



RESEARCH ARTICLE

Analysis of Perceptions and Awareness of Implementors and Policy Targets on Health Service Management (Sharia): A Systematic Literature Review

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ABSTRACT

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Sharia-based health service management and public awareness of the importance of health services that align with Islamic values are increasingly relevant. Effective implementation depends on the perception and awareness of stakeholders. This literature review analyzes the dynamics of perception and awareness of Sharia health service management. This study used a narrative literature review method using keywords such as "sharia," "health service," "health service management," "sharia hospital," and "sharia health service management" and conducted from the Google Scholar electronic database and Garuda Portal in the last five years (2018-2023). 539 articles were obtained from Google Scholar and Garuda Portal, but only 12 relevant scientific articles. There are four important points: public perception and acceptance of public policies vary, individual internal and external factors, effective implementation of public policies requires careful planning, and Sharia policies in health services are still relatively new and have not been widely adopted. Understanding stakeholders' perceptions and awareness is crucial for successfully implementing Sharia health service management. Increasing knowledge, education, socialization, and support from relevant parties is important to ensure wider acceptance and adoption of sharia policies.

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INTRODUCTION

Sharia-based healthcare management has become an increasingly relevant and important topic in recent years, in line with increasing public awareness of the importance of healthcare services that are aligned with Islamic values (Harun & Senawi, 2023). This concept covers various aspects of health services, from medical procedures to administrative and financial management, which are based on sharia principles (Harun & Senawi, 2023; Silvia & Duval, 2001).

The success of the implementation of Sharia health services is highly dependent on the perception and awareness of two main groups, namely policy implementers and target service recipients

(Umami, 2019). A deep understanding of how these two groups view and interpret the concept of sharia health services is crucial for the effectiveness of its implementation (Firdaus, 2018).

Policy implementers, including policymakers, hospital management, and health workers, have a vital role in translating the concept of sharia health services into daily practice (Harun, 2024). Their perception of the benefits, challenges, and implications of applying sharia principles in health services will greatly influence how these policies are implemented (Harun & Senawi, 2023).

On the other hand, public awareness and understanding as the target recipients of services are also a determining factor for success. Their level of knowledge about the availability, characteristics, and benefits of Sharia health services will affect the level of adoption and acceptance of such services (Waddington, 1995).

Given the complexity and multi-dimensionality of this issue, a systematic literature review is needed to comprehensively analyze various aspects related to the perception and awareness of Sharia health service management. This analysis includes a variety of factors that affect the formation of perception and awareness, such as socio-cultural background, education level, and exposure to information.

The literature review also needs to explore in depth the key aspects of Sharia healthcare management, including service quality and patient satisfaction in the Sharia context, Risk management in Sharia hospital operations, Adherence to Sharia principles in medical and administrative procedures, Financial and economic implications of the implementation of the sharia healthcare model

Through this systematic analysis, it is hoped that a deeper understanding of the dynamics of perception and awareness of sharia health service management can be obtained. The findings of this study can provide valuable insights for policymakers, healthcare managers, and researchers in developing effective strategies to improve the implementation and acceptance of Sharia-based health services.

METHODS

Researchers in this study used qualitative research methods through narrative literature reviews. Ford (2020) said that a narrative literature review is qualitative research focusing on telling human life through experiences, interviews, photography, biographies, and other methods of narrating human experiences. Apart from that, narrative literature review is a type of research that reviews publications to support Library and Information Science (LIS) studies (Ford, 2020).

In compiling a report on "Sharia Health Service Management," the author conducted a systematic literature search through several steps. First, the authors identified relevant keywords, such as "sharia," "health service," "health service management," "sharia hospitals," and "sharia health service management." Next, they conducted a search in electronic databases such as Google Scholar and the Garuda Portal using a combination of these keywords.

Inclusion and exclusion criteria to ensure that the literature used is appropriate to the topic. Inclusion criteria include articles or scientific journals that discuss Sharia-based health service management, published in the last five years (2018-2023), and written in Indonesian or English. Meanwhile, the exclusion criteria include articles or scientific journals that are irrelevant to the topic, are duplicates, or are not accessible in full text.

