

Daftar Pustaka

- Abera, R. G., Abota, B. A., Legese, M. H., & Negesso, A. E. (2017). Patient satisfaction with clinical laboratory services at Tikur Anbessa Specialized Hospital, Addis Ababa, Ethiopia. *Patient Preference and Adherence, Volume 11*, 1181–1188. <https://doi.org/10.2147/ppa.s132397>.
- Aiken, L. H., Sloane, D. M., Bruyneel, L., Van Den Heede, K., Griffiths, P., Busse, R., Diomidous, M., Kinnunen, J., Kózka, M., Lesaffre, E., McHugh, M. D., Moreno-Casbas, M. T., Rafferty, A. M., Schwendimann, R., Scott, P. A., Tishelman, C., Van Achterberg, T., & Sermeus, W. (2014). Nurse staffing and education and hospital mortality in nine European countries: a retrospective observational study. *Lancet*, 383(9931), 1824–1830. [https://doi.org/10.1016/s0140-6736\(13\)62631-8](https://doi.org/10.1016/s0140-6736(13)62631-8)
- Akthar, N., Nayak, S., & Pai P, Y. (2023). Determinants of patient satisfaction in Asia: Evidence from systematic review of literature. *Clinical Epidemiology and Global Health*, 23, 101393. <https://doi.org/10.1016/j.cegh.2023.101393>.
- Alanazi, F. K., Sim, J., & Lapkin, S. (2021). Systematic review: Nurses' safety attitudes and their impact on patient outcomes in acute-care hospitals. *Nursing Open*, 9(1), 30–43. <https://doi.org/10.1002/nop2.1063>.
- Alrasheedi, K. F., Al-Mohaithef, M., Edrees, H. H., & Chandramohan, S. (2019). The association between wait times and patient satisfaction: findings from primary health centers in the Kingdom of Saudi Arabia. *Health Services Research and Managerial Epidemiology*, 6, 233339281986124. <https://doi.org/10.1177/2333392819861246>
- Alshammari, N. (2014). PATIENT SATISFACTION IN PRIMARY HEALTH CARE CENTERS IN HAIL CITY, SAUDI ARABIA. *American Journal of Applied Sciences*, 11(8), 1234–1240. <https://doi.org/10.3844/ajassp.2014.1234.1240>
- Al-Harajin, R., Al-Subaie, S., & Elzubair, A. (2019). The association between waiting time and patient satisfaction in outpatient clinics: Findings from a tertiary care hospital in Saudi Arabia. *Journal of Family and Community Medicine*, 26(1), 17. https://doi.org/10.4103/jfcm.jfcm_14_18
- Anggraini, C., Denny,) ;, Ritonga, H., Kristina, L., Syam, M., & Kustiawan, W. (2022). Komunikasi Interpersonal. *Jurnal Multidisiplin Dehasen*, 1(3), 337–342.
- Ariyanti, S. (2022). Nurse's therapeutic communication affects patient satisfaction and motivation level. *Journal of Complementary Nursing*, 1(3), 91–98. <https://doi.org/10.53801/jcn.v1i3.52>
- Barilaro, A., Conidi, A., Ligarò, S., Licata, F., Marinaro, M. A., Ventura, S., Varano, A., Zangari, I., Pagliuso, C., Pagnotta, R., Garieri, P., Papaleo, A., Grande, L., Manduci, E., Napolitano, D., Aida, B., De Filippo, C., & Spagnuolo, R. (2019). Nursing communication as a tool for patient satisfaction. A single hospital

