

DAFTAR PUSTAKA

- Abdullahi, K. B. (2020). Socio-demographic statuses: Theory, methods, and applications. *Preprints*.
- Adhikari, M., Paudel, N. R., Mishra, S. R., Shrestha, A., Upadhyaya, D. P. (2021). Patient satisfaction and its socio-demographic correlates in a tertiary public hospital in Nepal: a cross-sectional study. *BMC Health Services Research*, 21(135), 1-10.
- Adiwijaya, I., Duhaniyati, L. (2012). Implikasi pelayanan prima dan paket agenda reformasi layanan kesehatan: pelajaran menarik dari Singapura dan Malaysia bagi Indonesia. *Jurnal Reformasi*, 2(2), 109–120.
- Amin, S. H. M., Wahid, S. D. M., Ismail, M. (2016). Observing the natural dimension of hospital servicescape on patient satisfaction. *Procedia Economics and Finance*, 37(2016), 58-64.
- Amro, N., Kamel, A. M. A., Qtait, M., Yagi, H., Amro, B., Amro, R., Amro, R. (2018). Factors affect patients satisfaction in emergency departments in Palestine. *Journal of Health, Medicine and Nursing*, 54.
- Anderson, E., Fornell, C. (2000). Foundations of the american customer satisfaction index. *Total Quality Management*, 11(7), 869–883.
- Andriani, A. (2017). Hubungan mutu pelayanan kesehatan dengan kepuasan pasien diruangan poli umum Puskesmas Bukittinggi. *Jurnal Endurance*, 2(1).
- Arikunto, S. (1997). *Prosedur penelitian: Suatu pendekatan praktek*. Jakarta, RT Rineka Cipta.
- Badan Pusat Statistik. *Keadaan pekerja di Indonesia*. Badan Pusat Statistik, 2021.
- Badan Pusat Statistik. *Klasifikasi Baku Jenis Pekerjaan Indonesia*. Jakarta, 2002.
- Baker, T. L., Taylor, S. A. (1998). Patient satisfaction and service quality in the formation of customers' future purchase intentions in competitive health service settings. *Health Marketing Quarterly*, 15(1), 1-15.
- Ballantine, P., Jack, R., Parsons, A. (2010). Atmospheric cues and their effect on the hedonic retail experience. *International Journal of Retail Distribution Management*, 38(8), 641–653.
- Bauk, I., Kadir, A. R., Saleh, A. (2013). Hubungan karakteristik pasien dengan kualitas pelayanan: Persepsi pasien pelayanan rawat inap RSUD Majene tahun 2013. *Jurnal Pascasarjana Universitas Hasannudin*.
- Bernardin, H. J., Russel. (2010). *Human Resource Management*. New York, McGraw-Hill.
- Bielen, F., Demoulin. (2007). Waiting time influence on the satisfaction loyalty relationship in service. *Managing Quality Service*, 12(2), 174–193.
- Bitner, M. J. (1992). Servicescape : The impact of physical surroundings on cutomers and employees. *Journal of Marketing*.
- Borg, W. R., Gall, M. (1979). *Educational research: An introduction*. New York: Longman.
- Brocato, E. D., Voorhees, C., Baker, J. (2012). Understanding the influence of cues from other customers in the service experience: A scale development and

- validation. *Journal of Retailing*, 88(3), 384-398.
- Burhanuddin, N. (2016). Hubungan mutu pelayanan kesehatan dengan kepuasan pasien RSUD Syekh Yusuf Gowa. *Jurnal Media Kesehatan Masyarakat Indonesia*, 12(1).
- Bustami. (2011). *Penjamin mutu pelayanan kesehatan dan akseptabilitasnya*. Jakarta, PT Penerbit Erlangga.
- Byarugaba, J. M. (2013). Health service quality as perceived by patients of referral hospitals in Uganda. *Journal of Contemporary Management*, 99–110.
