

DAFTAR PUSTAKA

- Abadi, Rahmad Irvan. 2020. Pengaruh Kepercayaan dan Harga terhadap Loyalitas Pelanggan melalui Kepuasan sebagai Variabel Intervening (Studi Kasus pada Pengguna Kartu Operator Seluler Simpati di Desa Barudinding, Kecamatan Gapura, Kabupaten Sumenep, Madura). *E-Jurnal Riset Manajemen Prodi Manajemen*.
- Adabi, N. (2020). Pengaruh citra merek, kualitas pelayanan dan kepercayaan konsumen terhadap keputusan pembelian indihome di witel telkom depot. *Jurnal Manajemen*, 12(1), 32-39
- Adhikary, G., Shawon, M. S. R., Ali, M. W., Shamsuzzaman, M., Ahmed, S., Shackelford, K. A., Uddin, M. J. (2018). Factors influencing patients' satisfaction at different levels of health facilities in Bangladesh: Results from patient exit interviews. *PLOS ONE*, 13(5), e0196643. Retrieved from <https://doi.org/10.1371/journal.pone.0196643>. doi:10.1371/journal.pone.0196643
- Aeni, Nur dan Siti Istikhoroh. 2020. Pengaruh Kepercayaan terhadap Loyalitas dengan Kepuasan Konsumen sebagai Variabel Intervening (Pengguna Shopee Mahasiswa Universitas PGRI Adi Buana Surabaya). *Journal of Sustainability Business Research (JSBR)*, Vol.1, Issue 1. <http://jurnal.unipasby.ac.id/index.php/jsbr>
- Al Muala, Imad., and Ghaith Abdurraheem Ali Alsheikh. 2022. The Impact of Emotion, Convenience, and Customer Satisfaction Towards Customer Loyalty: Evidence From Jordanian Five Star Hotels. *Journal of Management Information and Decision Sciences Volume 25, Special Issue 4, 2022*
- Al-Abri, R., & Al-Balushi, A. (2014). Patient Satisfaction Survey as a Tool Towards Quality Improvement. *Oman Med J*, 29, 3-7.
- Alarcon-Ruiz, C. A., Heredia, P., & Taype-Rondan, A. (2019). Association of waiting and consultation time with patient satisfaction: secondary-data analysis of a national survey in Peruvian ambulatory care facilities. *BMC Health Services Research*, 19(1), 439. Retrieved from <https://doi.org/10.1186/s12913-019-4288-6>. doi:10.1186/s12913-019-4288-6
- Aldaqa, S., Alghamdi, H., AlTurki, H., Eldeek, B., & Kensarah, A. (2011). Determinants of Patient Satisfaction in the Surgical ward at a University Hospital in Saudi Arabia. *Life Science Journal*, 9.
- Alexander, K. (2020). Which of these statements on health/the health system do you agree with? Retrieved from <https://www.statista.com/forecasts/823437/attitudes-towards-health-and-the-health-system-in-indonesia>
- Al-Harajin, R. S., Al-Subaie, S. A., & Elzubair, A. G. (2019). The association between waiting time and patient satisfaction in outpatient clinics: Findings from a tertiary care hospital in Saudi Arabia. *J Family Community Med*, 26(1), 17-22. doi:10.4103/jfcm.JFCM_14_18

- Alviska, Amalia Reva. 2017. Pengaruh Kualitas Produk, Kualitas Pelayanan dan Kepercayaan terhadap Loyalitas Pelanggan (Studi pada Konsumen Klinik Erha di Malang). *Jurnal Manajemen Bisnis*, Vol. 7 (1).
- Amala, d. S. (2000). A Framework for Measuring Responsiveness. Retrieved from <https://www.who.int/responsiveness/papers/paper32.pdf>
- American College of Healthcare Executives. (2018). Top Issues Confronting Hospitals in 2018. Retrieved from <https://www.ache.org/learning-center/research/about-the-field/top-issues-confronting-hospitals/top-issues-confronting-hospitals-in-2018>
- Anggriana, R., N. Qomariah. dan B. Santoso. 2017. Pengaruh Harga, Promosi, Kualitas Layanan terhadap Kepuasan Pelanggan Jasa Ojek Online “Om-Jek” Jember. *Jurnal Sains Manajemen dan Bisnis Indonesia*. 7(2) : 137-156
- Anhang Price, R., Elliott, M. N., Zaslavsky, A. M., Hays, R. D., Lehrman, W. G., Rybowski, L., . . . Cleary, P. D. (2014). Examining the Role of Patient Experience Surveys in Measuring Health Care Quality. *Medical Care Research and Review*, 71(5), 522-554. Retrieved from <https://doi.org/10.1177/1077558714541480>. doi:10.1177/1077558714541480
- Aplicares. (2021). Peserta Program JKN. Retrieved from <https://faskes.bpjs-kesehatan.go.id/aplicares/#/app/peta>
- Arafat, R., & Hapsah, H. (2016). Pengaruh Pemberian Posisi Lateral 30 Derajat Terhadap Tingkat Kenyamanan Pasien Stroke Dirumah Sakit Dr. Wahidin Sudirohusodo Makassar. *Indonesian Nursing Journal of Education and Clinic (INJEC)*, 1(1), 42-47.
- Ardhiansyah, Nur, Sri Murni Setyawati and Ari Yunanto. 2019. Impact Of Brand Trust On Customer Satisfaction And Customer Loyalty. *International Conference on Rural Development and Entrepreneurship 2019 : Enhancing Small Busniness and Rural Development Toward Industrial Revolution 4.0. Vol. 5 No. 1 ISBN: 978-623-7144-28-1*
- Arni Purwanti dan Rahma Wahdiniwaty. 2017. Analisis Kualitas Pelayanan, Kepercayaan, Dan Kewajaran Harga Pengaruhnya Terhadap Loyalitas Pelanggan Pada Cinderella School of English for Children di Bandung. *Jurnal Ilmiah Magister Manajemen Unikom (JIMM Unikom)*. ISSN: 2460 089X. Pp. 62 – 74
- Arsita, R., & Idris, H. (2019). The Relationship of Hospital Cost, Service Quality and Patient Satisfaction *Jurnal Ilmu Kesehatan Masyarakat*.
- Atmaja, H. S., & Achsa, A. (2022). Analisis Harga, Kepercayaan, Keamanan, Dan Persepsi Resiko Dalam Keputusan Pembelian Konsumen Pada Online Shop. *Jurnal Mirai Management*, 7(1), 400-409
- Aulia, D., Rahmiati, R. dan Tabrani, G. (2019) „Mengukur Kepuasan Pasien Rumah Sakit Islam Siti Rahmah Padang Atas Kualitas Pelayanan Instalasi Farmasi Dengan Menggunakan Metode Importance Performance Analysis“, *Jurnal Ecogen*, 2(1), p. 11. doi:10.24036/jmpe.v2i1.6093.
- Bahrudin, M., & Zuhro, S. (2015). Pengaruh Kepercayaan dan Kepuasan Pelanggan Terhadap Loyalitas Pelanggan. *Jurnal Bisnis dan Manajemen Islam*, 3(1).