- survey. *The Open Nursing Journal*, 13(1), 220–227. <https://doi.org/10.2174/1874434601913010220>
- Bener, A., & Ghouloum, S. (2013). Gender difference on patients' satisfaction and expectation towards mental health care. *Nigerian Journal of Clinical Practice*, 16(3), 285. <https://doi.org/10.4103/1119-3077.113448>
- Biglu, M., Nateqvi, F., Ghojazadeh, M., & Asgharzadeh, A. (2017). Communication skills of physicians and patients' satisfaction. *Materia Socio-medica/Materia Socio Medica*, 29(3), 192. <https://doi.org/10.5455/msm.2017.29.192-195>
- Bleustein, C., Rothschild, D. B., Valen, A., Valatis, E., Schweitzer, L., & Jones, R. (2014). Wait times, patient satisfaction scores, and the perception of care. *The American journal of managed care*, 20(5), 393–400.
- Bougie, R. & Sekaran, U. (2020). Research Methods for Business: A Skill Building Approach (8th ed.). Wiley.
- Bull, C. (2021). Patient satisfaction and patient experience are not interchangeable concepts. *International Journal for Quality in Health Care*, 33(1). <https://doi.org/10.1093/intqhc/mzab023>
- Butler, R., Monsalve, M., Thomas, G. W., Herman, T., Segre, A. M., Polgreen, P. M., & Suneja, M. (2018). Estimating Time Physicians and Other Health Care Workers Spend with Patients in an Intensive Care Unit Using a Sensor Network. *the American Journal of Medicine*, 131(8), 972.e9-972.e15. <https://doi.org/10.1016/j.amjmed.2018.03.015>
- Degdo. (2023). The effect of warehouse layout on work productivity at pt perkasa primarindo. *International Journal of Environmental, Sustainability, and Social Science*, 4(1).
- Dewi, S., Machmud, R., & Lestari, Y. (2019). Analisis waktu tunggu rawat jalan di Rumah Sakit Umum Daerah Dr Achmad Darwis Suliki Tahun 2019. In *Jurnal Kesehatan Andalas* (Vol. 8, Issue 4). <http://jurnal.fk.unand.ac.id>
- Dewi, M. (2016). Pengaruh Kualitas Pelayanan terhadap Kepuasan Pasien Pengguna BPJS pada Rumah Sakit Rehabilitasi Medik Kabupaten Aceh Timur. *Jurnal Manajemen Dan Keuangan*, 5(2), 535–544. <http://ejurnalunsam.id/index.php/jmk/article/view/79>
- Di Muzio, M., Dionisi, S., Di Simone, E., Cianfrocca, C., Di Muzio, F., Fabbian, F., Barbiero, G., Tartaglini, D., & Giannetta, N. (2019). Can nurses' shift work jeopardize the patient safety? A systematic review. *PubMed*, 23(10), 4507–4519. https://doi.org/10.26355/eurrev_201905_1796

- Dwiku, O. ;, & Setyawan, F. (2024). Analisis strategi komunikasi barista coffeeshop samata dalam menciptakan pelayanan pelanggan. *JURNAL MEDIA AKADEMIK (JMA)*, 2(1), 1150–1161.
- Dragovich, A., Beltran, T., Baylor, G. M., Swanson, .., & Plunkett, A. (2017). Determinants of patient satisfaction in a private practice pain management clinic. *Pain Practice*, 17(8), 1015–1022. <https://doi.org/10.1111/papr.12554>
- Edvardsson, D., Watt, E., & Pearce, F. (2016). Patient experiences of caring and person-centredness are associated with perceived nursing care quality. *Journal of Advanced Nursing*, 73(1), 217–227. <https://doi.org/10.1111/jan.13105>
- Erna, E., & Ramadhani, I. (2022). Analisis kualitas pelayanan rawat inap pada masa pandemi Covid-19 Di Rumah Sakit Ciremai Kota Cirebon. *Jurnal Academia Praja*, 5(1), 56–72. <https://doi.org/10.36859/jap.v5i1.914>
- Fatrida, D., & Saputra, A. (2019). Hubungan waktu tunggu dengan tingkat kepuasan pasien dalam mendapatkan pelayanan kesehatan. *Jurnal 'Aisyiyah Medika/Jurnal Aisyiyah Medika*, 4. <https://doi.org/10.36729/jam.v4i1.229>
- Firda A. (2023). The positive impact of service quality, location and situation on patient's satisfaction in hospital. *Jurnal Ekonomi* , 12 (04) , 940-947. <https://ejournal.seaninstitute.or.id/index.php/Ekonomi/article/view/3048>
- Flood, R., Szwargulski, P., Qureshi, N., Bixby, M., Laffey, S., Pratt, R., & Gerard, J. (2016). Immediate bedding and patient satisfaction in a pediatric emergency department. *The Journal of Emergency Medicine*, 50(5), 791–798. <https://doi.org/10.1016/j.jemermed.2015.10.008>
- Friedel, A. L., Siegel, S., Kirstein, C. F., Gerigk, M., Bingel, U., Diehl, A., Steidle, O., Haupeltshofer, S., Andermahr, B., Chmielewski, W., & Kreitschmann-Andermahr, I. (2023). Measuring Patient Experience and Patient Satisfaction—How are we doing it and why does it matter? A comparison of European and U.S. American approaches. *Healthcare*, 11(6), 797. <https://doi.org/10.3390/healthcare11060797>
- Gomoi, N. J., Tampi, J. R. E., & Punuindoong, A. Y. (2021). Pengaruh kualitas pelayanan dan pengalaman konsumen terhadap kepuasan konsumen (Pasien) Rawat Inap Irina C Rumah Sakit Umum Pusat. *Productivity*, 2(6), 507–510.
- Gavurova B., Kovac V., Khouri S. Purpose of patient satisfaction for efficient management of healthcare provision. *Pol. J. Manag. Stud.* 2020;22:134–146. doi: 10.17512/pjms.2020.22.1.09.
- George, A. H., Shahul, A., & George, A. S. (2022). An Overview of Medical Care and the Paternalism Approach: An evaluation of current ethical theories and

