

DAFTAR PUSTAKA

- Adeleke, I. T., Suleiman-Abdul, Q. B., Aliyu, A., Ishaq, I. A., & Adio, R. A. (2018). Deploying unqualified personnel in health records practice: Role substitution or quackery? implications for Health Services Delivery in Nigeria. *Health Information Management Journal*, 48(3), 152–156.
<https://doi.org/10.1177/1833358318800459>
- Akdere, M., Top, M., & Tekingündüz, S. (2018). Examining patient perceptions of service quality in Turkish hospitals: The SERVPERF model. *Total Quality Management & Business Excellence*, 31(3–4), 342–352.
<https://doi.org/10.1080/14783363.2018.1427501>
- Alawni, M. S., Al-Matari, E. M., & Senan, N. A. M. (2021). The impact of service quality on satisfaction of bank customers: The Saudi Arabian case. *Central Asia and The Caucasus*, 22(5). <https://doi.org/https://doi.org/10.37178/cac.21.5.074>
- Amarantou, V., Chatzoudes, D., Kechagia, V., & Chatzoglou, P. D. (2019). The impact of service quality on patient satisfaction and revisiting intentions: The case of public emergency departments. *Quality Management in Health Care*, 28(4), 200–208.
<https://doi.org/10.1097/qmh.0000000000000232>
- Angelica, V., & Bernarto, I. (2023). The effect of people, physical evidence, process and price fairness on patient satisfaction and revisit intention at the XYZ Hospital Polyclinic, Makassar City. *JMBI UNSRAT (Jurnal Ilmiah*

- Manajemen Bisnis Dan Inovasi Universitas Sam Ratulangi)., 10(2), 1345–1360.* <https://doi.org/10.35794/jmbi.v10i2.49234>
- Bakti, I. G. M. Y., & Sumaedi, S. (2013). An analysis of library customer loyalty. *Library Management, 34*(6/7), 397–414. <https://doi.org/10.1108/lm-05-2012-0025>
- Bendle, N. T., Farris, P. W., Pfeifer, P. E., & Reibstein, D. J. (2021). *Key marketing metrics the 50+ metrics every manager needs to know* (3rd ed.). Publishing Financial Times.
- Biro Pers, Media, dan Informasi Sekretariat Presiden. (2023, Juni 21). *Pemerintah Putuskan Indonesia Masuki Masa Endemi*. Presiden RI. <https://www.presidentri.go.id/siaran-pers/pemerintah-putuskan-indonesia-masuki-masa-endemi/>
- Bougie, R., & Sekaran, U. (2019). *Research methods for business a skill-building approach*. John Wiley & Sons, Inc.
- Brennan, N., Barnes, R., Calnan, M., Corrigan, O., Dieppe, P., & Entwistle, V. (2013). Trust in the health-care provider-patient relationship: A systematic mapping review of the evidence base. *International Journal for Quality in Health Care, 25*(6), 682–688. <https://doi.org/10.1093/intqhc/mzt063>
- Cham, T. H., Lim, Y. M., & Aik, N. C. (2015). A study of brand image, perceived service quality, patient satisfaction and behavioral intention among the medical tourists. *Global Journal of Business and Social Science Review (GJBSSR) Vol. 2(2) 2014, 2(2), 32–43.* [https://doi.org/10.35609/gjbssr.2014.2.2\(4\)](https://doi.org/10.35609/gjbssr.2014.2.2(4))

Chandra, S., Mohammadnezhad, M., & Ward, P. (2018). Trust and communication in a doctor- patient relationship: A Literature Review. *Journal of Healthcare Communications*, 03(03). <https://doi.org/10.4172/2472-1654.100146>

Chang, C.S., Chen, S.Y., & Lan, Y.T. (2013). Service Quality, trust, and patient satisfaction in interpersonal-based medical service encounters. *BMC Health Services Research*, 13(1). <https://doi.org/10.1186/1472-6963-13-22>

Collis, J., & Hussey, R. (2021). *Business research: A practical guide for students.* Red Globe Press.

