

DAFTAR PUSTAKA

1. Abubakar A. M. (2016). Does eWOM influence destination trust and travel intention: a medical tourism perspective. *Economic research*. 29 (1), 598-611. Retrieved from <http://dx.doi.org/10.1080/1331677X.2016.1189841>
2. Abubakar A.M, Ilkan M., Tal R.M., Eluwole K.K., (2017). eWOM, revisit intention, destination trust and gender. *Journal of Hospitality and Tourism Management*. 31, 220-227. Retrieved from <https://doi.org/10.1016/j.jhtm.2016.12.005>
3. Ajzen, I. (1985). From intentions to actions: a theory of planned behavior. *Action Control, Springer*. 11-39. Retrieved from https://doi.org/10.1007/978-3-642-69746-3_2
4. Ajzen, I. (1991), The theory of planned behavior. *Organizational Behavior and Human Decision Processes*. 50(2), 179-211. Retrieved from [https://doi.org/10.1016/0749-5978\(91\)90020-T](https://doi.org/10.1016/0749-5978(91)90020-T)
5. Arndt, J. (1967). Role of product-related conversations in the diffusion of a new product. *Journal of Marketing Research.*, 4, 291–295.
6. Beland D., & Zarzecny A. (2018). Medical tourism and national health care systems: an institutionalist research agenda. *Globalization and health*. 14, 68. Retrieved from doi: 10.1186/s12992-018-0387-0
7. Borkowski, N. (2005), *Organizational Behavior in Health Care*, Jones and Bartlett, Miami, FL. (book)
8. Bougie, R. & Sekaran, U.(2020). *Research Methods for Business: A Skill Building Approach* (8th ed.). John Wiley & Sons, Limited.
9. Bernstein L, Simms LJ, Williams TF, and Zelazny K. (2019). Does the number of response Options Matter? Psychometric Perspectives Using Personality Questionnaire Data. Advance online publication. 31(4), 557-566. <http://dx.doi.org/10.1037/pas0000648>
10. Cham T.H., Lim Y. M., Sia B.C., Cheah J.H., Ting H. (2020). Medical Tourism Destination Image and its Relationship with the Intention to Revisit: A study of Chinese Medical Tourists in Malaysia. *Journal of China Tourism Research*. Retrieved from DOI: 10.1080/19388160.2020.1734514
11. Cham T.H., Lim Y.M., Sigala M. (2021). Marketing and social influences, hospital branding, and medical tourists' behavioural intention: Before- and after-service consumption perspective. *International Journal of Tourism Research*. 1-18. Retrieved from DOI: 10.1002/jtr.2489
12. Chaulagain S., Pizam A., Wang Y. (2020). An Integrated Behavioral Model for Medical Tourism: An American Perspective. *Journal of Travel Research*. 60 (4), 1-18. Retrieved from <https://doi.org/10.1177/0047287520907681>
13. Desideria B. (2023). Warganet Bandingkan Dokter di Indonesia vs Luar Negeri, Pakar Sorot 4 Faktor Ini. *Liputan6.com*. Retrieved from

<https://www.liputan6.com/health/read/5230552/warganet-bandingkan-dokter-di-indonesia-vs-luar-negeri-pakar-sorot-4-faktor-ini>

