

## DAFTAR PUSTAKA

- Abdul-Rahman, M. N., Hassan, T. H., Abdou, A. H., Abdelmoaty, M. A., Saleh, M. I., & Salem, A. E. (2023). Responding to tourists' intentions to revisit medical destinations in the post-COVID-19 era through the promotion of their clinical trust and well-being. *Sustainability*, *15*(3), 2399.
- Ajzen, I. (1985). From intentions to actions: A theory of planned behavior. In *Action control: From cognition to behavior* (pp. 11–39). Springer.
- Ajzen, I. (1991). The theory of planned behavior. *Organizational Behavior and Human Decision Processes*, *50*(2), 179–211.
- Akthar, N., Nayak, S., & Pai P, Y. (2023). A cross-sectional study on exploring the antecedents of patient's revisit intention: Mediating role of trust in the hospital among patients in India. *F1000Research*, *12*, 75.
- Al-Jazzazi, A., & Sultan, P. (2017). Demographic differences in Jordanian bank service quality perceptions. *International Journal of Bank Marketing*, *35*(2), 275–297.
- 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).  
[https://journals.lww.com/qmhcjournal/fulltext/2019/10000/the\\_impact\\_of\\_service\\_quality\\_on\\_patient.2.aspx](https://journals.lww.com/qmhcjournal/fulltext/2019/10000/the_impact_of_service_quality_on_patient.2.aspx)
- Amiarno, Y. (2022). Bauran Pemasaran, Word of Mouth dan Brand Image Terhadap Minat Berkunjung Kembali di Radioterapi: Marketing Mix, Word of Mouth and Brand Image on Returning Interest in Radiotherapy. *Journal of Public Health Education*, *1*(3), 117–129.
- Andaleeb, S. S. (2001). Service quality perceptions and patient satisfaction: a study of hospitals in a developing country. *Social Science & Medicine*, *52*(9), 1359–1370.
- Arikunto, S. (2013). Metode Penelitian kuantitatif kualitatif dan R&D. *Alfabeta: Bandung*.
- Baker, R., Mainous Iii, A. G., Gray, D. P., & Love, M. M. (2003). Exploration of the relationship between continuity, trust in regular doctors and patient satisfaction with consultations with family doctors. *Scandinavian Journal of Primary Health Care*, *21*(1), 27–32.  
<https://doi.org/10.1080/0283430310000528>
- Batbaatar, E., Dorjdagva, J., Luvsannyam, A., & Amenta, P. (2015). Conceptualisation of patient satisfaction: a systematic narrative literature review. *Perspectives in Public Health*, *135*(5), 243–250.

- Batbaatar, E., Dorjdagva, J., Luvsannyam, A., Savino, M. M., & Amenta, P. (2016). Determinants of patient satisfaction: a systematic review. *Perspectives in Public Health, 137*(2), 89–101. <https://doi.org/10.1177/1757913916634136>
- Bianchi, C., Milberg, S., & Cúneo, A. (2017). Understanding travelers' intentions to visit a short versus long-haul emerging vacation destination: The case of Chile. *Tourism Management, 59*, 312–324.
- 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.
- Brown, T. J., Barry, T. E., Dacin, P. A., & Gunst, R. F. (2005). Spreading the word: Investigating antecedents of consumers' positive word-of-mouth intentions and behaviors in a retailing context. *Journal of the Academy of Marketing Science, 33*(2), 123–138.
- Cahyani, D. A. N., & Roosdhani, M. R. (2024). Eksplorasi Kepuasan Pasien: Analisis Dampaknya Terhadap Niat Kunjungan Ulang Dan Word Of Mouth Pada Rumah Sakit Graha Husada Jepara. *Manajemen Dan Bisnis, 6*(1), 11–19.
- Carroll, B. A., & Ahuvia, A. C. (2006). Some antecedents and outcomes of brand love. *Marketing Letters, 17*, 79–89.
- 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), 1–11.
- Chiu, H.-C., & Lin, N.-P. (2004). A service quality measurement derived from the theory of needs. *The Service Industries Journal, 24*(1), 187–204.
- Damayanti, A. A. M. P., & Kusumawardani, K. A. (2020). Predicting the revisit intention at private hospitals mediated by perceived service quality and satisfaction. *The 1st International Congress on Regional Economic Development, Information Technology, and Sustainable Business*, 105–122.
- De Matos, C. A., & Rossi, C. A. V. (2008). Word-of-mouth communications in marketing: a meta-analytic review of the antecedents and moderators. *Journal of the Academy of Marketing Science, 36*, 578–596.
- Durmuş, A., & Akbolat, M. (2020). The impact of patient satisfaction on patient commitment and the mediating role of patient trust. *Journal of Patient Experience, 7*(6), 1642–1647.
- Eriksen, L. R. (1995). Patient satisfaction with nursing care: concept clarification. *Journal of Nursing Measurement, 3*(1), 59–76.
- Esmailzadeh, P. (2019). The process of building patient trust in health