Direktorat Jenderal Pelayanan Kesehatan Kementerian Kesehatan Indonesia. (2023, September 2). *Dashboard RS Online*. RS Online.
https://sirs.kemkes.go.id/fo/home/dashboard_rs?id=0

Dinas Kesehatan Kota Surabaya. (2022). *Data Dinas Kesehatan Kota Surabaya Tahun 2022*

Fatima, T., Malik, S. A., & Shabbir, A. (2018). Hospital healthcare service quality, patient satisfaction and loyalty. *International Journal of Quality & Reliability Management*, 35(6), 1195–1214. <https://doi.org/10.1108/ijqrm-02-2017-0031>

George, A., & Kumar, G. S. G. (2014). Impact of service quality dimensions in internet banking on customer satisfaction. *DECISION*, 41(1), 73–85.
<https://doi.org/10.1007/s40622-014-0028-2>

Ghali, Z., Garrouch, K., & Aljasser, A. (2023). Drivers of patients' behavioral intention toward public and private clinics' services. *Healthcare*, 11(16), 2336. <https://doi.org/10.3390/healthcare11162336>

Ghozali, I. (2018). *Aplikasi analisis multivariate dengan program IBM SPSS*. Universitas Diponegoro Semarang.

Ghozali, I., & Latan, H. (2015). *Partial Least Square : Konsep, teknik dan aplikasi menggunakan program SmartPLS 3.0*. Universitas Diponegoro Semarang.

Grönroos, C. (2016). *Service Management and Marketing: Managing the Service Profit logic* (4th ed.). John Wiley & Sons.

Hai, P. T., Cuong, N. T., Nguyen, V. C., & Thuong, M. T. (2021). Sustainable business development of Private Hospitals in Vietnam: Determinants of patient satisfaction, patient loyalty and revisit intention. *Problems and Perspectives in Management*, 19(4), 63–76.

[https://doi.org/10.21511/ppm.19\(4\).2021.06](https://doi.org/10.21511/ppm.19(4).2021.06)

Hair, J. F., Celsi, M., Money, A., Samouel, P. (2015). *The Essentials of Business Research Method*. Routledge.

Hair, J.F., Hult, G.T.M., Ringle, C.M., & Sarstedt, M. (2017). *A primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)* (2nd ed.). Sage.

Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2019). *Multivariate Data Analysis*. Cengage Learning, EMEA.

Isa, S. M., Lim, G. S., & Chin, P. N. (2019). Patients' intent to revisit with trust as the mediating role: Lessons from Penang Malaysia. *International Journal of Pharmaceutical and Healthcare Marketing*, 13(2), 140–159.

<https://doi.org/10.1108/ijphm-10-2017-0056>

Javed, S. A., Liu, S., Mahmoudi, A., & Nawaz, M. (2018). Patients' satisfaction and public and private sectors' health care service quality in Pakistan: Application of grey decision analysis approaches. *The International Journal of Health Planning and Management*, 34(1).

<https://doi.org/10.1002/hpm.2629>

Jeong, Y., Yu, A., & Kim, S.K. (2019). The antecedents of tourists' behavioral intentions at sporting events: The case of south korea. *Sustainability*, 12(1), 333. <https://doi.org/10.3390/su12010333>

Juran, J. M., & De-Feo, J.A. (2017). *Juran's Quality Handbook: The Complete Guide to Performance excellence* (6th ed.). McGraw Hill Education.

Khoo, K. L. (2020). A study of service quality, corporate image, customer satisfaction, revisit intention and word-of-mouth: Evidence from the KTV industry. *PSU Research Review*, 6(2), 105–119.

<https://doi.org/10.1108/prr-08-2019-0029>

Kim, C. E., Shin, J.S., Lee, J., Lee, Y. J., Kim, M., Choi, A., Park, K. B., Lee, H.J., & Ha, I.H. (2017). Quality of medical service, patient satisfaction and loyalty with a focus on interpersonal-based medical service encounters and treatment effectiveness: A cross-sectional multicenter study of Complementary and Alternative Medicine (CAM) hospitals. *BMC*

Complementary and Alternative Medicine, 17(1).

<https://doi.org/10.1186/s12906-017-1691-6>

Kim, P. L., Yuen, Y. Y., & Chong, S. C. (2020). The effects of service quality and perceived price on revisit intention of patients: The Malaysian context.

International Journal of Quality and Service Sciences, 12(4), 541–558.

