

DAFTAR PUSTAKA

- Abekah-Nkrumah, G., Yaa Antwi, M., Braimah, S. M., & Ofori, C. G. (2021). Customer Relationship Management and Patient Satisfaction and Loyalty in Selected Hospitals in Ghana. *International Journal of Pharmaceutical and Healthcare Marketing*, 15(2), 251-268.
- Ahmed, F. (2023). Understanding The Role of Communication and Empathy in Influencing Patient Satisfaction and Loyalty: A Hospital Management Perspective. *World Journal of Pharmacy and Pharmaceutical Sciences*, 12(8), 40-49.
<https://doi.org/10.20959/wjpps20238-25478>
- Akoglu, H. E., & Özbek, O. (2022). The Effect of Brand Experiences on Brand Loyalty Through Perceived Quality and Brand Trust: A Study on Sports Consumers. *Asia Pacific Journal of Marketing and Logistics*, 34(10), 2130-2148.
- AlOmari, F. (2021). Measuring Gaps in Healthcare Quality Using SERVQUAL Model: Challenges and Opportunities in Developing Countries. *Measuring Business Excellence*, 25(4), 407-420. <https://doi.org/10.1108/mbe-11-2019-0104>.
- Amankwah, O., Choong, W. W., & Mohammed, A. H. (2019). Modeling the Influence of Healthcare Facilities Management Service Quality on Patients Satisfaction. *Journal of Facilities Management*, 17(3), 267-283. <https://doi.org/10.1108/jfm-08-2018-0053>.
- Amankwah, O., Choong, W. W., & Boakye-Agyeman, N. A. (2024). Patients Satisfaction of Core Health-Care Business: The Mediating Effect of the Quality of Health-Care Infrastructure and Equipment. *Journal of Facilities Management*, 22(3), 365-381. <https://doi.org/10.1108/jfm-12-2021-0154>.
- 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 Healthcare*, 28(4), 200-208. <https://doi.org/10.1097/qmh.0000000000000232>.

- Ampaw, E. M., Chai, J., Liang, B., Tsai, S. B., & Frempong, J. (2020). Assessment on Health Care Service Quality and Patients' Satisfaction in Ghana. *Kybernetes*, 49(12), 3047-3068.. <https://doi.org/10.1108/k-06-2019-0409>.
- Amporfro, D. A., Boah, M., Yingqi, S., Cheteu Wabo, T. M., Zhao, M., Ngo Nkondjock, V. R., & Wu, Q. (2021). Patients Satisfaction with Healthcare Delivery in Ghana. *BMC Health Services Research*, 21, 1-13. <https://doi.org/10.1186/s12913-021-06717-5>.
- Andreano, P. R., & Pardede, R. (2023). Service Quality and Patient Trust on Patient Loyalty Mediated by Patient Satisfaction on Inpatients. *Interdisciplinary Social Studies*, 2(12), 2684-2692.
- Asamrew, N., Endris, A. A., & Tadesse, M. (2020). Level of Patient Satisfaction with Inpatient Services and Its Determinants: A Study of A Specialized Hospital in Ethiopia. *Journal of Environmental and Public Health*, 2020(1), 2473469. <https://doi.org/10.1155/2020/2473469>.
- Asan, O., Yu, Z., & Crotty, B. H. (2021). How Clinician-Patient Communication Affects Trust in Health Information Sources: Temporal Trends from A National Cross-Sectional Survey. *PLoS One*, 16(2), e0247583.. <https://doi.org/10.1371/journal.pone.0247583>.
- Asnawi, A., Awang, Z., Afthanorhan, A., Mohamad, M., & Karim, F. J. M. S. L. (2019). The Influence of Hospital Image and Service Quality on Patients' Satisfaction and Loyalty. *Management Science Letters*, 9(6), 911-920. <https://doi.org/10.5267/j.msl.2019.2.011>.
- Atulkar, S. (2020). Brand Trust and Brand Loyalty in Mall Shoppers. *Marketing Intelligence & Planning*, 38(5), 559-572. <https://doi.org/10.1108/mip-02-2019-0095>.
- Azhar, F., & Kusumawati, P. D. (2022). The Influence of Therapeutic Communication and Service Quality on Patient Loyalty at the Cardiology Poly of Sakinah Islamic Hospital at Mojokerto. *Journal for Quality in Public Health*, 6(1), 280-286. <https://doi.org/10.30994/jqph.v6i1.424>
- Azizan, N. S., & Yusr, M. M. (2019). The Influence of Customer Satisfaction, Brand Trust, and Brand Image Towards Customer Loyalty. *International Journal of Entrepreneurship and Management Practices*, 2(7), 93-108. <https://doi.org/10.35631/ijemp.270010>.

