

DAFTAR PUSTAKA

- Adhikara, A., Rahmawati, W., & Musaida, M. (2022). Work Culture, Workload, and Job Satisfaction Intervening a Public Hospital Nurses' Performance. *Interdisciplinary Social Studies*, 1(11).
- Allison, B.J., Voss, R.S. & Dryer, S. (2001). Student Classroom And Career Success: The Role Of Organizationalcitizenship Behavior. *Journal of Education for Business*, 76(5), 282-289.
- Alzahrani, S. (2019). Transformational leadership style on nursing job satisfaction amongst nurses in hospital settings: Findings from systematic review. *Global Journal of Health Science*, 11(6), 1-25.
- Basirun & Turimah. (2022). Konsep Kepemimpinan Transformasional. *MINDSET: Jurnal Manajemen Pendidikan Islam*, 1(1), 34-41.
- Berry, L. L. (2019). *Service innovation is urgent in healthcare*. AMS Review, 9(1), 78-92. <https://link.springer.com/article/10.1007/s13162-019-00135-x>
- Dhir, S., Dutta, T., & Ghosh, P. (2020). Linking employee loyalty with job satisfaction using PLS-SEM modelling. *Personnel Review*, 49(8), 1695-1711.
- Durowade, K. A., Kadiri, I. B., Durowade, S. B., Sanni, T. A., Ojuolape, M. A., & Omokanye, L. O. (2020). Leadership Styles versus Health Workers' Job Satisfaction: Relationships, Correlates and Predictors in Tertiary Hospitals

- in Ekiti State, Southwest Nigeria. *Nigerian Journal of Clinical Practice*, 23(12), 1702-1710.
- Ghozali, I., & Latan, H. (2015). *Partial least squares: Konsep, teknik, dan aplikasi menggunakan program SmartPLS3.0*, Universitas Diponegoro Semarang, ed. 2, Badan Penerbit Undip.
- 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. <https://doi.org/10.1108/ebr-11-2018-0203>
- 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. <https://doi.org/10.1007/s11747-014-0403-8>
- Izzata, N., Nursalam, N., & Fitryasari, R. (2021). Fundamental And Management Ursing. *Journal Measurement*.
- Kementrian Kesehatan RI. (2021). Profil Kesehatan Indonesia 2020. Jakarta: Kemenkes RI. Diakses dari <https://www.kemkes.go.id/downloads/resources/download/pusdatin/profil-kesehatan-indonesia/Profil-Kesehatan-Indonesia-Tahun-2020.pdf>
- Kim, L., Pongsakornrungsilp, P., Pongsakornrungsilp, S., Horam, N., & Kumar, V. (2023). Key Determinants of Job Satisfaction among University Lecturers. *Social Sciences*, 12 (3), 153.
- 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.

- Kotler, P., & Armstrong, G. (2018), *Principle of Marketing, 17e Global Edition*. New York: Pearson Education Limited.
- Lapeña, L. F. R., Tupal, C. P., Loo, B. G. K., & Abe, K. H. C. (2017). Transformational And Transactional Leadership Styles Of Nurse Managers And Job Satisfaction Among Filipino Nurses: A Pilot Study. *Nurse Media Journal of Nursing*, 7(2), 65-78.
- Maghsoud, F., Rezaei, M., Asgarian, F. S., & Rassouli, M. (2022). Workload And Quality Of Nursing Care: The Mediating Role Of Implicit Rationing Of Nursing Care, Job Satisfaction And Emotional Exhaustion By Using Structural Equations Modeling Approach. *BMC nursing*, 21(1), 273.
- Maulana, Roby Irzal. (2020). Pengaruh Kepemimpinan Transformasional, Kepuasan Kerja Dan Komitmen Organisasional Terhadap *Organizational Citizenship Behavior* PT Sinergi. *Jurnal Ecodemica*, 4(2), 251-263.
- Menteri Kesehatan Republik Indonesia. (2014). Peraturan Menteri Kesehatan Nomor 9 Tahun 2014 Tentang Klinik. Jakarta: Kemenkes RI..
- Mursid. (2014). *Manajemen Pemasaran*. Jakarta: Bumi Aksara
- Nazir, M. (2014). *Metode penelitian*. Bogor: Ghalia Indonesia
- Nguon, V. (2022). Effect of Transformational Leadership on Job Satisfaction, Innovative Behavior, and Work Performance: A Conceptual Review. *International Journal of Business and Management*, 17(12).
- Nurjannah, A., Siti, Sanyata, Sigit & Zatrahadi, M., Fahli. (2020). The Effectiveness Of Reality Therapy Inimproving Learning Motivation Anddiscipline. *PSIKOPEDAGOGIA: Jurnal Bimbingan dan Konseling*, 9(2), 87-91.

