

DAFTAR PUSTAKA

- Aliman, N. K., dan Mohamad, W. N. (2016). Linking service quality, patients' satisfaction, and behavioral intentions: An Investigation on private healthcare in malaysia. *Procedia - Social and Behavioral Sciences*, 224, 141–148. <https://doi.org/10.1016/j.sbspro.2016.05.419>.
- Amary, A., dan Suprayitno. (2021). Analisis hubungan fasilitas terhadap kepuasan pasien pengguna BPJS di UPT Puskesmas Segiri Kota Samarinda. 2, 2.
- Aryani, W., dan Jasin, M. (2020). *Analisis dampak kualitas pelayanan, harga dan lokasi terhadap kepuasan konsumen (pasien peserta jaminan kesehatan nasional BPJS kesehatan) di Rumah Sakit Umum Daerah Kota Depok*. Skripsi. UIN Jakarta.
- Aryska, M., dan Kasmirudin. (2017). Pengaruh reputasi perusahaan dan kualitas pelayanan terhadap kepuasan pasien (Kasus Rumah Sakit Islam Ibnu Sina Pekanbaru). *Jurnal Online Mahasiswa Fakultas Ilmu Sosial Dan Ilmu Politik Universitas Riau*, 4(1), 1–15.
- Asharani, N. A., Ramachandra, K. U., dan Nagesha, H. N. (2016). A study to assess the functioning of billing department in a tertiary care hospital. *International Journal of Management and Applied Science (IJMAS)*, 2(10), 25-30.
- Atmojo, J. T., Sudaryanto, W. T., Widiyanto, A., Ernawati, E., dan Arradini, D. (2020). Telemedicine, cost effectiveness, and patients satisfaction: A Systematic review. *Journal of Health Policy and Management*, 5(2), 103–107. <https://doi.org/10.26911/thejhpm.2020.05.02.02>
- Bashir, S., dan Nasir, M. (2020). Tradeoff between efficiency and perceived quality: Evidence from patient-level data. *International Journal for Quality in Health Care*, 32(9), 591–598. <https://doi.org/10.1093/intqhc/mzaa098>
- Bustani, N.M., Rattu, A.J., & Saerang, J.S.M. (2015). Analisis lama waktu tunggu pelayanan pasien rawat jalan di Balai Kesehatan Mata Masyarakat Propinsi Sulawesi Utara. *Jurnal E-Biomedik (eBm)*, 3(3), 872-883.
- BPJS Online. (2021). Kode Faskes BPJS dan Alamat BPJS Tangerang Selatan. *BPJS Online*. Retrieved from <http://laporbpts.com/alamat-faskes-bpts-tangerang-selatan/>.
- Chung, J. Y. & Petrick. J. F. (2015). Measuring price fairness: Development of a multidimensional scale. *Journal of Travel & Tourism Marketing*, 32(7), 907-922. <https://doi.org/10.1080/10548408.2015.1063894>

