## **DAFTAR PUSTAKA**

- A Speaking of Chinese People's Political Consultative Conference [internet]. People's Daily Online (PDO): 2014. Available at: http://gd.people.com.cn/n/2014/1029/c123932-22754522.html (diakses 27 Juli 2021].
- AAFP. (2018). Is Social Media Changing the Doctor-Patient Relationship?
  Available at: https://www.aafp.org/news/practice-professional-issues/20180608comms urveys.html (diakses 30 Juli 2021)
- Ahmad, A. R., & Murad, H. R. (2020). The impact of social media on panic during the COVID-19 pandemic in iraqi kurdistan: Online questionnaire study. *Journal of Medical Internet Research*, 22(5), e19556. https://doi.org/10.2196/19556
- Al Aufa, B., Sulistiadi, W., & Djawas, F. A. (2020). Measuring Instagram Activity and Engagement Rate of Hospital: A Comparison before and during COVID-19 Pandemic. 2020 3rd International Seminar on Research of Information Technology and Intelligent Systems, ISRITI 2020, 562–566. https://doi.org/10.1109/ISRITI51436.2020.9315490
- Alrubaiee, L., and Al-Nazer, N. (2010). Investigate the impact of relationship marketing orientation on customer loyalty: The customer's perspective. *International Journal of Marketing Studies*, 2(1), 155-174.
- Antheunis, M. L., Tates, K., & Nieboer, T. E. (2013). Patients' and health professionals' use of social media in health care: Motives, barriers and expectations. *Patient Education and Counseling*, 92, 426–431. doi:10.1016/j.pec.2013.06.020

- Astuti, H. J., and Nagase, K. (2014). Patient loyalty to healthcare organizations: Relationship marketing and satisfaction. *International Journal of Management and Marketing Research*, 7(2), 39-56.
- Azizam, N. A., & Shamsuddin, K. (2015). Healthcare provider-patient communication: A satisfaction study in the outpatient clinic at hospital Kuala Lumpur. *Malaysian Journal of Medical Sciences*, 22(3), 56–64.
- Baker, R., Mainous Iii, A. G., Gray, D. P., and Love, M. M. (2003). Exploration of the relationship between continuity, trust in regular doctors and patient satisfaction with consultations with family doctors. *Scandinavian journal* of primary health care, 21(1), 27-32.
- Belás, J., and Gabcova, L. (2016). The relationship among customer satisfaction, loyalty and financial performance of commercial banks. *E+ M Ekonomie a Management*, 1, 132-146.
- Berger, J. (2014). Word of mouth and interpersonal communication: A review and directions for future research. Journal of Consumer Psychology, 24(4), 586–607
- Bodet, G. (2008). Customer satisfaction and loyalty in service: Two concepts, four constructs, several relationships. *Journal of retailing and consumer services*, 15(3), 156-162.
- Burgener, A. M. (2017). Enhancing Communication to Improve Patient Safety and to Increase Patient Satisfaction. *The Health Care Manager*, 36(3), 238–243. https://doi.org/10.1097/HCM.00000000000165
- Chahal, H., and Bala, M. (2012). Significant components of service brand equity in healthcare sector. *International journal of health care quality assurance*, 25(4), 343-362.