- Cadirci, T. O., Akmaz, A. E. (2017). The impact of healthscape on customer satisfaction and loyalty in public and private healthcare institutions. *Social Science Review*, 3(1), 81–96. Retrieved from <http://dergipark.gov.tr/yssr/issue/33541/343749>
- Chandra, S., Ward, P., Mohammednezhad, M. (2019). Factors associated with patient satisfaction in outpatient department of Suva Sub-divisional Health Center, Fiji, 2018: A mixed method study. *Frontiers in Public Health*, 7(183), 1-10.
- Chen, Q., Beal, E. W., Okunrintemi, V., Cerier, E., Paredes, A., Sun, S., Olsen, G., Pawlik, T. M. (2019). The association between patient satisfaction and patient-reported health outcomes. *Journal of Patient Experience*, 6(3), 201-209.
- Christasani, P. D., Satibi. (2016). Kajian faktor demografi terhadap kepuasan pasien jaminan kesehatan nasional pada fasilitas kesehatan tingkat pertama. *Jurnal Farmasi Sains dan Komunitas*, 13(1), 28-34.
- Coyne, K. P. (1986). Sustainable competitive advantage—What it is, what it isn't. *Business Horizons*, 29(1), 54-61.
- Daryanto, S., Setyobudi, I. (2014). *Konsumen dan pelayanan prima*. Yogyakarta, Gava Media.
- Demoulin, N., Willems, K. (2019). Servicescape irritants and customer satisfaction: The moderating role of shopping motives and involvement. *Journal of Business Research*, 104(December 2017), 295-306.
- Dewi, N. K. A. A., Yanti, N. P. E. D., Saputra, K. (2020). The differences of inpatients' satisfaction level based on socio-demographic characteristics. *Jurnal Ners*, 15(2), 148-156.
- Dharma, D., Adawiyah, W. R., Sutrisna, E. (2019). The effect of servicescape dimension on patient satisfaction in private hospital in Purwokerto, Central Java. *ICORE*, 5(1).
- Djordjevic, I. M., Vasiljevic, D. (2019). The effect of sociodemographic factors on the patient satisfaction with health care system. *Serbian Journal of Experimental and Clinical Research*, 20(3).
- Dong, P., Siu, NYM. (2013). Servicescape elements, customer predispositions and service experience: The case of theme park visitors. *Tourism Management*, 36, 541-551.
- Edgar, T. W., Manz, D. O. (2017). Exploratory study – Convenience sampling. *Research Methods for Cyber Security*.
- Elleuch, A. (2008). Patient satisfaction in Japan. *International Journal of Health Care Quality Assurance*, 21(7), 692-705.
- Fitzsimmons, J. A., Fitzsimmons, M. J. (2011). *Service management: Operations*,

- strategy, information technology*. New York, McGraw-Hill.
- Fottler, M., Ford, R., Roberts, V. (2000). Creating a healing environment: The importance of the service setting in the new consumer-oriented healthcare system. *Journal of Healthcare Management*, 45(2), 91–106.
- Francis, S. (2010). *Improving healthcare through built environment infrastructure*. Oxford, Blackwell.
- Gaspersz, V. (2003). *Sistem manajemen kinerja terintegrasi*. Jakarta, Gramedia Pustaka Utama.
- Ghozali, I. (2008). *Structural equation modeling metode alternatif dengan partial least square*. Semarang: Badan Penerbit Undip.
- Ghozali, I, Latan, H. (2015). *Konsep, teknik, aplikasi menggunakan Smart PLS 3.0 untuk penelitian empiris*. Semarang: Badan Penerbit Undip.
- Gunawan, K., Djati, S. P. (2011). Kualitas layanan dan loyalitas pasien (studi pada rumah sakit umum swasta di kota Singaraja-Bali). *Jurnal Manajemen Dan Kewirausahaan*, 13(1), 32–39.