- Bentum-Micah, G., Ma, Z., Wang, W., Atuahene, S. A., & Bondzie-Micah, V. (2020). Perceived Service Quality, A Key to Improved Patient Satisfaction and Loyalty in Healthcare Delivery: The SERVQUAL Dimension Approach. *Journal of Health and Medical Sciences*, 3(2). https://papers.ssrn.com/sol3/papers.cfm?abstract_id=3603338.
- Berger, R., Bulmash, B., Drori, N., Ben-Assuli, O., & Herstein, R. (2020). The Patient–Physician Relationship: An Account of the Physician’s Perspective. *Israel Journal of Health Policy Research*, 9, 1-16. <https://doi.org/10.1186/s13584-020-00375-4>.
- Bougie, R., & Sekaran, U. (2019). *Research methods for business: A skill-building approach* (8th ed.). Hoboken, NJ: John Wiley & Sons, Inc.
- Bova, C., Fennie, K. P., Watrous, E., Dieckhaus, K., & Williams, A. B. (2006). The Health Care Relationship (HCR) Trust Scale: Development and Psychometric Evaluation. *Research in Nursing & Health*, 29(5), 477-488. <https://doi.org/10.1002/nur.20158>.
- Cham, T. H., Lim, Y. M., & Sigala, M. (2022). Marketing and Social Influences, Hospital Branding, and Medical Tourists' Behavioural Intention: Before-and After-service Consumption Perspective. *International Journal of Tourism Research*, 24(1), 140-157.. <https://doi.org/10.1002/jtr.2489>.
- 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. <https://doi.org/10.3389/fpubh.2019.00183>.
- Chen, Q., Jin, J., & Yan, X. (2022). Understanding Online Review Behaviors of Patients in Online Health Communities: An Expectation-Disconfirmation Perspective. *Information Technology & People*, 35(7), 2441-2469. <https://doi.org/10.1108/itp-04-2021-0290>.
- Chen, W., Feng, Y., Fang, J., Wu, J., Huang, X., Wang, X., ... & Zhang, M. (2020). Effect Of Trust In Primary Care Physicians On Patient Satisfaction: A Cross-Sectional Study Among Patients With Hypertension In Rural China. *BMC Family Practice*, 21, 1-13. <https://doi.org/10.1186/s12875-020-01268-w>.

- Darti, D., Suhermin, S., & Ujianto, U. (2018). Effect Of Service Quality and Hospital Image On Satisfaction, Trust, And Word Of Mouth. *International Journal of Economics, Business and Management Research (IJEEMR)*, 2(4), 91-100.
- Dagger, T. S., Sweeney, J. C., & Johnson, L. W. (2007). A Hierarchical Model of Health Service Quality: Scale Development And Investigation of An Integrated Model. *Journal of Service Research*, 10(2), 123-142. <http://dx.doi.org/10.1177/1094670507309594>.
- Dimbleby, R., & Burton, G. (2020). *More Than Words*. Routledge.. <https://doi.org/10.4324/9781003060284>.
- Djuniarti, S., Rita, K., & Jus' at, I. (2024). The Influence of Effective Communication and Responsiveness of Pediatricians on Patient Loyalty with Patient Trust as an Intervening Variable at the Depok Hospital Executive Polyclinic. *Kontigensi: Jurnal Ilmiah Manajemen*, 12(1), 311-319.. <https://doi.org/10.56457/jimk.v12i1.546>.
- Drossman, D. A., & Ruddy, J. (2020). Improving Patient-Provider Relationships to Improve Health Care. *Clinical Gastroenterology and Hepatology*, 18(7), 1417-1426. <https://doi.org/10.1016/j.cgh.2019.12.007>.
- Fatima, T., Malik, S. A., & Shabbir, A. (2018). Hospital Healthcare Service Quality, Patient Satisfaction and Loyalty: An Investigation in Context of Private Healthcare Systems. *International Journal of Quality & Reliability Management*, 35(6), 1195-1214. <https://doi.org/10.1108/ijqrm-02-2017-0031>.
- Febriyantoro, M. T. (2020). Exploring YouTube Marketing Communication: Brand Awareness, Brand Image And Purchase Intention In The Millennial Generation. *Cogent Business & Management*, 7(1), 1787733. <https://www.tandfonline.com/doi/full/10.1080/23311975.2020.1787733>.
- Fiakpa, E. A., Nguyen, T. H., & Armstrong, A. (2022). Assessing Service Quality and The Perceptual Difference Between Employees And Patients of Public Hospitals in A Developing Country. *International Journal of Quality and Service Sciences*, 14(3), 402-420. <https://doi.org/10.1108/ijqss-09-2021-0127>.

