

## **Daftar Pustaka**

1. Abadi, R. R., Nursyamsi, I., & Syamsuddin, A. R. (2020). Effect of customer value and experiential marketing to customer loyalty with customer satisfaction as intervening variable (case study on Gojek Makassar consumers). *The Asian Journal of Technology Management (AJTM)*, 13(1), 82–97. <https://doi.org/10.12695/ajtm.2020.13.1.6>
2. Agha, Z., Schapira, R. M., Laud, P. W., McNutt, G., & Roter, D. L. (2009). Patient satisfaction with physician–patient communication during telemedicine. *Telemedicine and e-Health*, 15(9), 830–839. doi:10.1089/tmj.2009.0030
3. Agrawal, R., Gaur, S. S., & Narayanan, A. (2012). Determining customer loyalty: Review and model. *The Marketing Review*, 12(3), 275–289. doi:10.1362/146934712x13420906885430
4. Ahmadinejad, B. (2019). The Impact of Customer Satisfaction on Word of Mouth Marketing (Case Study: Bamilo Online Store). *SCIREA : Journal of Management*, 3(2), 40–52.
5. Alfa, A. A. G., Rachmatin, D., & Agustina, F. (2017). Analisis pengaruh faktor keputusan konsumen dengan structural equation modeling partial least square. *Jurnal EurekaMatika*, 5(2), 59-71.
6. Alhulail, H., Dick, M., & Abareshi, A. (2018). The Influence of Word-of-Mouth on Customer Loyalty to Social Commerce Websites. International Conference on Information Resources Management (CONF-IRM), 5.
7. Alkazemi, 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>
8. Al-Wugayan, A. A., & Pleshko, L. (2011). Study of satisfaction, loyalty, and market share in Kuwait banks offering mutual fund services. *Journal of International Business Research*, 10(2).
9. Anderson, E. W. (1998). Customer Satisfaction and Word of Mouth. *Journal of Service Research*, 1(1), 5–17. doi:10.1177/109467059800100102
10. Apriani, R., Hayatul Iman, C., & Zubaedah, R. (2019). Tanggung Jawab Pelaku Usaha Terhadap Konsumen Akibat Praktik Klinik Kecantikan ilegal di karawang. *Jurnal IUS Kajian Hukum Dan Keadilan*, 7(2), 249. <https://doi.org/10.29303/ius.v7i2.621>
11. Berry, L. L., Seiders, K., & Grewal, D. (2002). Understanding Service Convenience. *Journal of Marketing*, 66(3), 1–17. doi:10.1509/jmkg.66.3.1.18505
12. Bolisani, E., & Bratianu, C. (2018). The emergence of knowledge management. In *Emergent knowledge strategies* (pp. 23-47). Springer, Cham.
13. Brown, L.G. (1989). The strategic and tactical implications of convenience in consumer product marketing. *Journal of Consumer Marketing*, 6 (3), 13-19.
14. Carolina, C., Ruswanti, E., & Pamungkas, R. A. (2021). Analysis on Value Perception, Word of Mouth, Price, and Trust towards Patient Loyalty at Proklamasi Hospital, Jakarta. *Journal of Multidisciplinary Academic*, 5(2), 143-147.

15. Chen, M. C., Chang, K. C., Hsu, C. L., & Yang, I. C. (2011). Understanding the relationship between service convenience and customer satisfaction in home delivery by Kano model. *Asia Pacific Journal of Marketing and Logistics*.
16. Cheng, S., Lam, T., & Hsu, C. H. C. (2006). Negative Word-of-Mouth Communication Intention: An Application of the Theory of Planned Behavior. *Journal of Hospitality & Tourism Research*, 30(1), 95–116. doi:10.1177/1096348005284269
17. Chouhan, V. S., & Srivastava, S. (2014). Understanding Competencies and Competency Modeling — A Literature Survey. *IOSR Journal of Business and Management*, 16(1), 14–22.
18. Colwell, S. R., Aung, M., Kanetkar, V., & Holden, A. L. (2008). Toward a measure of service convenience: multiple-item scale development and empirical test. *Journal of Services Marketing*.
19. Copeland, M. T. (1923). Relation of consumer's buying habits to marketing methods. *Harvard business review*, 1(2), 282-289.
20. Dayan, M., Al Kuwaiti, I. A., Husain, Z., Ng, P. Y., & Dayan, A. (2021). Factors influencing patient loyalty to outpatient medical services: an empirical analysis of the UAE's government healthcare system. *International Journal of Quality & Reliability Management*.