The literature selection process involves reading the title and abstract of the article or scientific journal found. Articles or scientific journals that meet the inclusion criteria are further analyzed through a critical review of the content, such as research objectives, methodology, results, and conclusions. After that, the author extracts and synthesizes important information to compile a

comprehensive report.

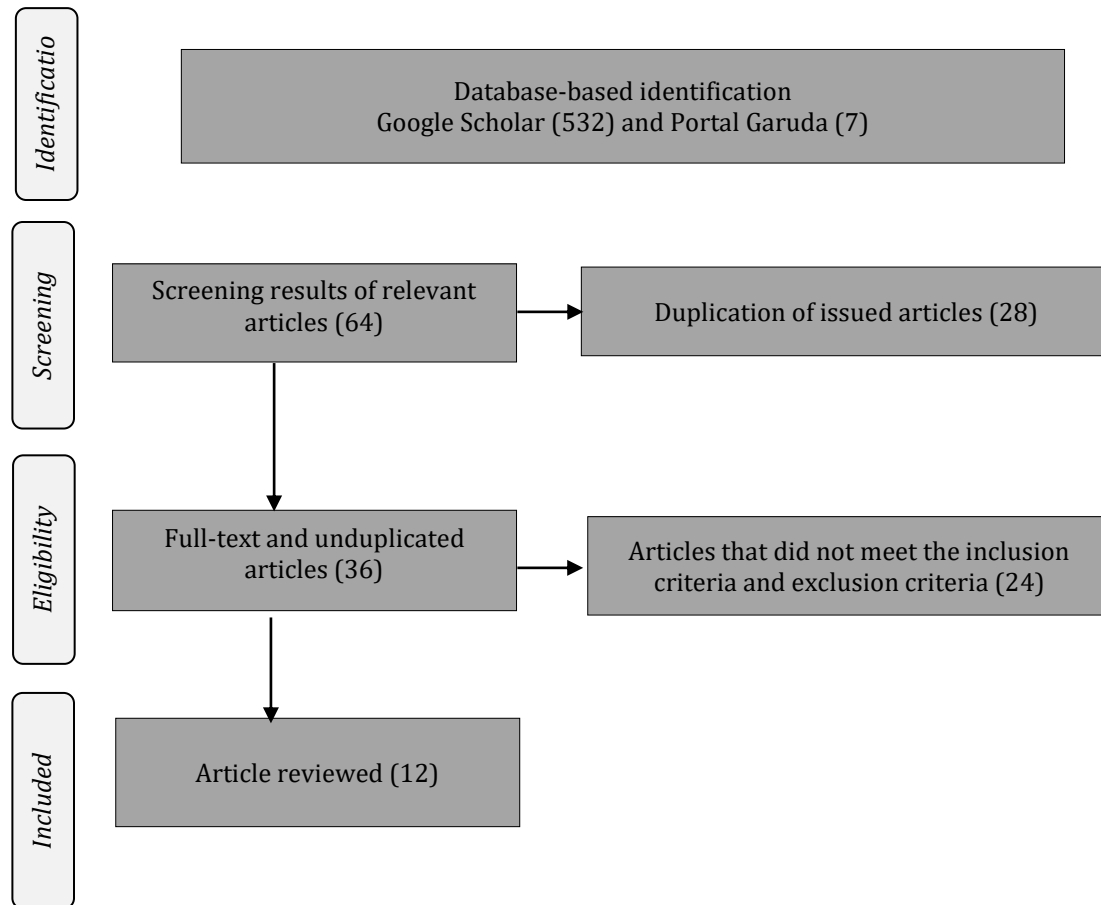


Figure 1. Flow Chart PRISMA

RESULTS

In a literature search on Sharia-based health service management, the author found 532 articles from Google Scholar and seven from the Garuda portal, but only 12 were relevant. These articles discuss various aspects of healthcare management by Sharia principles, including Public Policy Perception and Acceptance, Factors Influencing Perception, Policy Implementation and Performance, Sharia Policy in Health

Public Policy Perception and Acceptance

It was found that these studies focus on how the public, health workers and patients view public policies, whether it is general policies or specific policies such as BPJS Kesehatan, incentive systems, electronic medical records, or sharia policies (Al-Saidat et al., 2022; Asih et al., 2020; Daerina et al., 2018; Dimitriadou et al., 2022; Hakim et al., 2023; Nofrinaldi et al., 2006; Pai & Chandra, 2023; Rachmah et al., 2022; Rochana Ruliyandari, 2020; Rosyada et al., 2017; Suhaina et al., 2021).

