

Kotler, P., and Keller, K. L. (2012). *Marketing Management* (14th ed.). England: Pearson

Gelas & Gabcova (March 2016), "The relationship among customer satisfaction, loyalty and financial performance of commercial banks" *E a M: Ekonomie a Management* 19(1):132-147

wirtz, j., & lovelock, c. (2018). *Essentials of Services Marketing*. England: Pearson, 3rd edition.

Eisingerich A.B., and Bell S.J. (2007), "Maintaining customer relationships in high credence services," *Journal of Services Marketing*, 21, 253–262.

Chahal, H. and Bala, M. (2012), "Significant components of service brand equity in healthcare

sector", *International Journal of Health Care Quality Assurance*, Vol. 25 No. 4,

Chahal, H. (2010), "Two component customer relationship management model for healthcare

services", *Managing Service Quality*, Vol. 20 No. 4, pp. 343-365.

Sardana, G.D. (2003), "Performance grading of hospitals: a conceptual framework", *Productivity*, Vol. 44, No. 3, pp. 450-465

Raftopoulos, V. (2005), "A grounded theory for patients' satisfaction with quality of hospital care", *ICUs and Nursing Web Journal*, No. 22, pp. 1-15

Kang, G.D. and Jeffrey, J. (2004), "Service quality dimensions: an examination of Gronroos Service quality model", *Managing Service Quality*, Vol. 14 No. 4, pp. 266-277

Budi, S Mulyo, Ukudi.2007. Pengaruh Kualitas Pelayanan, Kepercayaan Dan Komitmen Terhadap Loyalitas Nasabah. *Jurnal Bisnis dan Ekonomi* 215-217

Nor, K.A., Wan, N.M. (2013), Perceptions of service quality and behavioural intentions: A mediation effect of patient satisfaction in the private health care in Malaysia. *International Journal of Marketing Studies*, 5(4), pp. 15–29

Mpingajira, M. (2008), Understanding service quality and patient satisfaction in private medical practice: A case study. *African Journal of Business Management*, 5(9), pp. 3690–3698

Lo, L.K., Osman, M., Ramayah, T., Mosahab, R. (2010), The impact of service quality on customer loyalty: A study of banks in Penang, Malaysia. *International Journal of Marketing Studies*, 2(2), pp. 57–66

Hariyanto Ridwan Pusporini, Samin (2018) Pengaruh Kepercayaan, Kualitas Layanan, Dan Nilai Nasabah Terhadap Loyalitas Pelanggan Melalui Kepuasan Sebagai Variabel Intervening Pada Bank BNI. *Prosiding Penelitian Fakultas Ekonomi dan Bisnis Universitas Lampung*

Hurriyati, Ratih. (2015). *Bauran Pemasaran dan Loyalitas Konsumen*, Penerbit : Alfabeta. Bandung

Setiawan, H., & Sayuti, A.J. (2017). Effect of Service Quality, Customer Trust and Corporate Image on Customer Satisfaction and Loyalty: An Assessment of Travel Agencies Customer in South Sumatra Indonesia. IOSR-JBM, 19(5)

Ardiani, E., & Murwatiningsih. (2017). Membangun Loyalitas Konsumen Melalui Citra Merek, Kualitas Pelayanan dan Kepuasan Konsumen. Management Analysis Journal, 6(3)

Permana, M. V. (2013). Peningkatan Kepuasan Pelanggan Melalui Kualitas Produk dan Kualitas Layanan. Jurnal Dinamika Manajemen, 4(2)

Bougie, & Sekaran. (2013). Edisi 5, Research Methods for Business: A skill Building Approach. New York: John wiley@Sons

Sugiyono. (2010). Metode Penelitian Pendidikan Pendekatan Kuantitatif, kualitatif, dan R&D. Bandung: Alfabeta.

Bougie, & Sekaran. (2016). Research Methods for Business: A skill Building Approach. New York: John wiley@Sons

Ghozali. (2016). Aplikasi Analisis Multivariete Dengan Program IBM SPSS.

Semarang: Badan Penerbit Universitas Diponegoro.