information exchange (HIE): The impacts of perceived benefits, perceived transparency of privacy policy, and familiarity. *Communications of the Association for Information Systems*, 45(1), 21.

Fadhila, N. A., & Diansyah, D. (2018). Pengaruh kualitas pelayanan dan kepercayaan terhadap loyalitas dengan kepuasan pasien sebagai variabel intervening di Klinik Syifa Medical Center. *Media Studi Ekonomi*, 21(1).

Fengmin, Z., Baijun, W., Jiangtao, B., Li, L., & Patwary, A. K. (2022). Investigating revisit intention of medical tourists in China through nutritional knowledge, perceived medical quality, and trust in the physiologist: A recommendation on health tourism policy measures. *Frontiers in Public Health*, 10, 893497.

Fielding, K. S., McDonald, R., & Louis, W. R. (2008). Theory of planned behaviour, identity and intentions to engage in environmental activism. *Journal of Environmental Psychology*, 28(4), 318–326.

Fishbein, M., & Ajzen, I. (1977). *Belief, attitude, intention, and behavior: An introduction to theory and research*.

Gavurova, B., Dvorsky, J., & Popesko, B. (2021). Patient satisfaction determinants of inpatient healthcare. *International Journal of Environmental Research and Public Health*, 18(21), 11337.

Ghobadian, A., Speller, S., & Jones, M. (1994). Service quality: concepts and models. *International Journal of Quality & Reliability Management*, 11(9), 43–66.

Gholipour, S. A., & Einolahzadeh, H. (2018). The influence of service quality on revisit intention: The mediating role of WOM and satisfaction (Case study: Guilan travel agencies). *Cogent Social Sciences*, 4(1), 1560651.

Ghosh, A., Varshney, S., & Venugopal, P. (2014). Social media WOM: Definition, consequences and inter-relationships. *Management and Labour Studies*, 39(3), 293–308.

Ginting, Y., Chandra, T., Miran, I., & Yusriadi, Y. (2023). Repurchase intention of e-commerce customers in Indonesia: An overview of the effect of e-service quality, e-word of mouth, customer trust, and customer satisfaction mediation. *International Journal of Data and Network Science*, 7(1), 329–340.

Ha, Y., & Im, H. (2012). Role of web site design quality in satisfaction and word of mouth generation. *Journal of Service Management*, 23(1), 79–96.

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.

Hall, M. A., Dugan, E., Zheng, B., & Mishra, A. K. (2001). Trust in physicians

and medical institutions: what is it, can it be measured, and does it matter? *The Milbank Quarterly*, 79(4), 613–639.