- Clinton-McHarg, T., Paul, C., Sanson-Fisher, R., Turon, H., Butler, M., dan Lindeman, R. (2021). Are the physical environments of treatment centres meeting recommendations for patient-centred care? Perceptions of haematological cancer patients. *International Journal of Environmental Research and Public Health*, 18(9), 4892. <https://doi.org/10.3390/ijerph18094892>.
- Danty, K. R. (2019). The Influence of human resources, facilities and infrastructure to hemodialization patient satisfaction in Bhayangkara Hospital TK. 1 Raden Said Soekanto Jakarta. *AFEBI Management and Business Review*, 4(2), 126. <https://doi.org/10.47312/ambr.v4i2.277>.
- Demak, I. P. K., Mutiarasari, D., dan Bangkele, E. Y. (2019). Does the payment method affect patient satisfaction? An Analytical study in 10 hospitals in Central Sulawesi. *Global Journal of Health Science*, 11(5), 123. <https://doi.org/10.5539/gjhs.v11n5p123>.
- Flores, L. J. Y., Tonato, R. R., dela Paz, G. A., dan Ulep, V. G. (2021). Optimizing health facility location for universal health care: A Case study from the Philippines. *PLOS ONE*, 16(9), e0256821. <https://doi.org/10.1371/journal.pone.0256821>.
- Garson, G.D. (2016). *Partial least squares: Regression & structural equation models*. Asheboro: Statistical Publishing Associates.
- Ghazali, R., dan Abbas, M. Y. (2012). Paediatric community: Healing environment conducive enough? *Procedia - Social and Behavioral Sciences*, 42, 42–54. <https://doi.org/10.1016/j.sbspro.2012.04.165>.
- Ghozali, I., & Latan, H. (2021). *Partial least squares konsep, teknik dan aplikasi menggunakan program SmartPLS 3.2.9 : Untuk penelitian empiris*. Semarang: Badan Penerbit Univ Diponegoro.
- Handayani, S.B., & Taufik, M. (2017). Analisa keputusan konsumen warung angkringan yang dipengaruhi lokasi, fasilitas & kualitas pelayanan. *Jurnal Ekonomi Manajemen dan Akuntansi*, 24(43), 59-75.
- Harfika, J., dan Abdullah, N. (2017). Pengaruh kualitas pelayanan dan fasilitas terhadap kepuasan pasien pada rumah sakit umum Kabupaten Aceh Barat Daya. *Balance* 14(1), 44-56. <http://dx.doi.org/10.30651/blc.v14i01.1285>.
- Hussain, A., Asif, M., Jameel, A., Hwang, J., Sahito, N., dan Kanwel, S. (2019). Promoting OPD patient satisfaction through different healthcare determinants: A Study of public sector hospitals. *International Journal of Environmental Research and Public Health*, 16(19), 3719. <https://doi.org/10.3390/ijerph16193719>.
- Indriana, F., Syah, T. Y. R., & Wekadigunawan, C. S. P. (2021). SERVICE QUALITY, PRICE, CUSTOMER SATISFACTION AND WORD OF

MOUTH IN HOSPITAL X OUTPATIENT SERVICES. *Jurnal Ekonomi dan Manajemen (JEM)*, 15(1), 15-25.
<https://doi.org/10.30650/jem.v15i1.2101>

- Iswara, B. D., dan Rustam, T. A. (2021). Faktor- faktor yang mempengaruhi loyalitas pasien klinik kesehatan koperasi karyawan PLN Batam. *Jurnal Ilmiah Manajemen Bisnis dan Inovasi Universitas Sam Ratulangi (JMBI UNSRAT)*, 8(2), 455-478.
- Jannah, A. N., Kiswaluyo, dan Widi, R. E. Y., (2017). Hubungan waktu pelayanan terhadap kepuasan pasien di Rumah Sakit gigi dan mulut Universitas Jember. *e-jurnal Pustaka Kesehatan*, 5(1), 133-135.
- Joshi, A., Kale, S., Chandel, S., dan Pal, D. K. (2015). Likert scale: Explored and explained. *Current Journal of Applied Science and Technology*, 396-403.
- Karunia, H.B.A. (2020). *Pengaruh lokasi dan kualitas pelayanan terhadap kepuasan pasien pada klinik dan rumah bersalin Bina Medika Kecamatan Kunto Darussalam Kabupaten Rokan Hulu*. Skripsi. Universitas Islam Negeri Sultan Syarif Kasim Riau, Jakarta.
- Kementerian Kesehatan Republik Indonesia. (2020). Profil Kesehatan Indonesia 2019. Retrieved from <https://pusdatin.kemkes.go.id/resources/download/pusdatin/profil-kesehatan-indonesia/Profil-Kesehatan-indonesia-2019.pdf>.
- Kementerian Kesehatan Republik Indonesia. (2021). Profil Kesehatan Indonesia 2020. Retrieved from <https://www.kemkes.go.id/downloads/resources/download/pusdatin/profil-kesehatan-indonesia/Profil-Kesehatan-Indonesia-Tahun-2020.pdf>.
- Kock, N., dan 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.
- Kotler, P., Armstrong, G., Ang, S. H., Leong, S. M., Tan, C. T., dan Ho-Ming, O. (2012). *Principles of marketing: An Asian perspective*. Pearson/Prentice-Hall.
- Kotler, P., dan Keller, L.N. (2016). *Manajemen pemasaran*. Edisi 15 Jilid 1, Terjemahan (Molan Benyamin). Jakarta: PT Indeks.
- Kumar, S. (2018). Understanding different issues of unit of analysis in a business research.
- Kurniawan, R. F., (2019). Pengaruh kualitas pelayanan dan lokasi terhadap kepuasan pasien di UPT Puskesmas Martubung. Skripsi. Universitas Dharmawangsa, Medan.

