

DAFTAR PUSTAKA

- Amir Mahmud. (2022). Pengaruh Kualitas Layanan Terhadap Kepuasan Pasien Rawat Jalan. *Mirai Management*, 7(2 (2022)), 104–119.
- An, S., Suh, J., & Eck, T. (2019). Examining structural relationships among Service Quality, perceived value, satisfaction and revisit intention for airbnb guests. *International Journal of Tourism Sciences*, 19(3), 145–165.
<https://doi.org/10.1080/15980634.2019.1663980>
- Bajamal, A. Ar., Supriyantoro, S., & Anindita, R. (2020). Pengaruh Kualitas Pelayanan Dan Kepuasan Pasien Terhadap Loyalitas Pasien Rawat Jalan Pada Industri Jasa Rumah Sakit. *Journal of Hospital Management*, 3(01), 328.
- Bellio, E., & Buccoliero, L. (2021). Main factors affecting perceived quality in healthcare: a patient perspective approach. *TQM Journal*, 33(7), 176–192.
<https://doi.org/10.1108/TQM-11-2020-0274>
- Berry, L. L., Parasuraman, A., & Zeithaml, V. A. (1988). SERVQUAL: A multiple-item scale for measuring consumer perceptions of Service Quality. *Journal of Retailing*, 64(1), 12–40.
- Chien, L., & Chi, S. (2019). Corporate image as a mediator between Service Quality and customer satisfaction: difference across categorized exhibitors. *Heliyon*, 5, 1307. <https://doi.org/10.1016/j.heliyon.2019>
- Chien, L. H., & Chi, S. Y. (2019). Corporate image as a mediator between Service Quality and customer satisfaction: difference across categorized exhibitors. *Heliyon*, 5(3), e01307. <https://doi.org/10.1016/j.heliyon.2019.e01307>
- Cunningham, T., Carpenter, C., Charlie, R., Goodloe, J., Griffin, D., Machione, N., & Stevenson, M. (2018). *Patient Satisfaction: Understanding and Managing the Experience of Care* (2nd ed). Irwin Press.
- G, N. (2022). *6 Aesthetics Trends For 2022 To Tap Into*. Spa + Clinic.
<https://www.spaandclinic.com.au/aesthetics/6-aesthetics-trends-for-2022-to-tapinto>

- Gholipour Soleimani, A., & Einolahzadeh, H. (2018). The influence of Service Quality on revisit intention: The mediating role of WOM and satisfaction (Case study: Guilan travel agencies). *Cogent Social Sciences*, 4(1), 1–14. <https://doi.org/10.1080/23311886.2018.1560651>
- Global data. (2022). *Decode the Future of the Healthcare Industry*. <https://www.globaldata.com>
- Grandview Research. (2020). Cosmetic Surgery And Procedure Market Size, Share & Trends Analysis Report By Type (Invasive, Non-invasive), Region (North America, Asia Pacific, Middle East & Africa, Latin America, Europe), And Segment Forecasts, 2022 - 2030. *Cosmetic Surgery And Procedure Market Report*.
- Ghozali Imam, & Latan, H. (2015). *Partial Least Squares Konsep, Teknik Dan Aplikasi Menggunakan Program Smartpls 3.0 Untuk Penelitian Empiris*. Undip. //libstie.latansamashiro.ac.id//index.php?p=show_detail&id=2022
- Haryeni, & Yendra, N. (2019). Kualitas Layanan, Kepuasan dan Loyalitas Pada Pasien Rumah Sakit Swasta di Kota Padang : Berpikir ke Masa Depan. *Menara Ilmu*, 13(1), 87.
- Hair, J. F., Ringle, C. M., & Sarstedt, M. (2011). PLS-SEM: Indeed a silver bullet. *Journal of Marketing Theory and Practice*, 19(2), 139–152. <https://doi.org/10.2753/MTP1069-6679190202>
- Hair, J. F., Risher, J. J., Sarstedt, M., & Ringle, C. M. (2019). When to use and how to report the results of PLS-SEM. In *European Business Review* (Vol. 31, Issue 1, pp. 2–24). Emerald Group Publishing Ltd. <https://doi.org/10.1108/EBR-11-2018-0203>
- Henseler, J., Ringle, C., Sarstedt, M (2015)., A new criterion for assessing discriminant validity in variance-based structural equation modeling. In *Journal of the Academy of Marketing Science*, 43(1), 115-135.
- Holiwono, L. S., & Tan, P. H. P. (2020). Effect of Perceived Healthcare Service Quality on Patient Loyalty Mediated by Patient Satisfaction at XY Hospital (Servqual Dimensional Approach). *Budapest International Research and Critics Institute - Journal*, 9220–9233.