- Harrison-Walker, L. J. (2001). The measurement of word-of-mouth communication and an investigation of service quality and customer commitment as potential antecedents. *Journal of Service Research*, 4(1), 60–75.
- Hasibuan, R. R. (2023). The Impact of Dental Satisfaction Questionnaire (DSQ) and Word of Mouth on Patient Satisfaction Educational Dental and Oral Hospital. *Telaah Bisnis*, 23(2), 129–143.
- Hawthorne, G., Sansoni, J., Hayes, L., Marosszeky, N., & Sansoni, E. (2014). Measuring patient satisfaction with health care treatment using the Short Assessment of Patient Satisfaction measure delivered superior and robust satisfaction estimates. *Journal of Clinical Epidemiology*, 67(5), 527–537. <https://doi.org/https://doi.org/10.1016/j.jclinepi.2013.12.010>
- Hutama, T. S. P., Mutiarasari, D., & Asrinawati, A. N. (2018). Perbedaan Kepuasan Pasien BPJS Pada Instalasi Rawat Inap Kelas III di Rumah Sakit Pemerintah Wirabuana Palu Dengan Rumah Sakit Swasta Budi Agung Palu. *Healthy Tadulako Journal (Jurnal Kesehatan Tadulako)*, 4(2), 41–49.
- Indriana, F., Syah, T. Y. R., & Wekadigunawan, C. S. P. (2021). A SERVICE QUALITY, PRICE, CUSTOMER SATISFACTION AND WORD OF MOUTH IN HOSPITAL X OUTPATIENT SERVICES: Service Quality, Price, Customer Satisfaction and Word of Mouth in Hospital X Outpatient Services. *Jurnal Ekonomi Dan Manajemen*, 15(1), 14–25.
- Isa, M. 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.
- Jang, S. S., & Feng, R. (2007). Temporal destination revisit intention: The effects of novelty seeking and satisfaction. *Tourism Management*, 28(2), 580–590.
- Jeon, Y., Lee, S. H., & Cheon, C. (2022). Determinants of revisit intention and willingness to recommend by Korean medicine users: A cross-sectional study. *European Journal of Integrative Medicine*, 56, 102190.
- Ji, K.-J. (2013). A study on medical service quality affecting perceived value, satisfaction and intention of revisit in middle hospitals. *Korea Journal of Hospital Management*, 18(4), 18–38.
- Junaedi, S., & Harjanto, J. (2020). Examining the Effect of Destination Awareness, Destination Image, Tourist Motivation, and Word of Mouth on Tourists' Intention to Revisit. In W. A. Barnett & B. S. Sergi (Eds.), *Advanced Issues in the Economics of Emerging Markets* (Vol. 27, pp. 27–38). Emerald Publishing Limited. <https://doi.org/10.1108/S1571->

038620200000027003

- Kim, T. T., Kim, W. G., & Kim, H.-B. (2009). The effects of perceived justice on recovery satisfaction, trust, word-of-mouth, and revisit intention in upscale hotels. *Tourism Management*, 30(1), 51–62.
- Kirkpatrick, E. M., & Schwarz, C. M. (1983). Chambers 20th century dictionary. (No Title).
- 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/https://doi.org/10.1016/j.sbspro.2014.07.030>
- Kristiana, R. (2020). Rumah Sakit Pendidikan Di Kota Magelang. *Jurnal Poster Pirata Syandana*, 2(01).
- Kurnianingrum, A. F., & Hidayat, A. (2020). The Influence of Service Quality and Price Perception on Consumer Trust and Revisit Intention at Beauty Care Clinic in Indonesia. *Archives of Business Review–Vol*, 8(6).
- Lai, K. P., 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.
- Laksana, I., & Ekawati, N. W. (2020). Word of mouth and customer satisfaction in mediating the relationship between service quality and revisit intention. *American Journal of Humanities and Social Sciences Research (AJHSSR)*, 4(9), 19–28.
- Larsen, D. L., Attkisson, C. C., Hargreaves, W. A., & Nguyen, T. D. (1979). Assessment of client/patient satisfaction: Development of a general scale. *Evaluation and Program Planning*, 2(3), 197–207. [https://doi.org/https://doi.org/10.1016/0149-7189\(79\)90094-6](https://doi.org/https://doi.org/10.1016/0149-7189(79)90094-6)
- Lee, S., & Kim, E.-K. (2017). The effects of Korean medical service quality and satisfaction on revisit intention of the United Arab Emirates government sponsored patients. *Asian Nursing Research*, 11(2), 142–149.
- Li, M. H. (2011). The influence of perceived service quality on brand image, word of mouth, and repurchase intention: A case study of min-sheng general hospital in Taoyuan, Taiwan. *AU-GSB e-JOURNAL*, 4(1).
- Litvin, S. W., Goldsmith, R. E., & Pan, B. (2008). Electronic word-of-mouth in hospitality and tourism management. *Tourism Management*, 29(3), 458–468.
- Liu, C.-H. S., & Lee, T. (2016). Service quality and price perception of service: Influence on word-of-mouth and revisit intention. *Journal of Air Transport Management*, 52, 42–54.

