

DAFTAR PUSTAKA

- Abdullah, M. (2015). *Metodologi Penelitian Kuantitatif*. Yogyakarta: Aswaja Pressindo.
- Agyapong, A., Afi, J. D., & Kwateng, K. O. (2017). Examining the effect of perceived service quality of health care delivery in Ghana on behavioural intentions of patients: The mediating role of customer satisfaction. *International Journal of Healthcare Management*, 276-288. doi:<https://doi.org/10.1080/20479700.2017.1326703>
- Aiken, L. H., Clarke, S. P., Sloane, D. M., Sochalski, J., & Silber, J. H. (2014). Hospital Nurse Staffing and Patient Mortality, Nurse Burnout, and Job Dissatisfaction. *JAMA*, 288(16).
- Amin, M., & Nasharuddin, S. (2013). Hospital service quality and its effects on patient satisfaction and behavioral intention. *Clinical Governance: An International Journal*, Vol. 18 No. 3, 238-254.
- Asif, M., Jameel, A., Sahito, N., Hwang, J., Hussain, A., & Manzoor, F. (2019). Can Leadership Enhance Patient Satisfaction? Assessing the Role of Administrative and Medical Quality. *International Journal of Environmental Research and Public Health*, 16(17). doi:<https://doi.org/10.3390/ijerph16173212>
- Atinga, R. A., Nkrumah, G. A., & Domfeh, K. A. (2011). Managing healthcare quality in Ghana: a necessity of patient satisfaction. *International Journal*

of Health Care Quality Assurance, 548-563.
doi:<https://doi.org/10.1108/09526861111160580>

Bahri, S. (2018). *Metodologi Penelitian Bisnis*. Yogyakarta: ANDI.

Bangun, S. (2021, Juni 17). Retrieved from Waspada.co.id:
<https://waspada.co.id/2021/06/ada-105-rumah-sakit-rujukan-pasien-covid-19-di-medan/>

Buchbinder, S. B., & Shanks, N. H. (2016). *Introduction to Health Care Management*. Jones & Bartlett Publisher.

Budo, A., Tulus, F., & Tampi, G. (2020). EFEKTIVITAS PELAYANAN KESEHATAN DI RUMAH SAKIT PANCARAN KASIH MANADO. *JURNAL ADMINISTRASI PUBLIK*.

Crocker, A. M., Kessler, R., Eeghen, C. v., Bonnell, L. N., Breshears, R. E., Callas, P., . . . Littenberg, B. (2021). Integrating Behavioral Health and Primary Care (IBH-PC) to improve patient-centered outcomes in adults with multiple chronic medical and behavioral health conditions: study protocol for a pragmatic cluster randomized control trial. *Crocker et al. Trials*, 22(1), 1-8. doi:<https://doi.org/10.1186/s13063-021-05133-8>

Darma, B. (2021). *STATISTIKA PENELITIAN MENGGUNAKAN SPSS (Uji Validitas, Uji Reliabilitas, Regresi Linier Sederhana, Regresi Linier Berganda, Uji t, Uji F, R2)*. DKI Jakarta: GUEPEDIA.

- De Man, S., Gemmel, P., Vlerik, P., Rijk, P. V., & Dierckx, R. (2002). Patients' and personnel's perceptions of service quality and patient satisfaction in nuclear medicine. *European Journal of Nuclear Medicine and Molecular Imaging*, 1109-1117. doi:<https://doi.org/10.1007/s00259-002-0869-3>
- Dewi, D. A. (2018). Modul Uji Validitas dan Reliabilitas. *STATISTIKA TERAPAN*.
- Duli, N. (2019). *Metode Penelitian Kuantitatif: Beberapa Konsep Dasar untuk Penulisan Skripsi & Analisis Data dengan SPSS*. Deepublish.
- Fikri, S., Wiyani, W., & Suwandar, A. (2016). PENGARUH KUALITAS PELAYANAN TERHADAP KEPUASAN DAN LOYALITAS MAHASISWA. *Jurnal Bisnis dan Manajemen*, 3(1), 120-134.
- Hadi, A. (2021, Oktober 28). *Tipe Rumah Sakit yang Ada di Indonesia: Dari Umum Hingga Khusus*. Retrieved from Tirto.id: <https://tirto.id/tipe-rumah-sakit-yang-ada-di-indonesia-dari-umum-hingga-khusus-eGsH>
- Hausman, A. (2004). Modeling the patient-physician service encounter: Improving patient outcomes. *Journal of the Academy of Marketing Science*, 32(4), 403-417. doi:<https://doi.org/10.1177/0092070304265627>
- He, Z., & Zhou, J. (2017). Can zero-markup policy for drug sales in public hospitals resolve the problem of 'seeing a doctor is too expensive' in China? A case study of four municipal general tertiary hospitals at H City in Z Province. *Journal of Chinese Governance*, 2(3), 329-342. doi:<https://doi.org/10.1080/23812346.2017.1342899>

