

## DAFTAR PUSTAKA

- Adityatama, E. K., Prasetianto, A., & Bernarto, I. (2024). The Influence Of Healthcare Practitioners' Attitudes, The Role Of Teamwork, And The Physical Environment On Patient Safety Culture. *Eduvest –Journal of Universal Studies*, 4(05), 4079–4090.
- Adomah-Afari, A., & Kanku, F. K. (2024). Patients' Perspective of Patient-Centred Care in Selected Health Facilities in Southern Ghana. *Journal of Innovations in Business and Industry*, 2(2), 97–110. <https://doi.org/10.61552/jibi.2024.02.006>
- Akthar, N., Nayak, S., & P, Y. P. (2023). A cross-sectional study on exploring the antecedents of patient's Intent to Revisit: Mediating role of trust in the hospital among patients in India. *Version 3*, 12(75). <https://doi.org/doi:10.12688/f1000research.128220.3>
- 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. <https://doi.org/10.12688/f1000research.128220.2>
- Akthar, N., Nayak, S., & Pai, Y. (2024). A cross-sectional study on exploring the antecedents of patient' s Intent to Revisit: Mediating role of trust in the hospital among patients in India. *F1000Research*, 1(May), 1–23.
- Al-Balas, S. M., Al-Maqableh, H. O., Athamneh, S., & Odeibat, A. M. (2024). Quality status: A SERVQUAL approach to evaluate the effect of the quality of healthcare services on patient satisfaction in Jordan. *International Journal of Healthcare Management*, February, 1–17.

<https://doi.org/10.1080/20479700.2024.2310375>

Albornoz, R., García-Salirrosas, E. E., Millones-Liza, D. Y., Villar-Guevara, M., & Toyohama-Pocco, G. (2024). Using the Theory of Perceived Value to Determine the Willingness to Consume Foods from a Healthy Brand: The Role of Health Consciousness. *Nutrients*, 16(13), 1–15. <https://doi.org/10.3390/nu16131995>

Aldekhyyel, R. N., Alshuaibi, F., Alsaaid, O., Bin Moammar, F., Alanazy, T., Namshah, A., Altassan, K., Aldekhyyel, R., & Jamal, A. (2024). Exploring behavioral intention to use telemedicine services post COVID-19: a cross sectional study in Saudi Arabia. *Frontiers in Public Health*, 12(April). <https://doi.org/10.3389/fpubh.2024.1385713>

Alfarizi, M., & Ngatindriatun. (2022). Determinant factors of hospital service quality and patient satisfaction: Hospital logistics management approach. *Asian Management and Business Review*, 2(2), 121–138. <https://doi.org/10.20885/ambr.vol2.iss2.art2>

Alfiannor. (2024). The Influence of Brand Image and Marketing Mix on General Patient Satisfaction. *JIEE: Jurnal Ilmiah Ekotrans & Erudisi*, 04(01), 41–51.

Alfiannor. (2024). The Influence of Brand Image and Marketing Mix on General Patient Satisfaction. *JIEE: Jurnal Ilmiah Ekotrans & Erudisi*, 04(01), 41–51.

Alhussin, E. M., Mohamed, S. A., Hassan, A. A., Al-Qudimat, A. R., Doaib, A. M., al jonidy, R. M., al harbi, L. I., & Alhawsawy, E. D. (2024). Patients' satisfaction with the quality of nursing care: A cross-section study. *International Journal of Africa Nursing Sciences*, 20(March), 100690. <https://doi.org/10.1016/j.ijans.2024.100690>