21. Dewi, L. (2020). Customer Loyalty, through Customer Satisfaction in Customers PT. XYZ. *Journal of Applied Management (JAM)*, 18(1), 189–200. <https://doi.org/http://dx.doi.org/10.21776/ub.jam.2020.018.01.19>
22. Feldman, L. P. dan Hornik, J. (1981). The use of time: An integrated conceptual model. *Journal of consumer research*, 7 (4), 407 – 419.
23. Ferguson, R. J., Paulin, M., & Leiriao, E. (2007). Loyalty and Positive Word-of-Mouth. *Health Marketing Quarterly*, 23(3), 59–77. doi:10.1080/07359680802086174
24. Fornell, C. (1992). A national customer satisfaction barometer: The Swedish experience. *Journal of marketing*, 56(1), 6-21.
25. Ganasegeran, K., Perianayagam, W., Abdul Manaf, R., Ali Jadoo, S. A., & Al-Dubai, S. A. (2015). Patient satisfaction in Malaysia's busiest outpatient medical care. *The Scientific World Journal*, 2015, 1–6. <https://doi.org/10.1155/2015/714754>
26. Gefen, D. (2000). E-commerce: the role of familiarity and trust. *Omega*, 28(6), 725-737.
27. Goyette, I., Ricard, L., Bergeron, J., & Marticotte, F. (2010). e-WOM Scale: word-of-mouth measurement scale for e-services context. *Canadian Journal of Administrative Sciences / Revue Canadienne Des Sciences de l'Administration*, 27(1), 5–23. doi:10.1002/cjas.129
28. Greenwell, T. C., Fink, J. S., & Pastore, D. L. (2002). Assessing the influence of the physical sports facility on customer satisfaction within the context of the service experience. *Sport Management Review*, 5(2), 129-148.
29. Gronholdt, L., Martensen, A., & Kristensen, K. (2000). The relationship between customer satisfaction and loyalty: cross-industry differences. *Total quality management*, 11(4-6), 509-514.
30. Gu, D., Yang, X., Li, X., Jain, H. K., & Liang, C. (2018). Understanding the role of mobile internet-based health services on patient satisfaction and word-of-mouth. *International journal of environmental research and public health*, 15(9), 1972.

31. Gultom, D. K., Arif, M., & Fahmi, M. (2020). Determinasi Kepuasan Pelanggan Terhadap Loyalitas Pelanggan Melalui Kepercayaan. MANEGGGIO : Jurnal Ilmiah Magister Management, 3(2), 171–181.
32. Hagerman, I., Rasmanis, G., Blomkvist, V., Ulrich, R., Eriksen, C. A., & Theorell, T. (2005). Influence of intensive coronary care acoustics on the quality of care and physiological state of patients. International journal of cardiology, 98(2), 267-270.
33. Hair Jr, J. F., Matthews, L. M., Matthews, R. L., & Sarstedt, M. (2017). PLS-SEM or CB-SEM: updated guidelines on which method to use. International Journal of Multivariate Data Analysis, 1(2), 107-123.
34. Hair, J. F., Risher, J. J., Sarstedt, M., & Ringle, C. M. (2019). When to use and how to report the results of PLS-SEM. European business review, 31(1), 2-24.
35. Hakim, M. L., Cahyono, D., & Herlambang, T. (2019). Dampak Kualitas Pelayanan Terhadap Kepuasan dan Loyalitas Pasien di Instalasi Rawat Jalan Rumah Sakit Daerah Dr. Soebandi Jember. JSMBI (Jurnal Sains Manajemen Dan Bisnis Indonesia), 9(1), 1–13.
36. Ham, H. S., Peck, E. H., Moon, H. S., & Yeom, H. A. (2015). Predictors of patient satisfaction with tertiary hospitals in Korea. Nursing research and practice, 2015.
37. Handayani, L. P. D. S., & Darma, G. S. (2021). Pengaruh Kebijakan Pemeriksaan, Kebijakan Akses Informasi Keuangan dan Forensik Digital terhadap Kualitas Pemeriksaan Pajak. Syntax Literate; Jurnal Ilmiah Indonesia, 6(3), 1260-1272.
38. Hansemark, O. C., & Albinsson, M. (2004). Customer satisfaction and retention: the experiences of individual employees. Managing Service Quality: An International Journal, 14(1), 40–57. doi:10.1108/09604520410513668
39. Iglesias, O., Markovic, S., Bagherzadeh, M., & Singh, J. J. (2020). Co-creation: A key link between corporate social responsibility, customer trust, and customer loyalty. Journal of Business Ethics, 163(1), 151-166.