- principles of bioethics in the light of Physician-Patient Relationships. *Zenodo (CERN European Organization for Nuclear Research)*. <https://doi.org/10.5281/zenodo.7419781>
- Gishu T, Weldetsadik AY, Tekleab AM. Patients' perception of quality of nursing care; a tertiary center experience from Ethiopia. *BMC Nurs.* 2019;18(1):37. <https://doi.org/10.1186/s12912-019-0361-z>.
- Godley, M., & Jenkins, J. B. (2019). Decreasing wait times and increasing patient satisfaction. *Journal of Nursing Care Quality*, 34(1), 61–65. <https://doi.org/10.1097/ncq.0000000000000332>
- Ha, J. F., & Longnecker, N. (2010). Doctor-patient communication: a review. *Ochsner journal*, 10(1), 38–43.
- 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>
- Hardianty, Y., Ernawaty, J., & Sabrian, F. (2020). Hubungan profesionalisme perawat terhadap kepuasan pasien di ruang rawat inap utama. *Jurnal Online Mahasiswa*, 1(1).
- Harnett, M. J. P., Correll, D. J., Hurwitz, S., Bader, A. M., & Hepner, D. L. (2010). Improving efficiency and patient satisfaction in a tertiary teaching hospital preoperative clinic. *Anesthesiology*, 112(1), 66–72. <https://doi.org/10.1097/ALN.0b013e3181c617c>
- Henseler, J., Ringle, C. M., & Sarstedt, M. (2014). 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>
- Hidayah, N., & Arfah, A. (2022). Mutu pelayanan keselamatan pasien di rumah sakit. *FORUM EKONOMI*, 24(1), 186–194. <http://journal.feb.unmul.ac.id/index.php/FORUMEKONOMI>
- Hughes, R. (2008). Patient Safety and Quality: An Evidence-Based Handbook for Nurses. *ResearchGate*. https://www.researchgate.net/publication/268043663_Patient_Safety_and_Quality_An_Evidence-Based_Handbook_for_Nurses
- Kalsum, U. (2016). Hubungan perilaku caring perawat dengan kepuasan pasien di ruang perawatan teratai Rumah Sakit Umum Pusat Fatmawati tahun 2016 (Skripsi). <http://repository.uinjkt.ac.id/dspace/handle/123456789/32964>