Factors Influencing Perception

Factors that affect an individual's perception of a policy or service. These factors include incentive

systems, facility conditions, social support, personal experiences, and demographic characteristics (Al-Saidat et al., 2022; Asih et al., 2020; Daerina et al., 2018; Nofrinaldi et al., 2006; Pai & Chandra, 2023; Rachmah et al., 2022; Rosyada et al., 2017; Zabin, 2024).

Policy Implementation and Performance

Implementation of public policies, both in general and specific contexts. Several studies also evaluate implementation performance and its impact on policy recipients (Al-Saidat et al., 2022; Asih et al., 2020; Daerina et al., 2018; Dimitriadou et al., 2022; Hakim et al., 2023; Nofrinaldi et al., 2006; Rochana Ruliyandari, 2020; Rosyada et al., 2017; Suhaina et al., 2021; Zabin, 2024).

Sharia Policy in Health

These two articles specifically discuss the perception and acceptance of sharia policies in health services (Dimitriadou et al., 2022; Rochana Ruliyandari, 2020).

Table 1. Analyzed Journal Data

No	Author	Method	Results
1	(Hakim et al., 2023)	Mixed Method Research (MMR)	The research results show that although there is resistance to this policy, most policy targets agree with and support the policy substance, behavior of implementing officers, network interactions, target group participation, and resources in the Makassar Recover policy.
2	(Suhaina et al., 2021)	Quantitative	The research results show that the perception of policy targets in implementing public policy regarding BPJS Kesehatan Mandiri is quite good, and there is good communication between the regional government and the community.
3	(Nofrinaldi et al., 2006)	Quasi-research Experimental	Revision of the incentive system led to a significant decrease in overall perception of the incentive system (1.7%) and a significant increase in physician performance by 6.7%. Staff perceptions were significantly correlated with staff performance, with the highest correlation for doctors ($r = 0.88$). For nurses, the revised incentive system actually reduced their perception of fairness and overall perception, and the incentive system did not affect their performance.
4	(Rosyada et al., 2017)	Case study essay Descriptive	There are still problems with input level and process where medical record data is input complete is still difficult, and in the process, there are still errors that disrupt service. Based on the UTAUT framework, this problem falls into the category of facility contents. This aspect strongly correlates with perceived use ($r = 0.78$; p value = 0.001). This perception of use correlates with perceived usefulness ($r = 0.459$; p -value = 0.047). After that, perceived usefulness influences usage or acceptance behavior ($r = 0.569$; p -value = 0.000), forming a plot.
5	(Daerina et al., 2018)	Quantitative	From the results of hypothesis testing using the Partial Least Square method, no positive and significant influence

