

The relationship between interpersonal communication, physician competence, and work commitment with the effectiveness of internship programs in Jambi Province

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ABSTRAK

This study aims to examine the relationship between interpersonal communication, physician competence, and work commitment to the effectiveness of internship programs in Jambi Province. This study uses a quantitative approach with a survey method, and involves 60 respondents who are participants in the internship program. The data analysis technique used was correlation analysis with a significance level of $\alpha = 0.05$. The results of the study showed that there was a partial positive relationship between interpersonal communication, physician competence, and work commitment with the effectiveness of the internship program. Simultaneously, the three variables also had a significant influence on the F table of 4.01. These findings show that the effectiveness of the implementation of the internship program is greatly influenced by the quality of interpersonal communication, professional competence, and the work commitment of the participating doctors. The implications of this study show the need to increase interpersonal capacity, professionalism, and work loyalty of doctors to maximize the results of internship programs as an integral part of education and health services in Indonesia.

Kata kunci: Interpersonal Communication, Physician Competencies, Work Commitment, Effectiveness, Internship Program



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INTRODUCTION

The Internship Program is an activity made for students to apply their knowledge and gain work experience in the real world (Yasa, I. W. D. Y., Suryadi, I. M., Yasa, I. W. D., Prabandari, N. R., & Putri, 2021) Internship programs can be applied to improve the image of an educational institution. With the rapid competition between educational institutions, each educational institution seeks to get a positive image to increase its existence, as well as selling value to the community (Fachri, M., & Imzaqiyah, 2019). A good image is the main goal as well as the reputation and achievements to be achieved for every institution/organization, including the Faculty of Medicine in Indonesia. Image cannot be separated from public opinion, while the good or bad image produced will be determined by the institution itself. Universities as educational institutions have a very large role in developing human resources (HR) and increasing the nation's competitiveness, therefore each educational institution has a special program to increase its existence in an effort to obtain a positive image (Fachri, M., & Imzaqiyah, 2019). One of the efforts to improve the existence of educational institutions is to implement internship programs in universities.

The implementation of the internship program nationally is carried out by the Ministry of Health and must be attended by every Indonesian doctor who graduates of domestic and foreign medical professional programs Framework of Doctors' Expertise and Independence. To become an intern participant, the requirements that must be met by every doctor are that they have been sworn in as a doctor and have a Registration Certificate (STR) for internment authority issued by the Indonesian Medical Council (KKI). Each participant of the internship program must have an Internship Practice Permit (SIP) issued by the Regency/City Regional Government on the recommendation of the authorized health official in the district/city where the placement is located. In addition, each participant

of the internship program must be accompanied by an accompanying doctor of the internship program. The internship program is carried out for a maximum of 1 (one) year. After completing the internship program, you will receive a Certificate of Completion of Internship from the Minister of Health.

In accordance with the 1945 Constitution Article 23 of 1992 concerning health, health development aims to provide the widest possible opportunity for the community to obtain an optimal degree of health (Gustiman et al., 2021). Health is a basic human need to be able to live a decent and productive life. Health is also an important element for every human being to achieve well-being. Every human being has the right to have protection about health. A strong country is also supported by a healthy society, both physically and spiritually. In this regard, the government provides health services to the community in hospitals and health centers, both through the provision of medical equipment, and nurses who are proficient in their fields (Gustiman, Y., Kuantan Singingi, I., Gatot Subroto, J., Nenas, K., Kuantan, T., Kuantan Singigi, K., & Jaya Kopah Central Kuantan District, Kuantan Singingi Regency, 2021). Health services have a very important role in accelerating the improvement of public health standards.

Hospitals and health centers are a means to provide quality and satisfactory services for patients in accordance with the set standards and can reach all levels of society (Gustiman, Y., Kuantan Singingi, I., Gatot Subroto, J., Nenas, K., Kuantan, T., Kuantan Singigi, K., & Jaya Kopah Central Kuantan District, Kuantan Singingi Regency, 2021). Complete medical equipment and support other facilities such as canteens, laboratories, pharmacies, waiting rooms and so on so that people can get fast and appropriate health services. This mission views that the development of health and social welfare of the community is an investment to improve the quality of human resources in the long term so that various expected targets can be achieved, including optimal health services. In order to improve the degree of public health, many things need to be considered.