- Chiu, C. M., Chang, C. C., Cheng, H. L., and Fang, Y. H. (2009). Determinants of customer repurchase intention in online shopping. *Online information review*, 33(4), 761-784
- Chretien, K. C., & Kind, T. (2013). Social media and clinical care: ethical, professional, and social implications. *Circulation*, 127(13), 1413–1421. https://doi.org/10.1161/CIRCULATIONAHA.112.128017
- Clever, S. L., Jin, L., Levinson, W., Meltzer, D. O. (2008). Does doctor-patient communication affect patient satisfaction with hospital care? Results of an analysis with a novel instrumental variable. *Health Services Research*, 43(5), 1505–1519.
- Colineau N. and Paris C. Talking about your health to strangers: understanding the use of online social networks by patients. *New Rev Hypermed Multimed*. 2010;16(1):141–160. doi: 10.1080/13614568.2010.496131.
- Daniel, F., Jabak, S., Sasso, R., Chamoun, Y., & Tamim, H. (2018). Patient-Physician Communication in the Era of Mobile Phones and Social Media Apps: Cross-Sectional Observational Study on Lebanese Physicians' Perceptions and Attitudes. *JMIR medical informatics*, 6(2), e18. https://doi.org/10.2196/medinform.8895
- Eveleigh, R. M. et al. (2012). An overview of 19 instruments assessing the doctor-patient relationship: Different models or concepts are used. J. Clin. Epidemiol. 65, 10–15. https://doi.org/10.1016/j.jclinepi.2011.05.011
- Fox, Susannah & Duggan, Maeve. (2012). Health Online 2013. Pew Research Internet Project Report.
- Galizzi MM, Miraldo M, Stavropoulou C, et al. (2012) Who is more likely to use doctor-rating websites, and why? *BMJ Open*.;2(6):pii:e001493.

- Geyskens, I., Steenkamp, J. B. E., and Kumar, N. (1999). A meta-analysis of satisfaction in marketing channel relationships. *Journal of Marketing Research*, 36(2), 223-238.
- Ghozali, I. (2013). Aplikasi Analisis Multivariat dengan Program IBM SPSS. Semarang: Badan Penerbit Universitas Diponegoro.
- Ghozali, I. (2016). Aplikasi Analisis Multivariat dengan Program. IBM SPSS 23.Semarang: Badan Penerbit Universitas Diponegoro.
- Hanauer, D. A., Zheng, K., Singer, D. C., Gebremariam, A., & Davis, M. M. (2014). Public Awareness, Perception, and Use of Online Physician Rating Sites. JAMA *Journal of the American Medical Association*, 311(7), 734–735. https://doi.org/10.1001/jama.2013.283194
- Hong, Y.A., Liang, C., Radcliff, T.A., Wigfall, L.T., Street, R.L. (2019)
  What Do Patients Say About Doctors Online? A Systematic Review of Studies on Patient Online Reviews. *J Med Internet Res*; 21(4):e12521
- Househ, M., Borycki, E., and Kushniruk, A. (2014). Empowering patients through social media: the benefits and challenges. *Health informatics journal*, 20(1), 50-58.
- Institute for Healthcare Communication. (2011). Impact of Communication in Healthcare. *Institute for Healthcare Communication*, 1–4. https://healthcarecomm.org/about-us/impact-of-communication-in-health care/
- Issa, T., & Isaias, P. (2016). Internet factors influencing generations Y and Z in Australia and Portugal: A practical study. Information Processing and Management, 52(4), 592–617. https://doi.org/10.1016/j.ipm.2015.12.006
- Jain, S. H., Lucey, C., & Crosson, F. J. (2020). The Enduring Importance of Trust in the Leadership of Healthcare Organizations. In JAMA - *Journal of the*

*American Medical Association* (Vol. 324, Issue 23, pp. 2363–2364). American Medical Association. https://doi.org/10.1001/jama.2020.18555

- Juhana, D., Manik, E., Febrinella, C., and Sidharta, I. (2015). Empirical study on patient satisfaction and patient loyalty on public hospital in Bandung, Indonesia. *International Journal of Applied Business and Economic Research*, 13(6), 4305-432
- Kemp, S. (2022). Digital 2022: Indonesia Global Digital Insights. DATAREPORTAL. https://datareportal.com/reports/digital-2022-indonesia
- Khullar, D., Darien, G., & Ness, D. L. (2020). Patient Consumerism, Healing Relationships, and Rebuilding Trust in Health Care. In JAMA - *Journal* of the American Medical Association (Vol. 324, Issue 23, pp. 2359–2360). American Medical Association. https://doi.org/10.1001/jama.2020.12938
- Kim YK, Cho CH, Ahn SK, Goh IH, Kim HJ (2008b). A study on medical services quality and its influence upon value of care and patient satisfaction – Focusing upon outpatients in a large-sized hospital. Total Qual. *Manag. Bus. Excel.*, 19(11): 1155-1171.
- Kim, K. J., Jeong, I. J., Park, J. C., Park, Y. J., Kim, C. G., and Kim, T. H. (2007). The impact of network service performance on customer satisfaction and loyalty: High speed internet service case in Korea. *Expert Systems with Applications*, 32(3), 822-831.
- Kotler, P. and Keller K.L. (2012). Marketing Management, 14e, Global Edition, Pearson Educational Limited, England
- Kubicek, K., Liu, D., Beaudin, C., Supan, J., Weiss, G., Lu, Y., & Kipke, M. D.(2012). A profile of nonurgent emergency department use in an urban