- Franke, G., & Sarstedt, M. (2019). Heuristics Versus Statistics in Discriminant Validity Testing: A Comparison of Four Procedures. *Internet Research*, 29(3), 430-447. <https://doi.org/10.1108/intr-12-2017-0515>.
- Fritz, Z., & Holton, R. (2019). Too Much Medicine: Not Enough Trust?. *Journal of Medical Ethics*, 45(1), 31-35. <https://doi.org/10.1136/medethics-2018-104866>.
- George, A., & Sahadevan, J. (2019). A Conceptual Framework of Antecedents of Service Loyalty in Health Care: Patients' Perspective. *IIM Kozhikode Society & Management Review*, 8(1), 50-59. <https://doi.org/10.1177/2277975218812952>.
- Górska-Warsewicz, H. (2022). Consumer or Patient Determinants of Hospital Brand Equity—A Systematic Literature Review. *International Journal Of Environmental Research And Public Health*, 19(15), 9026. <https://doi.org/10.3390/ijerph19159026>.
- 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>.
- Hair, J. F., Black, W. C., & Babin, B. J. (2019). *Multivariate Data Analysis*. Andover, Hampshire, United Kingdom: Cengage Learning EMEA.
- Hair, J., & Alamer, A. (2022). Partial Least Squares Structural Equation Modeling (PLS-Sem) in Second Language And Education Research: Guidelines Using An Applied Example. *Research Methods in Applied Linguistics*, 1(3), 100027. <https://doi.org/10.1016/j.rmal.2022.100027>.
- Harpe, S. E. (2015). How to Analyze Likert and Other Rating Scale Data. *Currents in Pharmacy Teaching and Learning*, 7(6), 836-850. <https://doi.org/10.1016/j.cptl.2015.08.001>.
- Henseler, J., Ringle, C. M., & Sarstedt, M. (2015). A New Criterion for Assessing Discriminant Validity in Variance-Based Structural Equation Modeling. *Journal of the Academy of Marketing Science*, 43, 115-135. <https://doi.org/10.1007/s11747-014-0403-8>
- Hidayat, N. K., Bustaman, Y., & Hartono, Y. H. (2020, December). The Influence of Service Quality on Customer Trust. *In The International Conference on Business and Management Research (ICBMR 2020)* (pp. 253-261). Atlantis Press. <https://doi.org/10.2991/aebmr.k.201222.037>.