One of them that is considered to have a very important role is the implementation of health services. Services in the health sector are a form of public service context and must be implemented properly by the government (Fitria, D., Sulisna, A., & Meliala, 2024). In order for the implementation of health services to achieve the desired goals, services must meet various conditions, including the availability of facilities and infrastructure, interconnection between patients and service providers, easy accessibility, and quality, it will provide satisfaction that has an impact on the patient's desire to return to the institution that provides effective health services (Hariyoko, Y., Jehaut, Y. D., & Susiantoro, 2021).

The implementation of controlled and quality health services is also contained in Law No. 36 of 2009 Article 1 which states that, "Health is a human right and one of the elements of welfare that must be realized in accordance with the ideals of the Indonesian nation as referred to in Pancasila and the State Law of the Republic of Indonesia of 1945" further regarding the facilities provided to the community is also found in the Law The 1945 Constitution Article 34 paragraph 3 states that, "The State is responsible for the provision of health service facilities and proper public service facilities" (Fahrul, 2024). One of the facilities provided by the government is a hospital and health center. Services in the health sector carried out by the government are a form of service that is urgently needed by the community.

Law Number 36 of 2009 concerning Health Workers, Article 1 Number 6 stipulates that "Health workers are any person who is devoted to the health sector and has knowledge and/or skills through education in the health sector which for a certain type requires the authority to carry out health efforts." Improving public health optimally, one of them is the need for medical professional education (Adam Idris, 2013). Doctor professional education is required to organize a doctor internship program. The medical internship program is carried out based on the Regulation of the Minister of Health No. 299/MENKES/PER/II/2010 concerning the Implementation of the Internship Program and the Placement of Post-Internship Doctors, as well as the Regulation of the Indonesian Medical Council No. 1/KKI/PER/I/2010 concerning the Registration of Internship Program Doctors (IDAI, 2011). The internship program is a process of utilizing the quality of the medical profession to apply the competencies obtained during education, in an integrated, comprehensive, independent manner and using a family medicine approach in the context of understanding and aligning the results of education with practice in the field (Fitra Sugiharto, 2018).

The Indonesian Doctor Internship Program (PIDI) is a hope for improving the health system in Indonesia. In addition to aiming to maintain the quality of doctor competence, the internship doctor

program is also projected to evenly distribute the distribution of doctors to remote areas and areas with health problems. The internship program is considered very useful because it can distribute doctors in health service facilities that do not have human resources. One of them is at the Puskesmas which is the spearhead of primary health services in Indonesia before patients are referred to hospitals. Doctor Internship is a "Pre-registration training" program before getting a Registration Certificate (STR) from the Indonesian Medical Council (KKI) for doctors who have just completed a competency-based professional education period. The goal is to apply the competencies acquired during education, in an integrated, comprehensive, independent manner and using a family medicine approach in order to understand and align the educational results with practice in the field (Kementrian Kesehatan RI, 2010).

The study shows that from this study it is known that the conditions for the implementation of the Indonesian Doctor Internship Program (PIDI) at Cicalengka Hospital, Bandung Regency in 2017 have been running in accordance with applicable rules, obstacles were found from internship participants who have less active motivation, less able to harmonize between the literature obtained with experience, the limitations of Internship Companion Doctors in providing motivation for internship participants, Facilities and infrastructure of the Internship vehicle are still incomplete and adequate. The results of the study suggest that the management of Cicalengka Hospital, Bandung Regency to manage the implementation of the Indonesian Doctor Internship Program (PIDI) optimally, to achieve quality health services and consider PIDI's efforts in improving the medical skills of doctors.

Next, the researcher conducted an interview with one of the accompanying doctors at Baiturrahim Hospital, Jambi City in March 2023, the accompanying doctor assessed that the effectiveness of the internship program was quite varied, namely very effective, effective and less effective. Therefore, it is necessary to measure the influence of doctors' competence, interpersonal communication, and work commitment on the effectiveness of the internship program in Jambi Province. To be able to find out whether the program can solve the problem of the doctor's internship program or not, it must be seen how effective the program is.