- Bancin, E. S., Aini, F., & Gunawan, R. (2018). Pengaruh Faktor Waktu Pelayanan Kenyamanan dan Keistimewaan dan Hubungan antar Manusia terhadap Kepuasan Pasien Pengguna BPJS di Instalasi Rawat Inap RSUD Aceh Singkil. *Jurnal Rekam Medic*, 1(1), 41-51.
- Bell, C., Fredberg, U., Schlünsen, A. D. M., & Vedsted, P. (2019). Converting acute inpatient take to outpatient take with fast-track assessment in internal medicine wards – a before-after study. *BMC Health Services Research*, 19(1), 346. Retrieved from <https://doi.org/10.1186/s12913-019-4175-1>
- Biglu, M.-H., Nateq, F., Ghojzadeh, M., & Asgharzadeh, A. (2017). Communication Skills of Physicians and Patients' Satisfaction. *Materia socio-medica*, 29(3), 192-195. Retrieved from <https://pubmed.ncbi.nlm.nih.gov/29109665>
- Binendra, O. V., & Prayoga, D. (2022). Pengaruh Citra dan Kualitas Pelayanan terhadap Loyalitas Pasien Rawat Inap pada Rumah Sakit: Literature Review. *Media Publikasi Promosi Kesehatan Indonesia (MPPKI)*, 5(10), 1199-1205.
- Birkhäuser, J., Gaab, J., Kossowsky, J., Hasler, S., Krummenacher, P., Werner, C., & Gerger, H. (2017). Trust in the health care professional and health outcome: A meta-analysis. *PLOS ONE*, 12(2), e0170988. Retrieved from <https://doi.org/10.1371/journal.pone.0170988>.
- BPJS Kesehatan. (2014). Panduan Praktis Sistem Rujukan Berjenjang. Retrieved from <https://bpjs-kesehatan.go.id/bpjs//unduh/index/37>
- Bricci, L., Fragata, A., dan Antunes, J. 2015. The Effects of Trust, Commitment and Satisfaction on Customer Loyalty in the Distribution Sector. *Journal of Business Economics and Management*. <https://www.researchgate.net/publication/275545198>
- Brilliant, Mochammad Auditya and Adrian Achyar. 2013. The Impact of Satisfaction and Trust on Loyalty of E-Commerce Customer. *Asean Marketing Journal*. Vol.5 (1).
- Carlucci, D., Renna, P., & Schiuma, G. (2013). Evaluating service quality dimensions as antecedents to outpatient satisfaction using back propagation neural network. *Health Care Management Science*, 16(1), 37-44. Retrieved from <https://doi.org/10.1007/s10729-012-9211-1>
- Cash TF, Kilcullen RN (1985) The eye of the beholder: susceptibility to sexism and beautyism in the evaluation of managerial applicants. *J Appl Soc Psychol* 15:591–605
- Chaerudin, S. M., & Syafarudin, A. (2021). The Effect Of Product Quality, Service Quality, Price On Product Purchasing Decisions On Consumer Satisfaction. *Ilomata International Journal of Tax and Accounting*, 2(1), 61-70.
- Chandra, S. (2014). The Impact of Customer Experience toward Customer Satisfaction and Loyalty of Ciputra World Surabaya. *iBuss Management*, 1-11.

- Chandra, S., Ward, P., & Mohammadnezhad, M. (2019). Factors Associated With Patient Satisfaction in Outpatient Department of Suva Sub-divisional Health Center, Fiji, 2018: A Mixed Method Study. *Frontiers in Public Health*, 7(183). Retrieved from <https://www.frontiersin.org/article/10.3389/fpubh.2019.00183>.
- Chou, Pin-Fenn, Chin-Shan Lu and Yu-Hen Chang. 2014. Effects of service quality and customer satisfaction on customer loyalty in high-speed rail services in Taiwan. *Transportmetrica A: Transport Science*, 2014 Vol. 10, No. 10, 917–945, <http://dx.doi.org/10.1080/23249935.2014.915247>
- Chou, S., Chen, C.-W., & Lin, J.-Y. (2015). Female online shoppers: Examining the mediating roles of e-satisfaction and e-trust on e-loyalty development. *Internet Research*, 25(4), 542–561. doi:10.1108/intr-01-2014-0006
- Crawford, D. C., Li, C. S., Sprague, S., & Bhandari, M. (2015). Clinical and Cost Implications of Inpatient Versus Outpatient Orthopedic Surgeries: A Systematic Review of the Published Literature. *Orthop Rev (Pavia)*, 7(4), 6177. doi:10.4081/or.2015.6177
- Darmawan, D. (2019). The effect of customer satisfaction on trust and customer loyalty. *Management & Accounting Research Journal Global*, 1-8.
- Deshwal, P., Ranjan, V., & Ranjan, V. (2014). College clinic service quality and patient satisfaction. *International Journal of Health Care Quality Assurance*, 27(6), 519–530.
- Dharma, Robby. 2017. Pengaruh Kualitas Pelayanan, Kepercayaan dan Kepuasan Terhadap Loyalitas Pelanggan Pada PT. Padang Tour Wisata Pulau Padang. *Jurnal EKOBISTEK Fakultas Ekonomi*. Vol. 6, No. 2.
- Dini Fitria, A., & Bernarto, I. (2022). Pengaruh Brand Credibility, Customer's Satisfaction dan Customer's Loyalty pada Word of Mouth di Klinik Kecantikan The-Unnathi Pakubuwono Jakarta. *Jurnal Administrasi Bisnis*, 12(1), 1-9. <https://doi.org/https://doi.org/10.35797/jab.12.1.2022.39835.1-9>
- Direktorat Kesehatan dan Gizi Masyarakat. (2020). Bedah Anggaran Kesehatan. Retrieved from https://www.bappenas.go.id/files/2315/9339/3181/24-06-2020_Bappenas_Buku_Bedah_Anggaran_Kesehatan.pdf
- Dwivedi, Y., Mäntymäki, M., Ravishankar, M., Janssen, M., Clement, M., Slade, E., . . . Simintiras, A. (2016). Social media: The good, the bad, and the ugly. *Paper presented at the 15th IFIP WG 6.11 Conference on e-Business, e-Services, and e-Society, Swansea, UK*.
- Eglal A. Abd El-Wahb, D. N. S. N. M. S. M. S., & Etawy, D. N. S. E. A. (2019). Impact of Nursing Care Hours on Hospital Cost and Patient Satisfaction in Emergency Department. *The Medical Journal of Cairo University*, 87(December), 5207-5215. Retrieved from https://mjcu.journals.ekb.eg/article_89611.html. doi:10.21608/mjcu.2019.89611
- Eijkelenboom, A., Blok, G., & Bluysen, P. (2019). Comfort and satisfaction of patients, visitors and staff with patient rooms at inpatient wards, a pilot study. *Paper presented at the E3S Web of Conferences CLIMA 2019 Congress*.

