
THE DEVELOPMENT OF MEDICAL SKILLS THROUGH HUMAN RESOURCES MANAGEMENT IN GRIYA SEHAT SHAREEAH, DEPOK CITY

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Abstrak

Dalam menghadapi era globalisasi, klinik tradisional terapi dituntut mempunyai kinerja tenaga kesehatan yang baik dalam memberikan pelayanan kepada masyarakat, terutama pasien sebagai objek layanan. Rendahnya pengetahuan tenaga kesehatan terkait dengan manajemen kredensial kesehatan berpengaruh terhadap kinerja dan mutu pelayanan di klinik. Tujuan kegiatan pelatihan kredensial tenaga kesehatan ialah untuk meningkatkan pelayanan mutu kesehatan di Griya Sehat Shareeah Kota Depok. Kegiatan pengabdian kepada masyarakat ini diikuti oleh 13 tenaga kesehatan Griya Sehat Shareeah. Pelatihan dilakukan dengan beberapa sesi latihan dan program pelatihan berkelanjutan yang berfokus pada upaya dukungan teknis dan moral. Hasil pelatihan menunjukkan adanya perbedaan tingkat pengetahuan setelah diberikan pelatihan kepada tenaga kesehatan. Dengan demikian, pelatihan manajemen kredensial dengan metode ceramah dan praktik dapat meningkatkan pengetahuan tenaga kesehatan tentang manajemen kredensial serta memperkuat pengetahuan kompetensi dan kewenangan tenaga kesehatan di Griya Sehat Shareeah dalam memberikan pelayanan kesehatan sehingga dapat meningkatkan mutu pelayanan. Pada akhirnya, Griya Sehat Shareeah menjadi model teladan yang mampu mengkombinasikan pengobatan tradisional menuju pengobatan modern di masyarakat.

Kata Kunci: Mutu Pelayanan, Pelatihan Kredensial, Tenaga Kesehatan

Abstract

In the era of globalization, traditional therapy clinics are required to ensure high personnel performance in providing services to the community, especially patients as the object of service. The low level of knowledge of health workers regarding health credential management affects the performance and quality of services in clinics. The aim of the health workers credential training activity is to improve the quality of health services at Griya Sehat Shareeah, Depok City. The community service activity was attended by 13 health workers from Griya Sehat Shareeah. Training is carried out with several practice sessions and an ongoing training program that focuses on technical and moral support efforts. The results of training show that there are differences in the level of knowledge after being given training to health workers. Thus, credential management training using lectures and practice methods can increase health workers knowledge about credential management and strengthen knowledge of the competence and authority of health workers at Griya Sehat Shareeah in providing health services so as to improve service quality. In the end, Griya Sehat Shareeah became an exemplary model that was able to combine traditional medicine with modern medicine in society.

Keywords: Service Quality, Credential Training, Health Workers

INTRODUCTION

Problem Background

In Indonesian, Griya Sehat Shareeah means A healthy house according to Sharia teachings and therefore is a term used synonymously with traditional health centers found at Depok City West Java representative offering alternative medicine treatments such as herbal therapy acupuncture therapeutic massages. With the services deeply embedded in cultural heritage, it becomes a cornerstone for many residents who may have traditional orientations or lack access to modern medical facilities. As such, Griya Sehat Shareeah not only promotes the health of its clients but also conserves a local medical heritage built upon traditional medicines.

The clinic is essential for the community, but it has been under duress: faced with challenges that have the potential to degrade services affecting its quality, and also sustainability. The primary concern is disparity between traditional healing practices and contemporary medical needs, particularly in emergency medicine (Syaiful et al., 2021). Griya Sehat Shareeah staff are trained in traditional medicine, typically without formal training in modern medical practices. This is especially problematic during emergency medical cases requiring traditional medicine. Without these competencies, patient outcome may be compromised and the ability to properly manage emergencies might be limited thus highlighting the importance of instigating a layer of modern medical principles in its operations.

Operational and management inefficiencies the growth of Griya Sehat Shareeah has also exposed some inefficiencies in its operational structure. After Exeter opened its doors as a one-room operation about five years ago, the center drew only a trickle of patients at first; but word spread and soon so many people wanted help that it outstripped the modest space (Nurhayati et al., 2019). However, the center found it difficult to replicate its activities. Traditional, often ad hoc management practices have not kept pace with the needs of growing patient population. This in turn has manifested itself as inconsistent service quality, increased wait times, and lack of real-time updates on patient records. Additionally, the absence of formal hierarchy may cause employees

to be unimpressed leading them to unclear roles and responsibilities with task overloads (Amaliana et al., 2021).

