



DAFTAR PUSTAKA

- Ahenkan, A. and Aduo-Adjei, K. (2017) 'Predictors of Patient Satisfaction With Quality of Healthcare in University Hospitals in Ghana', *Hospital Practices and Research*, 2(1), pp. 9–14. doi: 10.15171/hpr.2017.03.
- Ahmadi Kashkoli, S. *et al.* (2017) 'Hospital responsiveness and its effect on overall patient satisfaction', *International Journal of Health Care Quality Assurance*, 30(8), pp. 728–736. doi: 10.1108/ijhcqa-07-2016-0098.
- Al-Damen, R. (2017) 'Health Care Service Quality and Its Impact on Patient Satisfaction "Case of Al-Bashir Hospital"', *International Journal of Business and Management*, 12(9), p. 136. doi: 10.5539/ijbm.v12n9p136.
- Andrilia, W. (2016) *Perbedaan Kepuasan Pasien di Rumah Sakit Negeri dengan Rumah Sakit Swasta*. Universitas Muhammadiyah Surakarta.
- Baltimore (2021) *Hospital Consumer Assessment of Healthcare Providers and Systems, Center for Medicare and Medicaid Services*. Available at: <https://hcahpsonline.org/en/> (Accessed: 24 December 2021).
- Batbaatar, E. *et al.* (2017) 'Determinants of patient satisfaction: A systematic review', *Perspectives in Public Health*, 137(2), pp. 89–101. doi: 10.1177/1757913916634136.
- Dwyer, J. (2018) 'Understand Communication Practice', in Alford, G. (ed.) *The Business Communication Handbook*. 11th edn. Australian: Cengage Learning, p. 6.
- Hair, J. F. *et al.* (2018) 'When to use and how to report the results of PLS-SEM',



European Business Review, 31(1), pp. 2–24.

Hair, J. F., Howard, M. C. and Nitzl, C. (2020) ‘Assessing measurement model quality in PLS-SEM using confirmatory composite analysis’, *Journal of Business Research*. Elsevier, 109(November 2019), pp. 101–110. doi: 10.1016/j.jbusres.2019.11.069.

Hariyanto, H. T. & and Trisunarno, L. (2020) ‘Analisis Pengaruh Online Customer Review, Online Customer Rating dan Star Seller terhadap Kepercayaan Pelanggan Hingga Keputusan Pembelian Pada Toko Online di Shopee’, *Jurnal Teknik ITS*, 9(2), pp. 234–239.

Hendsun, H. and Achmadi, H. (2021) ‘Antecedent Hospital Environment , Communication and Responsiveness in Hospitals during the Covid-19 Pandemic According to Patient Perceptions of Willingness to Recommend’, *Budapest International Research and Critics Institute: Humanities and Social Sciences*, 5(1), pp. 6576–6589.

Herrin, J., Mockaitis, K. G. and Hines, S. (2018) ‘HCAHPS Scores and Community Factors’, *American Journal of Medical Quality*, 33(5), pp. 461–471. doi: 10.1177/1062860618765977.

Istanbulluoglu, D. (2017) ‘Complaint handling on social media: The impact of multiple response times on consumer satisfaction’, *Computers in Human Behavior*. Elsevier B.V., 74, pp. 72–82. doi: 10.1016/j.chb.2017.04.016.

Kementerian Kesehatan Republik Indonesia. Ditjen Pelayanan Kesehatan, Kemenkes RI, 2022 Retrieved from [www. https://www.kemkes.go.id/](https://www.kemkes.go.id/)