<https://doi.org/10.1108/ijqss-02-2019-0013>

Kitapci, O., Akdogan, C., & Doryol, I. T. (2014). The impact of service quality dimensions on patient satisfaction, repurchase intentions and word-of-mouth communication in the public healthcare industry. *Procedia - Social and Behavioral Sciences*, 148, 161–169.

<https://doi.org/10.1016/j.sbspro.2014.07.030>

Kotler, P., & Armstrong, G. (2018). *Principles of Marketing* (7th ed.). Pearson.

Kotler, P., & Keller, K. L. (2016). *Marketing Management* (15th ed.). Pearson.

Kotler, P., Bowen, J. T., & Baloglu, S. (2022). *Marketing for Hospitality and Tourism* (8th ed., Ser. Global edition). Pearson Education Limited.

Kristinawati, F., Gunardi, W. D., & Fushen. (2023). The effect of service quality and patient satisfaction on patient loyalty mediated by patient trust at Rumah Indonesia Sehat (RIS) hospital. *MORFAI JOURNAL*, 2(4), 701–717. <https://doi.org/10.54443/morfai.v2i4.630>

Moreira, A. C., & Silva, P. M. (2015). The trust-commitment challenge in service quality-loyalty relationships. *International Journal of Health Care Quality Assurance*, 28(3), 253–266. <https://doi.org/10.1108/ijhcqa-02-2014-0017>

- Nash, D., Ransom, S. B., Ransom, E. R., & Joshi, M. B. (2019). *The Healthcare Quality Book: Vision, strategy, and Tools*. Health Administration Press.
- Nguyen, T. L. H., & Nagase, K. (2019). The influence of Total Quality Management on customer satisfaction. *International Journal of Healthcare Management*, 12(4), 277–285.
<https://doi.org/10.1080/20479700.2019.1647378>
- Nguyen, N. X., Tran, K., & Nguyen, T. A. (2021). Impact of service quality on inpatients' satisfaction, perceived value, and customer loyalty: A mixed-methods study from a developing country. *Patient Preference and Adherence*, Volume 15, 2523–2538. <https://doi.org/10.2147/ppa.s333586>
- Oliver, R. L. (2015). *Satisfaction: A behavioral perspective on the consumer*. Routledge.
- Park, S., Kim, H.K., Choi, M., & Lee, M. (2021). Factors affecting revisit intention for medical services at Dental Clinics. *PLOS ONE*, 16(5).
<https://doi.org/10.1371/journal.pone.0250546>
- Patawayati, Zain, D., Setiawan, M., & Rahayu, M. (2013). Patient satisfaction, trust and commitment: Mediator of service quality and its impact on loyalty (an empirical study in Southeast Sulawesi Public Hospitals). *IOSR Journal of Business and Management*, 7(6), 1–14.
<https://doi.org/10.9790/487x-0760114>
- Peraturan Menteri Kesehatan Republik Indonesia nomor 3 Tahun 2020 tentang Klasifikasi dan Perijinan Rumah Sakit. (2020).
<https://peraturan.bpk.go.id/Details/152506/permendikbud-no-3-tahun-2020>

Peraturan Pemerintah Republik Indonesia nomor 47 Tahun 2021 tentang

Penyelengaraan Bidang Perumahsakitan. (2021).

<https://peraturan.go.id/id/pp-no-47-tahun-2021>

Putri, M. N. D. A., Farida, N., & Arso, S. P. (2023). The effect of service quality

on intentions of hospital patient revisit: Literature Review. *International*

Journal of Latest Engineering Research and Application (IJLERA),

08(01), 64–69.

Rasiah, S., Jaafar, S., Yusof, S., Ponnudurai, G., Chung, K. P., & Amirthalingam,

S. D. (2020). A study of the nature and level of trust between patients and

healthcare providers, its dimensions and determinants: A scoping review

protocol. *BMJ Open*, 10(1). <https://doi.org/10.1136/bmjopen-2018-028061>

Reichheld, F. F., & Scheftler, P. (2014, August 1). *E-loyalty: Your secret weapon*

on the web. Harvard Business Review. [https://hbr.org/2000/07/e-loyalty-](https://hbr.org/2000/07/e-loyalty-your-secret-weapon-on-the-web)

[your-secret-weapon-on-the-web](#)

Ringle, C. M., Sarstedt, M., Sinkovics, N., & Sinkovics, R. R. (2023). A

perspective on using partial least squares structural equation modelling in

data articles. *Data in Brief*, 48, 109074.