			was found on the perceived usefulness of behavioral tendencies, any influence positive and significant on attitudes towards behavioral tendencies, and no mediation effect by attitudes could be found.
6	(Rachmah et al., 2022)	Quantitative	The research results show that all predictor variables together play a role in the coping strategy of 54.2%. Social Conditions and Economy,
7	(Pai & Chandra, 2023)	Quantitative	We found that nearly 80% of orthopedic surgeons believed that teleconsultation was most appropriate for follow-up visits. The two most common issues faced were technical issues relating to poor video/audio/connectivity and difficulty viewing radiographs, MRI films, etc. The major advantage was perceived to be easier access for patients, especially bedridden/old patients.
8	(Zabin, 2024)	Quantitative	“Staffing and Workplace” (59.5%) and “Response to Error” (51.9%) were found to be the weakest dimensions. “Teamwork” (82.5%) and “Organizational Learning—Continuous Improvement” (81.1%) were the highest positive dimensions. The rest of the dimensions were perceived positively. Nursing staff perceive patient safety culture more positively than other professions (Mean Rank = 157.23, p-value < 0.001). The staff working in patient care units perceived patient safety culture positively more than other staff (Mean Rank = 150.86, p-value = 0.007). The staff with direct contact with patients had a more positive perception of patient safety culture (Mean Rank = 141.90, p-value < 0.001). Logistic regression found a statistically significant association between the total score of patient safety culture dimensions and staff position in the hospital (p-value = 0.003, VIF = 1.179). It also found a statistically significant association between those who have direct contact with patients and the total score of patient safety culture dimensions (p-value = 0.003, VIF = 1.208)
9	(Al-Saidat et al., 2022)	Cross-sectional, Descriptive correlational design	Findings demonstrated that most of the health sector in Jordan had a high level of patient perception of quality nursing care and related emergency department services (M = 3.93, SD = 0.72). Furthermore, the private sector had the highest mean score (M = 4.18, SD 0.70), while the government sector had the lowest mean (M = 3.11, SD 0.38). The level of perception had a positive relationship with income (r = 0.097; p < 0.05) and qualifications (r = 0.093; p < 0.05). The number of visits showed a significant negative correlation with patients' perception level (r = -0.095; p < 0.05). Thus, there is a need to improve the quality of nursing care and services in the emergency department at hospitals by strengthening the policy and the nursing services support system.
10	(Dimitriadou et	Ethnographic	The results of this study demonstrate the need for training

	al., 2022)	Qualitative study	and compliance among ICU nursing staff regarding measures to prevent hospital-acquired infections. Several barriers, such as culture, working conditions, and communication problems, need to be addressed through documented interventions in the education, working environment, and professional identity of nursing staff.
11	(Rochana Ruliyandari, 2020)	analytical descriptive,	Most policy targets agree that the hospital has implemented Islamic law principles in providing health services to patients. Carry out services according to the patient's gender, interact and have social principles, and have a comfortable environment by Islamic law. Most need to continue adapting Sharia-based health service updates to increase patient satisfaction. Conformity to the patient's Values and Beliefs also has a significant impact.
12	(Asih et al., 2020)	Analytical research With Cross-sectional approach	there are significant differences between nurses' perceptions about the vulnerability/possibility of contracting a disease, nurses' perceptions of the severity of the disease, nurses' perceptions about the benefits of action, and nurses' perceptions about barriers to action against excellent service efforts at Dr. General Hospital. H. Bob Bazar, SKM Lampung. All research-independent variables have a significant joint influence on excellent service efforts.

DISCUSSION

Implementing Sharia policies in the health sector is a complex issue with significant implications for patients, service providers, and policymakers. These policies aim to align health services with Islamic principles, but their successful implementation depends on various factors, including stakeholder perception and awareness.

Public perception of public policies varies.

Some policies, such as the BPJS Kesehatan Mandiri policy, are well received, and some are still reaping resistance, such as the Makassar Recover policy. The BPJS Kesehatan Mandiri policy explained in a study by Suhaina et al. (2021) shows that the perception of policy targets for the implementation of the BPJS Kesehatan Mandiri policy in Sepeng Village, Mapilli District, Polewali Mandar Regency is quite good with good communication between the local government and the community. Research by Nisa & Ismail (2020) and Rochana Ruliyandari (2020) explains Sharia policies in health services, showing that most people have a positive attitude towards Sharia policies in health services and believe that these policies are by Islamic values. Meanwhile, the policy that is still reaping resistance, namely the Makassar Recover Policy explained by Hakim et al. (2023), shows that although there is still resistance to this policy, most of the policy targets ultimately agree and provide support for the substance of the policy, the behavior of implementation officers, network interaction, target group participation, and resources in the Makassar Recover policy.

The factors influencing this perception are as diverse as communication between the government and society, personal experiences, and demographic characteristics. This is also explained by Al-Saidat et al. (2022), who show that patients with higher income levels and higher educational qualifications have a more positive perception of the quality of nursing services in emergency departments. Included in a study conducted by Rachmah et al. (2022) showed that young doctors with better social and economic conditions had higher perception scores toward their coping strategies.

The authors assume that public perceptions of public policies vary based on communication between the government and society, personal experiences, and demographic characteristics. Policies such as BPJS Kesehatan Mandiri and Sharia health services are well received, while policies such as Makassar Recover are still experiencing resistance. Income level, education, and socioeconomic conditions influence this perception.