A preliminary study on the effectiveness of the internship program in district/city hospitals in Jambi Province in the effectiveness of the internship program, to 30 (thirty) young doctors who are implementing internship programs in hospitals in the Jambi City area, Merangin Regency, Tanjung Jabung Barat Regency, Sarolangun Regency, Muaro Bungo Regency, Batanghari Regency, which has been carried out with the distribution of questionnaires, interviews, and observations. The data from the distribution of the questionnaire was obtained as follows:

Table 1. Results of the Distribution of the Variable Questionnaire on the Effectiveness of the Internship Program in 2024

No	Indicator	Valuation					Sum
		SE	E	CE	KE	STE	
1.	Program Understanding	35%	45%	10%	5%	5%	100%
2.	Target accuracy	35%	42%	13%	5%	5%	100%
3.	Timeliness	30%	45%	15%	5%	5%	100%
4.	Achievement of goals	30%	45%	10%	10%	5%	100%
5.	Real changes	30%	40%	15%	5%	5%	100%

Based on table 1. through the distribution of the questionnaire, it can be seen that the effectiveness of the internship program in hospitals in the area of Jambi City, Merangin Regency, Tanjung Jabung Barat Regency, Sarolangun Regency, Muaro Bungo Regency, Batanghari Regency can be seen based on the indicators of the effectiveness of the internship program as follows: 1). Understanding the program 45% of respondents stated Effective and 35% stated Very Effective, this means that 2). Accuracy of the target 42% stated effective and 35% stated very effective, this means effective, 3). Punctuality is 42% good and 35% say very effective this means effective, 4). The achievement of the goal of 45% who say good and 30% who say very effective, this means very effective, 5). The real change of 40% who stated that it was effective and 30% who said it was very effective, this means that of the 5 indicators that existed, it can be seen that 2 indicators that are categorized as very effective, namely program understanding and accuracy of targets, even though the percentage figure is still very effective is still 35% so that more efforts are needed to increase the effectiveness of the internship program in hospitals in the Jambi City area, Merangin Regency, West Tanjung Jabung Regency, Sarolangun Regency, Muaro Bungo Regency, Batanghari Regency. Based

on the results of filling out the questionnaire and calculated based on the scoring guidelines, it can be understood that the effectiveness of the internship program at hospitals in the Jambi City area, Merangin Regency, Tanjung Jabung Barat Regency, Sarolangun Regency, Muaro Bungo Regency, Batanghari Regency is included in the effective category.

Some phenomena indicate job dissatisfaction occurs in organizations business, it is not impossible for the phenomenon that phenomenon occurs in educational organizations. The research results of Andrew Oswald and Jonathan Gardner (Elliot, 2001) from Warwick University shows that there has been an 85% decrease in job satisfaction employees in the public service sector such as doctors, nurses, teachers, lectures, and civil servants civil servants in the United Kingdom from the year 1990 to 1998.

Based on the data from the distributed questionnaires obtained, the researcher is interested in conducting further research on The Relationship Between Interpersonal Communication, Physician Competence, and Work Commitment With The Effectiveness of Internship Programs In Jambi Province.

RESEARCH METHOD

Approaches and Types of Research

This study uses a quantitative approach with a type of correlational research. Based on (Sugiyono, 2018) it is stated that the general area known as the population consist of things or individuals determined by the researcher to be studied and drawn conclusions from because they have attributes and characteristics chosen by the researcher. The aim was to test the relationship between independent variables—interpersonal communication (X1), physician competence (X2), and work commitment (X3)—and the bound variable, i.e., the effectiveness of the internship program (Y).

Research Location and Population

The research was carried out in various hospitals and health centers in Jambi Province, which is the location of the internship program. The population in this study is all intern doctors who serve in 8 districts and 1 city in the province, with a total of 120 people.

Sample

A total of 90 respondents were selected as the main sample, while the other 30 doctors were used for instrument trials.

Data Collection Techniques

Data is collected using three main methods:

1. Questionnaire: Arranged in the form of a five-point Likert scale to measure respondents' attitudes and perceptions of the research variables.
2. Interviews: Conducted in-person with selected respondents to deepen qualitative information.
3. Observation and Documentation: Used to complement the data obtained from questionnaires and interviews.

Data Types and Sources

1. Primary data: Derived from the results of filling out the questionnaire by the respondents.
2. Secondary data: Obtained from documents and literature relevant to the internship program in Jambi Province.

Data Analysis Techniques

Data were analyzed descriptively and inferentially using Pearson correlation and multiple regression. The analysis process was carried out with the help of SPSS software version 26.

RESULTS AND DISCUSSION

The Relationship of Interpersonal Communication with the Effectiveness of the Internship Program

Communication is the transfer of information and understanding from one person to another (Davis, K. & Newstrom, 1989). Communication bridges misunderstandings between individuals. The sender of the message (communicator) and the receiver (communicatee) are two essential elements in the formation of communication. Davis also emphasizes that communication will be effective if the communicant understands the message as the communicator intends to convey it. The important elements in communication are the sender, encoding, message, decoding, receiver, feedback, and noise.