- Gusmawan, F., Haryadi, H., Sutrisna, E. (2019). Pengaruh kualitas pelayanan dan karakteristik sosiodemografi terhadap minat kunjungan ulang yang dimoderasi oleh kepuasan pada pelayanan rawat jalan Puskesmas Kedungbanteng Kabupaten Banyumas. *Jurnal Ekonomi, Bisnis, dan Akuntansi*, 21(4).
- Hair, J. F., Black, W. C., Babin, B. J., Anderson, R. E. (2014). *Multivariate data analysis: A global perspective*. New Jersey: Pearson Prentice Hall.
- Hair, J. F., Hult, G. T. M., Ringle, C. M., Sarstedt, M. (2017). *A primer on partial least squares structural equation modeling (PLS-SEM)*. Thousand Oaks: Sage.
- Hair, J. F., Risher, J. J., Sarstedt, M., Ringle, C. M. (2018). When to use and how to report the results of PLS-SEM. *European Business Review*, 31(1), 2-24.
- Hair, J. F., Sarstedt, M., Hopkins, L., Kuppelwieser, V. (2014). Partial least squares structural equation modeling (PLS-SEM): An emerging tool for business research. *European Business Review*, 26(2), 106-121.
- Hamidi. (2004). *Metode penelitian kualitatif: Aplikasi praktis pembuatan proposal dan laporan penelitian*. Malang: UMM Press.
- Hardywinoto, Setiabudhi, T. (2005). *Panduang gerontologi*. Jakarta, Gramedia Pustaka Utama.
- Haryono, S. (2017). *Metode SEM untuk penelitian manajemen dengan AMOS LISREL PLS*. Jakarta, Luxima Metro Media.
- Henseler, J., Ringle, C. M., Sarstedt, M. (2014). A new criterion for assessing discriminant validity in variance-based structural equation modeling. *Journal of the Academy of Marketing Science*, 43, 115-135.
- Hermawan, A., Yusran, H. L. (2015). The effects of dental atmospherics on patient's emotion and behavioural intentions. *Economic Review*, 44(1), 44-52.
- Hojat, M., Louis, D. Z., Maxwell, K. (2010). Patient perceptions of physician empathy, satisfaction with physician, interpersonal trust, and compliance. *International Journal of Medical Education*, 1, 83–87.
- Hsu, L. H., Hsiao, Y. H. (2019). Facilitating green supply chain in dental care through kansei healthscape of positive emotions. *International Journal of Environmental Research and Public Health*, 16(19), 1–19.

<https://doi.org/10.3390/ijerph16193507>

- Ikhsania, Z. (2015). Pengaruh implementasi internal marketing terhadap kinerja melalui kepuasan tenaga kependidikan di Fakultas Ekonomi dan Bisnis Universitas Brawijaya Malang. *Jurnal Ilmiah Administrasi Publik*, 1(2), 59-69.
- Irfan, S. M., Ijaz, A. (2011). Comparison of service quality between private and public hospitals: empirical evidence from Pakistan. *Journal of Quality and Technology Management*, 7, 1-22.
- Kannarkat, J. T., Mostashari, F. (2021). Promoting Competition in the Health Care Marketplace. *JAMA Health Forum*, 2(4), e210615.
- Khadka, K., Maharjan, S. (2017). Customer satisfaction and customer loyalty: Case trivsel Städtjänster (Trivsel siivouspalvelut). Thesis. Business Management. Centria University of Applied Sciences.
- Kementerian Kesehatan Republik Indonesia. (2020). *Profil Kesehatan Indonesia*. Kementerian Kesehatan Republik Indonesia.
- Kock, N., Hadaya, P. (2018). Minimum sample size estimation in PLS-SEM: The inverse square root and gamma-exponential methods. *Information Systems Journal*, 28(1), 227-261.
- Lee, S. A., Jeong, M. (2012). Effects of e-servicescape on consumers' flow experiences. *Journal of Hospitality and Tourism Technology*, 3(1).
