

DAFTAR PUSTAKA

- Amin, S. H., Wahid, S. D., & Ismail, M. (2016). Observing the natural dimension of Hospital Servicescape on patient satisfaction. *Procedia Economics and Finance*, 37, 58–64.
[https://doi.org/10.1016/s2212-5671\(16\)30093-4](https://doi.org/10.1016/s2212-5671(16)30093-4)
- Andrade, C., Lima, M.L., Fornara, F., & Bonaiuto, M. (2012), “Users’ views of hospital environmental quality: validation of the perceived hospital environment quality indicators (PHEQIs)”, *Journal of Environmental Psychology*, Vol. 32 No. 2, Elsevier, pp. 97-111.
- Alkazemi, M. F., Bayramzadeh, S., Alkhubaizi, N. B., & Alayoub, A. (2019). The physical environment and patient satisfaction ratings on social media: An exploratory study. *Facilities*, 38(1/2), 86–97. <https://doi.org/10.1108/f-11-2018-0138>
- Aksoy, L., Keiningham, T.L., Buoye, A., Lariviere, B., Williams, L. & Wilson, I. (2015), “Does loyalty span domains? Examining the relationship between consumer loyalty, other loyalties and happiness”, *Journal of Business Research*, Vol. 68 No. 12, pp. 2464-2476.
- Baraban, R.S., & Durocher, J.F., 2001. *Successful Restaurant Design*, 2nd Edition. Wiley, New York.
- Beiser, M. (1974). Components and correlates of mental well-being. *Journal of Health and Social Behavior*, 15, 320-327.
- Bitner, M. J. (1992). Servicescapes: The impact of physical surroundings on customers and employees. *Journal of Marketing*, 56(2), 57–71.

- Booms, B.H., & Bitner, M.J. (1981) Marketing Strategies and Organization Structures for Service Firms. In: Marketing of Services, American Marketing Association, Chicago, 47-51.
- Bonn MA., Joseph-Mathews SM., Dai M., Hayes S., & Cave J. Heritage/cultural attraction atmospherics: creating the right environment for the heritage/cultural visitor. *J Travel Res.* 2007;45(3):345-354.
- Bradburn, N. M. (1969). *The structure of psychological well-being*. Chicago: Aldine.
- Cadirci TO., & Akmaz AE. (2017). The Impact of Healthscape on Customer Satisfaction and Loyalty in Public and Private Healthcare Institutions. Yildiz, Social Science Review. Yildiz Technical University
- Chen F., & Chen FS. Experience quality, perceived value, satisfaction and behavioral intentions for heritage tourists. *Tourism Manage.* 2010;31(1):29-35.
- Choi HY., & Yoon BK. The study on the medical service quality, hospital environment, and customer satisfaction in order to improve the quality of medical tourism. *Int J Tour Hosp Res.* 2014;28(8):123-133.
- Cohen, J. (1988). *Statistical Power Analysis for the Behavioral Sciences (2nd Edition)* (2nd ed.). Routledge.
- DCunha, S., Suresh, S., & Kumar, V. (2019). Service quality in healthcare: Exploring servicescape and patients' perceptions. *International Journal of Healthcare Management, 14*(1), 35–41. <https://doi.org/10.1080/20479700.2019.1605689>
- Delloite (2021). "Global Health Care Outlook: Accelerating Industry Change," Delloitte.

- Evans, G.W., & McCoy, J.M. (1998), "When buildings don't work: the role of architecture in human health", *Journal of Environmental Psychology*, Elsevier, Vol. 18 No. 1, pp. 85-94.
- Fatima, T., Malik, S.A., & Shabbir, A. (2018), "Hospital healthcare service quality, patient satisfaction and loyalty: An investigation in context of private healthcare systems", *International Journal of Quality & Reliability Management*, Vol. 35 No. 6, pp. 1195-1214. <https://doi.org/10.1108/IJQRM-02-2017-0031>
- Fornell C., & Larcker DF. Structural equation models with unobservable variables and measurement error: algebra and statistics. *J Marketing Res.* 1981;18(3):382-388.
- Hall, C. M. (2013). Medical and health tourism: The development and implications of medical mobility. In C. M. Hall (Ed.), *Medical tourism: The ethics, regulation, and marketing of health mobility* (pp. 3-28). Oxon, UK: Routledge.
- Hall, E.T., 1969. *The Hidden Dimension*. Doubleday, Garden City, NY.
- Han H., & Hwang J. Multi-dimensions of the perceived benefits in a medical hotel and their roles in international travelers' decision-making process. *Int J Hosp Manag.* 2013;35:100- 108.
- Hair, JF., G. Hult, TM., Ringle, CM., & Sarstedt. (2017). *A primer on partial least squares structural equation modeling (PLS-SEM)*, 2nd ed. Thousand Oaks: Sage.
- Hair, JF., Risher, JJ., Sarstedt, M., & Ringle, CM. (2019). When to use and how to report the results of PLS-SEM. *European Business Review*, 31(1), 2–24.
<https://doi.org/10.1108/ebr-11-2018-0203>