- Hidayat, T. (2016). ANALISIS KUALITAS LAYANAN TERHADAP KEPUASAN DAN LOYALITAS PASIEN RUMAH SAKIT SYAFIRA PEKANBARU. *Jurnal Tepak Manajemen Bisnis*.
- Hoque, D. M., Kumari, V., Hoque, M., Ruseckaite, R., Romero, L., & Evans, S. M. (2017). Impact of clinical registries on quality of patient care and clinical outcomes: A systematic review. *PLOS ONE*, 12(9), 1-20. doi:<https://doi.org/10.1371/journal.pone.0183667>
- Hussain, A., Asif, M., Jameel, A., & Hwang, J. (2019). Measuring OPD Patient Satisfaction with Different Service Delivery Aspects at Public Hospitals in Pakistan. *International Journal of Environmental Research and Public Health*, 16(13). doi:<https://doi.org/10.3390/ijerph16132340>
- Indriantoro, N., & Supomo, B. (2018). *Metodologi penelitian bisnis untuk akuntansi dan manajemen*. ANDI Publisher.
- Jameel, A., Asif, M., Hussain, A., Hwang, J., Bukhari, M. H., Mubeen, S., & Kim, I. (2019). Improving Patient behavioral Consent through Different Service Quality Dimensions: Assessing the Mediating Role of Patient Satisfaction. *International Journal of Environmental Research and Public Health*, 16(23). doi:<https://doi.org/10.3390/ijerph16234736>
- Jandavath, R. N., & Byram, A. (2016). Healthcare service quality effect on patient satisfaction and behavioural intention: empirical evidence from India. *International Journal of Pharmaceutical and Healthcare Marketing*.

- Janna, N. M., & Herianto. (2021, January 22). *KONSEP UJI VALIDITAS DAN RELIABILITAS DENGAN MENGGUNAKAN SPSS*. Retrieved from OSFPREPRINTS: <https://doi.org/10.31219/osf.io/v9j52>
- Kant, R., & Jaiswal, D. (2017). The impact of perceived service quality dimensions on customer satisfaction: an empirical study on public sector banks in India. *International Journal of Bank Marketing*, 35(3), 411-430. doi:<https://doi.org/10.1108/IJBM-04-2016-0051>
- Kelana, M. T. (2015). PENGARUH PENERAPAN PELAYANAN PRIMA (SERVICE EXCELLENCE) PERAWAT TERHADAP TINGKAT KEPUASAN PASIEN DI RUMAH SAKIT UNIVERSITAS TANJUNGPURA KOTA PONTIANAK. *Jurnal Untan*.
- Kondasani, R. K., & Panda, R. K. (2016). Service Quality Perception and Behavioural Intention: A Study of Indian Private Hospitals. *Journal of Health Management*, 18(1), 1-16. doi:10.1177/0972063416639168
- Lee, P. Y., Liew, S. M., Abdullah, A., Abdullah, N., Ng, C. J., Hanafi, N. S., . . . Khoo, E. M. (2015). Healthcare Professionals' and Policy Makers' Views on Implementing a Clinical Practice Guideline of Hypertension Management: A Qualitative Study. *PLOS ONE*, 10(5), 1-12. doi:<https://doi.org/10.1371/journal.pone.0126191>
- Listiyono, R. A. (2015). Studi Deskriptif Tentang Kualitas Pelayanan di Rumah Sakit Umum Dr. Wahidin Sudiro Husodo Kota Mojokerto Pasca Menjadi Rumah Sakit Tipe B. *Journal Unair*.