- Elder GH (1969) Appearance and education in marriage mobility. *Am Sociol Rev* 34:519–533
- Erica, D., & Al Rasyid, H. (2018). Pengaruh Kualitas Layanan Dan Pemanfaatan Teknologi Informasi Terhadap Kepuasan Dan Loyalitas Pelanggan Jasa Transportasi Online Di Jakarta. *Jurnal Perspektif*, 16(2), 168-176
- Erni Yunaida, Pengaruh Brand Image (Citra Merek) terhadap Loyalitas Konsumen Produk Oli Pelumas Evalube di Kota Langsa, *Jurnal Manajemen dan Keuangan*, Vol. 6, No. 2, 2017, hal. 802-803
- Ertemel, A. V., Civelek, M. E., Eroğlu Pektaş, G. Ö., & Çemberci, M. (2021). The role of customer experience in the effect of online flow state on customer loyalty. *PloS One*, 16(7), e0254685. doi:10.1371/journal.pone.0254685
- F. Reichheld, 1996. *The Loyalty Effect*, Harvard Business School Press”, Boston: Bain e Company;.
- F. Reichheld, 2021. *Lead for Loyalty*, Harvard Business, Boston: Bain e Company;
- Fachmi, M., Modding, B., Kamase, J., & Damis, H. (2020). The Mediating Role of Satisfaction: Life Insurance Customers’ Perspective (Service Quality, Trust and Image Toward Loyalty). *International Journal of Multicultural and Multireligious Understanding*, 156-170.
- Fajriana, Meita, 2018. Melihat Perkembangan Industri Klinik Kecantikan di Indonesia. <https://www.liputan6.com/fashion-beauty/read/3649758/melihat-perkembangan-industri-klinik-kecantikan-di-indonesia>. Diakses pada 20 Juli 2022.
- Fedotova, I., Kryvoruchko, O., & Shynkarenko, V. (2019). Theoretical aspects of determining the types of customer loyalty. *SHS Web of Conferences*, 1-6.
- Fenton, J. J., Jerant, A. F., Bertakis, K. D., & Franks, P. (2012). The Cost of Satisfaction: A National Study of Patient Satisfaction, Health Care Utilization, Expenditures, and Mortality. *Archives of Internal Medicine*, 172(5), 405-411. Retrieved from <https://doi.org/10.1001/archinternmed.2011.1662>.
- Ferdinand, M., & Ciptono, W. S. (2022). Indonesia's Cosmetics Industry Attractiveness, Competitiveness and Critical Success Factor Analysis. *Jurnal Manajemen Teori dan Terapan*, 210-223.
- Fog, E. Y., & Indra, R. (2022). The impact of content marketing and brand trust on customer loyalty. *Syntax Literate: Jurnal Ilmiah Indonesia*, 3201-3208.
- Fook, A. C., & Dastane, O. (2021). Effectiveness of Loyalty Programs in Customer Retention: A Multiple Mediation Analysis. *Jindal Journal of Business Research*, 7-32.
- Freddy Rangkuti. (2015) Analisis SWOT. Jakarta : PT Gramedia Pustaka Utama.
- Fuadi, S., Ambarwati, K., Suharto, S., & Suwanto, S. (2022, July). Pengaruh Kelengkapan Produk, Pelayanan Prima, Kepercayaan, dan Kenyamanan terhadap Kepuasan Konsumen. In *UMMagelang Conference Series* (pp. 311-322).
- Ghozali, I. (2016). *Aplikasi Analisis Multivariate Dengan Program IBM SPSS*. Semarang: Badan Penerbit Universitas Diponegoro.

- Ghozali, Imam dan Latan, H. (2014). *Partial Least Squares Konsep, Teknik dan Aplikasi Menggunakan Program SmartPLS 3.0*. Semarang: Badan Penerbit Universitas Diponegoro.
- Ghozali, Imam. 2016. *Konsep, Teknik dan Aplikasi Menggunakan Program SmartPLS 3.0*. Pdf. Universitas Diponegoro.
- Griffin, Jill. (2012). *Customer Loyalty How to Earn It, How to Keep It*. Kentucky: McGraw-Hill.
- Hadiyati, I., Sekarwana, N., Sunjaya, D., & Setiawati, E. (2017). Konsep Kualitas Pelayanan Kesehatan berdasar atas Ekspektasi Peserta Jaminan Kesehatan Nasional. *Majalah Kedokteran Bandung*, 49.
- Hallett, S. (2016). 'An Uncomfortable Comfortableness': 'Care', Child Protection and Child Sexual Exploitation. *The British Journal of Social Work*, 46(7), 2137-2152. Retrieved from <https://doi.org/10.1093/bjsw/bcv136>. doi:10.1093/bjsw/bcv136
- 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>
- Hartawan, I. M. P. S., & Suyanto, A. H. (2022). Pengaruh Desain atau Penempatan Ruang Tunggu Terhadap Kenyamanan Pasien di Loker Pendaftaran Puskesmas Suranadi. *Nusadaya Journal of Multidisciplinary Studies*, 1(1), 1-5.
- Hasanah, S. M. (2018). *Pengaruh Pelayanan, Tata Letak dan Kenyamanan Terhadap Keputusan Pembelian pada Indomaret di Jalan Pakisan Bondowoso* (Doctoral dissertation, Universitas Muhammadiyah Jember).
- Hayati, E. (2022). Analisis Faktor yang Memengaruhi Kepuasan Pasien Rawat Inap di Rumah Sakit Umum Vina Estetika Medan. *Global Health Science*, 7(2), 96-101.
- Hayati, F. R., & Mutiari, D. (2022, August). Pengaruh Sistem Pencahayaan Terhadap Kenyamanan Pasien pada Ruang Perawatan di RSJD Dr Arif Zainudin. In *Prosiding (SIAR) Seminar Ilmiah Arsitektur* (pp. 722-732).
- Hayati, I., & Al Muddatstsir, U. D. (2019). Effects Of Customer Relationship Management On Customer Loyalty.
- Helbig, M., Helbig, S., Kahla-Witzsch, H. A., & May, A. (2009). Quality management: reduction of waiting time and efficiency enhancement in an ENT-university outpatients' department. *BMC Health Services Research*, 9(1), 21. Retrieved from <https://doi.org/10.1186/1472-6963-9-21>. doi:10.1186/1472-6963-9-21
- Herawaty, M. T., Aprillia, A., Rahman, A., Rohimah, L., Taruna, H. I., Styaningrum, E. D., & Suleman, D. (2022). The Influence of Service Quality and Price on Alfamart Consumer Loyalty with Customer Satisfaction As Mediation Variables. *International Journal of Social and Management Studies*, 3(2), 246-257.
- Hidayat, Rachmad, Sabarudin Akhmad dan Machmud. 2015. Effects of Service Quality, Customer Trust and Customer Religios Commitment on Customer Satisfaction and Loyalty of Islamic Banks in East Java. *Al-Iqtishad. Vol. VII No. 2*,