- Kusuma, R. W., & Suwitho, S. (2015). Pengaruh kualitas produk, harga, fasilitas, dan emosional terhadap kepuasan pelanggan. *Jurnal Ilmu dan Riset Manajemen (JIRM)*, 4(12).
- Levinton, C., Veillard, J., Slutsky, A., & Brown, A. (2011). The importance of place of residence in patient satisfaction. *International Journal for Quality in Health Care*, 23(5), 495–502. <https://doi.org/10.1093/intqhc/mzr048>
- Li, J., Zhu, G., Luo, L., dan Shen, W. (2021). Big data-enabled analysis of factors affecting patient waiting time in the nephrology department of a large tertiary hospital. *Journal of Healthcare Engineering*, 2021, 1–10. <https://doi.org/10.1155/2021/5555029>.
- Lim, S. Y., Harun, U. B., Gobil, A. R., Mustafa, N. A., Zahid, N. A., Amin-Nordin, S., Ariffin, U. K. Md., Jamaluddin, T. Z. M. T., Mohamed, N. A., Zulkefli, N. A. M., dan Shohaimi, S. (2021). Measuring customer satisfaction on the cleanliness of food premises using fuzzy conjoint analysis: A Pilot test. *PLOS ONE*, 16(9), e0256896. <https://doi.org/10.1371/journal.pone.0256896>.
- Lu, W., dan Al-Hakim, L. (2020). *The Impact of reputation, costs, and interactive care on patient satisfaction* [Preprint]. In Review. <https://doi.org/10.21203/rs.3.rs-109605/v1>.
- Mujiati., dan Yuniar, Y. (2016). Ketersediaan sumber daya manusia kesehatan pada fasilitas kesehatan tingkat pertama dalam era jaminan kesehatan nasional di delapan kabupaten-kota di Indonesia. *Media Litbangkes*, 26(4), 201-210.
- Naidu, A. (2009). Factors affecting patient satisfaction and healthcare quality. *International Journal of Health Care Quality Assurance*, 22(4), 366–381. <https://doi.org/10.1108/09526860910964834>.
- Netriadi, L., Salfadri., dan Firdaus, T.R. (2021). Pengaruh kualitas pelayanan harga dan fasilitas terhadap kepuasan pasien rawat jalan pada Puskesmas Tarusan Kabupaten Pesisir Selatan. *Jurnal Matua*, 3(1), 91-106.
- Nguyen, T., Nguyen, H., dan Dang, A. (2020). Determinants of patient satisfaction: Lessons from large-scale inpatient interviews in Vietnam. *PLOS ONE*, 15(9), e0239306. <https://doi.org/10.1371/journal.pone.0239306>.
- Novitasari, Mi., dan Suhardi, Y. (2020). Effect of service quality, facilities, and prices on patient satisfaction in Paviliun Kartika RSPAD Jakarta. *Indonesian College of Economics*, 1-17.