- Han, J., Kang, H.-J., & Kwon, G. (2018). A systematic underpinning and framing of the Servicescape: Reflections on future challenges in healthcare services. *International Journal of Environmental Research and Public Health*, 15(3), 509.
<https://doi.org/10.3390/ijerph15030509>
- Henseler, J., Ringle, C. M., & Sarstedt, M. (2015). A new criterion for assessing discriminant validity in variance-based structural equation modeling. *Journal of the Academy of Marketing Science*, 43(1), 115–135. <https://doi.org/10.1007/s11747-014-0403-8>
- Holder, M., & Berndt, A. (2011), “The effect of changes in servicescape and service quality perceptions in a maternity unit”, *International Journal of Health Care Quality Assurance*, Emerald Group Publishing Limited, Vol. 24 No. 5, pp. 389-405.
- Huang, I.-C., Du, P.-L., Lin, L.-S., Liu, T.-Y., Lin, T.-F., & Huang, W.-C. (2021). The effect of perceived value, trust, and commitment on patient loyalty in Taiwan. *INQUIRY: The Journal of Health Care Organization, Provision, and Financing*, 58, 004695802110072. <https://doi.org/10.1177/00469580211007217>
- Huang CH, Wu HH, Lee YC, & Li L. What role does patient gratitude play in the relationship between relationship quality and patient loyalty? *Inquiry*. 2019;56:46958019868324. doi:10.1177/0046958019868324
- Hutton, J. D., & Richardson, L. D. (1995). Health- scapes: The role of the facility and physical environment on consumer attitudes, satisfaction, quality assessments, and behaviors. *Health Care Management Review*, 20(2), 48–61.
- Kementrian Kesehatan Republik Indonesia (2020, November 15). RS Online. <http://sirs.yankes.kemkes.go.id/rsonline/report/>

- Kim, M., Koo, D.-W., Shin, D.-J., & Lee, S.-M. (2017). From servicescape to loyalty in the medical tourism industry: A Medical Clinic's Service Perspective. *INQUIRY: The Journal of Health Care Organization, Provision, and Financing*, 54, 004695801774654. <https://doi.org/10.1177/0046958017746546>
- Kock, N., & Hadaya, P. (2016). Minimum sample size estimation in PLS-SEM: The inverse square root and gamma-exponential methods. *Information Systems Journal*, 28(1), 227–261. <https://doi.org/10.1111/isj.12131>
- Kotler, Amstrong. 2016. Principles of Marketing Sixteenth Edition Global Edition. England. Pearson Education Limited.
- Kraus, S. & Jensen, J. (2010), "Hospitality meets healthcare", Healthcare Design Magazine.
- Ladhari, R., Souiden, N. & Dufour, B. (2017). The role of emotions in utilitarian service settings: The effects of emotional satisfaction on product perception and behavioral intentions. *Journal of Retailing and Consumer Services*, 34, 10–18.
- Lee RJ, & Kim BY. The structural relationships among country image, service quality of medical tourism, and intention to revisit: a case of Chinese medical tourists to Korea. *Korean J Hotel Admin*. 2014;23(3):83-104.
- Lee YK, Lee CK, Lee SK, & Babin BJ. Festivalscapes and patrons' emotion, satisfaction, and loyalty. *J Bus Res*. 2008;61:56-64.
- Lin, I. Y. (2004). Evaluating a servicescape: The effect of cognition and Emotion. *International Journal of Hospitality Management*, 23(2), 163–178. <https://doi.org/10.1016/j.ijhm.2003.01.001>

