

REFERENCES

- Addo, S. A., Mykletun, R. J., & Olsen, E. (2021). Validation and adjustment of the Patient Experience Questionnaire (PEQ): A Regional Hospital Study in Norway. *International Journal of Environmental Research and Public Health*, 18(13), 7141. <https://doi.org/10.3390/ijerph18137141>
- Bougie, R., & Sekaran, U. (2020). Research methods for business: A skill-building approach (8th ed.). John Wiley & Sons, Inc.
- Brown A, Furnham A, Glanville L, Swami V (2007) Factors that affect the likelihood of undergoing cosmetic surgery. *Aesthet Surg J*, 27:501–508
- Bellio, E., & Buccoliero, L. (2021). Main factors affecting perceived quality in healthcare: A patient perspective approach. *The TQM Journal*, 33(7), 176–192. <https://doi.org/10.1108/tqm-11-2020-0274>
- Cano, S. J., Browne, J. P., & Lamping, D. L. (2004). Patient-based measures of outcome in plastic surgery: current approaches and future directions. *British journal of plastic surgery*, 57(1), 1–11. <https://doi.org/10.1016/j.bjps.2003.08.008>
- Cano SJ, Klassen A, Pusic AL (2019). The Science Behind Quality-of-Life Measurement: A Primer for Plastic Surgeons. *Plast Reconstr Surg* 123 :98e, 2009. DOI:[10.1097/PRS.0b013e31819565c1](https://doi.org/10.1097/PRS.0b013e31819565c1)
- Carr, T., Harris, D., & James, C. (2000). The Derriford Appearance Scale (DAS-59): A new scale to measure individual responses to living with problems of appearance. *British Journal of Health Psychology*, 5(Part2), 201–215. <https://doi.org/10.1348/135910700168865>

Chen K, Congiusta S, Nash IS, Coppa GF, Smith ML, Kasabian AK, Thorne C, Tanna N. (2018). Factors Influencing Patient Satisfaction in Plastic Surgery: A Nationwide Analysis. *Plast Reconstr Surg.* 142(3):820-825. doi: 10.1097/PRS.0000000000004658.

Chung, K. C., Hamill, J. B., Kim, H. M., Walters, M. R., & Wilkins, E. G. (1999). Predictors of patient satisfaction in an outpatient plastic surgery clinic. *Annals of plastic surgery*, 42(1), 56-60.

Coady M. S. (1997). Measuring outcomes in plastic surgery. Kay-Kilner Prize Essay 1996. *British journal of plastic surgery*, 50(3), 200–205. [https://doi.org/10.1016/s0007-1226\(97\)91370-9](https://doi.org/10.1016/s0007-1226(97)91370-9)

Cogliandro A, Persichetti P, Ghilardi G, Moss TP, Barone M, Piccinocchi G, Ricci G, Vitali M, Giuliani A, Tambone V (2016). How to assess appearance distress and motivation in plastic surgery candidates: Italian validation of Derriford Appearance Scale 59 (DAS59). *Eur Rev Med Pharmacol Sci.* 2016 Sep;20(18):3732-3737.

Delinsky, S.S., (2005) Cosmetic surgery: a common and accepted form of self-improvement? *J Appl Soc Psychol* 35:2012–2028

Endeshaw, B. (2021). Healthcare Service Quality-Measurement Models: A Review. *Journal of Health Research*, 35(2), 106–117. <https://doi.org/10.1108/jhr-07-2019-0152>

Fenton, J.J., et al. (2012) The cost of satisfaction: A national study of patient satisfaction, health care utilization, expenditures, and mortality. *Archives of Internal Medicine*, 172, 405-411. doi:10.1001/archinternmed.2011.1662

Hair, J., Risher, J., Sarstedt, M., & Ringle, C. (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>

Harris, D. L., & Carr, A. T. (2001). The Derriford Appearance Scale (DAS59): a new psychometric scale for the evaluation of patients with disfigurements and aesthetic problems of appearance. *British journal of plastic surgery*, 54(3), 216–222. <https://doi.org/10.1054/bjps.2001.3559>

Henseler, J., Ringle, C., & 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. 198
<https://doi.org/10.1007/s11747-014-0403-8>

Herruer JM, Prins JB, Heerbeek N, Verhage-damen G, Ingels K (2018). Does self-consciousness of appearance influence postoperative satisfaction in rhinoplasty? *J Plast Reconstr Aesthet Surg*, 71(1):79-84.
<https://doi.org/10.1016/j.bjps.2017.08.008>

International Society of Aesthetic Plastic Surgery (2020). ISAPS International Survey on Aesthetic/Cosmetic Procedures Performed in 2020. ISAPS Global Survey.

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. <https://doi.org/10.1111/isj.12131>

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>

Marsidi N, Maurice WHM, Luijendijk RW (2014). The Best Marketing Strategy in Aesthetic Plastic Surgery : Evaluating Patients' Preferences by Conjoint Analysis. *Plastic and Reconstructive Surgery*. 133(1):52-57.

Medeiros AG, Cunha MTR, Tiveron LRCC, Silva MP, Marinho MAO, Cunha CRR (2019). Digital organization of Plastic Surgery Service. *Rev. Bras. Cir. Plást*, 34(4):517-523.