- Hoşgör, H., & Sevim, E. (2022). Relationship Between Patient Satisfaction and Hospital Brand Image: A Meta-Analytic Study. *International Journal of Health Management and Tourism*, 7(2), 171-185. <https://doi.org/10.31201/ijhmt.1122825>.
- Hossain, M. S., Yahya, S. B., & Khan, M. J. (2020). The Effect of Corporate Social Responsibility (CSR) Health-Care Services On Patients' Satisfaction and Loyalty—A Case of Bangladesh. *Social Responsibility Journal*, 16(2), 145- 158. <https://doi.org/10.1108/srj-01-2018-0016>.
- Hossain, M. J. (2019). Redefining Expectancy Disconfirmation Theory Using LIS SERVQUAL+: An Integrated Framework For Evaluating Library Service Quality and User Satisfaction. *International Information & Library Review*, 51(3), 203-216. <https://doi.org/10.1080/10572317.2018.1496316>.
- Juhana, D., Manik, E., Febrinella, C., & Sidharta, I. (2015). Empirical Study on Patient Satisfaction and Patient Loyalty On Public Hospital in Bandung, Indonesia. *International Journal of Applied Business and Economic Research*, 13(6), 4305-4326.
- Kalhor, R., Khosravizadeh, O., Kiaei, M. Z., Shahsavari, S., & Badrlo, M. (2021). Role of Service Quality, Trust and Loyalty in Building Patient-Based Brand Equity: Modeling for Public Hospitals. *International Journal of Healthcare Management*, 14(4), 1389-1396. <https://doi.org/10.1080/20479700.2020.1762053>.
- Kantoni, J. (2024). *Analisis Pengaruh Brand Image dan Service Quality Terhadap Customer Satisfaction dan Customer Loyalty Dimediasi Oleh Customer Trust dan Customer Satisfaction pada Pasien Rumah Sakit Siloam Lippo Village* (Master's thesis). Universitas Pelita Harapan.
- Karaca, A., & Durna, Z. (2019). Patient Satisfaction with The Quality of Nursing Care. *Nursing Open*, 6(2), 535-545. <https://doi.org/10.1002/nop2.237>.
- Kitapci, O., Akdogan, C., & Dortyol, İ. 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>.
- Korotkin, B. D., Hoerger, M., Voorhees, S., Allen, C. O., Robinson, W. R., & Duberstein, P. R. (2019). Social Support in Cancer: How Do Patients Want Us To Help?. *Journal of*

Psychosocial Oncology, 37(6), 699-712.
<https://doi.org/10.1080/07347332.2019.1580331>.

- Kristina, K. (2020). The Organizational Communication Perspective Theory. *Journal of Social Science*, 1(3), 61-74. <https://doi.org/10.46799/jsss.v1i3.37>.
- Kristinawati, F., & Gunardi, W. D. (2023). The Effect of Service Quality and Patient Satisfaction on Patient Loyalty Mediated by Patient Trust At Rumah Indonesia Sehat (RIS) Hospital. *Multidisciplinary Output Res. Actual Int. Issues*, 2, 701-717. <https://doi.org/10.54443/morfai.v2i4.630>.
- Kwame, A., & Petrucka, P. M. (2020). Communication in Nurse-Patient Interaction in Healthcare Settings in Sub-Saharan Africa: A Scoping Review. *International Journal of Africa Nursing Sciences*, 12, 100198. <https://doi.org/10.1016/j.ijans.2020.100198>.
- Lee, C. (2021). Patient Loyalty to Health Services: The Role of Communication Skills and Cognitive Trust. *International Journal of Healthcare Management*, 14(4), 1254-1264. <https://doi.org/10.1080/20479700.2020.1756111>.
- Lee, T. H., McGlynn, E. A., & Safran, D. G. (2019). A Framework for Increasing Trust Between Patients and The Organizations That Care For Them. *Jama*, 321(6), 539-540. <https://doi.org/10.1001/jama.2018.19186>.
- Limbu, Y. B., Pham, L., & Mann, M. (2020). Corporate Social Responsibility and Hospital Brand Advocacy: Mediating Role of Trust and Patient-Hospital Identification and Moderating Role of Hospital Type. *International Journal of Pharmaceutical and Healthcare Marketing*, 14(1), 159-174. <https://doi.org/10.1108/ijphm-04-2019-0029>.
- Liu, S., Li, G., Liu, N., & Hongwei, W. (2021). The Impact of Patient Satisfaction on Patient Loyalty with The Mediating Effect Of Patient Trust. *INQUIRY: The Journal of Health Care Organization, Provision, and Financing*, 58, 00469580211007221. <https://doi.org/10.1177/00469580211007221>.
- 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>.