Individuals' internal and external factors can influence their perception of policies.

Internal factors include personal values and beliefs, while external factors include the condition of facilities and social support. This perception can then influence an individual's behavior, including their adherence to policy.

Internal factors are first personal values and beliefs. Individuals with values and beliefs that align with certain policies are more likely to have a positive perception of those policies. Second, the level of knowledge about policies. The higher an individual's knowledge of a policy, the better their understanding of the benefits and drawbacks of the policy, which can improve their perception. This aligns with a study by Dimitriadou et al. (2022), showing that nurses with better knowledge of hospital infection prevention measures have a more positive perception of hospital infection prevention policies. Then, the results of the study conducted by Nofrinaldi et al. (2006) showed that medical staff who better understood the revised incentive system had a more positive perception of the system.

External factors are first, such as the condition of the facilities. Good facility conditions can increase individuals' perception of service quality and encourage policy acceptance and social support. Support from family, friends, and the community can help individuals to understand and accept policies. Research by Rosyada et al. (2017) shows that medical staff working in patient care units perceive electronic medical record systems more positively than those in other units. Easy access to telemedicine has a more positive perception of this technology. (Pai & Chandra, 2023).

The authors assume that individuals' internal and external factors significantly influence their perception of policy. Internal factors such as personal values, beliefs, and knowledge about the policy are expected to increase understanding and positive policy views. Individuals with values and knowledge that are by the policy tend to be more supportive of it. In addition, external factors such as the condition of facilities and social support are also considered important. Adequate facilities and support from family, friends, and the community are expected to increase policy acceptance. The authors assume that a supportive work environment and easy access to technology can improve perceptions of related policies.

Effective public policy implementation requires careful planning and implementation.

This includes a deep understanding of the needs and perceptions of policy targets and the provision of adequate resources and infrastructure. The performance of policy implementation also needs to be evaluated periodically to ensure its effectiveness. The author assumes that policymakers must communicate policies clearly and transparently to policy targets. This can be done through various media, such as mass media, public meetings, and social media. Then, policy implementation needs to be monitored and evaluated periodically to ensure its effectiveness. This can be done by collecting data on the impact of policies on policy targets and making necessary policy adjustments.

Sharia policies in health services are still relatively new and have not been widely adopted.

Nonetheless, some studies have shown that people generally have a positive attitude toward these policies and believe they align with Islamic values. The main challenges in implementing sharia policies are the lack of knowledge of sharia guidelines and the lack of support from hospital management. Efforts need to be made to increase knowledge of sharia guidelines and increase

support from hospital management to effectively implement sharia policies. (Dimitriadou et al., 2022; Rochana Ruliyandari, 2020). The author assumes that Muslim communities tend to be more open to Sharia policies in health care because of their conformity with their values: higher education and religious knowledge increase understanding and acceptance of Sharia policies. However, a lack of education and socialization can cause resistance, so it needs to be overcome. Religious and community leaders' support can help increase acceptance by explaining the benefits of sharia policies. The government must also support the implementation of this policy through regulations, funding, and training for health workers

CONCLUSION

The implementation of sharia policies in health is a complex issue that involves many factors. Public perceptions of the policies have varied, with some policies being well received, such as BPJS Kesehatan Mandiri and Sharia health services. In contrast, others, such as Makassar Recover, still face resistance. Internal factors, such as personal values and knowledge, as well as external factors, such as the condition of facilities and social support, influence policy perceptions. Successful implementation requires careful planning, understanding of target needs, and adequate support and resources. Although sharia policies in health services are still new and limited, public attitudes are generally positive, but the main challenge is the lack of knowledge and support from hospital management

Author contributions

In this research, R carries out ideas, collects and synthesizes literature, and provides theoretical and practical analysis. RA provides guidance and direction of ideas, supervision of the writing process, evaluation of the methods used, guidance in collecting literature, development of theoretical frameworks, and support in publication. H specializes in literature methodology and measurement, methodological guidance, technical supervision, and critical feedback. IZA provides additional perspectives on the literature, literature review, correction and refinement, and validation of findings

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