- Lovelock, H. C., Wirtz, J., Mussry, J. (2010). *Pemasaran jasa: Manusia teknologi, strategi*. Jakarta, Erlangga.
- Lubis, R. A., Putri, A. D., Ginting, T., Dameria. (2020). Hubungan mutu pelayanan kesehatan dengan kepuasan rawat jalan di Puskesmas Sei Mencirim Medan tahun 2020. *Jurnal Keperawatan dan Fisioterapi*, 3(1), 13-20.
- Lupiyoadi, R. (2013). *Manajemen pemasaran jasa: Berbasis kompetensi*. Jakarta: Salemba Empat.
- Mahendradhata, Y., Trisnantoro, L., Listyadewi, S., Soewondo, P., Marthias, T., Harimurti, P., & Prawira, J. (2017). *The Republic of Indonesia health system review*.
- Megawati, Y. (2006). Kualitas pelayanan terkait dengan kepuasan konsumen dalam industri jasa. *Business & Management Journal Bunda Mulia*, 2(2), 1-11.
- Meruntu, I. S. E, Wowor, R. E., Rumayar, A. A. (2020). Hubungan antara mutu jasa pelayanan kesehatan dengan kepuasan pasien rawat jalan. *Indonesia Journal of Public Health and Community Medicine*, 1(2), 27-31.
- Mohamed, B., Azizan, N. A. (2015). Perceived service quality's effect on patient satisfaction and behavioural compliance. *International Journal of Health Care Quality Assurance*, 28(3), 300-314.
- Mohamed, E. Y., Sami, W., Alotaibi, A., Alfarag, A., Almutairi, A., Alanzi, F. (2015). Patients' satisfaction with primary health care centers' services, Majmaah, Kingdom of Saudi of Saudi Arabia. *International Journal of Health Sciences, Qassim University*, 9(2), 164-170.
- Morkunas, M., Rudiene, E. (2020). The impact of social servicescape factors on customers' satisfaction and repurchase intentions in mid-range restaurants in Baltic States. *Journal of Open Innovation Technology Market and Complexity*, 6(3), 77.

- Mubarak, Wahit, I., Chayatin, N. (2009). Ilmu Kesehatan Masyarakat: Teori dan aplikasi. Jakarta, Salemba Medika.
- Mukti, A. G. (2007). *Peningkatan mutu pelayanan kesehatan: Konsep implementasi*. Yogyakarta, PT Karya Husada Mukti.
- Nguyen, T., Nguyen, H., Dang, A. (2020). Determinants of patient satisfaction: Lessons from large-scale inpatient interviews in Vietnam. *PloS ONE*, 15(9), e0239306.
- Nursalam. (2014). *Manajemen keperawatan: Aplikasi dalam praktik keperawatan*. Jakarta, Salemba Medika.
- Oktabiannobel, J., Sahara, N., Utari, E. M. (2019). Hubungan mutu pelayanan kesehatan dan kepuasan peserta BPJS di Poliklinik Penyakit Dalam Rumah Sakit Abdul Moeloek Provinsi Lampung 2015. *Jurnal Ilmu Kedokteran dan Kesehatan*, 6(2), 126-137.
- Oliva, T. A., Oliver, R. L., MacMillan, I. C. (1992). A catastrophe model for developing service satisfaction strategies. *Journal of Marketing*, 56(3), 83-95.
- Oroh, M. E., Rompas, S., Pondaag, L. (2014). Faktor-faktor yang berhubungan dengan tingkat kepuasan pasien rawat inap terhadap pelayanan keperawatan di ruang interna RSUD Noongan. *Jurnal Keperawatan*, 2(2).
- Pai, Y. P., Chary, S. T. (2013). Assessing healthscapes-a comparison among inpatients and outpatients. *Review of Integrative Business and Economics Research*, 2(1), 521.