As well as these operating challenges, Griya Sehat Shareeah should likewise need to balance modernized conservation in their ethical second nature. The integration of modern medical knowledge in the traditional setting required careful consideration not to jeopardize authenticity and value of what is unique with TP. Therefore, Griya Sehat Shareeah must maintain the same core values and methods that have earned it a reputation as one of its communities reliable healthcare suppliers while implementing new practices to improve monitoring. Maintaining this balance is imperative so that the center may best serve its patients with an increased standard of care, and also maintain cultural correctness in attending to holistic health needs (Rachmawati et al., 2023).

In light of these challenges, it is evident that the Griya Sehat Shareeah requires strategic intervention to revitalize its operations and achieve sustainability in the long run. This revitalization will serve two purposes. The first one is to serve as a bridge traditional, and also modern medical practices through training of medical staff in emergency medicine. This training will enable the staff to recognize and treat spectrum of medical emergencies leading to decreased mortality rates, improving patient outcomes thereby enhancing quality care. The Griya Sehat Shareeah can create a more sophisticated and trustworthy health service with the combination of modern healthcare principles and traditional practices that are suitable for both cultural purposes and medical indication (Mui et al., 2022).

Revitalization initiative hopes to tackle some on ground hurdles that have developed as the center has grown. This includes putting in place organized management systems that will underpin the expanding operations of the center (Kurniawan et al., 2024). With a focus on more efficient patient flow, decreased wait times, and standardized treatment protocols to streamline electronic health record-keeping in high-impact areas. The enhancements are meant to increase operational efficiency, improving the levels of service delivered and the satisfaction of patients. Further, providing more transparent roles and responsibilities along with increased professional development opportunities is expected to increase staff job satisfaction and retention (Suwarni et al., 2022).

In addition, the revitalization program will focus on human resource development and one of them is in psychology. Given that the quality of care is related directly to caregivers' well-being, initiatives will be developed to address aspects of psycho-social subjects and conscientization amongst workers (Abeni et al., 2014). This will entail things like stress management tools, resiliency building, and creating more positive working environments. Stress management workshops, team-building exercises, and career advancement opportunities will be a key part of this effort. The provision of a training service conducted by Griya Sehat Shareeah fulfills the goal of enhancing staff burden and satisfaction, which hopefully can boost their motivation to work and result in an improved level of care derived from patient handling program services (Suzana et al., 2024).

The reawakening of Griya Sehat Shareeah is not only due to an existing requisite but a planned strategy for its future expansion and existence. Post-hospital implementation, which strengthened staff capabilities with life-saving first aid services while increasing the efficiency of operations will be followed to make Griya Sehat Shareeah a trusted place for private culturally relevant healthcare practices. The initiative is to consider Griya Sehat Shareeah as a prime example among other traditional health centers that will show how ancient and modern medicine can work together to provide comprehensive healthcare services. The success of this revitalization program would help neighboring communities and inform broader discussions on combining traditional health practices with modern medical approaches.

LITERATURE REVIEW

Understanding Human Resources Management

Human resource management is the process of acquiring, training, evaluating, and compensating personnel while also considering their work relations, health and safety, and justice. Human resource management is collection of organizational actions designed to attract, develop, and also retain a competent workforce. Human resource

management (HRM) is process that aims to staff a business and sustain good employee performance via human resource planning, recruiting, orientation, training, career development, compensation and benefits, and performance evaluation (Blštáková & Palenčárová, 2021). HRM is sequence of procedures including the acquisition, growth, motivation, and upkeep of human resources. Therefore, this is a management and utilization procedure for the generation of human capital in the firm growth process. The basic level of HRM is the personnel department, which provides personnel administration, payroll accounting and basic labor law (Alharbi & Aloyuni, 2023).

Recruitment in Healthcare

Recruitment within the healthcare sector faces several challenges, primarily due to the global shortage of healthcare professionals. This shortage is exacerbated by an ageing population requiring more care, the rising prevalence of chronic diseases, and the demanding nature of healthcare jobs. Additionally, the sector competes for skilled professionals, challenging recruitment in rural or underserved areas. The need for specialization in various healthcare fields further complicates recruitment efforts, as does the need to keep pace with advancements in medical technology and practices (Razu et al., 2021). Effective recruitment strategies in healthcare include offering competitive compensation packages, flexible working conditions, and opportunities for professional development. Healthcare organizations increasingly leverage social media and digital platforms for recruitment, reaching wider audience of potential candidates.

Developing partnerships with educational institutions can also help ensure a steady pipeline of newly trained professionals. Emphasizing the organizations mission, values, and culture in recruitment materials can also attract candidates who are a good fit for the team, and committed to patient care (Owolabi et al., 2024). The quality of recruitment practices directly impacts healthcare delivery. Efficient, and also strategic recruitment ensures that healthcare facilities are staffed with competent and dedicated professional capable of meeting patient needs. This not only improves patient outcome and satisfaction also enhances the overall efficiency of healthcare services. Conversely, inadequate recruitment practices can lead to staffing shortages, increased workloads for existing staff, and compromised care quality (Samuel et al., 2021).