- Khairani, M., Salviana, D., & Bakar, A. (2021). Kepuasan pasien ditinjau dari komunikasi perawat-pasien. *Jurnal Penelitian Psikologi/Jurnal Penelitian Psikologi*, 12(1), 9–17. <https://doi.org/10.29080/jpp.v12i1.520>
- Kibret, H., Tadesse, B., Debella, A., Degefa, M., & Regassa, L. D. (2022). The Association of Nurses Caring Behavior with the level of patient satisfaction, Harari Region, eastern Ethiopia. *Nursing: Research and Reviews*, Volume 12, 47–56. <https://doi.org/10.2147/nrr.s345901>
- Kim-Soon, N., Abdulkhaled, A. I., Mostafa, S. A., Mohammed, M. A., Musbah, F. A., Ali, R. R., & Geman, O. (2021). A framework for analyzing the relationships between cancer patient satisfaction, nurse care, patient attitude, and nurse attitude in Healthcare Systems. *Journal of Ambient Intelligence and Humanized Computing*, 13(1), 87–104. <https://doi.org/10.1007/s12652-020-02888-x>
- Kilbride, M. K., & Joffe, S. (2018). The new age of patient autonomy. *JAMA*, 320(19), 1973–1974. <https://doi.org/10.1001/jama.2018.14382>
- Kusumo, M. P. (2017). Pengaruh komunikasi terapeutik perawat terhadap kepuasan pasien di rawat jalan RSUD Jogja. *Jurnal Medicoeticolegal Dan Manajemen Rumah Sakit*, 6(1), 72–81. <https://doi.org/10.18196/jmmr.6130>
- Krist, A. H., Tong, S. T., Aycock, R. A., & Longo, D. R. (2017). Engaging patients in decision-making and behavior change to promote prevention. *Information Services & Use*, 37(2), 105–122. <https://doi.org/10.3233/isu-17082>
- Lee, H., Choi, E. K., Min, K. A., Bae, E., Lee, H., & Lee, J. (2022). Physician-customized strategies for reducing outpatient waiting time in South Korea. *ueresearch and Public Health*, 19(4), 2073. <https://doi.org/10.3390/ijerph19042073>
- Lotfi, M., Zamanzadeh, V., Valizadeh, L., & Khajehgoodari, M. (2019). Assessment of nurse–patient communication and patient satisfaction from nursing care. *Nursing Open*, 6(3), 1189–1196. <https://doi.org/10.1002/nop2.316>
- MacAllister, L., Zimring, C., & Ryherd, E. (2018). Exploring the relationships between patient room layout and patient satisfaction. *HERD*, 12(1), 91–107. <https://doi.org/10.1177/1937586718782163>
- Maharani, R., & Suciarto, S. (2022). Kepuasan pasien rawat inap masa pandemi covid-19 di rumah sakit xyz batang. *Pena UNIKAL*, 36(1), 58. <https://doi.org/10.31941/jurnalpena.v36i1.1918>

Makhlouf A, Boudouane I, Saadia N, Cherif AR (2019) Ambient assistance service for fall and heart problem detection. *J Ambient Intell Humaniz Comput* 10(4):1527–1546

Mandala, D. A. 2024. *Analisa Hubungan komunikasi verbal Dan Non Verbal Perawat Terhadap Tingkat Kepuasan Pasien di ruang perawatan bedah RSUD prof. dr. W.Z. Johannes kupang - NTT*. UNAIR REPOSITORY. <https://repository.unair.ac.id/132573/>

Marimon, F., Gil-Doménech, D., & Bastida, R. (2017). Fulfilment of expectations mediating quality and satisfaction: the case of hospital service. *Total Quality Management and Business Excellence/Total Quality Management & Business Excellence*, 30(1–2), 201–220. <https://doi.org/10.1080/14783363.2017.1401458>

Melnyk, B. M., Gallagher-Ford, L., Long, L. E., & Fineout-Overholt, E. (2014). The establishment of Evidence-Based practice competencies for practicing registered nurses and advanced practice nurses in Real-World clinical settings: proficiencies to improve healthcare quality, reliability, patient outcomes, and costs. *Worldviews on Evidence-based Nursing*, 11(1), 5–15. <https://doi.org/10.1111/wvn.12021>

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. <https://doi.org/10.1111/jhq.12004>

Mishra, P. H., & Gupta, S. (2012). Study of patient satisfaction in a surgical unit of a tertiary care teaching hospital. *Journal of clinical orthopaedics and trauma*, 3(1), 43–47. <https://doi.org/10.1016/j.jcot.2012.04.002>

Pandit, A., Varma, E. L., & Pandit, D. (2016). Impact of opd waiting time on patient satisfaction. *International Education and Research Journal*, 2(8). <http://ierj.in/journal/index.php/ierj/article/view/423>

Prakash, B. (2010). Patient satisfaction. *Journal of Cutaneous and Aesthetic Surgery*, 3(3), 151. <https://doi.org/10.4103/0974-2077.74491>