- Ibojo, B. O., & Asabi, O. M. (2015). Impact of Customer Satisfaction on Customer Loyalty: A Case Study of a Reputable Bank in Oyo, Oyo State, Nigeria. *International Journal of Managerial Studies and Research (IJMSR)*, 59-69.
- Iman, A. T. (2017). *Manajemen Mutu Informasi Kesehatan I : Quality Assurance*. Kementerian Kesehatan Republik Indonesia.
- Imran, B., & Ramli, A. H. (2019, April). Kepuasan pasien, citra rumah sakit dan kepercayaan pasien di provinsi sulawesi barat. In *Prosiding Seminar Nasional Pakar* (pp. 2-48).
- Iriani, A., Hendry, Manongga, D., Wijono, S., & Suhariyadi. (2023). The Impacts of E-Service, Price, Trust and Comfort on Loyalty with the Mediation of Customer Satisfaction of Gojek. *Journal of System and Management Sciences*, 637-665.
- Isaeva, N., Gruenewald, K., & Saunders, M. N. (2020). Trust theory and customer services research: theoretical review and synthesis. *The Service Industry Journal*, 1-34.
- Ivanaj, V., Shrivastava, P., & Ivanaj, S. (2018). The value of beauty for organizations. *Journal of Cleaner Production*.
- J. Barsky, *World - Class Customer Satisfaction*, Burr Ridge, IL: Irwin Professional Publishing; 1994.
- J. Jacoby and R. Kyner, *Brand Loyalty: Measurement and Management*, John Wiley Sons, New York; 1978.
- J. P. Peter, & J. C. Olson, 2010 *Consumer Behavior & Marketing Strategy*, Ninth Edition. New York: McGraw Hill.
- J. Pine, & J. H. Gilmore. 2011. *The Experience Economy Updated Edition*. Boston: Harvard Business Review Press, 2011.
- Jagdip, S. (1989). The Patient Satisfaction Concept: a Review and Reconceptualization (Vol. 16). Thomas K. Srull, Provo, UT : Association for Consumer Research, Pages: 176-179.
- Jakovljevic, M., Vukovic, M., Chen, C. C., Antunovic, M., Dragojevic-Simic, V., Velickovic-Radovanovic, R., . . . Yamada, T. (2016). Do Health Reforms Impact Cost Consciousness of Health Care Professionals? Results from a Nation-Wide Survey in the Balkans. *Balkan Med J*, 33(1), 8-17. doi:10.5152/balkanmedj.2015.15869
- Jayani, D. (2020). Anggaran Kesehatan 2015-2020. Retrieved from <https://databoks.katadata.co.id/datapublish/2019/08/16/benahi-total-bpjs-dan-jkn-berapa-anggaran-kesehatan-pada-2020>
- Katre, A. N. (2014). Assessment of the Correlation between Appointment Scheduling and Patient Satisfaction in a Pediatric Dental Setup. *International Journal of Dentistry*, 2014, 453237. Retrieved from <https://doi.org/10.1155/2014/453237>. doi:10.1155/2014/453237
- Kementerian Kesehatan Republik Indonesia. (2020). 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, Ned & Pierre Hadaya. 2016. Minimum Sample Size Estimation in PLS-SEM: The Inverse Square Root and Gamma-Exponential Methods. *Info Systems*. Doi: 10.1111/isj.12131
- Kolonio, Jeremia & Djurwati soepeno (2019). Pengaruh Service Quality, Trust dan Consumer Satisfaction terhadap Consumer Loyalty pada CV Sarana Marine Fiberglass. *Jurnal EMBA Vol. 7, No. 1*
- Kotler dan Gary Amstrong. (2016). *Dasar-dasar Pemasaran*. Jilid 1, Edisi Kesembilan. Jakarta: Erlangga. p125
- Kotler, Phillip dan Kevin Lane Keller. (2016). *Manajemen Pemasaran edisi 12 Jilid 1 & 2*. Jakarta: PT. Indeks.
- Kotler, Phillips. 2009. *Manajemen Pemasaran Edisi Ketiga Belas*. Jakarta: Erlangga
- Laelihyah, N., & Subekti, H. (2017). Waktu Tunggu Pelayanan Rawat Jalan dengan Kepuasan Pasien Terhadap Pelayanan di Rawat Jalan RSUD Kabupaten Indramayu. *Jurnal Kesehatan Vokasional, 1*.
- Lai, W.-T., & Chen, C.-F. (2011). Behavioral intentions of public transit passengers—The roles of service quality, perceived value, satisfaction and involvement. *Transport Policy*, 18(2), 318-325. Retrieved from <https://www.sciencedirect.com/science/article/pii/S0967070X10001125>. doi:<https://doi.org/10.1016/j.tranpol.2010.09.003>
- Laith, A., & Feras, A. i. (2011). The Mediating Effect of Patient Satisfaction in the Patients' Perceptions of Healthcare Quality – Patient Trust Relationship. *International Journal of Marketing Studies, 3*.
- Lestariningsih, T., Hadiyati, E., & Astuti, R. (2018). Study of service quality and patient satisfaction to trust and loyalty in public hospital, Indonesia. *International Journal of Business Marketing and Management*, 3(2), 1-12
- Li, J., Wang, P., Kong, X., Liang, H., Zhang, X., & Shi, L. (2016). Patient satisfaction between primary care providers and hospitals: a cross-sectional survey in Jilin province, China. *International Journal for Quality in Health Care*, 28(3), 346-354. Retrieved from <https://doi.org/10.1093/intqhc/mzw038>. doi:10.1093/intqhc/mzw038
- Li, Y., Gong, W., Kong, X., Mueller, O., & Lu, G. (2020). Factors Associated with Outpatient Satisfaction in Tertiary Hospitals in China: A Systematic Review. *International Journal of Environmental Research and Public Health*, 17(19). doi:10.3390/ijerph17197070
- Luft, H. S., Garnick, D. W., Mark, D. H., Peltzman, D. J., Phibbs, C. S., Lichtenberg, E., & McPhee, S. J. (1990). Does quality influence choice of hospital? *JAMA*, 263(21), 2899-2906.
- MacAllister, L., Zimring, C., & Ryherd, E. (2018). Exploring the Relationships Between Patient Room Layout and Patient Satisfaction. *HERD: Health Environments Research & Design Journal*, 12(1), 91-107. Retrieved from <https://doi.org/10.1177/1937586718782163>. doi:10.1177/1937586718782163
- Mahendradhata, Y., Trisantoro, L., Listyadewi, S., Soewondo, P., Marthias, T., Harimurti, P., & Prawira, J. (2017). *The Republic of Indonesia Health*