Siregar, Syofian. (2013). Metode Penelitian Kuantitatif Dilengkapi Dengan Perbandingan Perhitungan Manual & SPSS. Jakarta : Kencana.

Aryani, D. & Rosita, F., 2010, "Pengaruh Kualitas Layanan terhadap Kepuasan Pelanggan dalam Membentuk Loyalitas Pelanggan", Bisnis dan Birokrasi,

Jurnal Ilmu Administrasi dan Organisasi, 114-126

Hair, dkk., 2017, *Multivariate Data Analysis*, New Jersey: Prentice Hall

Wong, K. K., 2013. 'Partial Least Squares Structural Equation Modeling (PLSSEM) Techniques using SmartPLS', *Marketing Buletin*, 24, Technical Note 1, pp. 1–32.

Latan, H., & Ghozali, I. (2015) *Partial Least Squares: Concepts, Techniques and Applications using SmartPLS3*

Hair, Joseph E. Jr et al. *A Primer on Partial Least Square Structural Equation Modeling (PLS SEM)*. 2015. Sage Publication. California. USA

Abdillah, Willy dan Jogiyanto. 2015. *Partial Least Square (PLS) Alternatif Structural Equation Modeling (SEM) dalam Penelitian Bisnis*. Ed.1. Yogyakarta

Zikmund, W., Babin, B., Carr, J., & Griffin, M. (2010). *Business Research Methods* Eight Edition. in Cengage Learning.

Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2014). *Pearson New International Edition: Multivariate Data Analysis. Exploratory Data Analysis In Business and Economics*.

Creswell, John W. 2014. *Research Design, Qualitative, Quantitative, and Mixed Methods Approaches* (Fourth Edition). United State of America: Sage Publications.

Edward, Holton. 2005 . Holton's Evaluation Model: New Evidence and Construct Elaborations

Garson, G. D. (2016). Partial Least Squares: Regression and Structural Equation Models. Asheboro, Nort Country: Statistical Associates Publishers.tam

Hair (2011). An Assessment of the Use of Partial Least Squares Structural Equation Modeling in Marketing Research

Al-Agaga, A, M., & Nor, K, Md. (2012).Factor that Influence E-Loyalty of Internet Banking Users: Pengaruh Kualitas Produk, Harga dan Promosi Terhadap Kepuasan Konsumen Kartu Prabayar Telkomsel. Jurnal EMBA. ISSN 2303-1174. Vol. 2. No 3.

Tatuil, A. (2013). The Impact of Service Quality and Trust to Customer Loyalty Through. Jurnal EMBA, 1(4).

Kline RB 2011 Principles and Practice of Structural Equation Modeling Third Edition (New York: The Guilford Press)

Amin, M., and Zahora Nasharuddin, S. (2013). Hospital service quality and its effects on patient satisfaction and behavioral intention. *Clinical Governance: An International Journal*, 18(3), 238-254.

Kessler, D. P., and Mylod, D. (2011). Does patient satisfaction affect patient loyalty?. *International journal of health care quality assurance*, 24(4), 266-273.

Ndubisi, N. O. (2012). Mindfulness, reliability, pre-emptive conflict handling, customer orientation and outcomes in Malaysia's healthcare sector. *Journal of Business Research*, 65(4), 537-546.

Indozone. (2019). *6 Daftar Rumah Sakit Terbaik & Ternama di Jakarta*.  
<https://www.indozone.id/health/vWs58L/rumah-sakit-terbaik-di-jakarta/read-all>

Ira Setyaningsih. (2013). Analisis kualitas pelayanan rumah sakit terhadap pasien menggunakan pendekatan lean servperf (lean service dan service performance). *Spektrum Industri*, 11(2g), 117-242.

*Keluhan Pasien.* (n.d.).  
<https://www.google.com/search?q=siloam+hospital+kebon+jeruk&oq=siloam+hospital+kebon+jeruk&aqs=chrome..69i57j46j015j69i60.7866j0j7&sourceid=chrome&ie=UTF-8#lrd=0x2e69f71b743e853f:0xd437f33bf8bb0fca,1,,>

Life, P. M. (2018). *5 Rumah Sakit di Jakarta Bertaraf Internasional*.  
<https://www.pfimegalife.co.id/literasi-keuangan/proteksi/read/5-rumah-sakit-jakarta-bertaraf-internasional>

Rumah, D. I., Khusus, S., & Rskb, B. (2018). *ANALISIS KUALITAS PELAYANAN KESEHATAN PUBLIK*. 15(1), 147-177.