- Nursalam. (2017). *Metodologi penelitian ilmu keperawatan* (4th ed). Jakarta: Salemba Medika.
- Oche, M., dan Adamu, H. (2013). Determinants of patient waiting time in the general outpatient department of a tertiary health institution in North Western Nigeria. *Annals of Medical and Health Sciences Research*, 3(4), 588–592. <https://doi.org/10.4103/2141-9248.122123>.
- Rachmawati, A., dan Widana, G.O. (2019). Pengaruh consumer, knowledge, brand image, religiusitas, dan lokasi terhadap keputusan menjadi nasabah pada bank syariah. *Jurnal Liquidity*, 8(2), 111-123.
- Reza, M., Abadi, F. M., Tabesh, H., Vakili-Arki, H., Abu-Hanna, A., Eslami, S., & Habibi, M. (2018). Evaluation of patient satisfaction of the status of appointment scheduling systems in outpatient clinics: Identifying patients' needs. *Journal of Advanced Pharmaceutical Technology & Research*, 9(2), 51–55. https://doi.org/10.4103/japtr.JAPTR_134_18
- Rostami, M., Ahmadian, L., Jahani, Y., & Niknafs, A. (2019). The effect of patient satisfaction with academic hospitals on their loyalty. *The International Journal of Health Planning and Management*, 34(1). <https://doi.org/10.1002/hpm.2685>
- Rizany, I. (2021). The Relationship between waiting time and patient satisfaction in the outpatient of public hospital in Banjarbaru. *IJNP (Indonesian Journal of Nursing Practices)*, 5(1), 60–66. <https://doi.org/10.18196/ijnp.v5i1.10275>.
- Saunders, M. N., Lewis, P., dan Thornhill, A. (2015). *Research methods for business students ebook*. Australia: Pearson Australia Pty Limited.
- Savitri, D. N., Hidayat, W., dan Dewi, R. S. (2015). Pengaruh kualitas pelayanan, lokasi, dan tarif terhadap kepuasan pasien rawat inap Rumah Sakit Lestari Raharja Kota Magelang. *JLAB: Jurnal Ilmu Administrasi Bisnis*, 4(2), 325–331.
- Sekaran, U., dan Bougie, R. (2016). *Research methods for business: A skill building approach*. Hoboken: John Wiley & Sons.
- Setyawati, W.A., Rifa'i, M., dan Sasmito, C. (2018). Pengaruh kualitas pelayanan, fasilitas, harga dan citra institusi terhadap kepuasan pasien. *Madani Jurnal Poilitik dan Sosial Kemasyarakatan*, 10(2), 50-63.
- Sianturi, H. H., Hadiwiarjo, Y. H., dan Anisah, A. (2020). Hubungan Waktu tunggu dan cara bayar terhadap kepuasan pasien rawat jalan poli penyakit dalam Rumah Sakit PGI Cikini Jakarta. *Jurnal Ilmiah Kesehatan Masyarakat*, 12(3). <https://doi.org/10.52022/jikm.v12i3.84>.