- System Review* (Health Systems in Transition, Vol-7 No.1 ed.). New Delhi: WHO Regional Office for South-East Asia.
- Ma-Kellams, C., Wang, M. C., & Cardiel, H. (2017). Attractiveness and relationship longevity: beauty is not what it is cracked up to be. *Personal Relationships*, 1-16.
- Mandagie, Y. R. O., Masri, I., Widyawati, W., Pangestu, F. A., & Sukma, A. A. (2022). Peranan security concern dalam kenyamanan transaksi perbankan secara online dan dampaknya terhadap kinerja perbankan. *AKURASI: Jurnal Riset Akuntansi dan Keuangan*, 4(1), 83-94.
- Marlowe CM, Schneider SL, Nelson CE (1996) Gender and attractiveness biases in hiring decisions: are more experienced managers less biased? *J Appl Psychol* 81:11–21
- Ma'Ruf, S. (2018). Pengaruh Kemudahan Penggunaan, Kegunaan, Persepsi Risiko, Dan Kenyamanan Terhadap Sikap Konsumen Dalam Belanja Online (Studi Pada Toko Online Lazada. com). *Jurnal Manajemen Bisnis Indonesia (JMBI)*, 7(5), 535-549.
- Meesala, A. and Paul, J. 2016. Service Quality, Costumer Satisfaction and Loyalty in Hospitals: Thinking for The Future. Elsevier: *Journal of Retailing and Consumer Service*
- Mesfin, D., & Gintamo, T. (2019). Patient satisfaction and associated factors with services provided at outpatient departments. *International Journal of Public Health Science*, 8.
- Michael, M., Schaffer, S. D., Egan, P. L., Little, B. B., & Pritchard, P. S. (2013). Improving Wait Times and Patient Satisfaction in Primary Care. *Journal for Healthcare Quality*, 35(2), 50-60. Retrieved from <https://doi.org/10.1111/jhq.12004>. doi:<https://doi.org/10.1111/jhq.12004>
- Mosadeghrad, A. M. (2014). Factors Influencing Healthcare Service Quality. *International journal of health policy and management*, 3(2), 77-89. Retrieved from https://www.ijhpm.com/article_2864.html. doi:10.15171/ijhpm.2014.65
- Murray, C. J. L., Evans, D. B., & World Health Organization. Global Programme on Evidence for Health, P. (2003). *Health systems performance assessment : debates, methods and empiricism*. Geneva: World Health Organization.
- Nagara, M. R., & Nurhajati, L. (2022). The Construction and Adoption of Beauty Standard by Youth Female as the Consumer of K-Beauty Products in Indonesia. *Jurnal Riset Komunikasi*, 258-277.
- Nasution dan Simamora. 2020. Peran Kepercayaan Pelanggan dan Kualitas Pelayanan dalam Membentuk Kepuasan Pelanggan. *Jurnal Poltekapp*.
- Neti M., B., A. Joy, R., & Josephine S.M., S. (2015). Analisis lama waktu tunggu pelayanan pasien rawat jalan di Balai Kesehatan Mata Masyarakat Propinsi Sulawesi Utara. Perhimpunan Ahli Anatomi Indonesia. *EBiomedik*, 3.
- Nguyen, N. X., Tran, K., & Nguyen, T. A. (2021). Impact of Service Quality on In-Patients' Satisfaction, Perceived Value, and Customer Loyalty: A Mixed-

- Methods Study from a Developing Country. *Patient Preference and Adherence*, 2523-2538.
- Nono, E. A. 2022. Korelasi Kualitas Pelayanan Perawat dan Pelayanan Rumah Sakit terhadap Kepuasan dan Kenyamanan Pasien dalam Pemulihan Penyakit Covid-19 di Rumah Sakit.
- Nurbani, A., Mulyanto, H., Wardani, M. K., & Andriyani, M. (2019). Pengaruh Bauran Pemasaran Terhadap Kepuasan dan Kepercayaan serta Dampaknya pada Loyalitas Konsumen. *Jurnal Manajemen Kewirausahaan*, 16(2), 109-120
- Osborne, David J. 1995. *Ergonomic at Work, Human Factor in Design and Development. 3rd edition*. John Wiley and Sons ltd : Chicester
- Olson, R. P., & Dhakal, I. B. (2015). Day of surgery cancellation rate after preoperative telephone nurse screening or comprehensive optimization visit. *Perioper Med (Lond)*, 4, 12. doi:10.1186/s13741-015-0022-z
- Paramandana, F. (2012). Pengaruh service convenience terhadap loyalitas pelanggan di Garden Restoran Savoy Homann Bidakara Hotel Bandung. Skripsi. Program Sarjana Universitas Pendidikan Indonesia Bandung
- Pawlush, G. G. (1981). Health care marketing minicase. *J Health Care Mark*, 1(4), 49-52.
- Pękacz, A., Kałalska, E., Skoczylas, A., & Targowski, T. (2019). Patient satisfaction as an element of healthcare quality - a single-center Polish survey. *Reumatologia*, 57(3), 135-144. doi:10.5114/reum.2019.86423
- Peraturan Menteri Kesehatan Republik Indonesia. (2019). Kesehatan Lingkungan Rumah Sakit. Retrieved from http://hukor.kemkes.go.id/uploads/produk_hukum/PMK_No__7_Th_2019_ttg_Kesehatan_Lingkungan_Rumah_Sakit.pdf
- Peraturan Menteri Kesehatan Republik Indonesia. (2019). Standar Teknis Pemenuhan Mutu Pelayanan Dasar Pada Standar Pelayanan Minimal Bidang Kesehatan. Retrieved from http://hukor.kemkes.go.id/uploads/produk_hukum/PMK_No__4_Th_2019_ttg_Standar_Teknis_Pelayanan_Dasar_Pada_Standar_Pelayanan_Minimal_Bidang_Kesehatan1.pdf
- Peraturan Menteri Kesehatan Republik Indonesia. (2020). Akreditasi Rumah Sakit.
- Peraturan Presiden Republik Indonesia. (2020). Perubahan Kedua Atas Peraturan Presiden Nomor 82 Tahun 2018 Tentang Jaminan Kesehatan. Retrieved from <https://peraturan.bpk.go.id/Home/Details/136650/perpres-no-64-tahun-2020>
- Permadi, A., & Silalahi, S. (2021). The effect of Customer Experience and Customer Engagement through Customer Loyalty on sales revenue achievement at PT United Tractors. *Emerging Markets : Business and Management Studies Journal*, 9(1), 1–17. doi:10.33555/embm.v9i1.194
- Permatasari, Intan dan Eko Purwanto. 2022. Analysis of Trust And Service Quality Towards Loyalty With Satisfaction As Intervening Variable On Bni Mobile Banking Customers At PT BNI Unitomo Cash Office Surabaya. *International Journal of Ecoomics, Management, Businesss and Social Science (IJEMBIS)*. Vol.1, Issue 1. E-ISSN: 2774-5376.