- Maharani, P. P., Suhud, U., & Sari, D. A. P. (2023). Faktor-Faktor Penentu Niat Berkunjung Ulang Studi Pada Turis Di Taman Sari Yogyakarta. *Indonesian Journal of Economy, Business, Entrepreneurship and Finance*, 3(2), 204–219.
- Mahon, P. Y. (1996). An analysis of the concept 'patient satisfaction' as it relates to contemporary nursing care. *Journal of Advanced Nursing*, 24(6), 1241–1248.
- Mandagi, D. W., Rampen, D. C., Soewignyo, T. I., & Walean, R. H. (2023). Empirical nexus of hospital brand gestalt, patient satisfaction and revisit intention. *International Journal of Pharmaceutical and Healthcare Marketing*.
- Mannan, M., Chowdhury, N., Sarker, P., & Amir, R. (2019). Modeling customer satisfaction and revisit intention in Bangladeshi dining restaurants. *Journal of Modelling in Management*, 14(4), 922–947.
- Marsh, S., & Dibben, M. R. (2005). Trust, untrust, distrust and mistrust—an exploration of the dark (er) side. *International Conference on Trust Management*, 17–33.
- Mechanic, D., & Schlesinger, M. (1996). The impact of managed care on patients' trust in medical care and their physicians. *Jama*, 275(21), 1693–1697.
- Melyana, Y., Astuti, H. W., Habe, H., Purnama, H., & Elina, M. (2023). Word Of Mouth Dan Brand Image Terhadap Kepuasan Konsumen Maskapai Lion Air Di Raden Intan II Lampung. *Ekombis Sains: Jurnal Ekonomi, Keuangan Dan Bisnis*, 8(1), 39–48.
- Merkouris, A., Ifantopoulos, J., & Lanara, V. (1999). Patient satisfaction: a key concept for evaluating and improving nursing services. *Journal of Nursing Management*, 7(1), 19–28.
- Muharam, H., Chaniago, H., Endraria, E., & Harun, A. Bin. (2021). E-service quality, customer trust and satisfaction: market place consumer loyalty analysis. *Jurnal Minds: Manajemen Ide Dan Inspirasi*, 8(2), 237–254.
- Murray, K. B. (1991). A test of services marketing theory: consumer information acquisition activities. *Journal of Marketing*, 55(1), 10–25.
- Nguyen Viet, B., Dang, H. P., & Nguyen, H. H. (2020). Revisit intention and satisfaction: The role of destination image, perceived risk, and cultural contact. *Cogent Business & Management*, 7(1), 1796249.
- Ongkaruna, L. A. L., & Kristaung, R. (2023). The Influence Of Hospital Service Quality On Patient Revisit Intention And Word-Of-Mouth In Class B Private General Hospital In Dki Jakarta. *OPSearch: American Journal of Open Research*, 2(7), 581–593.