Training and Development

Training and development can be defined as a set of actions that enable members of an organization to be in a state of constant readiness and preparedness for their current and future roles within framework of their organization and its environment (Mahdavi et al., 2023), From psychological perspective, training is a process of shaping and modifying an individual behavior to align with the work they perform. This means that shaping and modification are the focus of the training process, which is essentially a learning process. Training begins with individuals following a certain method in a specific situation, and this behavior is modified until it becomes more suitable for the situation. From an applied perspective, training refers to efforts aimed at providing the trainee with the information, knowledge, and skills that give them competence in their assigned work (Qin et al., 2023). The applied concept of training is a requirement for preparing workers for higher-level, and also responsible jobs, requiring higher level of skills and abilities throughout their career or profession. Therefore, training works to develop the abilities of workers in future higher-level jobs.

IMPLEMENTATION METHODOLOGY

The revitalization program at Griya Sehat Shareeah will be run and recapitulated through some strategic stages that boost employees knowledge, skillset, or explanation of standard medical value system in the form of traditional healing practice. The main stages of methodology for operating relating to this program begin with socialization, followed by training, mentoring and evaluation then finish supporting it permanently in a tender-hearted way.

Implementation of community service activities in the form of credential training health workers is carried out by face-to-face meetings at the training location, namely at Griya Sehat Shareeah, Depok City which was attended by 13 health workers on 1 August 2024 to 11 September 2024.

1. Socialization

The first step in the program will be to encourage people through seminars, which will show them that conventional medical knowledge is relevant, as it plays a necessary role in traditional healing. These seminars will cover a comprehensive in-depth view of

how fusing modern medical principles with ancient practices can optimize outcomes and patient safety.

2. Training

After the socialization stage, then continued with Comprehensive Training aimed at improving employee competency in conventional techniques that are usually applied to medical and business. The training will be split into two major parts: soft skills, and hard skills.

3. Mentoring and Evaluation

The third part of the program is the mentoring and assessment stages. After teaching employees, they will be trained by medical and management advisors throughout usage to adapt the knowledge well into practical use. There will be weekly mentoring sessions whereby employees can get advice from the professionals directly.

4. Program Sustainability

The sustainability of programs is the most important factor in achieving success in the long-term revitalization program Griya Sehat Shareeah. As a result, designing a long-term plan to maintain the program will be key. One of the crucial steps in this plan is to form alliances with educational and healthcare institutions, to facilitate continuing access to training resources that are associated with advances within different industries or technologies.

RESULTS AND DISCUSSION

The training included the elements of basic dialogue format as well conventional medical techniques, including first aid and elementary methods of cardiopulmonary resuscitation (CPR) followed by an introduction to various simple medical devices used in providing management for non-life threatening emergencies. After training, 85% of employees could use these techniques with high fidelity during emergency simulations. CPR training simulation.



Figure 1. CPR training simulation and medical emergency practice

The training was required because most individuals hired by institutions knew no life-saving measures beyond basic first aid. This manifests even worse in heart attacks, accidents, or severe injuries: intervening fast but also precisely can decide the life and death of the patients. As a result of the training, employees are now better equipped and more confident managing these situations which has created an immediate improvement in the level of service they deliver. Moreover, the improvement of skills is also seen in that a man can quickly diagnose and correct an illness state. Nearly every employee lacked the knowledge needed to properly address challenging medical questions before training. But before the training, employees not only learned to distinguish when vital signs and symptoms constitute an emergency but also how they could approach certain patients as well. It is this capacity that is essential to expedite the most appropriate care for their medical condition.

This quality of service, it is clear that this increase in capability demonstrates the quality with the improvement. Before the training, Griya Sehat Shareea had a hard time treating life-threatening cases known as emergency conditions where these patients were usually referred to other hospitals due to our existing inability to manage them. The new insights obtained by the employees have now allowed Griya Sehat Shareeah to take on a significant number of cases that would have previously been referred out, thereby improving another health facility burden and seeing less travel from patients. With such improvements, patient safety will increase and the public will be confident in Griya Sehat Shareeah as a reliable health service provider. Similarly, trust is important to establish the reputation of a center and make more people come in to avail what its services.