- Mangapul, A. (2016). Faktor-Faktor yang Mempengaruhi Customer Loyalty Pasien di Rumah Sakit Santo Borromeus Bandung dengan Metode Structural Equations Model. *Jurnal Administrasi Bisnis*, 12(1), 72-88. <https://doi.org/10.26593/jab.v12i1.2345.%p>.
- Manzoor, F., Wei, L., Hussain, A., Asif, M., & Shah, S. I. A. (2019). Patient Satisfaction with Health Care Services; An Application of Physician's Behavior As A Moderator. *International Journal of Environmental Research and Public Health*, 16(18), 3318. <https://doi.org/10.3390/ijerph16183318>.
- Mehra, P., & Mishra, A. (2021). Role of Communication, Influence, and Satisfaction in Patient Recommendations of A Physician. *Vikalpa*, 46(2), 99-111. <https://doi.org/10.1177/02560909211027090>.
- Moussa, S., & Touzani, M. (2013). Customer-service Firm Attachment: What It Is and What Causes It?. *International Journal of Quality and Service Sciences*, 5(3), 337-359. <https://doi.org/10.1108/ijqss-01-2013-0002>.
- Mohd Isa, S., Lim, G. S. 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>.
- Nathalia, C., Purwadhi, & Andriani, R. (2024). Pengaruh Mutu Pelayanan dan Waktu Tunggu Terhadap Tingkat Kepuasan Pasien di Instalasi Rawat Jalan Bedah Rumah Sakit Umum Hermina Arcamanik Bandung. *Jurnal Manajemen Rumah Sakit*, 2(1). <https://ejournal.ars.ac.id/index.php/mmars/article/view/1599>.
- Noviyanti, A. A. V., & Antari, N. P. U. Effective Communication in Providing Medication Information and Patient Satisfaction: A Cross-sectional Survey in Denpasar. *Jurnal Manajemen Dan Pelayanan Farmasi (Journal of Management and Pharmacy Practice)*, 14(1), 15-25. <https://doi.org/10.22146/jmpf.86099>.
- Ng, J. H., & Luk, B. H. (2019). Patient Satisfaction: Concept Analysis in The Healthcare Context. *Patient Education and Counseling*, 102(4), 790-796. <https://doi.org/10.1016/j.pec.2018.11.013>.

- Nguyen, T. L. H., & Nagase, K. (2021). Patient Satisfaction and Loyalty to The Healthcare Organization. *International Journal of Pharmaceutical and Healthcare Marketing*, 15(4), 496-515. <https://doi.org/10.1108/ijphm-02-2020-0011>.
- Osei-Frimpong, K., McLean, G., & Famiyeh, S. (2020). Social Media Brand Engagement Practices: Examining The Role of Consumer Brand Knowledge, Social Pressure, Social Relatedness, and Brand Trust. *Information Technology & People*, 33(4), 1235- 1254. <https://doi.org/10.1108/itp-05-2018-0220>.
- Ozdemir, S., Zhang, S., Gupta, S., & Bebek, G. (2020). The Effects of Trust and Peer Influence on Corporate Brand—Consumer Relationships and Consumer Loyalty. *Journal of Business Research*, 117, 791-805. <https://doi.org/10.1016/j.jbusres.2020.02.027>.
- Pasya, A. R. (2024). The Mediating Effect of Patient Satisfaction in The Effect Of Service Quality on Patient Loyalty. *Return: Study of Management, Economic and Business*, 3(1), 76–91. <https://doi.org/10.57096/return.v3i1.207>.
- Petrocchi, S., Iannello, P., Lecciso, F., Levante, A., Antonietti, A., & Schulz, P. J. (2019). Interpersonal Trust in Doctor-Patient Relation: Evidence from Dyadic Analysis and Association with Quality of Dyadic Communication. *Social Science & Medicine*, 235, 112391. <https://doi.org/10.1016/j.socscimed.2019.112391>.
- Phonthanakitithaworn, C., Naruetharadhol, P., Gebombut, N., Chanavirut, R., Onsa-Ard, W., Joomwanta, P., ... & Ketkaew, C. (2020). An Investigation of The Relationship Among Medical Center's Image, Service Quality, and Patient Loyalty. *Sage Open*, 10(4), 2158244020982304. <https://doi.org/10.1177/2158244020982304>.
- Portal, S., Abratt, R., & Bendixen, M. (2019). The Role of Brand Authenticity in Developing Brand Trust. *Journal of Strategic Marketing*, 27(8), 714-729 <https://doi.org/10.1080/0965254x.2018.1466828>.
- Priyantini, D., Ayatulloh, D., & Faradisa, E. (2023). The Correlation Between Therapeutic Communication and Patient Satisfaction in Hospital. *Indonesian Nursing Journal of Education and Clinic*, 8(1). <https://doi.org/10.24990/injec.v8i1.569>
- Reagan, R. (2024). *Communication, Trust, dan Word of Mouth Sebagai Anteseden Satisfaction Terhadap Revisit Intention di Rumah Sakit Swasta XYZ Tipe B di Jakarta Utara* (Master's thesis). Universitas Pelita Harapan.