The first hypothesis test concluded that there is a significant positive relationship between Interpersonal Communication and Internship Program Effectiveness as shown by the value of the correlation coefficient of Interpersonal Communication variables with Internship Program Effectiveness (r_{X1Y}) = 0.75 in the correlation interpretation table located at the interval $\geq 0.70 - < 0.90$ the decision has a strong/high relationship. The level of relative closeness of the Communication variable Interpersonal (X1) with the Effectiveness of the Internship Program (Y) is strong/high. To see the significance with the hypothesis testing criteria, H_0 is rejected if the value of t_{is} calculated $>$ table, and H_1 is accepted if the value of t_{is} calculated $<$ table. Based on the results of manual data analysis, the t_{cal} value = 10.64 t_{table} value = 1.662, then the $t_{table} > t_{table}$ (10.64 $>$ 1.662) then H_a is accepted, meaning that there is a positive and significant relationship between Interpersonal Communication (X1) and the Effectiveness of the Internship Program (Y) can be accepted because it is tested for its truthfulness.

The relationship pattern between these two variables is expressed by the equation $Y = 142.43 - 0.11.X_1$. This equation provides information that each change in Interpersonal Communication can result in a change in the Effectiveness of the Internship Program by -0.11 at the constant of 142.43. The results of this analysis show that the simple correlation between Interpersonal Communication and the Effectiveness of the Internship Program is very high, which means that Interpersonal Communication is better. So the effectiveness of the Internship Program will also be better. Similarly, vice versa, the lower the Interpersonal Communication, the lower the effectiveness of the Internship Program. Based on the explanation of the statistics above, it can be seen that between Interpersonal Communication (X1) and the Effectiveness of the Internship Program (Y) there is a positive and significant relationship with a high level of relationship strength. This data supports that strong Interpersonal Communication will result in higher Internship Program Effectiveness, and vice versa.

The relationship between Interpersonal Communication and the Effectiveness of the Internship Program is positive, this can be seen from the results of the correlation coefficient of 0.75, so the better the Interpersonal Communication in teachers, the Effectiveness of the Internship Program will increase. In the doctor's internship program, interpersonal communication plays an important role in determining the effectiveness of learning, coordination of the medical team, and the quality of service to patients. Some of the key aspects that show the relationship between interpersonal communication and the effectiveness of a doctor's internship program. Good communication between young doctors (interns) with supervisors, specialists, and other medical personnel helps in understanding clinical cases. With effective communication, young doctors can more quickly adapt to the hospital system, medical procedures, and work culture of the health team.

Young doctors interact with a variety of healthcare professionals such as senior doctors, nurses, pharmacists, and other healthcare workers. Clear and effective communication reduces the risk of medical errors, improves team coordination, and ensures optimal patient care. Young doctors must be able to listen to and understand instructions and accept criticism and advice from senior doctors to improve their competence. Good interpersonal communication allows for open discussions about patient cases, medical procedures, as well as ethical and professional aspects in the world of medicine.

Miscommunication within the medical team can have an impact on incorrect diagnosis, incorrect treatment, or delays in patient care. With effective communication, interns can convey patient information accurately and clearly to other medical teams, thereby improving patient safety. Young doctors who feel supported through good communication will be more confident in handling patients and making clinical decisions. Positive relationships with mentors and colleagues also contribute to mental well-being and internal motivation during the program.

Based on the results of research in the field, it can be concluded that effective interpersonal communication has a great influence on the success of the doctor's internship program. In addition to improving medical competence, good communication also supports team coordination, patient safety, and an optimal learning experience for interns.

The Relationship between Physician Competence and the Effectiveness of the Internship Program

The second hypothesis test concluded that there was a significant positive relationship between Physician Competence and Internship Program Effectiveness as indicated by the value of the correlation coefficient of the Physician Competency variable with the Effectiveness of the Internship Program (r_{X2F}) = 0.79 in the correlation interpretation table located at the interval $\geq 0.70 - < 0.90$ the decision had a strong/high relationship. The level of tightness of the relationship between the variable of Physician Competency (X2) and the effectiveness of the Internship Program (Y) is strong/high. To see the significance with the hypothesis testing criteria, H_0 is rejected if the value of t_{is} calculated $>$ table, and H_1 is accepted if the value of t_{is} calculated $<$ table. Based on the results of manual data analysis, it was obtained that the t_{count} value = 12.086 t_{table} value = 1.662, then $t_{calculated} > t_{table}$ (12.086 $>$ 1.662) then H_a was accepted, meaning that there was a positive and significant relationship between Physician Competence (X2) and the Effectiveness of the Internship Program (Y) could be accepted because it was tested for its truthfulness.