Memon, M.A., Ramayah, T., Cheah, J.-H., Ting, H., Chuah, F., & Cham, T.H. (2021). PLS- SEM statistical programs: A review. *Journal of Applied Structural Equation Modeling*, 5(1), 1–14. [https://doi.org/10.47263/JASEM.5\(1\)06](https://doi.org/10.47263/JASEM.5(1)06)

Nitzl, C., Roldan, J.L., & Cepeda, G. (2016). Mediation analysis in partial least squares path modelling: Helping researchers discuss more sophisticated models. *Industrial Management and Data Systems*, 116(9), 1849–1864. <https://doi.org/10.1108/IMDS-07-2015-0302>

Pettersen, K. I. (2004). The patient experiences questionnaire: Development, validity and Reliability. *International Journal for Quality in Health Care*, 16(6), 453–463. <https://doi.org/10.1093/intqhc/mzh074>

Ringle, C. M., & Sarstedt, M. (2016). Gain more insight from your PLS-SEM results the importance-performance map analysis. *Industrial Management and Data Systems*, 116(9), 1865–1886. <https://doi.org/10.1108/IMDS-10-2015-0449>

Ringle, C. M., Wende, S., and Becker, J.-M. 2022. "SmartPLS 4." Oststeinbek: SmartPLS GmbH, <http://www.smartpls.com>.

Reavey, P. L., Klassen, A. F., Cano, S. J., McCarthy, C., Scott, A., Rubin, J. P., Shermak, M., & Pusic, A. L. (2011). Measuring quality of life and patient satisfaction after body contouring: A systematic review of patient-reported outcome measures. *Aesthetic Surgery Journal*, 31(7), 807–813.
<https://doi.org/10.1177/1090820x11417426>

Saggaf, M., Anastakis, D., (2021). The Impact of COVID-19 on the Surgical Wait Times for Plastic and Reconstructive Surgery in Ontario. *Plastic Surgery*
<https://doi.org/10.1177/2292550321106438>

Salsberg, E., Rockey, P. H., Rivers, K. L., Brotherton, S. E., & Jackson, G. R. (2008). US residency training before and after the 1997 Balanced Budget Act. *JAMA*, 300(10), 1174–1180. <https://doi.org/10.1001/jama.300.10.1174>

Sarstedt, M., Ringle, C., & Hair, J. (2017). Partial least squares structural equation modeling. *Handbook of Market Research*. Springer International Publishing.

Sarstedt, M., Hair, J., Pick, M., Liengaard, B., Radomir, L., & Ringle, C. (2022). Progress in partial least squares structural equation modeling use in marketing research in the last decade. *Psychology & Marketing*, 39(5), 1035–1064. <https://doi.org/10.1002/mar.21640>

Shmueli, G., Sarstedt, M., Hair, J., Cheah, J., Ting, H., Vaithilingam, S., & Ringle, C. (2019). Predictive model assessment in PLS-SEM: Guidelines for using PLS predict. *European Journal of Marketing*, 53(11), 2322–2347.
<https://doi.org/10.1108/EJM-02-2019-0189>

Silvestre, J., Bess, C. R., Nguyen, J. T., Ibrahim, A. M., Patel, P. P., & Lee, B. T. (2014). Evaluation of wait times for patients seeking cosmetic and reconstructive breast surgery. *Annals of plastic surgery*, 73(1), 16–18.
<https://doi.org/10.1097/SAP.0b013e318276d902>

Strumann, C., Geissler, A., Busse, R., & Pross, C. (2022). Can competition improve hospital quality of care? A difference-in-differences approach to evaluate the effect of increasing quality transparency on hospital quality. *The European Journal of Health Economics*. <https://doi.org/10.1007/s10198-021-01423-9>

Swain, S., Kar NC (2018). Hospital service quality as antecedent of patient satisfaction – a conceptual framework. International Journal of Pharmaceutical and Healthcare Marketing, <https://doi.org/10.1108/IJPHM-06-2016-0028>

Swami, V., Arteche, A., Chamorro-Premuzic, T., Furnham, A., Stieger, S., Haubner, T., Voracek, M. (2007). Looking good: Factors affecting the likelihood of having cosmetic surgery. European Journal of Plastic Surgery, 30(5):211-218. <https://doi.org/10.1007/s00238-007-0185-z>

Wolf, J.A., Niederhauser, V., Marshburn, D., LaVela, S.L., (2014). Defining Patient Experience. *Patient Experience Journal*. 1(1):7-19. doi: 10.35680/2372-0247.1004.

Whalen, G. F., & Ferrans, C. E. (2001). Quality of life as an outcome in clinical trials and cancer care: a primer for surgeons. *Journal of surgical oncology*, 77(4), 270–276. <https://doi.org/10.1002/jso.1107>

Yeo, S. F., Tan, C. L., & Goh, Y.-N. (2021). Obstetrics services in Malaysia: Factors influencing patient loyalty. *International Journal of Pharmaceutical and Healthcare Marketing*, 15(3), 389–409. <https://doi.org/10.1108/ijphm-08-2020-0070>