- Ali, M., & Raza, S. A. (2017). Service quality perception and customer satisfaction in Islamic banks of Pakistan: the modified SERVQUAL model. *Total Quality Management and Business Excellence*, 28(5–6), 559–577. <https://doi.org/10.1080/14783363.2015.1100517>
- Almaani, M. M., & Salama, K. F. (2021). Assessment of attitude of primary care medical staff toward patient safety culture in primary health-care centers—al-ahsa, saudi arabia. *Journal of Multidisciplinary Healthcare*, 14(September), 2731–2740. <https://doi.org/10.2147/JMDH.S323832>
- Altinay, L., Alrawadieh, Z., Tulucu, F., & Arici, H. E. (2023). The effect of hospitableness on positive emotions, experience, and well-being of hospital patients. *International Journal of Hospitality Management*, 110(November 2022), 103431. <https://doi.org/10.1016/j.ijhm.2023.103431>
- Alves-Nogueira, A. C., Góis, A. C., Pereira, M., Canavarro, M. C., Melo, C., & Carona, C. (2023). The Associations Between Physician-Patient Communication and Adjustment Outcomes of Patients and Physicians: A Systematic Review and Meta-Analysis of Correlations. *Health Communication*, 39(9), 1781–1794. <https://doi.org/https://doi.org/10.1080/10410236.2023.2243043>
- Alwinie, A. A., Nurhayati, P., & Sartono, B. (2024). The Role of 7P Marketing Mix toward Consumer Satisfaction and Loyalty of XYZ Beauty Clinic. *Journal of Consumer Sciences*, 9(1), 40–62. <https://doi.org/10.29244/jcs.9.1.40-62>
- Aman-Ullah, A., Ali, A., Mehmood, W., Fareed, M., & Aman-Ullah, A. (2023). Corporate social responsibility and patient's intention to revisit: A serial mediation study witnessing the healthcare sector. *Environmental Science*

and Pollution Research, 30(8), 22078–22088.  
<https://doi.org/10.1007/s11356-022-23760-9>

Amruddin, Priyanda, R., Agustina, T. S., Ariantini, N. S., Rusmayani, N. G. A. L., Aslindar, D. A., Ningsih, K. P., Siska Wulandari, P. P., Yuniati, I., Untari, I., Mujiani, S., & Wicaksono, D. (2022). Metodologi Penelitian Kuantitatif. In Pradina Pustaka (p. 235).

Aqzha, J. P., Sumardin, Nabella, S. D., & Amirullah. (2024). The Influence of Facilities , Social Interaction and Service Quality on Patient Satisfaction at The Kemina Dental Care Clinic. *International Journal of Economics, Business, and Innovation Centre*, 03(02), 1027–1045.

Aqzha, J. P., Sumardin, Nabella, S. D., & Amirullah. (2024). The Influence of Facilities , Social Interaction and Service Quality on Patient Satisfaction at The Kemina Dental Care Clinic. *International Journal of Economics, Business, and Innovation Centre*, 03(02), 1027–1045.

Asch, S. M., Atkins, D. V., & Walling, A. (2021). If Kindness Were a Drug, the FDA Would Approve It. *Journal of General Internal Medicine*, 36(2), 263–264. <https://doi.org/10.1007/s11606-020-06343-7>

Asif, M., Amarat, M., Hussain, A., Wang, P., Wang, Y., & Liu, C. (2023). Indicadores del impacto de la satisfacción del paciente desde una perspectiva psicosocial. *Frontiers*, 2.

Assadian, O., Harbarth, S., Vos, M., Knobloch, J. K., Asensio, A., & Widmer, A. F. (2021). Practical recommendations for routine cleaning and disinfection procedures in healthcare institutions: a narrative review. *Journal of Hospital Infection*, 113, 104–114. <https://doi.org/10.1016/j.jhin.2021.03.010>