40. Kamra, V., Singh, H., & Kumar De, K. (2015). Factors affecting patient satisfaction: an exploratory study for quality management in the health-care sector. Total Quality Management & Business Excellence, 27(9-10), 1013–1027. doi:10.1080/14783363.2015.1057488
41. Kandampully, J., Zhang, T. (Christina), & Bilgihan, A. (2015). Customer loyalty: a review and future directions with a special focus on the hospitality industry. International Journal of Contemporary Hospitality Management, 27(3), 379–414. doi:10.1108/ijchm-03-2014-0151
42. Kartika, I. R. (2018). Kompetensi Perawat Dan Kepuasan Pasien Terhadap Pelayanan Keperawatan di Rawat Jalan. NERS Jurnal Keperawatan, 14(1), 46-54.
43. Kaura, V. (2013). Service Convenience, Customer Satisfaction, and Customer Loyalty: Study of Indian Commercial Banks. Journal of Global Marketing, 26(1), 18–27. doi:10.1080/08911762.2013.779405
44. Kessler, D. P., & Mylod, D. (2011). Does patient satisfaction affect patient loyalty?. International journal of health care quality assurance.
45. Kim, S. S., Jung, C. H., & Huh, J. W. (2013). The Effects of Perceived Service Convenience on Job Satisfaction, Organizational Trust and Commitment, and Turnover

- Intention of Healthcare Service Workers. *The Korean Journal of Health Service Management*, 7(1), 35-44.
- 46. 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. doi: 10.1111/isj.12131
  - 47. Kotler, P (2000) . Marketing Management. 10<sup>th</sup> Edition, New Jersey, Prentice-Hall.
  - 48. Kotler, P. (2009). Manajemen Pemasaran. Erlangga.
  - 49. Kotler, P. and Keller, K.L. (2012) Marketing Management. 14th Edition, Pearson Education.
  - 50. Krishel, S., & Baraff, L. J. (1993). Effect of emergency department information on patient satisfaction. *Annals of Emergency Medicine*, 22(3), 568–572. doi:10.1016/s0196-0644(05)81943-2
  - 51. Kusnandar, V. B. (2022). Inilah Jumlah pengeluaran minimum Penduduk Kategori Miskin: Databoks. Pusat Data Ekonomi dan Bisnis Indonesia. Retrieved November 16, 2022, from <https://databoks.katadata.co.id/datapublish/2022/01/18/inilah-jumlah-pengeluaran-minimum-penduduk-kategori-miskin>
  - 52. Lemme, B.H. (1995). Development in adulthood. Needham Heights MA: Allyn and Bacon.
  - 53. Leninkumar, V. (2017). The relationship between customer satisfaction and Customer Trust on Customer Loyalty. *International Journal of Academic Research in Business and Social Sciences*, 7(4). <https://doi.org/10.6007/ijarbss/v7-i4/2821>
  - 54. Lestari, N. C. A. (2019). Upaya Preventif, Mutu, Kepuasan dan Loyalitas Ibu Hamil terhadap Minat Kunjungan Ulang di Klinik Abdi Persada Banjarmasin. *Journal Educational of Nursing (JEN)*, 2(1), 69–84.
  - 55. Lin, L., Osman, Z., & Wang, S. (2018). Indirect effect on trust on customer satisfaction and customer loyalty relationship in Malaysian Airline Industry. *Journal of Economics and Business*, 1(2), 134–142. <https://doi.org/10.31014/aior.1992.01.02.12>
  - 56. 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, 00469580211007221.
  - 57. Lochman, J. E. (1983). Factors related to patients' satisfaction with their medical care. *Journal of Community Health*, 9(2), 91–109. doi:10.1007/bf01349873
  - 58. MacAllister, L., Zimring, C., & Ryherd, E. (2016). Environmental Variables That Influence Patient Satisfaction. *HERD: Health Environments Research & Design Journal*, 10(1), 155–169. doi:10.1177/1937586716660825
  - 59. Madjid, R. (2013). Customer trust as relationship mediation between customer satisfaction and loyalty at Bank Rakyat Indonesia (BRI) Southeast Sulawesi. *The international journal of engineering and science*, 2(5), 48-60.
  - 60. Matzler, K., & Sauerwein, E. (2002). The factor structure of customer satisfaction. *International Journal of Service Industry Management*, 13(4), 314–332. doi:10.1108/09564230210445078

61. McAllister, D. J. (1995). Affect-and cognition-based trust as foundations for interpersonal cooperation in organizations. *Academy of management journal*, 38(1), 24-59.