- Ningrum, H., F., Nasution, F., Purboyo, & Sartika, Dewi. (2020). *Pengantar Ilmu Manajemen (Sebuah Pendekatan Koseptual)*. Bandung: CV. Media Sains Indonesia
- Pohan, IS. (2013). *Jaminan Mutu Layanan Kesehatan*. Jakarta: EGC
- Purimahua, D. I., Martinaningtyas, G., Girsang, L., Astuti, W., & Pakpahan, M. (2020). The relationship between workload and nursing job satisfaction in one private hospital in the west region of Indonesia. *NERS Jurnal Keperawatan*, 16(2), 95-102.
- Purwiyanti, D., Suryoputro, A., & Fatmasari, E. Y. (2019). Analisis Faktor Yang Berhubungan Dengan Waktu Tunggu Pasien Rawat Jalan Di Puskesmas Tlogosari Wetan Kota Semarang Menurut Persepsi Pasien. *Jurnal Kesehatan Masyarakat* (e-Journal), 7(1), 41–47.
<https://ejournal3.undip.ac.id/index.php/jkm/article/view/22844>
- Radfan, N., & Hariyanti, T. (2015). Pengaruh Bauran Pemasaran Terhadap Loyalitas Pasien di Poliklinik Paru Rumah Sakit Paru Batu. *Jurnal Aplikasi Manajemen*, 13(2), 220-228.
- Ran, S., Eckberg, C. & Butch, Nicholas P. (2019). Nearly Ferromagnetic Spin-Triplet Superconductivity. *Science Immunology*, 365(6465), 684-687.
- Ramadhanil, F., & Indrawati, R. (2022). Participation Leadership Style, Workload, and Job Satisfaction for Improving Working Motivation among Nurses in Inpatient Room. *International Journal of Nursing and Health Services* (IJNHS), 5(3), 226-233.
- Saragih, M. (2018). *The Correlation between Process and Physical Evidence toward Patient Satisfaction among Private Hospitals in Medan*.

- Sarstedt, M., Ringle, C. M., & Hair, J. F. (2017). *Partial Least Squares Structural Equation Modeling*. Handbook of Market Research, 1–40.
https://doi.org/10.1007/978-3-319-05542-8_15-1
- Sekaran, Uma & Bougie, Roger. (2016). *Research Methods For Business: A Skill Building Approach, 7th Edition*. New Jersey: Wiley
- Simamora, B. (2014). *Panduan Riset Perilaku Konsumen, Cetakan Ketiga*, Jakarta: PT. Gramedia Pustaka Utama.
- Singh, P. (2022). Relationship Between A Leader's Communication And Workplace Ostracism. *Romanian Economic and Business Review*, 17(2), 32-41.
- Spiridon, S., Gheorghe, C. M., Gheorghe, I. R., & Purcărea, V. L. (2018). Removing the barriers in health care services: the importance of emotional satisfaction. *Journal of medicine and life*, 11(2), 168.
- Sugiyono. (2013). *Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta.
- Sugiyono. (2016). *metode penelitian kuantitatif, kualitatif,dan R&D*. Bandung: Alfabeta, cv.
- Sugiyono (2019). *Statistika untuk Penelitian*. Bandung : CV Alfabeta.
- Tjiptono, & Diana. (2011). *Total Quality Management*. Yogyakarta: Penerbit Andi
- Tjiptono, Fandy. (2012). *Service Management Mewujudkan Layanan Prima*. Yogyakarta: CV. ANDI
- Tjiptono, Fandy. (2014). *Pemasaran Jasa Prinsip Penerapan Penelitian*. Yogyakarta: CV. ANDI

Torry, T., Koeswo, M., & Sujianto, S. (2016). Faktor yang Mempengaruhi Waktu Tunggu Pelayanan Kesehatan kaitannya dengan Kepuasan Pasien Rawat Jalan Klinik penyakit dalam RSUD Dr. Iskak Tulungagung. *Jurnal Kedokteran Brawijaya*, 29(3), 252–257.

<https://doi.org/10.21776/ub.jkb.2016.029.03.3>

Wahyuningrat, W., & Rusmawan, T. (2022). The Effect of Leadership, Work Culture, Work Environment, Interpersonal Communication, Workload on Nurse Loyalty in the Public Health Center. *Journal of Industrial Engineering & Management Research*, 3(6), 204-216.

Wardana. (2017). *Potensi Dan Strategi Pengembangan Pariwisata Di Kabupaten Pesisir Barat*. Bandar Lampung: Universitas Lampung .

Ware, John & Davies-Avery, A. & Stewart, Anita. (1977). The Measurement and Meaning of Patient Satisfaction. *Health & medical care services review*. 1. 1, 3-15.

Widoyoko, E. P. (2017). *Teknik Penyusunan Instrumen Penelitian*. Yogyakarta: Pustaka Pelajar

Wijaya, I. W. S., & Martini, I. A. O. (2020). Important Indicators in Increasing Nurse Loyalty in The Covid-19 Pandemic Time. *STRADA Jurnal Ilmiah Kesehatan*, 9(2), 1763-1770.

Zeithaml, Valarie A. and Mary Jo Bitner. (2013). *Services Marketing : Integrating Customer Focus Across The Firm. Sixth Edition*. McGraw-Hill. New York

Zikmund, William G., et al. (2010). *Business Research Methods (eight edition)*. South Western, USA: Cengage Learning.