pediatric hospital. *Pediatric emergency care*, 28(10), 977–984. https://doi.org/10.1097/PEC.0b013e31826c9aab

- Kumar, R., Dash, S., and Purwar, P. (2013). The nature and antecedents of brand equity and its dimensions. *Marketing Intelligence & Planning*, 31(2), 141-159.
- Lambert, K.M., Barry, P., Stokes, G. (2012). Risk management and legal issues with the use of social media in the healthcare setting. *J Healthc Risk Manag*.;31(4):41–47.
- Larousse. (2015). French dictionary; fidelity definition [In French] Paris: Editions Larousse
- Lee WI, Chen CW, Chen TH, Chen CY (2010). The relationship between consumer orientation, service value, medical care service quality and patient satisfaction: The case of a medical center in Southern Taiwan. *Afr. J. Bus. Manage.*, 4(4): 448-458
- Lin, H. H., and Wang, Y. S. (2006). An examination of the determinants of customer loyalty in mobile commerce contexts. *Information & management*, 43(3), 271-282.
- 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. https://doi.org/10.1177/00469580211007221
- Lombardi, G. (2012). *How to Use Social Media to Cultivate Patient Loyalty*. https://www.dentaleconomics.com/articles/print/volume02/issue2/technol ogy-needs/how-to-use-social-media-to-cultivate-patient-loyalty.html. (diakses 28 Juli 2021)
- López, A., Detz, A., Ratanawongsa, N., Sarkar, U. (2012) What patients say about their doctors online. *J Gen Intern Med*;27(6):685-692.

- Mehra, P., & Mishra, A. (2021). Role of Communication, Influence, and Satisfaction in Patient Recommendations of a Physician. Vikalpa, 46(2), 99–111. https://doi.org/10.1177/02560909211027090
- Menon IS, Sharma MK, Chandra PS, Thennarasu K. Social networking sites: An adjunctive treatment modality for psychological problems. *Indian J Psychol Med.* 2014;**36**(3):260–263. doi: 10.4103/0253-7176.135374.
- NapoleonCat. Stats (2022). Instagram users in Indonesian January 2022. napoleoncat.com

https://napoleoncat.com/stats/instagram-users-in-indonesia/2022/01/

- 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
- Nurhayati-Wolff, H. (2021). Share of Instagram users 2021, by age group. statista.com. https://www.statista.com/statistics/1078350/share-of-instagr am-users-by-age-indonesia/
- Oliver, R. L. (1999). Whence consumer loyalty?. *The Journal of Marketing*, 63, 33-44.
- Patayawati, D. Z., Setiawah, M., and Rahayu, M. (2013). Patient satisfaction, trust and commitment: Mediator of service quality and its impact on loyalty (an empirical study in Southeast Sulawesi Public hospitals). *IOSR Journal of Business and Management*, 7(6), 1-14.
- Pedrosa, D.L.H, Cueto, C., Dolores, Jambrino, Carmen, Javier, F. (2020).
  Analysis and study of hospital communication via social media from the patient perspective. Cogent Social Sciences. 6. 10.1080/23311886.2020.1718578.