- Bader, M., Khasawneh, N., Rousan, R. Al, Hasanat, S. Al, & Nayak, K. P. (2023). Factors Influencing the Satisfaction and Intent to Revisit of Jordanian Medical Tourists. *Academica Turistica*, 16(3), 291–311. <https://doi.org/10.26493/2335-4194.16.291-311>
- Bai, S., Tan, Y., Zhao, J., Yu, D., Zhang, J., & Li, Q. (2024). How do patients' perceptions and doctors' images impact patient decisions? Deconstructing online physician selection using multimodal data. *Heliyon*, 10(7), e28563. <https://doi.org/10.1016/j.heliyon.2024.e28563>
- Banda, S., Nkungula, N., Chiumia, I. K., Rylance, J., & Limbani, F. (2023). Tools for measuring client experiences and satisfaction with healthcare in low- and middle-income countries: a systematic review of measurement properties. *BMC Health Services Research*, 23(1), 1–12. <https://doi.org/10.1186/s12913-023-09129-9>
- Bhat, D., Deogade, M. S., & Kanyal, D. (2023). Improving Patient Outcomes Through Effective Hospital Administration: A Comprehensive Review. *Cureus*, 15(10), e47731. <https://doi.org/doi:10.7759/cureus.47731>
- Bhatt, L. D., Ghimire, S., & Khanal, K. (2024). Patient satisfaction and their determinants in outpatient department of a tertiary public hospital in Nepal: a cross-sectional study. *Journal of Patient-Reported Outcomes*, 1(1), 1–9. <https://doi.org/https://doi.org/10.1186/s41687-024-00696-x>
- Bhatt, L. D., Ghimire, S., & Khanal, K. (2024). Patient satisfaction and their determinants in outpatient department of a tertiary public hospital in Nepal: a cross-sectional study. *Journal of Patient-Reported Outcomes*, 1(1), 1–9. <https://doi.org/https://doi.org/10.1186/s41687-024-00696-x>

- Bhugra, D. (2024). Characteristics of a good doctor. *Journal of the Royal Society of Medicine*, 117(4), 131–133. <https://doi.org/10.1177/01410768241230773>
- Biscaia, R., Yoshida, M., & Kim, Y. (2023). Service quality and its effects on consumer outcomes: a meta-analytic review in spectator sport. *European Sport Management Quarterly*, 23(3), 897–921. <https://doi.org/10.1080/16184742.2021.1938630>
- Brandão, A., & Ribeiro, L. (2023). The Impact of Patient Experience on Loyalty in the Context of Medical-Aesthetic Health Services. *Journal of Patient Experience*, 10, 1–10. <https://doi.org/10.1177/23743735231160422>
- Brekke, K. R., Gravelle, H., Siciliani, L., & Straume, O. R. (2014). Patient choice, mobility and competition among health care providers. *Dev Health Econ Public Policy*, 12, 1–26. [https://doi.org/https://doi.org/10.1007/978-88-470-5480-6\\_1](https://doi.org/https://doi.org/10.1007/978-88-470-5480-6_1)
- Brophy, J. T., Keith, M. M., & Hurley, M. (Hos). Assaulted and Unheard: Violence Against Healthcare Staff. *A Journal of Environmental and Occupational Health Policy*, 27(4). <https://doi.org/https://doi.org/10.1177/1048291117732301>
- Campos, C. F. C., Olivo, C. R., Martins, M. de A., & Tempski, P. Z. (2024). Physicians' attention to patients' communication cues can improve patient satisfaction with care and perception of physicians' empathy. *Clinics*, 79(1), 1–16. <https://doi.org/10.1016/j.clinsp.2024.100377>
- Carling, P. C., Briggs, J. L., Perkins, J., & Highlander, D. (2006). Improved cleaning of patient rooms using a new targeting method. *Clinical Infectious*

- Diseases, 42(3), 385–388. <https://doi.org/10.1086/499361>
- Cengiz, E., & Kirkbir, F. (2007). Customer perceived value: The development of a multiple item scale in hospitals. *Problems and Perspectives in Management*, 5(3), 252–268.
- Chakravarty, R., & Sarma, N. N. (2018). Hierarchy of Effects and Consumer Buying: Findings from Literature Review. *The Journal of Open Learning and Research Communication*, 4(1), 36–56.
- Chan, E. Y. (2024). Consumer Behavior in Practice. In *Strategic Insights for the Modern Marketer*. Palgrave Macmillan.
- Chanafi. (2022). Personalisasi Layanan Kesehatan Adalah. *Trustmedis*.
- Chaudhury, H., Mahmood, A., & Valente, M. (2009). The Effect of Environmental Design on Reducing Nursing Errors and Increasing Efficiency in Acute Care Settings: A Review and Analysis of the Literature. *Environment and Behavior*, 41(6). <https://doi.org/https://doi.org/10.1177/0013916508330392>
- Chen, J., Patil, K. R., Yeo, B. T. T., & Eickhoff, S. B. (2023). Leveraging Machine Learning for Gaining Neurobiological and Nosological Insights in Psychiatric Research. *Biological Psychiatry*, 93(1), 18–28. <https://doi.org/10.1016/j.biopsych.2022.07.025>
- Choi, K. S., Cho, W. H., Lee, S., Lee, H., & Kim, C. (2004). The relationships among quality, value, satisfaction and behavioral intention in health care provider choice: A South Korean study. *Journal of Business Research*, 57(8), 913–921. [https://doi.org/10.1016/S0148-2963\(02\)00293-X](https://doi.org/10.1016/S0148-2963(02)00293-X)
- Christen, A., Benedetti, F. D., & Händler-Schuster, D. (2024). Connected health services: Health professionals' role as seen by parents of a child with