- Rönkkö, M., & Cho, E. (2022). An Updated Guideline for Assessing Discriminant Validity. *Organizational Research Methods*, 25(1), 6-14. <https://doi.org/10.1177/1094428120968614>.
- Setyawan, F. E. B., Supriyanto, S., Ernawaty, E., & Lestari, R. (2020). Understanding Patient Satisfaction and Loyalty in Public and Private Primary Health Care. *Journal of Public Health Research*, 9(2), jphr-2020. <https://doi.org/10.4081/jphr.2020.1823>.
- Shah, A. M., Yan, X., Tariq, S., & Ali, M. (2021). What Patients Like or Dislike in Physicians: Analyzing Drivers of Patient Satisfaction and Dissatisfaction Using A Digital Topic Modeling Approach. *Information Processing & Management*, 58(3), 102516. <https://doi.org/10.1016/j.ipm.2021.102516>.
- Sharkiya, S. H. (2023). Quality Communication Can Improve Patient-Centred Health Outcomes Among Older Patients: A Rapid Review. *BMC Health Services Research*, 23(1), 886. <https://doi.org/10.1186/s12913-023-09869-8>.
- 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>.
- Shin, S. K. S., Amenuvor, F. E., Basilisco, R., & Owusu-Antwi, K. (2019). Brand Trust and Brand Loyalty: A Moderation and Mediation Perspective. *Ir.mug.edu.gh*. <https://ir.mug.edu.gh/xmlui/handle/123456789/176>.
- Singh, D., & Dixit, K. (2020). Measuring Perceived Service Quality in Healthcare Setting in Developing Countries: A Review for Enhancing Managerial Decision-Making. *Journal of Health Management*, 22(3), 472-489. <https://doi.org/10.1177/0972063420963407>.
- Singh, V., Sharma, M. P., Jayapriya, K., Kumar, B. K., Chander, M. A. R. N., & Kumar, B. R. (2023). Service Quality, Customer Satisfaction and Customer Loyalty: A Comprehensive Literature Review. *Journal of Survey in Fisheries Sciences*, 10(4S), 3457-3464. <https://doi.org/10.53555/sfs.v10i4S.2218>.
- Sirera, B., Naanyu, V., Kussin, P., & Lagat, D. (2024). Impact of Patient-Centered Communication on Patient Satisfaction Scores in Patients With Chronic Life-Limiting