<https://doi.org/10.1016/j.dib.2023.109074>

Sadya, S. (2023, April 11). *Ada 3.072 rumah sakit di Indonesia pada 2022*.

DataIndonesia.id. [https://dataindonesia.id/ragam/detail/ada-3072-rumah-](https://dataindonesia.id/ragam/detail/ada-3072-rumah-sakit-di-indonesia-pada-2022)

[sakit-di-indonesia-pada-2022](#)

Sarstedt, M., Hair, J. F., Cheah, J.H., Becker, J.M., & Ringle, C. M. (2019). How

to specify, estimate, and validate higher-order constructs in PLS-SEM.

Australasian Marketing Journal, 27(3), 197–211.

<https://doi.org/10.1016/j.ausmj.2019.05.003>

Sbaffi, L., Walton, J., Blenkinsopp, J., & Walton, G. (2020). Information overload in emergency medicine physicians: A multisite case study exploring the causes, impact, and solutions in four North England National Health Service Trusts. *Journal of Medical Internet Research*, 22(7).

<https://doi.org/10.2196/19126>

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.

<https://doi.org/10.3389/fpubh.2022.876266>

Sholihin, M., & Ratmono, D. (2021). *Analisis SEM-PLS dengan WarpPLS 7.0 untuk Hubungan Nonlinier dalam Penelitian Sosial dan Bisnis*. Andi.

Siripipatthanakul, S. (2021, July 25). *Service quality, patient satisfaction, word-of-mouth, and revisit intention in a dental clinic, Thailand*. International Journal of Trend in Scientific Research and Development (IJTSRD).

https://www.academia.edu/50254195/Service_Quality_Patient_Satisfaction_Word_Of_Mouth_and_Revisit_Intention_in_A_Dental_Clinic_Thailand

Sotiriadis, M. D., & van Zyl, C. (2013). Electronic word-of-mouth and online reviews in tourism services: The use of Twitter by tourists. *Electronic Commerce Research*, 13(1), 103–124. <https://doi.org/10.1007/s10660-013-9108-1>

- Sugiyono. (2022). *Metode penelitian kuantitatif, kualitatif, dan R&D*. Alfabeta.
- Suhail, P., & Srinivasulu, Y. (2021). Perception of service quality, satisfaction, and behavioral intentions in ayurveda healthcare. *Journal of Ayurveda and Integrative Medicine*, 12(1), 93–101.
<https://doi.org/10.1016/j.jaim.2020.10.011>
- Sulyianto. (2018). *Metode penelitian bisnis untuk skripsi, tesis, & disertasi*. Andi.
- Sulphey, M.M., & Jasim, K. M. (2020). Ascertaining service quality and medical practitioners' sensitivity towards surgical instruments using servqual. *Benchmarking: An International Journal*, 28(1), 370–405.
<https://doi.org/10.1108/bij-04-2020-0165>
- Tjiptono, F. (2017). *Prinsip-prinsip Total Quality Service*. Andi.
- Wilson, A., Zeithaml, V. A., Bitner, M. J., & Gremler, D. D. (2016). *Services marketing: Integrating customer focus across the firm* (3rd ed., Ser. European Edition). McGraw-Hill Education.
- 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). <https://doi.org/10.1371/journal.pone.0252241>
- World Health Organization. (2018). Improving the quality of health services: Tools and resources.
- Wu, W.Y., Quyen, P. T., & Rivas, A. A. (2016). How e-servicescapes affect customer online shopping intention: The moderating effects of gender and

- online purchasing experience. *Information Systems and E-Business Management*, 15(3), 689–715. <https://doi.org/10.1007/s10257-016-0323-x>
- Zeithaml, V. A., Bitner, M. J., Gremler, D. D., Zhang, J., & Bai, C. (2016). *Services marketing: Integrating customer focus across the firm* (3rd ed., Ser. European edition). McGraw-Hill Education.
- Zeithaml, V. A., Bitner, M. J., & Gremler, D. D. (2018). *Services marketing: Integrating customer focus across the firm* (7th ed.). McGraw-Hill.
- Zulganef. (2018). *Metode penelitian bisnis dan manajemen*. Refika.