14. Doosti S., Jalilvand M.R., Asadi A., Poop J.K., Mehrani P. (2016). Analyzing the influence of electronic word of mouth on visit intention: the mediating role of tourists' attitude and city image. *Internation Journal of Tourism Cities*. 2(2). 137-148. Retrieved from <https://doi.org/10.1108/IJTC-12-2015-0031>
15. Filieri R., Lin Z., Pino G., Alguezaui S., Inversini A. (2021). The role of visual cues in eWOM on consumers' behavioral intention and decisions. *Journal of Business Research*. 135. 663-675. Retrieved from <https://doi.org/10.1016/j.jbusres.2021.06.055>
16. Fishbein, M., Ajzen, I. (1977). Belief, attitude, intention and behavior: an introduction to theory and research. *Philosophy and Rhetoric*. 10(2), 130-132. Retrieved from DOI:10.2307/2065853
17. Gaines J., Lee V. (2019). Medical Tourism. *Travel medicine*. Forth edition page 371-375
18. 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. Retrieved from <https://doi.org/10.1108/EBR-11-2018-0203>
19. Ham, M., Jeger, M. Ivkovic, A.F. (2015). The role of subjective norms in forming the intention to purchase green food. *Economic Research-Ekonomska Istrazivanja*.28(1). 738-748. Retrieved from <https://doi.org/10.1080/1331677X.2015.1083875>
20. Hennig-Thurau, T., Gwinner, K.P., Walsh, G. and Gremler, D.D. (2004), “Electronic word-of-mouth via consumer-opinion platforms: what motivates consumers to articulate themselves on the internet?”, *Journal of Interactive Marketing*, Vol. 18 No. 1, pp. 41-49.
21. Henseler, J., Ringle, C. M., & 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. Retrieved from <https://doi.org/10.1007/s11747-014-0403-8>
22. Hutchison E. (2015). The Physical Environment. *Sage Publication*. 7; 225-256. Retrieved from https://www.sagepub.com/sites/default/files/upm-binaries/64461_Hutchison_Chapter_7.pdf
23. Hwang S. S., Lee D.H., Kang C.Y. (2018). Medical tourism: focusing on patients' prior, current, and post experience. *International Journal of Quality Innovation*. 4, 4. Retrieved from <https://doi.org/10.1186/s40887-018-0024-2>
24. Ismail, T. (2023). Tren Berobat ke Luar Negeri Melonjak, Rp165 Triliun Uang Indonesia Mengalir Keluar. *Tribunnews*. Retrieved from <https://www.tribunnews.com/nasional/2023/03/07/tren-berobat-ke-luar-negeri-melonjak-rp165-triliun-uang-orang-indonesia-mengalir-keluar>
25. Joint Commission International. (2023). Search for JCI-Accrdited Organizations. Retrieved from

- [https://www.jointcommissioninternational.org/who-we-are/accredited-organizations#sort=%40aoname%20ascending&f:@aocountry=\[Indonesia\]](https://www.jointcommissioninternational.org/who-we-are/accredited-organizations#sort=%40aoname%20ascending&f:@aocountry=[Indonesia])
26. Jokl M.V. (1961). Theory of the Physical Environment: An Introduction. *Environment Management*. 5(4); 295-299. Retrieved from <https://doi.org/10.1007/BF01867343>
 27. Lacap J.P., Alfonso K.J. (2022). The Mediating Role of Patient Loyalty on the Relationship Between Satisfaction on Physical Environment and Intention to Recommend. *Asia-Pacific Social Science Review*. 22(2), 83-99. Retrieved from <https://www.dlsu.edu.ph/wp-content/uploads/pdf/research/journals/apssr/2022-June-vol22-2/7-alfonso.pdf>
 28. Lee S.Y & Kim, J.H. (2014). Effects of Servicescape on Perceived Service quality, Satisfaction and Behaviour Outcomes in Public Service Facilities. *Journal of Asian Architecture and Building Engineering*. 13(1), 125-131. Retrieved from DOI: 10.3130/jaabe.13.125
 29. Lee. H., Min J., Yuan J. (2021). The influence of eWOM on intentions for booking luxury hotels by Generation Y. *Journal of Vacation Marketing*. 27(3). Retrieved from <https://doi.org/10.1177/135676672098787>
 30. Machmudi M.I.A. (2023). Ini Penyebab Orang Berobat di Luar Negeri. *Media Indonesia*. Retrieved from <https://mediaindonesia.com/humaniora/563314/ini-penyebab-orang-berobat-di-luar-negeri>
 31. Martilla, J. A. (1971). Word-of-mouth communication in the industrial adoption process. *Journal of Marketing Research*, 8, 173–178.
 32. Martin S. (2017). Word-of-mouth in the health care sector: a literature analysis of the current state of research and future perspectives. *International Review Public Nonprofit Market*. 14, 35-56. Retrieved from DOI 10.1007/s12208-016-0154-y
 33. Na S.A., Onn C.Y., Meng C.L. (2016). Travel Intentions among Foreign Tourists for Medical Treatment in Malaysia: An Empirical Study. *Science and Behaviour Sciences*. 224, 546 – 553. Retrieved from doi: 10.1016/j.sbspro.2016.05.434
 34. Nchoud L., Ghidouche F., Seraphin H. (2021). The Influence of eWOM Credibility on Visit Intention: An Integrative Moderated Mediation Model. *Journal of Tourism, Heritage & Service Marketing*. 7(1). 54-63. Retrieved from <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4601897/#:~:text=Survey%20research%20is%20defined%20as,utilize%20various%20methods%20of%20instrumentation.>
 35. Nugraheny D. E. (2023). 60 Persen Warga RI yang Berobat ke Luar Negeri dari Jakarta, Jokowi: Memang Kaya-Kaya. *Kompas*. Retrieved from <https://nasional.kompas.com/read/2023/06/14/14594831/60-persen-warga-ri-yang-berobat-ke-luar-negeri-dari-jakarta-jokowi->