- Pangerapan, D. T., Palandeng, O. E. L. I., Rattu, A. J. M. (2018). Hubungan antara mutu pelayanan dengan kepuasan pasien di Poliklinik Penyakit Dalam Rumah Sakit Umum GMIM Pancaran Kasih Manado. *Jurnal Kedokteran Klinik*, 2(1).
- Peraturan Menteri Kesehatan Nomor 9 Tahun 2014 Tentang Klinik* (Indonesia). Diakses tanggal 1 September 2021 dari <https://peraturan.bpk.go.id/Home/Details/117304/permenkes-no-9-tahun-2014>
- Peraturan Menteri Kesehatan Nomor 71 Tahun 2013 Tentang Pelayanan Kesehatan Pada Jaminan Kesehatan Nasional* (Indonesia). Diakses tanggal 1 September 2021 dari <https://peraturan.bpk.go.id/Home/Details/129904/permenkes-no-71-tahun-2013>
- Peraturan Menteri Kesehatan Nomor 75 Tahun 2014 Tentang Pusat Kesehatan Masyarakat* (Indonesia). Diakses tanggal 1 September 2021 dari http://hukor.kemkes.go.id/uploads/produk_hukum/PMK%20No.%2075%20ttg%20Puskesmas.pdf
- Peraturan Presiden Nomor 64 Tahun 2011 Tentang Pemeriksaan Kesehatan dan Psikologi Calon TKI* (Indonesia). Diakses tanggal 1 September 2021 dari <https://peraturan.bpk.go.id/Home/Details/41182/perpres-no-64-tahun-2011>
- Pohan, I. (2006). *Jaminan mutu pelayanan kesehatan: Dasar-dasar pengertian*. Jakarta, Kesaint Blanc.
- Pratama, V., Hartini, S. (2020). The effect of perception of health care service quality on patient satisfaction and loyalty in mother and child hospital. *Jurnal Manajemen Teori dan Terapan*, 13(3), 234-253.
- Pratiwi, N. I. (2017). Penggunaan media video call dalam teknologi komunikasi. *Jurnal Ilmiah Dinamika Sosial*, 1(2), 202-224.

- Purnama, A. D. S., Muharam, H., Farradia, Y. (2019). Pengaruh *servicescape* terhadap kepuasan konsumen (Studi pada konsumen di ruang rawat inap kelas II RSUD Kota Bogor). *Jurnal Online Mahasiswa (JOM) Bidang Manajemen*, 4(1).
- Quintana, J. M., González, N., Bilbao, A., Aizpuru, F., Escobar, A., Esteban, C., San-Sebastián, J. A., de-la-Sierra, E., Thompson, A. (2006). Predictors of patient satisfaction with hospital health care. *BMC Health Services Research*, 6(102).
- Rangkuti, F. (2006). *Measuring customer satisfaction*. Jakarta: Gramedia Pustaka Utama.
- Rehaman, B., Husnain, M. (2018). The opportunities of health information systems to develop jordanian health care. *Journal of Hospital Medical Management*, 04(03), 1–8. <https://doi.org/10.4172/2471-9781.100048>
- Respati, S. A. (2015). “Hubungan mutu pelayanan kesehatan dengan tingkat kepuasan pasien rawat inap di Puskesmas Halmahera Kota Semarang tahun 2014.” *Universitas Negeri Semarang Repository*, 2015, <http://lib.unnes.ac.id/20257/>. Diakses 25 Maret 2021.
- Rijali, A. (2018). Analisis data kualitatif. *Jurnal Alhadharah Ilmu Dakwah*, 17(33), 81-95.
- Risdawati. (2017). Pengaruh harga dan fasilitas terhadap kepuasan pasien dengan kualitas pelayanan dalam perspektif islam sebagai variabel moderasi. *UIN Makassar J*.
- Rosenbaum, M. S., Massiah, C. (2011). An expanded servicescape perspective. *Journal of Service Management*, 22(4), 471–490.
- Rosenberg, L., Czepiel, J. (2017). Consumer satisfaction: Concept and measurement. *Journal of the Academy of Market Science*, 5(4), 403-411.