Saduri, D. C. (2010). *ANALISIS PELAYANAN MEDIK PADA RUMAH SAKIT UMUM DAERAH (RSUD) KABUPATEN KEPULAUAN MERANTI*.

Simatupang, A., Susilo, D., Bandoro, E. A., Purnomo, P., & Pranapaw, W. (2018). Atribut-Atribut Sebuah Aplikasi Mobile Healthcare Bagi Pelanggan Di Indonesia. *Indonesian Business Review*, 1(1), 1–16. <https://doi.org/10.21632/ibr.1.1.1-16>

Sistem, A., Penyakit, P., & Kanujoso, R. (2016). *Pelayanan Kesehatan Perorangan di Indonesia Jurnal Administrasi Rumah Sakit Indonesia Volume 4 Nomor 2 Februari 2018*. 4.

Zakaria, M., Manajemen, M., Pascasarjana, P., & Islam, U. (n.d.). *Pengaruh kualitas pelayanan dan sasaran keselamatan pasien terhadap kepuasan pasien rumah sakit prima husada malang*. 98–107.

Altaf, M., Tabassum, N., & Mokhtar, S. S. M. (2018). Brand equity and the role of emergency medical care service quality of private cardiac institutes: An empirical investigation. *International Journal of Pharmaceutical and Healthcare Marketing*, 12(1), 44–60. <https://doi.org/10.1108/IJPHM-09-2016-0046>

Ayu, M., & Slamet, A. (2015). *Management Analysis Journal*. 4(4), 318–325.

Chahal, H., & Kumari, N. (2011). Consumer perceived value and consumer loyalty in the healthcare sector. *Journal of Relationship Marketing*, 10(2), 88–112. <https://doi.org/10.1080/15332667.2011.577729>

Dan, P. K., & Bahrudin, M. (n.d.). *LOYALITAS PELANGGAN*.

Fajrianti, K. N., & Muhtadi, A. (2017). Review Artikel : Peningkatan Mutu Pelayanan Kesehatan Di Rumah Sakit Dengan Six Sigma. *Farmaka*, 15(3), 111–122. <https://doi.org/10.24198/jf.v15i3.13460>

Ganiyu, A. (2016). *Perceived Service Quality and Customer Loyalty: The Mediating Effect of Passenger Satisfaction in the Nigerian Airline Industry*. 52, 94–117. <https://doi.org/10.1515/ijme-2016-0029>

Kayral, İ. H. (2019). *Perceived Service Quality in Healthcare Organizations and a Research in Ankara by Hospital Type \* Sağlık İşletmelerinde Algılanan Hizmet Kalitesi ve Ankara ' da Hastane*. June 2014.

Lestari, Y., Nurcahyanto, H., Publik, D. A., Diponegoro, U., Profesor, J., & Soedarto, H. (n.d.). *Analisis tingkat kepuasan pasien rawat jalan*. 33.

Mortazavi, S., Kazemi, M., Shirazi, A., & Aziz-Abadi, A. (2009). The relationships between patient satisfaction and loyalty in the private hospital industry. *Iranian Journal of Public Health*, 38(3), 60–69.

Razak, I., Nirwanto, N., & Triatmanto, B. (2016). *The Impact of Product Quality and Price on Customer Satisfaction with the Mediator of Customer Value*. 30(2012), 59–68.

Sarwar, M. Z., Abbasi, K. S., & Pervaiz, S. (2012). *The Effect of Customer Trust on Customer Loyalty and Customer Retention: A Moderating Role of Cause Related Marketing*. 12(6).