- Peters, A., Otter, J., Moldovan, A., Parneix, P., Voss, A., & Pittet, D. (2018). Keeping hospitals clean and safe without breaking the bank; summary of the Healthcare Cleaning Forum 2018. *Antimicrobial Resistance & Infection Control*, 7(1), 132. Retrieved from <https://doi.org/10.1186/s13756-018-0420-3>. doi:10.1186/s13756-018-0420-3
- Petrou, A. (2014). Economic Efficiency. In A. C. Michalos (Ed.), *Encyclopedia of Quality of Life and Well-Being Research* (pp. 1793-1794). Dordrecht: Springer Netherlands.
- Pine, B. J., & Gilmore, J. H. (2011). *The experience economy, updated edition*. Boston, MA: Harvard Business Review Press.
- Post, C., Sarala, R., Gatrell, C., & Prescott, J. E. (2020). Advancing Theory with Review Articles. *Journal of Management Studies*, 57(2), 351-376. Retrieved from <https://doi.org/10.1111/joms.12549>. doi:<https://doi.org/10.1111/joms.12549>
- Pouragha, B., & Zarei, E. (2016). The effect of outpatient service quality on patient satisfaction in teaching hospitals in Iran *Materia socio-medica*, 28(1), 21-25. Retrieved from <https://pubmed.ncbi.nlm.nih.gov/27047262>
- Prakash, B. (2010). Patient satisfaction. *J Cutan Aesthet Surg*, 3(3), 151-155. doi:10.4103/0974-2077.74491
- Preyde, M., Crawford, K., & Mullins, L. (2012). Patients' satisfaction and wait times at Guelph General Hospital Emergency Department before and after implementation of a process improvement project. *Canadian Journal of Emergency Medicine*, 14(3), 157-168. Retrieved from <https://www.cambridge.org/core/article/patients-satisfaction-and-wait-times-at-guelph-general-hospital-emergency-department-before-and-after-implementation-of-a-process-improvement-project/18463C966154F981E054A9D7D3340648>. doi:10.2310/8000.2012.110590
- Putra, O. S., Lukitaningsih, A., & Cahyani, P. D. (2022). Pengaruh tarif, keamanan dan kenyamanan terhadap loyalitas konsumen. *Forum Ekonomi*, 177-185.
- Putra, R. (2021). Determinasi Kepuasan Pelanggan Dan Loyalitas Pelanggan Terhadap Kualitas Produk, Citra Merek Dan Persepsi Harga (Literature Review Manajemen Pemasaran). *Jurnal Ekonomi Manajemen Sistem Informasi*, 2(4), 516-524.
- Putri, Gita Febrila Cahyaningtyas dan Nurlita Novianti. (2016). Pengaruh Persepsi Kegunaan, Persepsi Kemudahan, Kenyamanan, Kepercayaan, Kepuasan dan Loyalitas Pelanggan terhadap Minat Pembelian Kembali secara Online. *Akuntansi Fakultas Ekonomi dan Bisnis Universitas Brawijaya*.
- Putri, N. K., Wulandari, R. D., Syahansyah, R. J., & Grépin, K. A. (2021). Determinants of out-of-district health facility bypassing in East Java, Indonesia. *International Health*, 13(6), 545-554. Retrieved from <https://doi.org/10.1093/inthealth/ihaa104>. doi:10.1093/inthealth/ihaa104
- Putri, Yuni Adinda, Zakaria Wahab, Muchsin Saggaff Shihab, Agustina Hanafi. 2018. The effect of service quality and brand trust on loyalty through customer satisfaction in transportation service Go-jek (go-ride) in

- Palembang City. *Jurnal Manajemen Motivasi*, Vol.14 Hal 24-31.
www.openjurnal.unmuhpnk.ac.id/index.php/jm_motivasi
- Radja, I., Kusnanto, H., & Hasanbasri, M. (2015). Asuransi Kesehatan Sosial dan Biaya Out of Pocket di Indonesia Timur. *Jurnal Kebijakan Kesehatan Indonesia*, 4.
- Rahman, M. K., Jalil, M. A., Robel, S. D., & Al-Mamun, A. (2014). Customer Satisfaction as an Antecedent of Customer Loyalty in Malaysian Retail Marketing. *Journal of Basic and Applied Scientific Research*, 77-89.
- Rahmani, A. P. (2022). Pengaruh Kenyamanan dan Lokasi Terhadap Loyalitas Pelanggan melalui Keputusan Pembelian Sebagai Variabel Intervening. *Fair Value: Jurnal Ilmiah Akuntansi dan Keuangan*, 988-1001.
- Rahmawati, K. N. (2018). Pengaruh kualitas layanan medis, kepercayaan dan kepuasan terhadap loyalitas pasien rawat inap rumah sakit Pku Muhammadiyah Kebumen (Master's thesis, Universitas Islam Indonesia).
- Rajic, et al. 2016. The Antecedents of SMEs' Customer Loyalty: Examining the role of Service Quality, Satisfaction and Trust. *Original Scientific Paper*. DOI: 10.5937/industrija44-10741
- Ramadhani, R., & Sediawan, M. L. (2022). Kepercayaan Pasien Terhadap Layanan Kesehatan Suatu Studi Tinjauan Sistematis. *Jurnal Ilmiah Kesehatan Media Husada*, 11(1), 71-83.
- Rather, R. A., Tehseen, S., & Parrey, S. H. (2018). Promoting customer brand engagement and brand loyalty through customer brand identification and value congruity. *Spanish Journal of Marketing*, 321-339.
- Reiling, J., Hughes, R., & Murphy, M. (2008). The Impact of Facility Design on Patient Safety. In: Hughes RG, editor. *Patient Safety and Quality: An Evidence-Based Handbook for Nurses*. Retrieved from <https://www.ncbi.nlm.nih.gov/books/NBK2633/>
- Riswardani, Y. (2013). Pengaruh Fasilitas, Biaya dan Promosi Terhadap Kepuasan Pasien Rawat Inap. *Jurnal Ekonomi Manajemen Sumber Daya*, 14.
- Robbins, Stephen P & Judge, Timothy A. 2013. *Organizational Behavior Edition 15*. New Jersey: Pearson Education.
- Roh, C. Y., Lee, K. H., & Fottler, M. D. (2008). Determinants of hospital choice of rural hospital patients: the impact of networks, service scopes, and market competition. *J Med Syst*, 32(4), 343-353. doi:10.1007/s10916-008-9139-7
- Rokom. (2018). Upaya Indonesia Capai Universal Health Coverage di Tahun 2019. Retrieved from <https://sehatnegeriku.kemkes.go.id/baca/umum/20180502/4725818/upaya-indonesia-capai-universal-health-coverage-tahun-2019/>
- Rumondang, A., Sudirman, A., Sitorus, S., Kusuma, A. H. P., Manuhutu, M., Sudarso, A., ... & Arif, N. F. (2020). *Pemasaran Digital dan Perilaku Konsumen*. Yayasan Kita Menulis.
- S. Sheth., 1996. "Relationship Marketing: Paradigm Shift or Staff?", *Paper Presented at the annual meeting of the academy of Marketing Science. Miami, FL*

