

## DAFTAR PUSTAKA

- Amarantou V, Chatzoudes D, Kechagia V, Chatzoglou PD. (2019). The impact of service quality on patient satisfaction and revisiting intentions: the case of public emergency departments. *Qual Manag Health Care.* 28(4):200–8. <https://doi.org/10.1097/QMH.000000000000232> PMID: 31567843
- Artemiou E., Adams C. L., Hecker, K. G., Vallevand, A., Violato, C., Coe, J. B. (2015). Standardised clients as assessors in a veterinary communication OSCE: a reliability and validity study. <https://doi.org/10.1136/vr.102633>
- Altin, S.V., Stock, S. (2015). Impact of health literacy, accessibility and coordination of care on patient's satisfaction with primary care in Germany. *BMC Fam Pract* 16, 148 <https://doi.org/10.1186/s12875-015-0372-0>
- Berry, L.L. & Parasuraman, A. (1991). *Marketing services. Competing through quality.* New York, The Free Press.
- Bitner, Zeithaml. Reassessment Of Expectations As A Comparison Standar In Measuring Service Quality: Implication. For Further Research, *J. Mark.* 2003; 58: 111–124.
- Bopp KD. (1990). How patients evaluate the quality of ambulatory medical encounters: a marketing perspective. *J Health Care Mark.* 10(1). PMID: 10104016
- Bougie, R., & Sekaran, U. (2020). *Research methods for business: A skill building approach.* John Wiley & Sons.
- Branson, C., Badger, B., Dobbs, F. (2003). *Patient Satisfaction with Skill Mix in Primary Care : a Review of the Literature.* Cambridge University Press. <https://doi.org/10.1191/1463423603pc162oa>
- Brown, B. R. (2018). The dimensions of pet-owner loyalty and the relationship with communication, trust, commitment and perceived value. *Vet. Sci.* 5, 95; doi:10.3390/vetsci5040095
- Carr-Hill, R. A. (1992). The measurement of patient satisfaction. *J. Publ. Health Med.* 14, 236–249.
- Cabrera-Barona P, Blaschke T, Kienberger S. (2017). Explaining Accessibility and Satisfaction Related to Healthcare: A Mixed-Methods Approach. *Soc Indic Res.*133(2):719-739. doi: 10.1007/s11205-016-1371-9. Epub 2016 Jun 2. PMID: 28890596; PMCID: PMC5569143.

- Chamala, S., Crouch, B. R. (1981). A Survey of Pet Owner Views of Veterinarians in Brisbane Environs - A Behavioral Approach. *Australian Veterinary Journal*. Vol 57:485-492
- Coe JB, Adams CL, Eva K, Desmarais S, Bonnett BN. (2010). Development and validation of an instrument for measuring appointment-specific client satisfaction in companion-animal practice. *Prev Vet Med*. 1;93(2-3):201-10. doi: 10.1016/j.prevetmed.2009.10.005. Epub 2009 Nov 18. PMID: 19926150.
- Cornell KK, Coe JB, Shaw DH, Felsted KE, Bonvicini KA. (2019). Investigation of the effects of a practice-level communication training program on veterinary health-care team members' communication confidence, client satisfaction, and practice financial metrics. *J Am Vet Med Assoc*.255(12):1377-1388. doi: 10.2460/javma.255.12.1377. PMID: 31793835.
- Donabedian, A. (1980). *Explorations in Quality Assessment and Monitoring*, Health Administration Press, Ann Arbor, Mich, USA.
- Doyle RE, Wieland B, Saville K, Grace D, Campbell AJD. (2021). The importance of animal welfare and Veterinary Services in a changing world. *Rev Sci Tech*. Aug;40(2):469-481. English. doi: 10.20506/rst.40.2.3238. PMID: 34542100.
- Fitzpatrick, R. (1984). Satisfaction with health care. In : Fitzpatrick, R (ed.), *The Experience of Illness*, pp. 154-175. Tavustock, London.
- Gunawardane, G. (2004). Measuring reliability of service systems using failure rates, Variations and extensions. *The International Journal of Quality and Reliability Management*, 21, (4/5), 578.
- Hall, J. A., and M. C. Dornan, (1990). Patient sociodemographic characteristics as predictors of satisfaction with medical care: a meta-analysis. *Soc. Sci. Med*. 30, 811–818.
- Health for Animals. (2022). *Global State of Pet Care : Stats, Facts and Trends*. <https://www.healthforanimals.org/wp-content/uploads/2022/07/Global-State-of-Pet-Care.pdf>
- Ho, Jeffery. Hussain, Sabir., Sparagano, Olivier. (2021). Did the COVID-19 Pandemic Spark a Public Interest in Pet Adoption.
- Hughes, K., Rhind, S. M., Mossop, L., Cobb, K., Morley, E., Kerrin, M., Morton, C., Cake, M. (2018). ‘Care about My Animal, Know Your Stuff and Take Me Seriously’ : United Kingdom and Australian Clients’ views on the Capabilities Most Important in Their Veterinarian. *Vet Record*. Doi : 10.1136/vr.104987.