62. McClelland, D. C. (1973). Testing for competence rather than for “intelligence.” *American Psychologist*, 28(1), 1–14. doi:10.1037/h0034092
63. Medina, C., & Rufin, R. (2015). Transparency policy and students’ satisfaction and trust. *Transforming Government: People, Process and Policy*.
64. Mohammad, J. T., & Mahsa, M. B. (2015). Loyalty: from single-stage loyalty to four stage loyalty. *International Journal of New Technology and Research*, 1(6), 49.
65. Morgan, R.M., and Hunt, S.D. (1994). The commitment-trust theory of relationship marketing. *Journal of Marketing*, 58(3), 20-38.
66. Muninjaya, G. A. A. (2016). *Manajemen Kesehatan Edisi Ke-3*. Jakarta: EGC.
67. Murtiasih, S., Sucherly, & Siringoringo, H. (2013). How Word of Mouth Influence Brand Equity for Automotive Products in Indonesia. *Procedia - Social and Behavioral Sciences*, 81, 40–44. doi:10.1016/j.sbspro.2013.06.384
68. Mutonyi, S., Beukel, K., Gyau, A., & Hjortsø, C. N. P. (2016). Price satisfaction and producer loyalty: the role of mediators in business to business relationships in Kenyan mango supply chain. *British Food Journal*, 118(5), 1067-1084. <https://doi.org/10.1108/BFJ-09-2015-0319>
69. Naidu, A. (2009). Factors affecting patient satisfaction and healthcare quality. *International Journal of Health Care Quality Assurance*, 22(4), 366–381. doi:10.1108/09526860910964834
70. Nalendra, A. R. A. (2018). Pengaruh Kualitas Pelayanan, Harga, Kepuasan Pelanggan terhadap Loyalitas Pelanggan (Studi Kasus Pelanggan IM3 Madiun). *Jurnal Ilmu Pengetahuan Dan Teknologi Komputer*, 3(2), 281–288.
71. Nasirudin, M., Yulisetiarini, D., & Suroso, I. (2018). Pengaruh Kualitas Produk, Harga dan Citra Merek terhadap Kepuasan Konsumen dan Word of Mouth Perusahaan Conato di Jember. *RELASI : Jurnal Ekonomi*, 14(1), 68–86. <https://doi.org/https://doi.org/10.31967/relasi.v14i1.250>
72. Navis, D., Ahmad, G., & Sulaeman, S. (2020). Pengaruh Kepemimpinan, Kompetensi Tenaga Kesehatan, Saran Prasarana terhadap Mutu Pelayanan Serta Dampaknya pada Kepuasan Pasien Rawat Inap di Puskesmas Leuwisadeng. *Muhammadiyah Public Health Journal*, 1(1), 32–41.
73. Ngoma, M., & Ntale, P. D. (2019). Word of mouth communication: A mediator of relationship marketing and customer loyalty. *Cogent Business & Management*.
74. Novitasari, A. E., Wiyadi, & Setiawan, I. (2020). Pengaruh Kepuasan terhadap Loyalitas Pasien di Poliklinik Gigi RSUD Kabupaten Karanganyar yang Dimediasi oleh Kepercayaan Pasien. *University Research Colloquium*, 12.
75. Oliver, R. L. (2010). Customer Satisfaction. *Wiley International Encyclopedia of Marketing*. doi:10.1002/9781444316568.wiem03008
76. Oliver, R. L. dan Swan, J. E. (1989). Consumer perceptions of interpersonal equity and satisfaction in transactions: a field survey approach. *Journal of marketing*, 53 (2), 21-35.

77. Oliviana, M., Mananeke, L., & Mintardjo, C. (2017). Pengaruh Brand Image dan WOM (Word of Mouth) terhadap Loyalitas Konsumen pada RM. Dahsyat Wanea. *JURNAL EMBA:Jurnal Riset Ekonomi, Manajemen, Bisnis dan Akuntansi*, 5(2).
78. Omar, M. K., Zahar, F. N., & Rashid, A. M. (2020). Knowledge, skills, and attitudes as predictors in determining teachers' competency in Malaysian TVET institutions. *Universal Journal of Educational Research*, 8(3), 95-104.