- Orrange, S., Patel, A., Mack, W. J., & Cassetta, J. (2021). Patient satisfaction and trust in telemedicine during the COVID-19 pandemic: retrospective observational study. *JMIR Human Factors*, 8(2), e28589.
- Parastiwi, F. D., & Farida, N. (n.d.). PENGARUH DAYA TARIK DAN WORD-OF-MOUTH TERHADAP KUNJUNGAN ULANG MELALUI KEPUASAN. *Jurnal Ilmu Administrasi Bisnis; Vol 6, No 1 (2017)DO - 10.14710/Jiab.2017.14503* .  
<https://ejournal3.undip.ac.id/index.php/jiab/article/view/14503>
- Parasuraman, A., Zeithaml, V. A., & Berry, L. (1988). SERVQUAL: A multiple-item scale for measuring consumer perceptions of service quality. *1988*, 64(1), 12–40.
- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1985). A conceptual model of service quality and its implications for future research. *Journal of Marketing*, 49(4), 41–50.
- Park, S., Kim, H.-K., Choi, M., & Lee, M. (2021). Factors affecting revisit intention for medical services at dental clinics. *PloS One*, 16(5), e0250546.
- Peng, Y., Yin, P., Deng, Z., & Wang, R. (2020). Patient–Physician Interaction and Trust in Online Health Community: The role of perceived usefulness of health information and services. *International Journal of Environmental Research and Public Health*, 17(1), 139.
- Pighin, M., Alvarez-Risco, A., Del-Aguila-Arcentales, S., Rojas-Osorio, M., & Yáñez, J. A. (2022). Factors of the Revisit Intention of Patients in the Primary Health Care System in Argentina. *Sustainability*, 14(20), 13021.
- Rahman, A. S., & Desembrianita, E. (2023). PENGARUH SERVICE QUALITY DAN HOSPITAL IMAGE TERHADAP REVISITINTENTION MELALUI WORD OF MOUTH PADA LAYANAN RAWAT INAP DI RUMAH SAKIT UMUM DAERAH IBNU SINA KABUPATEN GRESIK. *Jurnal Ilmu Sosial*, 3(1), 199–222.
- Riyadi, S., & Nurmahdi, A. (2022). The effect of destination image, electronic word of mouth and service quality on visiting decisions and their impact on revisit interest. *Journal Research of Social, Science, Economics, and Management*, 1(9), 1244–1263.
- Rojas, M., Méndez, A., & Watkins-Fassler, K. (2023). The hierarchy of needs empirical examination of Maslow’s theory and lessons for development. *World Development*, 165, 106185.
- Rolfe, A., Cash-Gibson, L., Car, J., Sheikh, A., & McKinstry, B. (2014). Interventions for improving patients’ trust in doctors and groups of doctors. *Cochrane Database of Systematic Reviews*, 3.
- Rungklin, D., Trichan, K., & Rinthaisong, I. (2023). Satisfaction, revisit and

- electronic word of mouth intention among medical tourists in Southern Thailand during COVID 19 situation. *Kasetsart Journal of Social Sciences*, 44(1), 105–114.
- Ruswanti, E., Eff, A., & Kusumawati, M. (2020). Word of mouth, trust, satisfaction and effect of repurchase intention to Batavia hospital in west Jakarta, Indonesia. *Management Science Letters*, 10(2), 265–270.
- Salim, A. (2020). Analisis Kualitas Pelayanan Rumah Sakit Negeri X Dan Kualitas Pelayanan Rumah Sakit Swasta Y Di Kota Pekanbaru. *Journal of STIKes Awal Bros Pekanbaru*, 1(1), 38–47.
- Sekaran, U., & Bougie, R. (2016). *Research methods for business: A skill building approach*. John Wiley & Sons.
- Seth, N., Deshmukh, S. G., & Vrat, P. (2005). Service quality models: a review. *International Journal of Quality & Reliability Management*, 22(9), 913–949.
- Shabbir, S., Kaufmann, H. R., & Shehzad, M. (2010). Service quality, word of mouth and trust: Drivers to achieve patient satisfaction. *Scientific Research and Essays*, 5(17), 2457–2462.
- Sim, G., Shin, H., & Kim, D. (2023). The Effect of Physical Therapist's Expertise and Interactivity on Revisit Intention Based on Trust. *The Journal of Korean Physical Therapy*, 35(3), 77–82.
- Sirimongkol, T. (2022). The effects of restaurant service quality on revisit intention in pandemic conditions: an empirical study from Khonkaen, Thailand. *Journal of Foodservice Business Research*, 25(2), 233–251. <https://doi.org/10.1080/15378020.2021.1941560>
- Siripipatthanakul, S. (2021). 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)*, 5(5), 832–841.
- Soliman, M. (2021). Extending the theory of planned behavior to predict tourism destination revisit intention. *International Journal of Hospitality & Tourism Administration*, 22(5), 524–549.
- Subhan, S., & Iswati, H. (2022). Pengaruh Kualitas Pelayanan, Harga, Word of Mouth terhadap Loyalitas dan Kepuasan Pasien sebagai Intervening di Klinik Medika Plaza. *Syntax Literate; Jurnal Ilmiah Indonesia*, 7(3), 1316–1328.
- 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.
- Trisnantoro, L., & Listyani, E. (2018). Jumlah RS di Indonesia pertumbuhan