- Kementerian Kesehatan Republik Indonesia. Data Jumlah Rumah Sakit Berdasarkan Tipe. Retrieved from <https://sirs.kemkes.go.id/fo/>
- Khodadad Hosseini, S. H. and Behboudi, L. (2017) 'Brand trust and image: effects on customer satisfaction', *International Journal of Health Care Quality Assurance*, 30(7), pp. 580–590. doi: 10.1108/IJHCQA-04-2016-0054.
- Kim, Jinkyung, and Woosok Han. 2012. "Improving Service Quality in Long-Term Care Hospitals : National Evaluation on Long-Term Care Hospitals and Employees Perception of Quality Dimensions." *Osong Public Health and Research Perspectives* 3(2):94–99. doi: 10.1016/j.phrp.2012.04.005
- Kock, N. and Hadaya, P. (2018) 'Minimum sample size estimation in PLS-SEM: The inverse square root and gamma-exponential methods', *Information Systems Journal*, 28(1), pp. 227–261. doi: 10.1111/isj.12131.
- Lee, S. and Kim, E. K. (2017) 'The Effects of Korean Medical Service Quality and Satisfaction on Revisit Intention of the United Arab Emirates Government Sponsored Patients', *Asian Nursing Research*. Elsevier, 11(2), pp. 142–149. doi: 10.1016/j.anr.2017.05.008.
- Mustika, Y. A., Nugrahaningtyas Wahjuning Utami, J. and Sukismanto, S. (2019) 'Association of Health Service Quality with Patient Satisfaction in Primary Healthcare Center of Gedongtengen Yogyakarta', *Journal of Health Education*, 4(1), pp. 37–42. doi: 10.15294/jhe.v4i1.20719.
- Naveed, R. T. *et al.* (2019) 'Patient Satisfaction through modified SERVQUAL Model', *Pacific Business Review International*, 11(7), pp. 96–106.



- Ng, J. H. Y. and Luk, B. H. K. (2019) 'Patient satisfaction: Concept analysis in the healthcare context', *Patient Education and Counseling*. Elsevier Ireland Ltd, 102(4), pp. 790–796. doi: 10.1016/j.pec.2018.11.013.
- Plumeyer, A. *et al.* (2019) 'Measuring brand image: a systematic review, practical guidance, and future research directions', *Review of Managerial Science*, 13(2), pp. 227–265. doi: 10.1007/s11846-017-0251-2.
- Punyatoya, P. (2019) 'Effects of cognitive and affective trust on online customer behavior', *Marketing Intelligence and Planning*, 37(1), pp. 80–96. doi: 10.1108/MIP-02-2018-0058.
- Rahim, A. I. A. *et al.* (2021) 'Patient Satisfaction and Hospital Quality of Care Evaluation in', *Healthcare*, 9(10), pp. 1–18.
- Rigdon, E. E., Ringle, C. M., & Sarstedt, M. (2010). Structural modeling of heterogeneous data with partial least squares. In N. K. Malhotra (Ed.), *Review of Marketing Research* (pp. 255–296). Armonk, NY: Sharpe
- Rossolatos, G. (2018) 'Brand image re-revisited: a semiotic note on brand iconicity and brand symbols', *Social Semiotics*. Taylor & Francis, 28(3), pp. 412–428. doi: 10.1080/10350330.2017.1329973.
- Sahin, O. and Singh, U. S. (2017) 'A Literary Excavation of University Brand Image Past to Present', *International Journal of Social Sciences & Educational Studies*, 3(3), pp. 174–187. doi: 10.23918/ijsses.v3i3p174.
- Sari, I. M. *et al.* (2019) 'Relationship of Nursing Service Quality to Patient Satisfaction Levels in Balimbingan Hospital 2018', *International Journal of*



Research & Review, 6(8), pp. 77–85.

Sarstedt, M., & Mooi, E. A. (2019). A concise guide to market research: The process, data, and methods using IBM SPSS statistics (3rd ed.). Berlin: Springer.

Sarstedt, M. and Christian M. Ringle, and J. F. H. (2017) *Partial least squares structural equation modeling with R, Practical Assessment, Research and Evaluation*.

Sibarani, T. and Riani, A. L. (2017) ‘Sebelas maret’, *Sebelas Maret Business Review*, 2(1), pp. 25–42.

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*, 5(5), pp. 832–841.
Available at: <http://creativecommons.org/licenses/by/4.0>.

Wan, Y., Zhang, Y. and Yan, M. (2020) ‘What influences patients’ willingness to choose in online health consultation? An empirical study with PLS–SEM’, *Industrial Management and Data Systems*, 120(12), pp. 2423–2446. doi: 10.1108/IMDS-11-2019-0633.

Ziedan, E., Simon, K. I., & Wing, C. (2020). Effects of State COVID-19 Closure Policy on NON-COVID-19 Health Care Utilization. *Journal of Chemical Information and Modeling*, 53(9), 1689–1699