Price B. (2015). Understanding attitudes and their effects on nursing practice. *Nursing standard (Royal College of Nursing (Great Britain) : 1987)*, 30(15), 50–60. <https://doi.org/10.7748/ns.30.15.50.s51>

Rowe, A., & Knox, M. (2022). The impact of the healthcare environment on patient experience in the Emergency Department: A systematic review to understand the implications for patient-centered design. *HERD: Health Environments*

Research & Design Journal, 16(2), 310–329.
<https://doi.org/10.1177/19375867221137097>

Setianingsih, A., & Susanti, A. S. (2021). Pengaruh kualitas pelayanan kesehatan terhadap kepuasan pasien di rumah sakit “S.” *Menara Medika*, 4(1), 22–27.

Siti, M., Zulpahiyana, Z., & Indrayana, S. (2016). Komunikasi Terapeutik perawat Berhubungan Dengan Kepuasan Pasien. *Jurnal Ners Dan Kebidanan Indonesia*, 4(1), 30. [https://doi.org/10.21927/jnki.2016.4\(1\).30-34](https://doi.org/10.21927/jnki.2016.4(1).30-34)

Soeiro, O. M., Tavares, N. U., Nascimento Júnior, J. M., Guerra Junior, A. A., Costa, E. A., Acurcio, F. de, Guibu, I. A., Álvares, J., Karnikowski, M. G., Leite, S. N., & Costa, K. S. (2017). Patient satisfaction with pharmaceutical services in Brazilian Primary Health Care. *Revista de Saúde Pública*, 51. <https://doi.org/10.11606/s1518-8787.2017051007145>

Sumarso, W.K.A. (2013). Hubungan persepsi pasien tentang proses pelayanan rawat jalan dan tingkat kepuasan pasien di RSIA Budi Kemuliaan (Skripsi). *Repository Universitas Esa Unggul*. (200931102).

Suryani S. (2016). Komunikasi terapeutik: Teori dan praktek (2nd ed). Jakarta: EGC.

Talantikite, S. I., & Bencherif, M. (2021). Effect of Spatial Ambiances on the Patient Satisfaction and Well-Being in Hospitals: The Case of UHC Ibn Sina Annaba and UHC Benbadis Constantine-Algeria. *HERD*, 14(3), 83–107. <https://doi.org/10.1177/1937586720986106>

Talukder, A. K. (2018). *CUSTOMER SATISFACTION-A CONCEPTUAL REVIEW*. <https://www.semanticscholar.org/paper/CUSTOMER-SATISFACTION-A-CONCEPTUAL-REVIEW-Talukder/2831dd5f8dd59f306d719e8db2662c10a6292b22>

Usfinit, P. M., Margawati, A., & Dwiantoro, L. (2022). Peran profesionalitas perawat yang bekerja secara sukarela di RSUD Kefamenanu: Deskriptif Kualitatif. In *Journal of Holistic Nursing and Health Science* (Vol. 5, Issue 1). <https://ejournal2.undip.ac.id/index.php/hnhs>

Wagner, D., & Bear, M. (2009). Patient satisfaction with nursing care: a concept analysis within a nursing framework. *Journal of Advanced Nursing*, 65(3), 692–701. <https://doi.org/10.1111/j.1365-2648.2008.04866.x>

Wensley, C., Botti, M., McKillop, A., & Merry, A. F. (2020). Maximising comfort: how do patients describe the care that matters? A two-stage qualitative descriptive study to develop a quality improvement framework for comfort-related care in inpatient settings. *BMJ Open*, 10(5), e033336. <https://doi.org/10.1136/bmjopen-2019-033336>

- Woods, S. E., & Heidari, Z. (2003). The influence of gender on patient satisfaction. *PubMed*, 6(4), 30–35. <https://pubmed.ncbi.nlm.nih.gov/14714448>
- Xie, Z., & Or, C. (2017). Associations between waiting times, service times, and patient satisfaction in an endocrinology outpatient Department: a time study and questionnaire survey. *Inquiry*, 54, 004695801773952. <https://doi.org/10.1177/0046958017739527>
- Zhang, M., Zhang, P., Liu, Y., Wang, H., Hu, K., & Du, M. (2021). Influence of perceived stress and workload on work engagement in front-line nurses during COVID-19 pandemic. *Journal of clinical nursing*, 30(11-12), 1584–1595