RS publik. Diambil Dari <https://www.persi.or.id/Images/2017/Litbang/Rsindonesia418.Pdf>.

- Trisnawati, I., Handayani, S. D., & Nuryakin, N. (2022). The effect of dental clinic service quality on patient satisfaction, word of mouth and revisit intention in Yogyakarta. *Jurnal Aisyah : Jurnal Ilmu Kesehatan; Vol 7, No 4: December 2022*. <https://doi.org/10.30604/jika.v7i4.1885>
- Wandebori, H., & Pidada, I. (2017). Revisit intention to hospital: factors unveiled from a case study of balimed hospital. *J Manaj Teor Dan Terap, 10(3)*.
- Westbrook, R. A. (1987). Product/consumption-based affective responses and postpurchase processes. *Journal of Marketing Research, 24(3)*, 258–270.
- Wiraswati, A., Sumarni, M., & Basri, A. I. (2021). Pengaruh kualitas pelayanan, fasilitas dan word of mouth terhadap kepuasan pasien di klinik harapan sehat jatisarone, Nanggulan, Kulon Progo (Peer review). *Bisman (Bisnis Dan Manajemen): The Journal Of Business and Management, 4(1)*, 72–84.
- Woo, S., & Choi, M. (2021). Medical service quality, patient satisfaction and intent to revisit: Case study of public hub hospitals in the Republic of Korea. *Plos One, 16(6)*, e0252241.
- Yan, X., Wang, J., & Chau, M. (2015). Customer revisit intention to restaurants: Evidence from online reviews. *Information Systems Frontiers, 17(3)*, 645–657. <https://doi.org/10.1007/s10796-013-9446-5>
- Yang, J.-H., Song, T.-K., & Chang, D.-M. (2012). Effects of medical service quality on the customer satisfaction and intention of revisit in cancer patients. *The Journal of the Korea Contents Association, 12(12)*, 269–281.
- Yuniarti, Y., & Hidayat, A. (2021). The analysis of patients' revisits intention factors in sub-urban hospital. *International Journal of Research in Business and Social Science (2147-4478), 10(4)*, 420–429.
- Zahra, S. A., Farida, N., & Arso, S. P. (2023). Effect of Customer Value and Trust on Patient Revisit Intention: Satisfaction as Mediator. *Journal of Health Science and Prevention, 7(2)*.
- Zaid, A. A., Arqawi, S. M., Mwais, R. M. A., Al Shobaki, M. J., & Abu-Naser, S. S. (2020). The impact of Total quality management and perceived service quality on patient satisfaction and behavior intention in Palestinian healthcare organizations. *Technology Reports of Kansai University, 62(03)*, 221–232.
- Zarei, E., Daneshkohan, A., Pouragha, B., Marzban, S., & Arab, M. (2015). An empirical study of the impact of service quality on patient satisfaction in private hospitals, Iran. *Global Journal of Health Science, 7(1)*, 1.

Zhang, H., Wu, Y., & Buhalis, D. (2018). A model of perceived image, memorable tourism experiences and revisit intention. *Journal of Destination Marketing & Management*, 8, 326–336.  
<https://doi.org/https://doi.org/10.1016/j.jdmm.2017.06.004>