- Roz, K. (2021). Pelanggan dalam memediasi pengaruh *servicescape* terhadap *revisit intention*. *Jurnal Bisnis dan Manajemen*, 8(1), 132-141.
- Sabarguna, Boy, S. (2008). *Quality assurance pelayanan rumah sakit*. Jakarta, CV Sagung Seto.
- Sag, I., Zengul, F. D., Landry, A. Y. (2018). Patient perceptions of servicescape in healthcare: A systematic review of the literature. *Journal of Healthcare Management*, 63(2), 94-104.
- Sahoo, D., Ghosh, T. (2016). Healthscape role towards customer satisfaction in private health-care. *International Journal of Health Care Quality Assurance*, 29(6), 600-613.
- Sandi, R. A. (2011). Hubungan mutu pelayanan kesehatan dengan tingkat kepuasan pasien jamkesmas di ruang rawat inap RSUD dr. Rasidin Kota Padang Tahun 2011. [Skripsi]. *Program Studi Ilmu Kesehatan Masyarakat Fakultas Kedokteran Andalas*.
- Sekaran, U., Bougie, R. (2016). *Research method for business a skill- building approach*. London: John Wiley Sons Ltd.
- Sesunan, Y. S. (2020). Pengaruh kualitas pelayanan terhadap kepuasan pelanggan pada *The Luxton Hotel Bandung*. *Jurnal Keuangan dan Perbankan Syariah*, 1(1), 48-57.
- Shahin, A. (2006). *SERVQUAL and model of service quality gaps: A framework for determining and prioritizing critical factors in delivering quality services*. India,

The ICFAI University Press.

- Siguaw, J. A. Mai, E., Wagner, J. A. (2019). Expanding servicescape dimensions with safety: An exploratory study. *Services Marketing Quarterly*, 2, 123-140.
- Sitinjak, T. JR., Sugiarto. (2006). *LISREL*. Yogyakarta, Graha Ilmu.
- Siu, M. Y. N., Wan, K. Y. P., Dong, P. (2012). The impact of the servicescape on the desire to stay in convention and exhibition centers: The case of macau. *International Journal of Hospitality Management*, 236–246.
- Siwi, K. F. (2017) The influences of servicescape, service quality and price toward customer satisfaction at Siloam Hospitals Manado. *Jurnal Riset Ekonomi, Manajemen, Bisnis dan Akuntansi*, 3(4), 680-690.
- Sugiyono. (2008). *Metode penelitian kuantitatif, kualitatif dan rd*. Bandung: Alfabeta.
- Sugiyono. (2013). *Metode penelitian pendidikan pendekatan kuantitatif, kualitatif, dan rd*. Bandung: Alfabeta.
- Suhardi. (2009). “Analisis kesesuaian antara harapan dan kenyataan mutu pelayanan yang diterima di unit rawat inap RSUD. Dr. Raden Soedjati Soemodiardjo Kabupaten Grobogan.” *Universitas Diponegoro Repository*, 2009, http://eprints.undip.ac.id/18470/1/S_U_H_A_R_D_I.pdf. Diakses 25 Maret 2021.
- Suharso, P. (2012). *Metode penelitian kuantitatif untuk bisnis: Pendekatan filosofi dan praktis*. Jakarta: PT. Indeks.
- Sumarwan, U. (2002). *Perilaku konsumen*. Bogor Selatan, PT Ghalia Indonesia.
- Supriadi, A. (2020). Pengaruh pengembangan sumber daya manusia terhadap kinerja pegawai pada kantor dinas pemadam kebakaran dan penyelamatan Kabupaten Wajo, *Jurnal Ilmiah Administrasi Publik dan Bisnis*, 2(1), 73–81.
- Supriyadi, E., Mariani, S., Sugiman. (2017). Perbandingan metode partial least square (pls) dan principal component regression (pcr) untuk mengatasi multikolinearitas pada model regresi linear berganda. *Unnes Journal of Mathematics*, 6(2), 117–128.