79. Park, S., Kim, H.-K., Choi, M., & Lee, M. (2021). Factors affecting revisit intention for medical services at Dental Clinics. *PLOS ONE*, 16(5). <https://doi.org/10.1371/journal.pone.0250546>
80. Patrick, A. S. (2002). Building trustworthy software agents. *IEEE Internet Computing*, 6(6), 46-53.
81. Pattarakitham, A. (2015). The influence of customer interaction, variety, and convenience on customer satisfaction and revisit intention: a study of shopping mall in Bangkok. *Journal of Economics, Business and Management*, 3(11), 1072-1075.
82. Pemerintah Indonesia. 2014. Undang-Undang Republik Indonesia nomor 36 tahun 2014 tentang Tenaga Kesehatan.
83. Peter, D. N., Muhammad, N., & Rew, M. (2013). Relationship marketing, word of mouth communication and consumer loyalty in the Ugandan mobile telecommunication industry. *African Journal of Business Management*, 7(5), 354-359.
84. Platonova, E. A., Kennedy, K. N., & Shewchuk, R. M. (2008). Understanding patient satisfaction, trust, and loyalty to primary care physicians. *Medical Care Research and Review*, 65(6), 696-712.
85. Pratama, V., & Hartini, S. (2020). The effect of perception of health care service quality on patient satisfaction and loyalty in mother and child hospital. *Journal of Theory and Applied Management*, 13(3).
86. Pritchard, R. D. (1969). Equity theory: A review and critique. *Organizational Behavior and Human Performance*, 4(2), 176–211. doi:10.1016/0030-5073(69)90005-1
87. Purwaningsih, R., & Kusuma, P. D. (2015). Analisis Faktor-Faktor Yang Mempengaruhi Kinerja Usaha Kecil Dan Menengah (UKM) Dengan Metode Structural Equation Modeling (Studi kasus UKM berbasis Industri Kreatif Kota Semarang). Prosiding SNST Fakultas Teknik, 1(1).
88. Radojka, K., & Filipović, Z. (2017). Gender differences and consumer behavior of millennials. *Acta Economica Et Turistica*, 3(1), 5-13.
89. Rahayu, R. S. (2019). Customer Value Index Analysis in Choose Beauty Clinic in Indonesia. *e-Proceeding of Management*, 6(1), 31–38.
90. Rahmisyari. 2017. Pengaruh Kompetensi dan Lingkungan Kerja Terhadap Kinerja Pegawai. *Jurnal Manajemen Bisnis Indonesia*, Vol. h. 48-61.
91. Rensi, N. (2021). Jurnal Simplex Volume 2, Nomor 2, Agustus 2019 141 Pengaruh Kompetensi Tenaga Medis dan Pelayanan Kesehatan Terhadap Kepuasan Pasien pada Puskesmas Poncowati Kecamatan Terbanggi Besar Kabupaten Lampung Tengah.Jurnal Simplex, 2(2), 141–152.

92. Rotter, J. B. (1967). A new scale for the measurement of interpersonal trust. *Journal of personality*.
93. Safwan, Nadirsyah &Abdullah, S. 2014. Pengaruh Kompetensi dan Motivasi Terhadap Kinerja Pengelolaan Keuangan Daerah Pada Pemerintah Daerah Kabupaten Pidie Jaya. *Jurnal Akuntansi Pascasarjana Universitas Syiah Kuala*, Vol.3, h. 133- 139.
94. Schoorman, F. D., Mayer, R. C., dan Davis, J. H. (2007). An integrative model of organizational trust: Past, present, and future. In: *Academy of Management Briarcliff Manor*, NY 10510
95. Seiders, K., Voss, G. B., Godfrey, A. L., & Grewal, D. (2007). SERVCON: development and validation of a multidimensional service convenience scale. *Journal of the Academy of Marketing Science*, 35(1), 144-156.
96. Singh, J., & Goyal, B. B. (2009). Mobile handset buying behavior of different age and gender groups. *International Journal of Business and Management*, 4(5), 179-187.
97. Siripipatthanakul, S. (2021). Service Quality, Patient Satisfaction, Word-Of-Mouth, and Revisit Intention in A Dental Clinic, Thailand. *International Journal of Trend in Scientific Research and Development (IJTSRD)*, 5(5), 832-841.
98. Sivadas, E., & Jindal, R. P. (2017). Alternative measures of satisfaction and word of mouth. *Journal of Services Marketing*, 31(2), 119–130. doi:10.1108/jsm-09-2015-0282
99. Soliha, E., Aquinia, A., Hayuningtias, K. A., & Ramadhan, K. R. (2021). The influence of experiential marketing and location on customer loyalty. *The Journal of Asian Finance, Economics and Business*, 8(3), 1327-1338.