- Saâ, N., & Hasbi, I. (2022). The Influence Analysis of Brand Trust and Product Quality on Wardah Customer Loyalty. *Primanomics: Jurnal Ekonomi & Bisnis*, 20(1), 95-106.
- Safitri, D. N., Hidayat, W., & Dewi, R. S. (2015). Pengaruh Kualitas Pelayanan, Lokasi, dan Tarif Terhadap Kepuasan Pasien Rawat Inap Rumah Sakit Lestari Raharja Kota Magelang (Studi Kasus Pada Pasien Rawat Inap Non Asuransi). *Jurnal Ilmu Administrasi Bisnis*, 7. Retrieved from <https://ejournal3.undip.ac.id/index.php/jiab/article/view/8316>.
- Sagaro, G., Yalew, A., & Koyira, M. (2015). Patients' Satisfaction and Associated Factors Among Outpatient Department at Wolaita Sodo University Teaching Hospital, Southern Ethiopia: A Cross Sectional Study. *Science Journal of Clinical Medicine*, 4, 109-116.
- Sampara, N., Modding, B., Kamase, J., & Mahmud, A. (2020). Pengaruh Pengaruh Kualitas Layanan Dan Kepercayaan Dimediasi Kepuasan Jama'ah Pada PT. Tiga Bugis Wisata Di Kota Parepare. *Jurnal Sosio Sains*, 27-39.
- Sangadji, Etta Mamang; Sopiah. 2013. *Perilaku Konsumen*. Yogyakarta: Penerbit Andi.
- Sanjaya, L. J., & Sawitri, D. R. (2017). Hubungan antara kenyamanan pelayanan dengan loyalitas pelanggan: studi pada mahasiswa Universitas Diponegoro pengguna layanan Go-Jek di Semarang. *Jurnal Empati*, 149-156.
- Sari, M. R., Ardiwirastuti, I., & Harviandani, B. S. (2020). Hubungan Kepuasan Pasien dengan Loyalitas Pasien di RSGM IIK Bhakti Wiyata Kediri. *Jurnal Wiyata: Penelitian Sains dan Kesehatan*, 7(1), 56-61.
- Sari, S. M. (2021). Pengaruh Kualitas Pelayanan Dan Kepuasan Pasien Terhadap Loyalitas Pasien (Studi Pada Rumah Sakit Bhayangkara Tk Ii Sartika Asih Bandung). *Economix*, 9(1).
- Sarstedt, M., Ringle, C. M., & Hair, J. (2017). Partial Least Squares Structural Equation Modeling. *Handbook of Market Research*, 1-40.
- Satwiko, P. 2009. *Fisika Bangunan*. Yogyakarta : C.V Andi Offset.
- Say, A. B. (2022). Pengaruh Promosi dan Kepuasan Pelanggan Terhadap Loyalitas Pelanggan Kartu Prabayar Telkomsel Loop pada PT Telekomunikasi Indonesia (Telkomsel) di Jakarta. *Journal of Economics and Business UBS*, 11(1), 50-61.
- Schoenfelder, T., Klewer, J., & Kugler, J. (2011). Determinants of patient satisfaction: a study among 39 hospitals in an in-patient setting in Germany. *International Journal for Quality in Health Care*, 23(5), 503-509. Retrieved from <https://doi.org/10.1093/intqhc/mzr038>. doi:10.1093/intqhc/mzr038
- Sekaran, U., & Bougie, R. (2016). *Research Methods for Business: A Skill Building Approach*. Trento: Print Trento.
- Semuel, H., & Wibisono, J. (2019). Brand image, customer satisfaction dan customer loyalty jaringan supermarket superindo di surabaya. *Jurnal Manajemen Pemasaran*, 13(1), 27-34.

- Shirley, E. D., & Sanders, J. O. (2013). Patient satisfaction: Implications and predictors of success. *J Bone Joint Surg Am*, *95*(10), e69. doi:10.2106/jbjs.L.01048
- Silitonga, T. M. (2018). Faktor-Faktor yang Berpengaruh Terhadap Lama Waktu Tunggu Rawat Jalan di Rumah Sakit Santa Elisabeth Batam Tahun 2016. *Administrasi Rumah Sakit Indonesia*, *4*.
- Sinaga, O. S., Putri, D. E., Banjarnahor, A. R., Halim, F., & Sudirman, A. (2020). Mampukah Citra Merek, Fasilitas dan Kepercayaan Meningkatkan Kepuasan Pengunjung Taman Hewan Kota Pematangsiantar. *Inovbiz: Jurnal Inovasi Bisnis*, *8*(2), 151-157.
- Sinollah, S., & Masruroh, M. (2020). Pengukuran Kualitas Pelayanan (Servqual-Parasuraman) dalam Membentuk Kepuasan Pelanggan Sehingga Tercipta Loyalitas Pelanggan: Studi Kasus Pada Toko Mayang Collection Cabang Kepanjen. *Dialektika : Jurnal Ekonomi Dan Ilmu Sosial*, *4*(1), 45–64. E-Issn: 2502-4094. <https://Ejournal.Uniramalang.Ac.Id/Index.Php/Dialektika/Article/View/285>
- Sokang, Y. A., Westmaas, A. H., & Kok, G. (2019). Jakartans' Perceptions of Health Care Services. *Frontiers in Public Health*, *7*(277). Retrieved from <https://www.frontiersin.org/article/10.3389/fpubh.2019.00277>. doi:10.3389/fpubh.2019.00277
- Soliha, Euis, et al. 2021. The Influence of Experiential Marketing and Location on Customer Loyalty. *Journal of Asian Finance, Economics and Business*, Vol.8 (3).
- Sparrow, R., Suryahadi, A., & Widyanti, W. (2013). Social health insurance for the poor: Targeting and impact of Indonesia's Askeskin programme. *Social Science & Medicine*, *96*, 264-271. Retrieved from <https://www.sciencedirect.com/science/article/pii/S0277953612007095>. doi:https://doi.org/10.1016/j.socscimed.2012.09.043
- Srivastava, M., & Kaul, D. (2014). Social interaction, convenience and customer satisfaction: The mediating effect of customer experience. *Journal of Retailing and Consumer Services*, *21*(6), 1028–1037. <https://doi.org/10.1016/j.jretconser.2014.04.00>
- Sriyanti, C. (2016). Mutu Layanan Kebidanan & Kebijakan Kesehatan. Pusdik SDM Kesehatan.
- Subiyantoro, E., & Ambarwati, A. (2017). Analisis tingkat kepuasan pasien terhadap pelayanan yang diberikan oleh rumah sakit dengan metode Servqual, Importance Performance Analysis dan Customer Satisfaction Index. Prosiding Seminar Nasional & Internasional.
- Sudari, L. (2022). Kualitas Pelayanan, Harga dan Kepuasan Pasien Pada Rumah Sakit Umum Daerah Kabupaten Buleleng. *Widya Amerta*, *9*(1), 81-95.
- Sugiyarto, S., & Junaedi, E. (2021). Sistem Pendaftaran Online Melalui Okadoc, Kenyamanan Rumah Sakit dan Respon Staf Administrasi Terhadap Kepuasan Pasien di Rs Permata Pamulang. *Derivatif: Jurnal Manajemen*, *15*(2), 306-316.