- Supriyanto, S., Ernawaty. (2010). *Pemasaran industri jasa kesehatan*. Yogyakarta, Andi Publisher.
- Tantarto, T., Kusnadi, D., Sukandar, H. (2020). Analysis of service quality towards patient satisfaction (Comparative study of patients using telemedicine application and face to face consultation in healthcare). *European Journal of Business and Management Research*, 5(5), 1-7.
- Thomas, G., Keltner, D., Nisbett, R. E. (2006). *Social psychology*. W. W. Norton.
- Trenggonowati, D. L., Kulsum, K. (2018). Analisis faktor optimalisasi golden age anak usia dini studi kasus di kota cilegon. *Journal Industrial Servicess*, 4(1), 48–56. <https://doi.org/10.36055/jiss.v4i1.4088>
- Undang-Undang No 36 Tahun 2009 Tentang Kesehatan* (Indonesia). Diakses tanggal 1 September 2021 dari https://infeksiemerging.kemkes.go.id/download/UU_36_2009_Kesehatan.pdf
- Verma, H. (2012). *Services marketing*. New Delhi: Dorling Kindersley.
- Vinagre, M. H., Neves, J. The influence of service quality and patients’ emotions on satisfaction. *International Journal of Health Care Quality Assurannce*. 21(1), 87-103.

- Voss, Z. G., Cova, V. (2006). How sex differences in perceptions influence customer satisfaction: A study of theatre audiences. *Marketing Theory*, 6(2), 201-221.
- Vranceanu, A. M., Ring, D. (2011). Factor associated with patient satisfaction. *The Journal Of Hand Surgery*, 36(9), 1504-8.
- Vuong, Q-H. (2018). Sociodemographic factors influencing Vietnamese patient satisfaction with healthcare services and some meaningful empirical threshold. *Iranian Journal of Public Health*, 47(1), 119-126.
- Wade, C., Tavis, C. (2007). *Psikologi Edisi Kesembilan Jilid 2*. Jakarta: Erlangga.
- Wardiah, R. (2021). Hubungan mutu pelayanan kesehatan dengan tingkat kepuasan pasien rawat inap di RSUD dr. Rasidin Padang. *Jurnal Human Care*, 6(1), 225-231.
- Widayati, M. Y., Tamtomo, D., Andriani, R. B. (2017). Factors affecting quality of health service and patient satisfaction in community health centers in North Lampung, Sumatera. *Journal of Health Policy and Management*, 2(2), 165-175.
- Widoyoko, E. P. (2017). *Teknik penyusunan instrumen penelitian*. Yogyakarta: Pustaka Pelajar.
- Wijono, D. (1999). *Manajemen mutu pelayanan kesehatan*. Surabaya, Airlangga Press.
- Wong, K. K. K.-K. (2013). Partial least squares structural equation modeling (pls-sem) techniques using smartpls. *Marketing Bulletin*, 24(1), 1–32. Retrieved from [http://marketing-bulletin.massey.ac.nz/v24/mb_v24_t1_wong.pdf%5Chttp://www.researchgate.net/profile/Ken_Wong10/publication/268449353_Partial_Least_Squares_Structural_Equation_Modeling_\(PLS-SEM\)_Techniques_Using_SmartPLS/links/54773b1b0cf293e2da25e3f3.pdf](http://marketing-bulletin.massey.ac.nz/v24/mb_v24_t1_wong.pdf%5Chttp://www.researchgate.net/profile/Ken_Wong10/publication/268449353_Partial_Least_Squares_Structural_Equation_Modeling_(PLS-SEM)_Techniques_Using_SmartPLS/links/54773b1b0cf293e2da25e3f3.pdf)
- Wu, C. C. (2011). The impact of hospital brand image on service quality, patient satisfaction and loyalty. *African journal of business management*, 5(12), 4873-4882.