Sumaedi, S., Mahatma, I. G., Bakti, Y., Rakhmawati, T., Astrini, N. J., Widiyanti, T., & Yarmen, M. (2014). *The empirical study on patient loyalty*. 19(3), 269–283. <https://doi.org/10.1108/CGIJ-04-2014-0018>



Supartiningsih, S. (2017). Kualitas Pelayanan an Kepuasan Pasien Rumah Sakit: Kasus Pada Pasien Rawat Jalan. *Jurnal Medicoeticolegal Dan Manajemen Rumah Sakit* 10.18196/Jmmr.2016, 6(1), 9–15. <https://doi.org/10.18196/jmmr.6122>

Unud, E. M. (2018). *Fakultas Ekonomi dan Bisnis Universitas Udayana , Bali , Indonesia Perkembangan teknologi komunikasi di Indonesia saat ini semakin canggih dalam kehidupan masyarakat yang menggunakan dan tidak dapat dihindarkan . Bertambahnya banyaknya masyarakat yang men.* 7(3), 1282–1309.

Hidayat, R., & Akhmad, S. (2015). *EFFECTS OF SERVICE QUALITY , CUSTOMER TRUST AND CUSTOMER RELIGIOUS COMMITMENT ON CUSTOMER SATISFACTION AND LOYALTY OF ISLAMIC BANKS IN.* 151–164.

Ivanauskiene, N. (2015). *Relations between Service Quality and Customer Loyalty : An Empirical Investigation of Retail Chain Stores in Emerging Markets Relations between Service Quality and Customer Loyalty: An Empirical Investigation of Retail Chain Stores in Emerging Markets Neringa Ivanauskien è Master of Science. February.*

Java, C. (2015). *The Relationship of Service Quality on Consumer Satisfaction in Shipyard Industry.* 9(11). <https://doi.org/10.5539/mas.v9n11p247>

Jeon, M. M. (2019). *Customers ' perceived website service quality and its effects on e-loyalty. June.* <https://doi.org/10.1108/IJCHM-02-2015-0054>

Karsilan, M. K., Riadi, S. S., Mintarti, S., & Hariyadi, S. (2018). *The Effect Of Service Quality And Hospital Image , Patient Trust And Patient Values On Patient Satisfaction And Loyalty In Sakura / Teratai Pavilion Of A . W . Sjahranie Hospital*. 7(11), 71–80.

Koteswara, R., Kondasani, R., & Panda, R. K. (2015). *Customer Perceived Service Quality , Satisfaction and Customer Loyalty : An Empirical Test of Mediation in Private Hospitals Customer Perceived Service Quality , Satisfaction and Customer Loyalty : An Empirical Test of Mediation in Private Hospitals . Ram*. July.

Lestari, Y., Nurcahyanto, H., Publik, D. A., Diponegoro, U., Profesor, J., & Soedarto, H. (n.d.). *Analisis tingkat kepuasan pasien rawat jalan*. 33.

Mohamad, O. (2010). *Service Quality , Customer Satisfaction and Loyalty : A Test of Mediation*. September. <https://doi.org/10.5539/ibr.v3n4p72>

Mortazavi, S., Kazemi, M., Shirazi, A., & Aziz-Abadi, A. (2009). The relationships between patient satisfaction and loyalty in the private hospital industry. *Iranian Journal of Public Health*, 38(3), 60–69.

Ramli, A. H. (2019). Patient Satisfaction, Hospital Image and Patient Loyalty in West Sulawesi Province. *Business and Entrepreneurial Review*, 17(1), 1. <https://doi.org/10.25105/ber.v16i2.5088>

Sumaedi, S., Mahatma, I. G., Bakti, Y., Rakhmawati, T., Astrini, N. J., Widiarti, T., & Yarmen, M. (2014). *The empirical study on patient loyalty*. 19(3), 269–283. <https://doi.org/10.1108/CGIJ-04-2014-0018>

Upadhyai, R., & Roy, H. (2019). *A Review of Healthcare Service Quality Dimensions and their Measurement*. <https://doi.org/10.1177/0972063418822583>

Widodo, A., & Article, I. (2019). *Management Analysis Journal*. 8(3).

Zuhri, M. A. T. (2018). *THE INFLUENCE OF CUSTOMER RELATIONSHIP MANAGEMENT AND BRAND IMAGE ON CUSTOMER LOYALTY THROUGH SATISFACTION*. 7(3).