- Sugiyono. 2009. *Metode Penelitian Kuantitatif untuk Bisnis: Pendekatan Filosofi dan Praktis*. Jakarta: Indexs.
- Sugiyono. 2010. *Metode Penelitian Kuantitatif untuk Bisnis: Pendekatan Filosofi dan Praktis*. Jakarta: Indexs.
- Sukmawati, Ida dan James DD. Massie. 2015. Pengaruh Kualitas Pelayanan Dimediasi Kepuasan Pelanggan dan Kepercayaan Pelanggan terhadap Loyalitas Pelanggan pada PT Air Manado. *Jurnal EMBA*, Vol.3 (3), hal 729-742. Rajic et al., (2016)
- Sunny, S., & Rodhiah, R. (2019). Pengaruh Pengalaman Belanja Online, Nilai Kenyamanan Terhadap Niat Pembelian Kembali Dengan Kepuasan Pelanggan Sebagai Mediasi Pada Pelanggan Tokopedia. *Jurnal Manajerial Dan Kewirausahaan*, 1(2), 335-343.
- Supriyatna, Iwan dan Mohammad Fadil Djailani. Pertumbuhan Industri Kosmetik Peluang Cuan Baru. <https://www.suara.com/bisnis/2021/10/01/165627/pertumbuhan-industri-kosmetik-peluang-cuan-baru>. Diakses pada 20 Juli 2022
- Surijadi, H. (2019). Pengaruh Kenyamanan dan Tepat Waktu Terhadap Kepuasan Pasien Bersalin Pada Rsud Dr. Haulussy di Kota Ambon. *Soso-Q: Jurnal Manajemen*, 7(1).
- Sy, I., & Sitanggang, A. O. (2022). Membangun Brand Trust di Era Konvergensi Media. *Jurnal Communio: Jurnal Jurusan Ilmu Komunikasi*, 11(2), 149-168.
- Tarigan, I., & Suryati, T. (2017). Gambaran Out of Pocket pada Awal Era JKN di Indonesia. *Jurnal Penelitian dan Pengembangan Pelayanan Kesehatan*, 1.
- Tjahjaningsih, E., Maskur, A., Widyasari, S., & Kusuma, L. (2021). The Effect of Customer Experience and Service Quality on Satisfaction in Increasing Loyalty. *Advances in Economics, Business and Management Research*, 395-399.
- Tjiptono, F . 2012. *Pemasaran Jasa-Prinsip, Penerapan, dan Penelitian*. Penerbit Andi. Yogyakarta.
- Tsai, T. C., Orav, E. J., & Jha, A. K. (2015). Patient satisfaction and quality of surgical care in US hospitals. *Ann Surg*, 261(1), 2-8. doi:10.1097/sla.0000000000000765
- Utomo, I. B. (2019). Pengaruh Kepercayaan dan Kenyamanan Konsumen terhadap Keputusan Pembelian Online pada UD. Mebel Jati Jepara (Doctoral dissertation, IAIN Kudus
- V. Kumar, and D. Shah, "Building and sustaining profitable customer loyalty for the 21st century", *Journal of Retailing*, no. 80: pp. 317-330, 2004.
- Visnu, J., Rusetiyanti, N., & Tana, S. (2018). How to determine the demand of aesthetic service: Identifying client's preferences by using conjoint analysis. *Journal of Economics and Business*, 2(2), 108–116. <https://doi.org/10.25170/jebi.v2i2.34>
- Voit, M., Weib, M., & Hewig, J. (2023). The benefits of beauty – Individual differences in the pro attractiveness bias in social decision making. *Current Psychology*, 11388–11402.

- Vural, F., Ciftci, S., Cakiroglu, Y., & Vural, B. (2014). Patient satisfaction with outpatient health care services: evaluation of the components of this service using regression analysis. *North Clin Istamb*, 1(2), 71-77. doi:10.14744/nci.2014.30074
- Walakandou, R., Ratag, G., & Korompis, G. (2021). Faktor-faktor yang berpengaruh pada waktu tunggu pasien dalam masa pandemik COVID 19 di unit rawat jalan rumah sakit. *Indonesian Journal of Public and Community Medicine*, 2.
- Widjaja, A., Astuti, W., & Manan, A. (2019). The relationship between customer satisfaction and loyalty: evidence on online transportation services in Indonesia. *International Journal of Advances in Scientific Research and Engineering*, 5(4), 214-222.
- Wijayanti, R. M., Saidani, B., & Fidhyallah, N. F. (2021). Pengaruh Harga dan Kepercayaan pada Jasa Pengiriman X terhadap Kepuasan Pelanggan E-Commerce di Jakarta. *Jurnal Bisnis, Manajemen, dan Keuangan-JBMK*, 2(1), 150-159.
- Wiliana, E., Erdawati, L., & Meitry, Y. (2019). Pengaruh Reputasi, Kualitas Relasional Dan Kepercayaan Pasien Terhadap Kepuasan Dan Loyalitas Pasien (Studi Kasus pada Pasien Rawat Jalan BPJS di Rumah Sakit Swasta Kota Tangerang). *E-Mabis: Jurnal Ekonomi Manajemen dan Bisnis*, 20(2), 96-108.
- Wirapraja, A., Aribowo, H., & Setyoadi, E. T. (2021). The Influence of E-Service Quality, and Customer Satisfaction On Go-Send Customer Loyalty In Surabaya. *Indonesian Journal of Information Systems*, 3(2), 128-137.
- Wisniewski, M., & Wisniewski, H. (2005). Measuring service quality in a hospital colposcopy clinic. *Int J Health Care Qual Assur Inc Leadersh Health Serv*, 18(2-3), 217-228. doi:10.1108/09526860510594776
- Wong, E., Mavondo, F., & Fisher, J. (2020). Patient feedback to improve quality of patient-centred care in public hospitals: a systematic review of the evidence. *BMC Health Services Research*, 1-17.
- World Health Organization. (2021). Global Health Expenditure Data. Retrieved from <https://apps.who.int/nha/database>
- World Health, O., the International Bank for, R., & Development / The World, B. (2017). Tracking universal health coverage: 2017 global monitoring report: executive summary. Retrieved from Geneva: <https://apps.who.int/iris/handle/10665/260522>
- Wulur, L. M., Militina, T., & Achmad, G. N. (2020). Effect of service quality and brand trust on customer satisfaction and customer loyalty Pertamina Hospital Balikpapan. *International Journal of Economics, Business and Accounting Research (IJEBAR)*, 72-83.
- Xu, J., Cao, J. Y., Chaggar, G. S., & Negus, J. J. (2020). Comparison of outpatient versus inpatient total hip and knee arthroplasty: A systematic review and meta-analysis of complications. *Journal of Orthopaedics*, 17, 38-43. Retrieved from <https://www.sciencedirect.com/science/article/pii/S0972978X19303174>. doi:<https://doi.org/10.1016/j.jor.2019.08.022>

- Yunus, Mukhlis, Mahdani Ibrahim and Fakhurrrazi. 2018. The Role of Customer Satisfaction and Trust as Mediation on the Influence of Service Quality and Corporate Image to Customer Loyalty. *European Journal of Business and Management*. Vol.10, No.15.
- Yusri, C. R., Hidayat, M., & Djuhaeni, H. (2017). Role of Satisfaction with Health Care Services in Increasing Patient. *Althea Medical Journal*, 329-334.

