for Bloomers of Research*, 3(1); 44-53.
- Wajdi, M.F., dan Isa, M. (2014). Membangun konsep modal manusia yang berperan dalam kinerja pemasaran industri kecil. *Seminar Nasional dan Call for Paper (Sancall): Research Methods And Organizational Studies*, 452-464. ISBN: 978-602-70429-1-9.
- Waldman, D.A., Javidan, M., Varella, P. (2004). Charismatic leadership at the strategic level: a new application of upper echelons theory. *Leadersh. Q.*, 15: 355-380.
- Wiersema, M.F. and Bantel, K.A. (1992). Top management team demography and corporate strategic change. *Academy of Management Journal*, Vol. 35, No. 1: 91-121.
- Wolf, J. A., Niederhauser, V., Marshburn, D., Lavela, S.L. (2014). Defining patient experience. *Patient Exp J.* , 1(1):7-19.

- Wright, Peter, and Ferris, Stephen P. (1997). Agency conflict & corporate strategy: The effect of divestment on corporate value. *Strategic Management Journal*. Vol. 18;77-83.
- Yusoff, W. F. W., and Alhaji, I. A. (2012) Corporate governance and firm performance of listed companies in Malaysia". *Trends and Development in Management Studies*. Vol.1, Issue 1; 43-65.
- Zanger, Todd R. and Barbara S. Lawrence. (1989). Organizational demography: The differential effects of age and tenure distributions on technical communication. *The Academy of Management Journal*, 32(2); 353-376.