- Holloway, B. B., & Beatty, S. E. (2008). Satisfiers and dissatisfiers in the online environment: A critical incident assessment. *Journal of Service Research*, 10(4), 347–364. <https://doi.org/10.1177/1094670508314266>
- Hoyer, & Macinis. (2016). *Consumer Behavior* (7th ed.). Cengage Learning.
- Jatiyananda, C., Nurittamont, W., & Phayaphrom, B. (2021). Understanding the Social Media Marketing Activities Influence on Revisit Intention in Beauty Clinics: The Case Study in Bangkok, Thailand. *Asian Administration and Management Review*, 4(2), 31–45.
- Jonkisz, A., Karniej, P., & Krasowska, D. (2022). The Servqual Method as an Assessment Tool of the Quality of Medical Services in Selected Asian Countries. *International Journal of Environmental Research and Public Health*, 19(13), 1–15. <https://doi.org/10.3390/ijerph19137831>
- Kemenperin.(2020). *Kemenperin: Perubahan Gaya Hidup Dorong Industri Kosmetik*. <https://kemenperin.go.id/artikel/21460/Perubahan-Gaya-Hidup-Dorong-Industri-Kosmetik>
- Konuk, F. A. (2019). The influence of perceived food quality, price fairness, perceived value and satisfaction on customers' revisit and word-of-mouth intentions towards organic food restaurants. *Journal of Retailing and Consumer Services*, 50(May), 103–110.
<https://doi.org/10.1016/j.jretconser.2019.05.005>
- Kotler, P., & Keller, K. (2012). *Marketing Management* (14th ed). Pearson.
- Leclerc, O., Peters, N., Scaglione, A., & Waring, J. (2021). *From extreme to mainstream: The future of aesthetics injectables*. December.
- Lee, D. H. (2017). HEALTHQUAL: a multi-item scale for assessing healthcare Service Quality. *Service Business*, 11(3), 491–516.
<https://doi.org/10.1007/s11628-016-0317-2>
- Lee, S., & 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*, 11(2), 142–149.
<https://doi.org/10.1016/j.anr.2017.05.008>
- Lin, W., & Yin, W. (2022). Impacts of Service Quality, brand image, and perceived value on outpatient's loyalty to China's private dental clinics with

- service satisfaction as a mediator. *PLoS ONE*, 17(6 June), 1–9.
<https://doi.org/10.1371/journal.pone.0269233>
- 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.
<https://doi.org/10.1177/00469580211007221>
- Lupiyoadi, R. (2006). *Manajemen Pemasaran Jasa*. PT. Salemba Empat.
- Mahmud, A. N. (2020). Kepuasan Pasien : Pengaruh Kualitas Layanan Terhadap Kepuasan Pasien Rawat Inap. *Voice of Midwifery*, 10(2), 940–954.
<https://doi.org/10.35906/vom.v10i2.107>
- Mahmud, A. (2022). Kualitas Layanan Terhadap Kepuasan PasienRawat Jalan. *Jurnal Mirai Management*, 7(2), 104–119.
<https://doi.org/10.37531/mirai.v7i2.2014>
- Maryana, M., & Christiany, M. (2022). Hubungan Aspek Kualitas Pelayanan Dengan Kepuasan Pasien Rawat Inap. *Citra Delima : Jurnal Ilmiah STIKES Citra Delima Bangka Belitung*, 5(2), 105–112.
<https://doi.org/10.33862/citadelima.v5i2.262>
- Meesala, A., & Paul, J. (2018). Service Quality, consumer satisfaction and loyalty in hospitals: Thinking for the future. *Journal of Retailing and Consumer Services*, 40, 261–269. <https://doi.org/10.1016/j.jretconser.2016.10.011>
- Meng, B., & Han, H. (2018). Working-holiday tourism attributes and satisfaction in forming word-of-mouth and revisit intentions: Impact of quantity and quality of intergroup contact. *Journal of Destination Marketing and Management*, 9(March), 347–357.
<https://doi.org/10.1016/j.jdmm.2018.03.009>
- Memon, M. A., Ting, H., Cheah, J.-H., Thurasamy, R., Chuah, F., & Cham, T. H. (2020). Sample Size for Survey Research: Review and Recommendations. *Journal of Applied Structural Equation Modeling*, 4(2), i–xx. [https://doi.org/10.47263/jasem.4\(2\)01](https://doi.org/10.47263/jasem.4(2)01)
- Nielsen. (2022). *2022 State od Beauty Industry*.
- Nyabundi, H., Aliata, V., & Odondo, A. (2021). Effect of Tangibility on Customer Satisfaction Among Micro Finance Banks Customers in Kenya.