- Illnesses: An Experience From Kenya. *Frontiers in Medicine*, 11, 1290907. <https://doi.org/10.3389/fmed.2024.1290907>.
- Sofia, T. A. (2023). The Effect Of Patient Satisfaction on Patient Loyalty Mediated by Patient Trust and Hospital Brand Image at The Jakarta Education Dental and Oral Hospital. *Journal of Social Research*, 2(3), 765-780. <https://doi.org/10.55324/josr.v2i3.727>.
- Stark, S., Worm, L., Kluge, M., Roos, M., & Burggraf, L. (2021). The Patient Satisfaction in Primary Care Consultation—Questionnaire (Pic): An Instrument to Assess The Impact of Patient-Centered Communication on Patient Satisfaction. *Plos One*, 16(7), e0254644. <https://doi.org/10.1371/journal.pone.0254644>.
- Streukens, S., Leroi-Werelds, S., Willems, K. (2017). Dealing with Nonlinearity in Importance-Performance Map Analysis (IPMA): An Integrative Framework in a PLS-SEM Context. In: Latan, H., Noonan, R. (eds) Partial Least Squares Path Modeling. Springer, Cham. https://doi.org/10.1007/978-3-319-64069-3_17
- Supriatin, T., Purnama, E. D., & Gunardi, W. D. (2022). The Effect of Service Quality and Nurse Therapy Communication on Complaints Handling Towards Patient Loyalty with Intervening by Patient Family Satisfaction. *Journal of Humanities, Social Science, Public Administration and Management (HUSOCPUMENT)*, 2(2), 85-92. <http://dx.doi.org/10.1177/1094670507309594>.
- Tan, C. N. L., Ojo, A. O., Cheah, J. H., & Ramayah, T. (2019). Measuring The Influence of Service Quality on Patient Satisfaction In Malaysia. *Quality Management Journal*, 26(3), 129-143. <https://doi.org/10.1080/10686967.2019.1615852>.
- Tan, L., Le, M. K., Yu, C. C., Liaw, S. Y., Tierney, T., Ho, Y. Y., Lim, E., et al. (2021). Defining Clinical Empathy: A Grounded Theory Approach from The Perspective of Healthcare Workers and Patients in A Multicultural Setting. *BMJ Open*, 11(9), e045224. <https://doi.org/10.1136/bmjopen-2020-045224>.
- Taylor, F., Halter, M., & Drennan, V. M. (2019). Understanding Patients' Satisfaction with Physician Assistant/Associate Encounters Through Communication Experiences: A Qualitative Study in Acute Hospitals in England. *BMC Health Services Research*, 19, 1-11. <https://doi.org/10.1186/s12913-019-4410-9>.

- Tosyali, H., Sutcu, C. S., & Tosyali, F. (2019). Patient Loyalty in The Hospital-Patient Relationship: The Mediating Role of Social Media. *Erciyas İletişim Dergisi*, 6(1). <https://doi.org/10.17680/erciyesiletisim.454347>
- Unal, O., Akbolat, M., & Amarat, M. (2018). The Influence of Patient-Physician Communication on Physician Loyalty and Hospital Loyalty of The Patient. *Pakistan Journal of Medical Sciences*, 34(4), 999. <https://doi.org/10.12669/pjms.344.15136>.
- Voskanyan, Y., Shikina, I., Kidalov, F., & Davidov, D. (2019). Medical care safety - Problems and Perspectives. *Integrated Science in Digital Age*, 291–304 https://doi.org/10.1007/978-3-030-22493-6_26.
- Winarti, T., & Talim, B. (2018). Pengaruh Partisipasi Karyawan Terhadap Kinerja Keselamatan dan Kesehatan Kerja Rumah Sakit (K3RS) Santo Borromeus. *Jurnal Akuntansi Maranatha*, 10, 212-222. <https://doi.org/10.28932/jam.v10i2.1086>.
- Wu, D., Lowry, P. B., Zhang, D., & Tao, Y. (2022). Patient Trust in Physicians Matters—Understanding the Role of a Mobile Patient Education System and Patient-Physician Communication in Improving Patient Adherence Behavior: Field Study. *Journal of Medical Internet Research*, 24(12), e42941. <https://doi.org/10.2196/42941>.
- Wu, Q., Jin, Z., & Wang, P. (2022). The Relationship Between the Physician-Patient Relationship, Physician Empathy, and Patient Trust. *Journal of General Internal Medicine*, 37(6), 1388-1393. <https://doi.org/10.1007/s11606-021-07008-9>.
- Yang, Q. X., & Chen, J. (2018). Patients' Trust in Physicians and Its Influence on Patients' Loyalty to Hospitals in Guangzhou, China: A Cross Sectional Study. *The Lancet*, 392, S16. [https://doi.org/10.1016/s0140-6736\(18\)32645-x](https://doi.org/10.1016/s0140-6736(18)32645-x).
- Yarmen, M., Sumaedi, S., Bakti, I. G. M. Y., Rakhmawati, T., Astrini, N. J., & Widiarti, T. (2016). Investigating Patient Loyalty: An Integrated Framework for Trust, Subjective Norm, Image, and Perceived Risk (a Case Study in Depok, Indonesia). *International Journal of Quality and Service Sciences*, 8(2), 179-196. <https://doi.org/10.1108/ijqss-01-2015-0005>