- Hwang EJ, Sim IO. (2016). Structural equation modeling for public hospital quality of care, image, role performance, satisfaction, intent to (re) visit, and intent to recommend hospital as perceived by community residents. *J Korean Acad Nurs*.46(1):118–27. <https://doi.org/10.4040/jkan.2016.46.1.118> PMID: 26963421
- Janke, N., Coe, J.B., Bernardo, T.M., Dewey, C.E., Stone, E.A. (2021) Pet owners' and veterinarians' perceptions of information exchange and clinical decision-making in companion animal practice. *PLoS ONE* 16(2): e0245632. <https://doi.org/10.1371/journal.pone.0245632>
- Kanji, N., Coe, J. B., Adam, C. L., Shaw, J. r. (2012). Effect of Veterinarian-client-patient interactions on client adherence to dentistry and surgery recommendations in companion-animal practice. *JAVMA*, Vol 240, No. 4
- Kelly B. Haskard , M. Robin DiMatteo & John Heritage (2009). Affective and Instrumental Communication in Primary Care Interactions: Predicting the Satisfaction of Nursing Staff and Patients, *Health Communication*, 24:1, 21-32, DOI:10.1080/10410230802606968
- Kijima, T.; Matsushita, A.; Akai, K.; Hamano, T.; Takahashi, S.; Fujiwara, K.; Fujiwara, Y.; Sato, M.; Nabika, T.; Sundquist, K.; et al. (2021). Patient satisfaction and loyalty in Japanese primary care: A cross-sectional study. *BMC Health Serv. Res.* 21, 274.
- Larsen, D. E., and I. Rootman, (1976). Physician role performance and patient satisfaction. *Soc. Sci. Med.* 10, 29–32.
- 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*, Volume 23, Issue 5, October, Pages 495–502, <https://doi.org/10.1093/intqhc/mzr048>
- Liu, Sha., Li, Genqiang., Liu, Nan. Dkk. (2021). The Impact of Patient Satisfaction on Patient Loyalty with the Mediating Effect of Patient Trust. *The Journal of Health Care Organization, Provision, and Financing.* Vol 58:1-11
- Lotfi M, Zamanzadeh V, Valizadeh L, Khajehgoodari M. (2019). Assessment of nurse-patient communication and patient satisfaction from nursing care. *Nurs Open.* Jun 26;6(3):1189-1196. doi: 10.1002/nop2.316. PMID: 31367445; PMCID: PMC6650658.
- Meadors, J. D., Murray, C. B. (2015). Doctor–Patient Interaction in the West: Psychosocial Aspects, Editor(s): James D. Wright, *International Encyclopedia of the Social & Behavioral Sciences* (Second Edition), Elsevier, Pages 613-619, ISBN 9780080970875, <https://doi.org/10.1016/B978-0-08-097086-8.14017-6>.

- Okuda et al. (2021). An Approach to Exploring Associations between Hospital Structural Measures and Patient Satisfaction by Distance-Based Analysis BMC Health Services Research. 21 : 63. <https://doi.org/10.1186/s12913-020-06050-3>
- Oliver, R.L. (1999). Whence Consumer Loyalty? *J. Mark.* 63, 33–44. <https://doi.org/10.1177/00222429990634s105>
- Park S, Kim H-K, Choi M, Lee M (2021). Factors affecting revisit intention for medical services at dental clinics. PLoS ONE 16(5): e0250546. <https://doi.org/10.1371/journal.pone.0250546>
- Panda, K. T., Das, S. (2014). The role of tangibility in service quality and its impact on external customer satisfaction: a comparative study on hospital and hospitality sectors. *IUP Journal of Marketing Management*
- Pighin, M.; Alvarez-Risco, A.; Del-Aguila-Arcentales, S.; Rojas-Osorio, M.; Yáñez, J.A. (2022). Factors of the Revisit Intention of Patients in the Primary Health Care System in Argentina. *ustainability*, 14, 13021. <https://doi.org/10.3390/su142013021>
- P. Moreau. (2007). “Clients’ needs and expectations,” *Irish Veterinary Journal*, vol. 60, no. 5, pp. 318–320.
- Thao, N. T. T., Xuan, T. T., Tran, N. B. (2021). Association Between Patient Satisfaction and the Willingness to Return for Rehabilitation - A Pilot Study. *The Open Public Health Journal*, Volume 14. 455-461. DOI : 10.2174/1874944502114010455.
- Shaw JR, Adams CL, Bonnett BN, et al. (2004). Use of the Roter interaction analysis system to analyze veterinarian-client-patient communication in companion animal practice. *J Am Vet Med Assoc.*225:222–229.
- Sitzia, J., and N. Wood. (1997). Patient satisfaction : A review of issues and concepts. *Soc. sci. Med.* 45, 1829-1843
- Suhadi, Yuniar N, Tawai A, et al. (2022). The Relationship of the Quality of the Health Services Tangible Dimensions with Patient Satisfaction in the Health Services of the Lepo-Lepo Health Center Kendari City, Indonesia. *World Journal of Advanced Research and Reviews.* 15(01), 701-707.: <https://doi.org/10.30574/wjarr.2022.15.1.0747>
- Thompson, A. G. H., Sunol, R. (1995). Expectations as Determinants of Patient Satisfaction : Concepts, Theory and Evidence. *International Journal for Quality in Health Care.* DOI: 10.1093/intqhc/7.2.127

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. <https://doi.org/10.1371/journal.pone.0252241>

<https://www.avma.org/javma-news/2018-12-01/corporatization-veterinary-medicine>

<https://www.statista.com/statistics/1325607/indonesia-pet-ownership-rate/>

<https://data.jakarta.go.id/dataset/data-jumlah-pelayanan-kesehatan-hewan-2021>

<https://data.jakarta.go.id/dataset/data-jumlah-pelayanan-kesehatan-hewan-2019>