- Liu, S., Li, G., Liu, N., & Hongwei, W. (2021). The impact of patient satisfaction on patient loyalty with the mediating effect of Patient Trust. *INQUIRY: The Journal of Health Care Organization, Provision, and Financing*, 58, 004695802110072. <https://doi.org/10.1177/00469580211007221>
- Loureiro, S. M., Sarmiento, E. M., Lopes, R., & Jin, K. N. (2015). Feeling better while waiting: Hospital lobby in Portugal and South Korea. *Asian Journal of Business Research*, 5(2). <https://doi.org/10.14707/ajbr.150017>
- Mari, M., & Poggesi, S. (2013). Servicescape cues and customer behavior: A systematic literature review and research agenda. *The Service Industries Journal*, 33(2), 171–199. <https://doi.org/10.1080/02642069.2011.613934>
- Mehrabian, A., & Russell, J. A. (1974). *An approach to environmental psychology*. Cambridge, MA: MIT Press.
- Mittal, V., & Kamakura, W. A. (2001). Satisfaction, repurchase intent, and repurchase behavior: Investigating the moderating effect of customer characteristics. *Journal of Marketing Research*, 38(1), 131–142. <https://doi.org/10.1509/jmkr.38.1.131.18832>
- Mody, M., Suess, C., & Dogru, T. (2019). Restorative Servicescapes in health care: Examining the influence of hotel-like attributes on patient well-being. *Cornell Hospitality Quarterly*, 61(1), 19–39. <https://doi.org/10.1177/1938965519879430>
- Morgan, RM., & Hunt, SD. The commitment-trust theory of relationship marketing. *J Mark.* 1994;58(3):20-38. doi:10.2307 /1252308

- Morland, K., Wing, S., Roux, A.D. & Poole, C. (2002), “Neighborhood characteristics associated with the location of food stores and food service places”, *American Journal of Preventive Medicine*, Vol. 22 No. 1, pp. 23-29.
- Närvänen, E., Kuusela, H., Paavola, H., & Sirola, N. (2020). A meaning-based framework for customer loyalty. *International Journal of Retail & Distribution Management*, 48(8), 825–843. <https://doi.org/10.1108/ijrdm-05-2019-0153>
- Oliver, R.L., & Swan, J.E. Consumer perceptions of interpersonal equity and satisfaction in transaction: a field survey approach. *J Marketing*. 1989;53(2):21-35.
- Oliver, R.L. Whence customer loyalty? *J Marketing*. 1999;63(4):33-44.
- Paquette, S. (2006). Customer knowledge management. *Encyclopedia of Knowledge Management, Second Edition*, 175–184. <https://doi.org/10.4018/978-1-59904-931-1.ch017>
- Perhimpunan Rumah Sakit Seluruh Indonesia (PERSI) (2020, December 6). Persebaran rumah sakit di Indonesia. https://persi.or.id/wp-content/uploads/2020/11/data_statistikrs.htm
- Pinna, M., Del Chiappa, G., & Atzeni, M. (2018). Emotions and satisfaction at the Hospital. *International Journal of Pharmaceutical and Healthcare Marketing*, 12(2), 126–145. <https://doi.org/10.1108/ijphm-07-2016-0037>
- Pizam, A. (2015). Luxurious physical environment and high-quality of service: Do they always go hand in hand? *International Journal of Hospitality Management*, 47, 151- 152. [doi:10.1016/j.ijhm.2015.04.016](https://doi.org/10.1016/j.ijhm.2015.04.016)

- PricewaterhouseCoopers (2016), "HRI's top ten health industry issues of 2016", PricewaterhouseCoopers.
- Reizenstein, J.E. (1982), "Hospital design and human behavior: a review of the recent literature", *Advances in Environmental Psychology*, Vol. 4, pp. 137-169.
- Ringle, C.M., Wende, S. & Becker, J.-M. (2015), *SmartPLS 3*, SmartPLS, Bönningstedt.
- Ringle, CM., & Sarstedt, M. (2016), "Gain more insight from your PLS-SEM results: the Importance- Performance map analysis", *Industrial Management and Data Systems*, Vol. 116 No. 9, pp. 1865-1886.
- Ryu, K., Han, H., & Kim, T. H. (2007). The relationships among overall quickcasual restaurant image, perceived value, customer satisfaction, and behavioral intentions. *International Journal of Hospitality Management*, 27(3), 459–469.
<https://doi.org/10.1016/j.ijhm.2007.11.001>
- Sag, I., Zengul, F. D., & Landry, A. Y. (2018). Patient perceptions of Servicescape in healthcare. *Journal of Healthcare Management*, 63(2), 94–104.
<https://doi.org/10.1097/jhm-d-16-00014>
- Sahoo, D., & Ghosh, T. Healthscape role towards customer satisfaction in private healthcare. *Int J Health Care Qual Assur.* 2016;29(6):600-613.
- Sarstedt, M., Ringle, CM., & Hair, J.F. (2017), "Partial least squares structural equation modeling", in Homburg, C., Klarmann, M. and Vomberg, A. (Eds), *Handbook of Market Research*, Springer, Heidelberg.