The relationship pattern between these two variables is expressed by the equation $Y = 106.36 + 0.17.X_2$. This equation provides information that every change in one unit of Physician Competency can result in a change in the Effectiveness of the Internship Program by 0.17 at the constant of 106.36. The results of this analysis show that the simple correlation between Physician Competence and the Effectiveness of the Internship Program is very high, meaning that the Physician Competence is better. So the effectiveness of the Internship Program will also be better. Similarly, vice versa, the lower the Doctor's Competence, the lower the Effectiveness of the Internship Program.

From the explanation of the statistics above, it can be seen that between Physician Competency (X2) and the Effectiveness of the Internship Program (Y) there is a positive and significant relationship with a fairly strong level of closeness, as well as partially if the Interpersonal Communication variable (X1) remains, then Physician Competence (X2) has a positive and significant relationship with the Effectiveness of the Internship Program (Y).

The Relationship between Work Commitment and the Effectiveness of the Internship Program

Based on (Darmadi, 2018) it is stated that organizational commitment is a person's competence in adhering to the principles and goals of the organization. According to (Yusuf, R. M., & Syarif, 2018) it is stated that organizational commitment is the attitude of employee loyalty to the organization, helping to achieve the company's goals, and having no desire to leave the company for any reason.

The third hypothesis test concluded that there was a significant positive relationship between Work Commitment and Internship Program Effectiveness as shown by the value of the correlation coefficient of the Work Commitment variable with the Internship Program Effectiveness (r_{X2F}) = 0.76 in the correlation interpretation table located at the interval $\geq 0.70 - < 0.90$ the decision had a strong/high relationship. The level of closeness of the relationship between the variable Work Commitment (X3) and the Effectiveness of the Internship Program (Y) is moderate/adequate. To see the significance with the hypothesis testing criteria, H_0 is rejected if the value of t_{is} calculated $>$ table, and H_1 is accepted if the value of t_{is} calculated $<$ table. Based on the results of manual data analysis, a t_{cal} value = 8.84 t_{table} value = 1.662, then $t_{calculated} > t_{table}$ (8.84 $>$ 1.662) then H_a is accepted, meaning that there is a positive and significant relationship between Work Commitment (X3) and the Effectiveness of the Internship Program (Y) can be accepted because it is tested for its truthfulness.

The relationship pattern between these two variables is expressed by the equation $Y = 125.21 + 0.02.X_3$. This equation provides information that every change in one unit of Work Commitment can result in a change in the Effectiveness of the Internship Program by 0.02 at the constant 125.21. The results of this analysis show that the simple correlation between Work Commitment and the Effectiveness of the Internship Program is very high, which means that the better the Work Commitment.

So the effectiveness of the Internship Program will also be better. Similarly, on the other hand, the lower the Work Commitment, the lower the Effectiveness of the Internship Program.

From the explanation of the statistics above, it can be seen that between Work Commitment (X3) and the Effectiveness of the Internship Program (Y) there is a positive and significant relationship with a fairly strong level of closeness, as well as partially if the variable of Work Commitment (X1) remains the same, then it has a positive and significant relationship with the Effectiveness of the Internship Program (Y).

CONCLUSION

Interpersonal communication is directly correlated positively and significantly with the effectiveness of the Internship Program. This shows that the higher or better the Interpersonal Communication, the higher the effectiveness of the Internship Program. Interpersonal communication has great implications for the effectiveness of the internship program. With good communication, intern doctors can more easily adapt, improve professional skills, and provide quality health services. On the other hand, poor communication can hinder the learning process, cause conflict, and reduce the quality of medical services. Therefore, interpersonal communication skills need to be developed as part of a doctor's professional competence.

Doctors' competence is directly correlated positively and significantly with the effectiveness of the Internship Program. In other words, the higher the Doctor's Competence, the higher the effectiveness of the Internship Program. The competence of doctors, both supervisors and interns, plays a crucial role in determining the effectiveness of the internship program. A physician's competencies include medical knowledge, clinical skills, professional ethics, communication, and critical thinking skills in clinical decision-making. A doctor who has high competence will provide better health services, improve patient safety, and support the effectiveness of the health care system.

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