- Polinski, J.M., Barker, T., Gagliano, N., Sussman, A., Brennan, T.A., Shrank, W.H. (2016). Patients' Satisfaction with and Preference for Telehealth Visits. J Gen Intern Med. Mar;31(3):269-75.
- Prasad, B. (2013). Social media, health care, and social networking. *Gastrointestinal Endoscopy*, 77, 492–495. doi:10.1016/j.gie.2012.10.026
- Ramli, A.H. (2017). Patient Satisfaction, Hospital Image, and Patient Loyalty in West Sulawesi. Business and Entrepreneurial Review, 17(1) https://doi.org/10.25105/ber.v17i1.5088
- Sari, W. P., Farida, N., & Jati, S. P. (2020). The Influence of Hospital Trust and Service Quality to Patient Satisfaction and Loyalty. Icib 2019, 203–207. https://doi.org/10.5220/0008429302030207
- Sari W, D. E. P., Rivai, F. ., & Amirrudin, R. . (2021). The Effect of Patient Experience on Patient Loyalty through Patient Satisfaction in Telemedicine Application Services During the Covid-19 Pandemic. *Journal of Asian Multicultural Research for Medical and Health Science Study*, 2(3), 8-14. https://doi.org/10.47616/jamrmhss.v2i3.151
- Sekaran, U., & Bougie, R. (2016). Research methods for business: A skill building approach. John Wiley & Sons.
- Severi, E., and Ling, K. C. (2013). The mediating effects of brand association, brand loyalty, brand image and perceived quality on brand equity. *Asian Social Science*, 9(3), 125-137.
- Smailhodzic, E., Hooijsma, W., Boonstra, A., & Langley, D. J. (2016). Social media use in healthcare: A systematic review of effects on patients and on their relationship with healthcare professionals. *BMC health services research*, 16(1), 442. https://doi.org/10.1186/s12913-016-1691-0

- Suki, N. M. (2011). A structural model of customer satisfaction and trust in vendors involved in mobile commerce. *International Journal of Business Science and Applied Management*, 6(2), 17-30
- Sumaedi, S., Bakti, I. G. M. Y., Rakhmawati, T., Astrini, N. J., Yarmen, M., and Widianti, T. (2015). Patient loyalty model: An extended theory of planned behavior perspective (a case study in Bogor, Indonesia). *Leadership in Health Services*, 28(3), 245-258.
- Sütcü, C. S., & Erdal, C. (2014). Research on Effectiveness of Social Media Practices of Hospitals' Public Relations Departments in Turkey. Istanbul Universitesi Iletisim Fakultesi Dergisi, 46, 83–106.
- Tosyalı, H., Sefa Sütcü, C., & Tosyalı, F. (2019). Patient Loyalty in the Hospital-Patient Relationship: The Mediating Role of Social Media. Sayı/Number, 6(1), 783–804
- Tucker, J.D., Cheng, Y., Wong, B., Gong, N., Nie, J.B., Zhu, W., et al. (2015). Patient-physician mistrust and violence against physicians in Guangdong Province, China: a qualitative study. BMJ Open. ;5(10):e008221. pmid:26443652
- Ventola C. L. (2014). Social media and health care professionals: benefits, risks, and best practices. P & T: a peer-reviewed journal for formulary management, 39(7), 491–520.
- Wang, Y., Fang, M., Wang, Y. (2016). How to decrease violence against doctors in China? *Int J Cardiol.*;211:66. pmid:26977580
- We Are Social (2021). DIGITAL 2021: THE LATEST INSIGHTS INTO THE 'STATE OF DIGITAL'. Singapore: We Are Social. Retrieved June 1, 2021, from: https://wearesocial.com/uk/blog/2021/01/digital-2021-the-

latest-insights-into-the-state-of-digital/

- Yusri, C. R., Hidayat, M., & Djuhaeni, H. (2017). Role of Satisfaction with Health Care Services in Increasing Patient Loyalty: an Ambulatory Setting. Althea Medical Journal, 4(3), 329–334.
- Zhou, W. J., Wan, Q. Q., Liu, C. Y., Feng, X. L., and 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.