- Lloyd, R. (2017). *Quality Health Care: A Guide To Developing And Using Indicators*. Burlington, MA, USA: Jones & Bartlett Learning.
- Mariana, D. (2019). HUBUNGAN KUALITAS PELAYANAN KEPERAWATAN RAWAT INAP DENGAN PROSES PENGAMBILAN KEPUTUSAN PASIEN UNTUK MEMILIH RUMAH SAKIT. *JURNAL BABUL ILMU STIKES AISYIYAH*.
- Meesala, A., & Paul, J. (2018). Service quality, consumer satisfaction and loyalty in hospitals: Thinking for the future. *Journal of Retailing and Consumer Services*, 261-269. doi:<https://doi.org/10.1016/j.jretconser.2016.10.011>
- Murti, A., Deshpande, A., & Srivastava, N. (2013). Patient Satisfaction and Consumer Behavioural Intentions: An Outcome of Service Quality in Health Care Services. *Journal of Health Management*, 15(4): 549-577. doi:<http://dx.doi.org/10.1177/0972063413516230>
- Mustelier-Puig, L. C., Anjum, A., & Ming, X. (2018). Interaction quality and satisfaction: An empirical study of international tourists when buying Shanghai tourist attraction services. *Cogent Business & Management*. doi:<https://doi.org/10.1080/23311975.2018.1470890>
- Naik, J. R., & Byram, A. (2016). Healthcare service quality effect on patient satisfaction and behavioural intentions in corporate hospitals in India. *International Journal of Pharmaceutical and Healthcare Marketing*, 10(1): 48-74. doi:[10.1108/IJPHM-07-2014-0043](https://doi.org/10.1108/IJPHM-07-2014-0043)

- Nasehudin, T. S., & Gozali, N. (2012). *Metode Penelitian Kuantitatif*. Bandung: Pustaka Setia.
- NewsUAD. (2020, April 25). Retrieved from News.uad.ac.id: <https://news.uad.ac.id/rumah-sakit-siap-hadapi-pandemi-covid-19/>
- Noprianty, R. (2019). Jenjang Karir Perawat dan Kepuasan Pasien terhadap Kualitas Pelayanan Keperawatan. *JURNAL PENDIDIKAN KEPERAWATAN INDONESIA*.
- Oliver, R. L. (2014). *Satisfaction: A Behavioral Perspective on the Consumer*. New York: Routledge.
- Padma, P., Rajendran, C., & Lokachari, P. S. (2010). Service quality and its impact on customer satisfaction in Indian hospitals: Perspectives of patients and their attendants. *Benchmarking: An International Journal*, 17(6), 807-841. doi:10.1108/14635771011089746
- Panchapakesan, P., Prakash, L., & Rajendran, C. (2015). Customer Satisfaction in Indian Hospitals: Moderators and Mediators. *Quality Management Journal*, 22(1), 10-29. doi:<https://doi.org/10.1080/10686967.2015.11918416>
- Pasha, A. R. (2020, Januari 7). *Peserta BPJS Kesehatan Wajib Tahu 5 Tipe Rumah Sakit Agar Tak Salah Berobat*. Retrieved from Cermati.com: <https://www.cermati.com/artikel/peserta-bpjs-kesehatan-wajib-tahu-5-tipe-rumah-sakit-agar-tak-salah-berobat>

- Pelayanan Publik id. (2019, Januari 31). *Daftar Rumah Sakit Tipe A, B, C dan D di Medan*. Retrieved from Pelayananpublik.id: <https://pelayananpublik.id/2019/01/31/daftar-rumah-sakit-tipe-a-b-c-dan-d-di-medan/#>
- Perloff, J., Clarke, S., DesRoches, C. M., O'Relilly-Jacob, M., & Buerhaus, P. (2017). Association of State-Level Restrictions in Nurse Practitioner Scope of Practice With the Quality of Primary Care Provided to Medicare Beneficiaries. *Medical Care Research and Review*. doi:10.1177/1077558717732402
- PT. Waspada Medan Indonesia. (2021, Juli 26). Retrieved from Waspada.id: <https://waspada.id/headlines/kekurangan-ruang-periksa-rs-colombia-asia-bangun-tenda/>
- Purparisa, Y. (2020, Maret 19). *Berapa Penambahan Rumah Sakit Umum per Tahunnya di Indonesia?* Retrieved from Databoks.katadata.co.id: <https://databoks.katadata.co.id/datapublish/2020/03/19/berapa-penambahan-rumah-sakit-umum-per-tahunnya-di-indonesia>
- Rahman, M. S., Mannan, M., Hossain, M. A., & Zaman, M. H. (2018). Patient's behavioral intention: public and private hospitals context. *Marketing Intelligence & Planning*, 36(3), 349-364. doi:<https://doi.org/10.1108/MIP-08-2017-0155>
- Rajguru, C., Paithankar, M., Nishant, N., & Sankhe, L. (2018). Patient Satisfaction: An Informative Tool towards Improvement of Quality Health