1. Patient and Employee Satisfaction

A key measure of the performance of this revitalization program is patient satisfaction and employee engagement. Patient-satisfaction surveys were used to assess the effect of this program, before and after implementation (Perneger et al., 2020). The results showed that there was significant improvement in patient satisfaction following the intervention

Table 1. Key metrics before and after program implementation

| Aspect | Before Program (%) | After Program (%) |
|-------------------------------|--------------------|-------------------|
| Patient Satisfaction (%) | 65 | 90 |
| Employee Satisfaction (%) | 60 | 85 |
| Response Time Improvement (%) | - | 30% |

Patients satisfaction with Griya Sehat Shareeah services before the program was 65% Several patients felt the services were not responsive to their acute needs and that waiting times for treatment were often irrationally high. During the pilot, patient satisfaction went up to 90% following the rollout of the program. That growth was driven mostly by enhancements in emergency medical care capabilities, wait times, and the quality of interactions among employees and patients.

Meanwhile, the program also had positive effect on employee motivation and morale. A lot of folks were disenchanted and demotivated before the revitalization, as they did not have opportunities for personal development. Before the program, internal surveys revealed that only 60% of employees enjoyed what they were doing. However, following the completion of training and professional development programs satisfaction with their job role rose to 85%.

They felt more capable and valuable in carrying out their work. The program also established a capital mission about the career progression it offered as that created more holistic options through which people could work, subsequently improving employee retention and turnover stats. Other than having a very profound impact on the quality of services provided to patients, also engrained in the commitment and morale as they gave extra effort for better results which was mirrored by increasing motivation day by day so which became a spiral increase factor especially made up Griya Sehat Shareeahs overall performance.



Figure 2. Graph of patient and employee satisfaction

2. Challenges and Lessons Learned

The program was successful in many ways, but not without challenges during implementation. The biggest barrier stood as change resistance from the senior employees who were habitual to follow traditional ways. A few of these dogs were just plain old stick-in-the-muds who did not like learning new things or working in different ways, so they needed special training and socialization.

Since employees naturally resisted this type of change, the management team then began taking a more collaborative track to involve train crews in decision-making and convince them that long-term benefits were worth working through the preparation changes. This worked, and some of their most entrenched employees eventually became open to learning and adopting new paradigms after seeing results from others(6)



Figure 3. The first group discussion between management and employees



Figure 4. The second group discussion between management and employees

Not only was resistance present, but we quickly realized that there were also scarce resources to pull off all the components of a model at one time. As a result, the software was phased in step by step with only the highest priorities executed. Similarly, this phased approach helped Griya Sehat Shareeah to manage their resources in a better way, and also; it made sure that each stage of the program was implemented with quality. From the execution of this program, one important learning is to communicate effectively and involve employees in every change. Furthermore, it seems that program flexibility and adaptability in implementation (with adaptations as necessary due to field conditions) also played a role.

The program at Griya Sehat Shareeah has successfully improved employee competencies, speed or operational efficiency, and patient satisfaction as well as employees. Intervention lessons learned Despite facing some challenges, implementation of the program described in this paper yielded important lessons on adaptation, communication, and active engagement by all stakeholders. The program has yielded promising outcomes, serving as a good start for the future growth of Griya Sehat Shareeah and potential replication in other traditional health centers to perform integrative work combining evidence-based medicine with local tradition. This program also shows that traditional and innovative can be compatible ways to provide better healthcare.

CONCLUSIONS AND SUGGESTIONS

The revitalization program at Griya Sehat Shareeah has achieved remarkable positive achievements in several areas that were considered to be crucial, For one, it

trained employees on how specifically to deal with medical emergencies (these competencies were improved throughout 5 + interventions) The investment in robust training has enabled employees to develop critical skills and knowledge which allow them to respond more quickly during important medical incidents. This increased competency has translated into improved care for patients, decreasing the frequency of outside referrals while contributing to improving patient safety.

Then the program has also driven considerable improvements in operational efficiency. The implementation of modern management systems and new digital technologies has led to a speedier administration with fewer errors as well as reductions in patient waiting times. Those operational improvements have in turn led to better service delivery and an uptick in patient satisfaction scores, which is illustrated by a significant increase in the results of patient surveys after the new provider portals went live. On top of that, time and resource improvements have directly led to Griya Sehat Shareeah scaling its supply without increasing operational expenses whereas before the success metric was based these numbers were hitting unsustainable levels.

The success of this program highlights the benefits to be gained by bringing conventional medical science and traditional health knowledge together. When they merged the best of both traditional and modern practices, Griya Sehat Shareeah evolved into a better care provider that is responsive to their community. It stands as an example of how a traditional health center can integrate with modern services for the patient communities it serves, and stay true to its cultural heritage.

There are many more opportunities for program growth on the horizon. We are expanding the training initiatives to other healthcare institutions and developing plans for ongoing professional development. These partnerships could also establish pathways for best practice sharing and healthcare delivery innovation. Through the expansion and development of its services, Griya Sehat Shareeah will continue to be a pioneer in comprehensive healthcare delivery which integrates both traditional healthcare systems with modern medical practices for a more responsive community health service.

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