- Sekaran, U., & Bougie, R. (2020). *Research Methods for Business: A Skill Building Approach* (8th ed.). Wiley.
- Shmueli, G., Sarstedt, M., Hair, JF, Cheah, JH., Ting, H., Vaithilingam, S., & Ringle, CM. (2019), "Predictive model assessment in PLS-SEM: guidelines for using PLSpredict", Working Paper.
- Sirgy, M. J., & Jackson, P. A. (2015). How to enhance the well-being of healthcare service providers and their patients? A mindfulness proposal. *Frontiers in Psychology*. Retrieved from <https://www.frontiersin.org/article/10.3389/fpsyg.2015.00276>
- Sirohi, N., McLaughlin, E.W., & Wittink, D.R. (1998), "A model of consumer perceptions and store loyalty intentions for a supermarket retailer", *Journal of Retailing*, Vol. 74 No. 2, pp. 223-245.
- Steele, J. R., Jones, A. K., Clarke, R. K., & Shoemaker, S. (2015). Health care delivery meets hospitality: A pilot study in radiology. *Journal of the American College of Radiology*, 12, 587- 593. doi:10.1016/j.jacr.2014.10.008
- Tessler, R., & Mechanic, D. (1978). Psychological distress and perceived health status. *Journal of Health and Social Behavior*, 19.254-262
- Toufaily, E., Ricard, L., & Perrien, J. (2013). Customer loyalty to a commercial website: Descriptive meta-analysis of the empirical literature and proposal of an integrative model. *Journal of Business Research*, 66(9), 1436–1447. <https://doi.org/10.1016/j.jbusres.2012.05.011>

Turley, L.W., & Milliman, R. E. (2000). Atmospheric effects on shopping behavior: A review of the experimental evidence. *Journal of Business Research*, 49(2), 193–211. [https://doi.org/10.1016/S0148-2963\(99\)00010-7](https://doi.org/10.1016/S0148-2963(99)00010-7)

Ulrich, R. (1991), “Effects of interior design on wellness: theory and recent scientific research”, *Journal of Health Care Interior Design: Proceedings from the Symposium on Health Care Interior Design*. Symposium on Health Care Interior Design, Vol. 3 No. 1, pp. 97-109.

Verderber, S., & Fine, D.J. (2000), *Healthcare Architecture in an Era of Radical Transformation*, Yale University Press, New Haven, CT.

Vigolo, V., Bonfanti, A., Sallaku, R., & Douglas, J. (2019). The effect of signage and emotions on satisfaction with the servicescape: An empirical investigation in a healthcare service setting. *Psychology & Marketing*, 37(3), 408–417. <https://doi.org/10.1002/mar.21307>

Watson D., & Tellegen A. Toward a consensual structure of mood. *Psychological bulletin*. 1985;98(2):219.

Yeganeh, H. (2019). An analysis of emerging trends and transformations in Global Healthcare. *International Journal of Health Governance*, 24(2), 169–180. <https://doi.org/10.1108/ijhg-02-2019-0012>

Yoo, M., & Bai, B. (2013). Customer Loyalty Marketing Research: A comparative approach between hospitality and Business Journals. *International Journal of Hospitality Management*, 33, 166–177. <https://doi.org/10.1016/j.ijhm.2012.07.009>

Yoon Y., & Uysal M. An examination of the effects of motivation and satisfaction on destination loyalty: a structural model. *Tourism Manage.* 2005;26(1):45-56.

Yu Y., & Dean A. The contribution of emotional satisfaction on customer loyalty. *Int J Serv Ind Manag.* 2000;12(3):234-250.

Zeithaml VA., Bitner MJ., & Gremler DD. (2010) "Services Marketing Strategy" in Wiley International Encyclopedia of Marketing: Marketing Strategy, Vol. 1. UK: John Wiley & Sons, 208-2018

Zhou, W.-J., Wan, Q.-Q., Liu, C.-Y., Feng, X.-L., & Shang, S.-M. (2017). Determinants of patient loyalty to Healthcare Providers: An integrative review. *International Journal for Quality in Health Care*, 29(4), 442–449. <https://doi.org/10.1093/intqhc/mzx058>