- European Journal of Business and Strategic Management*, 6(2), 15–20.
<https://doi.org/10.47604/ejbsm.1415>
- Parasuraman, P. A., Zeithaml, V. A., & Berry, L. L. (1988). SERVQUAL: A multiple-Item Scale for measuring consumer perceptions of service quality. *Journal Of Retailing*, 64(1).
<https://www.researchgate.net/publication/225083802>
- Perrigot, R., Hussain, D., & Windsperger, J. (2015). An investigation into independent small business owners' perception of franchisee relationships. *International Journal of Retail & Distribution Management*, 43(8), 6637–6711.
- Raka Sukawati, T. G. (2021). Hospital Brand Image, Service Quality, and Patient Satisfaction in Pandemic Situation. *JMMR (Jurnal Medicoeticolegal Dan Manajemen Rumah Sakit)*, 10(2), 119–127.
<https://doi.org/10.18196/jmmr.v10i2.12230>
- Rita, P., Oliveira, T., & Farisa, A. (2019a). The impact of e-Service Quality and customer satisfaction on customer behavior in online shopping. *Helijon*, 5(10), e02690. <https://doi.org/10.1016/j.heliyon.2019.e02690>
- Rita, P., Oliveira, T., & Farisa, A. (2019b). The impact of e-Service Quality and customer satisfaction on customer behavior in online shopping. *Helijon*, 5(10). <https://doi.org/10.1016/j.heliyon.2019.e02690>
- Shie, A. J., Huang, Y. F., Li, G. Y., Lyu, W. Y., Yang, M., Dai, Y. Y., Su, Z. H., & Wu, Y. J. (2022). Exploring the Relationship Between Hospital Service Quality, Patient Trust, and Loyalty From a Service Encounter Perspective in Elderly With Chronic Diseases. *Frontiers in Public Health*, 10(May).
<https://doi.org/10.3389/fpubh.2022.876266>
- Singh, J., Flaherty, K., Sohi, R. S., Deeter-Schmelz, D., Habel, J., Le Meunier-FitzHugh, K., Malshe, A., Mullins, R., & Onyemah, V. (2019). Sales profession and professionals in the age of digitization and artificial intelligence technologies: concepts, priorities, and questions. *Journal of Personal Selling and Sales Management*, 39(1), 2–22.
<https://doi.org/10.1080/08853134.2018.1557525>

- Siripipatthanakul, S. (2021a). “A Conceptual Review On The Mediating Effect Of Patient Satisfaction Towards Patient Loyalty In The Dental Practice In Thailand.
- Siripipatthanakul, S. (2021b). Service Quality, Patient Satisfaction, Word-of-Mouth, and Revisit Intention in a Dental Clinic, Thailand. In *International Journal of Trend in Scientific Research and Development* (Vol. 5, Issue 5).
<http://creativecommons.org/licenses/by/4.0>
- Siripipatthanakul, S. (2021c). 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), 832–841.
- Sunyato, H. (2004). *Jaminan Kualitas Pelayanan Konsumen*. Liberty.
- Supriyanto, & Ernawaty. (2010). *Pemasaran Industri Jasa Kesehatan*. Andi.
- Tjiptono, F., & Chandra, G. (2017). *Pemasaran strategik : mengupas pemasaran strategik, branding strategik, customer satisfaction, strategi kompetitif hingga e-marketing* (3rd ed). Penerbit Andi.
- Spa And Clinic. (2022). *6 Aesthetics Trends For 2022 To Tap Into - SPA+CLINIC*. <https://www.spaandclinic.com.au/aesthetics/6-aesthetics-trends-for-2022-to-tap-into>
- Tjiptono, F., & Chandra, G. (2017). *Pemasaran strategik : mengupas pemasaran strategik, branding strategik, customer satisfaction, strategi kompetitif hingga e-marketing* (Vol. 3).
<https://opac.perpusnas.go.id/DetailOpac.aspx?id=1110642#>
- Upadhyai, R., Jain, A. K., Roy, H., & Pant, V. (2019). A Review of Healthcare Service Quality Dimensions and their Measurement. *Journal of Health Management*, 21(1), 102–127. <https://doi.org/10.1177/0972063418822583>
- van Dat, T. (2020). Assessing the effects of Service Quality, experience value, relationship quality on behavioral intentions. *Journal of Asian Finance, Economics and Business*, 7(3), 167–175.
<https://doi.org/10.13106/jafeb.2020.vol7.no3.167>
- van Overbeeke, E., Vanbinst, I., Jimenez-Moreno, A. C., & Huys, I. (2020). Patient Centricity in Patient Preference Studies: The Patient Perspective.

- Frontiers in Medicine*, 7(March), 1–10.
<https://doi.org/10.3389/fmed.2020.00093>
- Vimla, V., & Taneja, U. (2021). Brand image to loyalty through perceived service quality and patient satisfaction: A conceptual framework. *Health Services Management Research*, 34(4), 250–257.
<https://doi.org/10.1177/0951484820962303>
- Wolf, J. A., Marshburn, D., & Lavela, S. L. (2014). Issue 1 Inaugural Issue Article 3 2014 Part of the Health and Medical Administration Commons, Health Policy Commons, Health Services Administration Commons, and the Health Services Research Commons Recommended Citation Recommended Citation Wolf JA, Nieder. *Patient Experience Journal*, 1(1), 7–19.
<https://doi.org/10.35680/2372-0247.1004.This>
- Wu, L. W. (2011). Beyond satisfaction: The relative importance of locational convenience, interpersonal relationships, and commitment across service types. *Managing Service Quality*, 21(3), 240–263.
<https://doi.org/10.1108/0960452111127956>