- Sihombing, I., dan Sinulingga, N. A. (2020). Effect of service quality, facilities and location on patient satisfaction in RSUD Sari Mutiara Lubuk Pakam. *Journal of Economic Business (JECOMBI)*, 1(1), 55–65.
- Simarmata, M., Wasliati, B. W., Kasim, F., dan Cahyani Saragih, I. (2021). Hubungan waktu tunggu pendaftaran dengan kepuasan pasien di Tempat Pendaftaran Pasien Rawat Jalan (TPPRJ). *JURNAL KESMAS DAN GIZI (JKG)*, 3(2), 245–252. <https://doi.org/10.35451/jkg.v3i2.695>.
- Sitio, T., dan Ali, H. (2019). Patient satisfaction model and patient loyalty: Analysis of service quality and facility (Case study at Rawamangun Special Surgery Hospital). *Scholars Middle East Publisher, Dubai, United Arab Emirates*. 551-559.
- Sugiyono. (2020). *Metode penelitian kuantitatif, kualitatif dan R&D*. Bandung: Alfabeta.
- Suliyanto. (2018). *Metode penelitian bisnis untuk skripsi, tesis, & disertasi*. Yogyakarta: Andi Offset.
- Sun, J., Lin, Q., Zhao, P., Zhang, Q., Xu, K., Chen, H., Hu, C. J., Stuntz, M., Li, H., dan Liu, Y. (2017). Reducing waiting time and raising outpatient satisfaction in a Chinese public tertiary general hospital-an interrupted time series study. *BMC Public Health*, 17(1), 668. <https://doi.org/10.1186/s12889-017-4667-z>.
- Supangat, A. (2007). *Statistika dalam kajian deskriptif, inferensi, dan nonparametrik*. Jakarta: Kencana.
- Tanaka, I., dan Darmawan, E.D. (2021). Pengaruh kualitas pelayanan, fasilitas dan tarif terhadap kepuasan pasien rawat inap pada Rumah Sakit Cicendo Bandung. *JIMEA Jurnal Ilmiah MEA (Manajemen, Ekonomi, dan Akuntansi)*, 5(3), 628-642.
- Tanniru, M., dan Khuntia, J. (2017). Dimensions of patient experience and overall satisfaction in emergency departments. *Journal of Patient Experience*, 4(3), 95–100. <https://doi.org/10.1177/2374373517692914>.
- Vonglao, P. (2017). Application of fuzzy logic to improve the likert scale to measure latent variables. *Kasetsart Journal of Social Sciences*, 38(3), 337-344.
- Wardah., Usman, S., dan Wardani, E. (2020). An Evaluation of patient satisfaction with nursing care: A Qualitative study in an Indonesian Hospital. *Ethiopian Journal of Health Sciences*, 30(6), 1011–1016. <https://doi.org/10.4314/ejhs.v30i6.20>.
- WHO Centre for Health Development, Organisation for Economic Co-operation and Development, Barber S.L., Lorenzoni, L., dan Ong, P. (2019). *Price*

setting and price regulation in health care: Lessons for advancing universal health coverage. World Health Organization. <https://apps.who.int/iris/handle/10665/325547>.

- Wirawan, A.A., Sjahrudin, H., dan Razak, N. (2019). Pengaruh kualitas produk dan lokasi terhadap loyalitas pelanggan melalui kepuasan pelanggan sebagai variabel intervening pada Lamuna Coffe di Kabupaten Bone. *Jurnal Organisasi dan Manajemen*, 1, 15-26.
- Wu, Y., Mu, J., dan Zhang, S. (2021). Evaluating Patient satisfaction in township hospitals in the Cold Regions of China. *HERD: Health Environments Research & Design Journal*, 14(2), 145–160. <https://doi.org/10.1177/1937586720958016>.
- Xie, Z., dan Or, C. (2017). Associations between waiting times, service times, and patient satisfaction in an endocrinology outpatient department: A Time study and questionnaire survey. *INQUIRY: The Journal of Health Care Organization, Provision, and Financing*, 54, 004695801773952. <https://doi.org/10.1177/0046958017739527>.
- Xie, W., Yang, X., Cao, X., dan Liu, P. (2019). Effects of a comprehensive reservation service for non-emergency registration on appointment registration rate, patient waiting time, patient satisfaction and outpatient volume in a tertiary hospital in China. *BMC Health Services Research*, 19(1), 782–.
- Yanuar, M.M., Qomariyah, N., dan Santosa, B. (2017). Dampak kualitas produk, harga, promosi dan kualitas pelayanan terhadap kepuasan pelanggan optik Marlin cabang Jember. *Jurnal Manajemen dan Bisnis Indonesia*, 3(1), 61-80.
- Yousefli, Z., Nasiri, F., dan Moselhi, O. (2017). Healthcare facilities maintenance management: A Literature review. *Journal of Facilities Management*, 15(4), 352–375. <https://doi.org/10.1108/JFM-10-2016-0040>
- Zikmund, W. G., Babin, B. J., Carr, J. C., dan Griffin, M. (2016). *Business research methods 8th (eight) edition*. New Castle: South-Western College Pub.