- memang?jxrecoid=d4d92b7c-681a-4fd1-83e6-53d79dbe4dae~kg_internal&source=widgetML&engine=C
36. Reed C.M. (2008). Medical Tourism. *The Medical clinics of North America*. 92 (6). 1433-1446. Retrieved from doi:10.1016/j.mcna.2008.08.001
 37. Ryu K., & Jang S.C. (2008). DINESCAPE: A Scale for Customers' Perception of Dining Environments. *Journal of Foodservice Business Research*. 11(1), 2-22. Retrieved from <http://dx.doi.org/10.1080/15378020801926551>
 38. Ryu, K., Lee, H. R., & Gon Kim, W. (2012). The influence of the quality of the physical environment, food, and service on restaurant image, customer perceived value, customer satisfaction, and behavioral intentions. *International Journal of Contemporary Hospitality Management*, 24(2), 200–223. Retrieved from DOI 10.1108/09596111211206141
 39. Sachse S.B., Mandgold S., (2011). Brand equity dilution through negative online word of mouth communication. *Journal of Retailing and Consumer Services*. 18 (1), 38-45. Retrieved from <https://doi.org/10.1016/j.jretconser.2010.09.003>
 40. Saragih HS., Jonathan P. (2019). Views of Indonesian consumer towards medical tourism experience in Malaysia. *Journal of Asia Business Studies*. 13 (4), 507-524. Retrieved from DOI 10.1108/JABS-04-2018-0135
 41. Sarstedt M., Hair J.F., Cheah J.H., Becker J.M., Ringle C.M. (2019). How to specify, estimate, and validate higher-order constructs in PLS-SEM. *Australasian Marketing Journal*. 27(3), 197-211.
 42. Serdar C., Cihan M., Yucel D., Sedar M. (2021). Sample size power and effect size revisited: simplified and practical approaches in pre-clinical, clinical and laboratory studies. *Biochimia Medica*. 31(1). 27-53. Retrieved from <https://doi.org/10.11613/BM.2021.010502>
 43. Sugiyono. (2014). *Metode Penelitian kuantitatif, kualitatif dan R & D*. Bandung: Alfabeta.
 44. Tempo. (2021). Ketua MKDKI: Kami Tak Mengenal Istilah Malpraktek. *Tempo.com*. Retrieved from <https://kebijakankesehatanindonesia.net/25-berita/berita/167-ketua-mkdki-kami-tak-mengenal-istilah-malpraktek>
 45. Utami T.V., (2022). 5 Provinsi Terpadat di Indonesia, DKI Jakarta Capai 10.609.700 Jiwa. *Sindo News*. Retrieved from <https://metro.sindonews.com/read/932249/171/5-provinsi-terpadat-di-indonesia-dki-jakarta-capai-10609700-jiwa-1667556669/10>
 46. Woo S., Choi M. (2021). Medical service quality, patient satisfaction and intent to revisit: Case study of public hub hospitals in the Republic of Korea. *PLoS ONE*. 16(6), e0252241. Retrieved from <https://doi.org/10.1371/journal.pone.0252241>
 47. Zain N.A., Connel J., Zahari M.S., Hanafiah M.H. (2023). Intra-Regional Medical Tourism Deman in Malaysia: A Qualitative Study of Indonesian

- Medical tourists' Rationale and Preferences. *Malaysian Journal of Medical Sciences*. 29(2), 138-156. Retrieved from doi: 10.21315/mjms2022.29.2.13
48. Zarei A., Maleki F. (2018). Asian medical marketing, a review of factors affecting Asian medical tourism development. *Journal of quality assurance in hospitality & tourism*. Retrieved from <https://doi.org/10.1080/1528008X.2018.1438959>