100. Srivastava, M., & Kaul, D. (2014). Social interaction, convenience and customer satisfaction: The mediating effect of customer experience. *Journal of retailing and consumer services*, 21(6), 1028-1037.
101. Sugiyono (2015). Metode Penelitian Kombinasi (Mix Methods). Bandung: Alfabeta.
102. Suliyanto (2018). Metode Penelitian Bisnis untuk Skripsi, Tesis, & Disertasi. Yogyakarta: Andi Offset.
103. Sun, P.-C., & Lin, C.-M. (2010). Building customer trust and loyalty: an empirical study in a retailing context. *The Service Industries Journal*, 30(9), 1439–1455. doi:10.1080/02642060802621478
104. Tabrani, M., Amin, M., & Nizam, A. (2018). Trust, commitment, customer intimacy and customer loyalty in Islamic banking relationships. *International Journal of Bank Marketing*, 36(5), 823–848. doi:10.1108/ijbm-03-2017-0054
105. Tjiptono, F. (2006). *Manajemen Pelayanan Jasa*. Andi.
106. Tjiptono. 2019. *Strategi Pemasaran Prinsip & Penerapan*. Edisi 1. Yogyakarta. Andy.
107. Torres, E. N. (2014). Deconstructing Service Quality and Customer Satisfaction: Challenges and Directions for Future Research. *Journal of Hospitality Marketing & Management*, 23(6), 652–677. doi:10.1080/19368623.2014.846839
108. Tripathi, G. (2017). Customer Satisfaction and Word of Mouth Intentions: Testing the Mediating Effect of Customer Loyalty. *Journal of Services Research*, 17(2).
109. Utari, E. M. (2016). Hubungan Kenyamanan dan Kompetensi Tenaga Medis dengan Kepuasan Pasien BPJS Ruang Rawat Penyakit Dalam Rumah Sakit Dr. Abdul Moeloek Provinsi Lampung Tahun 2015. *Jurnal Medika Malahayati*, 3(3), 152-158.

110. Utari, P. S. (2021). Pengaruh Kualitas Pelayanan dan Fasilitas terhadap Kepuasan Pasien Rawat Jalan pada Rumah Sakit Bhayangkara Setukpa Sukabumi. *Jurnal Mahasiswa Manajemen*, 2(2), 60–78.
111. Vigaretha, G., & Handayani, O. W. K. (2018). Peran Kepuasan Pasien sebagai Variabel Mediasi Pengaruh Mutu Pelayanan terhadap Loyalitas Pasien. *HIGEIA Journal of Public Health Research and Development*, 2(4).
112. Woen, N. G., & Santoso, S. (2021). Pengaruh Kualitas Layanan, Kualitas Produk, Promosi, dan Harga Normal terhadap Kepuasan dan Loyalitas Konsumen. *Jurnal Maksipreneur: Manajemen, Koperasi, dan Entrepreneurship*, 10(2), 146-163.
113. Wong, A., & Sohal, A. (2003). Service quality and customer loyalty perspectives on two levels of retail relationships. *Journal of Services Marketing*, 17(5), 495–513. doi:10.1108/08876040310486285
114. Xuan, X., Li, Z., Chen, X., Cao, Y., & Feng, Z. (2021). Study of the Physical Environment of Waiting Areas and Its Effects on Patient Satisfaction, Experience, Perceived Waiting Time, and Behavior in China. *HERD: Health Environments Research & Design Journal*, 14(3), 108–123. doi:10.1177/1937586721989058
115. Yale, Laura dan Alladi, V. (1986). Toward the construct of convenience in consumer research. *Advances in consumer research*. ACR North American Advances.
116. Yap, B. W., Ramayah, T., & Shahidan, W. N. W. (2012). Satisfaction and trust on customer loyalty: a PLS approach. *Business strategy series*, 13(4), 154-167.
117. Zardi, H., Wardi, Y., & Evanita, S. (2019, April). Effect of Quality Products, Prices, Locations and Customer Satisfaction to Customer Loyalty Simpang Raya Restaurant "Bukittinggi" Salero Nan Tau Raso". In 2nd Padang International Conference on Education, Economics, Business and Accounting (PICEEBA-2 2018) (pp. 572-581). Atlantis Press.
118. Zeithaml, V. A., Bitner, M. J., & Gremler, D. D. (2018). *Services marketing: Integrating customer focus across the firm*. McGraw-Hill.
119. 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. doi:10.1093/intqhc/mzx058