inflammatory bowel disease. *Digital Health*, 10.  
<https://doi.org/10.1177/20552076241271772>

Christodoulakis, A., Kritsotakis, G., Gkorezis, P., Sourtzi, P., & Tsiligianni, I. (2023). Linking Learning Environment and Critical Thinking through Emotional Intelligence: A Cross-Sectional Study of Health Sciences Students. *Healthcare (Switzerland)*, 11(6), 1–21.  
<https://doi.org/10.3390/healthcare11060826>

Cleary, P. D., & McNeil, B. J. (1988). Patient satisfaction as an indicator of quality care. *Inquiry*, 25(1), 25–36.

Cleary, P. D., & McNeil, B. J. (1988). Patient satisfaction as an indicator of quality care. *Inquiry*, 25(1), 25–36.

Dakshayani, & Rajendran. (2024). A Study On Generation Z Consumer Buying Behaviour Towards Green Cosmetic Products. *Educational Administration: Theory and Practice*, 30(4), 1260–1266.  
<https://doi.org/10.53555/kuey.v30i4.1645>

Danaher, T. S., Berry, L. L., Howard, C., Moore, S. G., & Attai, D. J. (2023). Improving How Clinicians Communicate With Patients: An Integrative Review and Framework. *Journal of Service Research*, 26(4), 493–510.  
<https://doi.org/10.1177/10946705231190018>

Danaher, T. S., Danaher, P. J., Sweeney, J. C., & McColl-Kennedy, J. R. (2024). Dynamic Customer Value Cocreation in Healthcare. *Journal of Service Research*, 27(2), 177–193. <https://doi.org/10.1177/10946705231161758>

Darzi, M. A., Islam, S. B., Khursheed, S. O., & Bhat, S. A. (2023). Service quality in the healthcare sector: a systematic review and meta-analysis. *LBS Journal*

of Management & Research, 21(1), 13–29. <https://doi.org/10.1108/lbsjmr-06-2022-0025>

Din, S. K. J., Russo, A., & Liversedge, J. (2023). Designing Healing Environments: A Literature Review on the Benefits of Healing Gardens for Children in Healthcare Facilities and the Urgent Need for Policy Implementation. *Land*, 12(5). <https://doi.org/10.3390/land12050971>

Dinoff, A., Lynch, S., Hameed, A. S., Koestler, J., Ferrando, S. J., & Klepacz, L. (2023). When Did the Empathy Die?: Examining the Correlation Between Length of Medical Training and Level of Empathy. *Medical Science Educator*, 33(2), 489–497. <https://doi.org/10.1007/s40670-023-01768-1>

Durant, D. J. (2020). Can patient-reported room cleanliness measures predict hospital-acquired *C. difficile* infection? A study of acute care facilities in New York state. *American Journal of Infection Control*, 49(4), 452–457. <https://doi.org/https://doi.org/10.1016/j.ajic.2020.08.024>

Edris, N., Bashir, F., & Zeleke, B. (2024). Impacts of Hospitals Users' Characteristics on Perceptions of the Physical Environment. *Heliyon*, 10(10), e31531. <https://doi.org/10.1016/j.heliyon.2024.e31531>