Care in a Tertiary Care Hospital. *Journal of Medical Science And Clinical Research*, 6(2), 519-526. doi:<https://doi.org/10.18535/jmscr/v6i2.82>

Rajić, T., Rakić, A., & Milošević, I. (2021). MODELLING HEALTH CARE CUSTOMER SATISFACTION: EVIDENCE FROM SERBIA. *Serbian Journal of Management*, 16(1), 125-145. doi:<https://doi.org/10.5937/sjm16-25961>

Ramsaran, R. R., & Fowdar. (2008). The relative importance of service dimensions in a healthcare setting. *International Journal of Health Care Quality Assurance*. doi:10.1108/09526860810841192

Saputra, P. A., & Nugroho, A. (2017). PERANCANGAN DAN IMPLEMENTASI SURVEI KEPUASAN PENGUNJUNG BERBASIS WEB DI PERPUSTAKAAN DAERAH KOTA SALATIGA. *JUTI: Jurnal Ilmiah Teknologi Informasi*.

Sari, N. N., & Sukmawati, E. (2019). Pengaruh Patient Satisfaction terhadap Behavioral Intention pada Pasien Luka Diabetes Melitus dalam Melakukan Perawatan Luka. *Journal Ners LENTERA*, 1-9.

Schaefer, C., Kanter, R. M., & Page, G. R. (2011). *An Executive's Guide to the Criteria for Performance Excellence*. Gaithersburg, MD, USA: Baldrige Performance Excellence Program National Institute of Standards and Technology.

- Sharma, V. K. (2017). Patient satisfaction and brand loyalty in healthcare organizations in India. *Journal of Asia Business Studies*, 11(1), 73-87.
doi:<https://doi.org/10.1108/JABS-09-2015-0157>
- Showkat, N., & Parveen, H. (2017). Non-Probability and Probability Sampling. *e-PG Pathshala*.
- Sibarani, T., & Riani, A. L. (2017). The Effect of Health Service Quality and Brand Image on Patients Loyalty, With Patients Satisfaction as Mediating Variable (A Study in Vip Ward Of Prof. Dr R Soeharso Ortopedics Hospital In Surakarta). *Sebelas Maret Business Review*.
- Sugiyono. (2016). *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. Bandung: PT Alfabet.
- Sugiyono. (2017). *Metode Penelitian Bisnis: Pendekatan Kuantitatif, Kualitatif, Kombinasi, dan R&D*. Bandung: CV Alfabeta.
- Suhail, P., & Srinivasulu, Y. (2020). Perception of service quality, satisfaction, and behavioral intentions in Ayurveda healthcare. *Journal of Ayurveda and Integrative Medicine*, 93-101.
doi:<https://doi.org/10.1016/j.jaim.2020.10.011>
- Swain, S., & Kar, N. C. (2018). Hospital service quality as antecedent of patient satisfaction - a conceptual framework. *International Journal of Pharmaceutical and Healthcare Marketing*, 12(3), 251-269.
doi:<https://doi.org/10.1108/IJPHM-06-2016-0028>

Tamara, R., Ana, R., & Isidora, M. (2021). Modelling Health Care Customer Satisfaction: Evidence from Serbia. *Serbian Journal of Management*.

Wager, K. A., Lee, F. W., & Glasser, J. P. (2017). *Health Care Information Systems: A Practical Approach for Health Care Management*. Wiley & Sons, Incorporated, John.

Xesfingi, S., & Vozikis, A. (2016). Patient satisfaction with the healthcare system: Assessing the impact of socioeconomic and healthcare provision factors. *BMC Health Service Research*.

Yüksel, A., & Yüksel, F. (2008). Customer Satisfaction: Conceptual Issues Consumer Satisfaction Theories: A Critical Review.