El Garem, R. A. A., Fouad, A., & Mohamed, H. (2024). Factors associated with patient loyalty in private healthcare sector in Egypt. *Journal of Humanities and Applied Social Sciences*, 6(2), 181–206. <https://doi.org/10.1108/jhass-09-2023-0106>

El Garem, R. A. A., Fouad, A., & Mohamed, H. (2024). Factors associated with patient loyalty in private healthcare sector in Egypt. *Journal of Humanities and Applied Social Sciences*, 6(2), 181–206. <https://doi.org/10.1108/jhass-09-2023-0106>

09-2023-0106

El Gozmir, H., Makhrouf, S., & Chouhbi, A. (2024). Fundamental Models of Consumer Purchasing Behavior: An In-Depth Analysis Since the 1960s. *Revistamultidisciplinar.Com*, 6(2), e202419. <https://doi.org/10.23882/emss.24185>

Elias, A., Abdalkarim, S., Mohammed M, W., Ali, G. Y., Mohammed Ahmed, M., Youns Khan, M., Mousa Faqeeh, H., Ali Ahmed Alhazmi, A., Hamad Ahmad, O., Ali Jubran, R., & Salih Mahfouz, M. (2022). Patient Satisfaction and Its Predictors in the General Hospitals of Southwest Saudi Arabia: A Cross-sectional Survey. *Sudan Journal of Medical Sciences*, 17(1), 15–27. <https://doi.org/10.18502/sjms.v17i1.10682>

Elias, A., Abdalkarim, S., Mohammed M, W., Ali, G. Y., Mohammed Ahmed, M., Youns Khan, M., Mousa Faqeeh, H., Ali Ahmed Alhazmi, A., Hamad Ahmad, O., Ali Jubran, R., & Salih Mahfouz, M. (2022). Patient Satisfaction and Its Predictors in the General Hospitals of Southwest Saudi Arabia: A Cross-sectional Survey. *Sudan Journal of Medical Sciences*, 17(1), 15–27. <https://doi.org/10.18502/sjms.v17i1.10682>

Endra, F., Setyawan, B., Supriyanto, S., & Tunjungsari, F. (2019). Medical staff services quality to patients satisfaction based on SERVQUAL dimensions. *International Journal of Public Health Science (IJPHS)*, 8(1), 51–57. <https://doi.org/10.11591/ijphs.v8i1.17066>

Fachri, M. (2024). The Effect of Tangibles , Reliability, Responsiveness , Assurance, and Empathy Aspects on Hospitalization Services in Hospitals on Patient Satisfaction. *International Journal of Psychology and Health*

Science, 2(2), 39–51.

Fakhri, R. (2024). Does service quality influence patient satisfaction? *Adpebi International Journal of Multidisciplinary Sciences*, 3(1), 95–103.

<https://doi.org/https://doi.org/1054099/aijms.v31.890>

Fakhri, R. (2024). Does service quality influence patient satisfaction? *Adpebi International Journal of Multidisciplinary Sciences*, 3(1), 95–103.

<https://doi.org/https://doi.org/1054099/aijms.v31.890>

Farrokhi, P., Aryankhesal, A., Bagherzadeh, R., & Aghaei Hashjin, A. (2023).

Evaluation of outpatient service quality: What do patients and providers think? *International Journal of Healthcare Management*, 16(3), 394–403.

<https://doi.org/10.1080/20479700.2022.2110195>

Fatima, S. (2019). Analisis Stakeholder dalam Perencanaan Kesehatan Kabupaten Wonogiri. *Higeia Journal of Public Health Research and Development*, 3(1), 121–131.

Fay, L., Cai, H., & Real, K. (2019). A Systematic Literature Review of Empirical Studies on Decentralized Nursing Stations. *Health Environments Research and Design Journal*, 12(1), 44–68.

<https://doi.org/10.1177/1937586718805222>

Fenitra, R. M., Balqiah, T. E., Astuti, R. D., Prabowo, H., & Hati, S. R. H. (2024).

Advancing the consumer behaviour theory in halal food: review literature and directions for future research. *Journal of Islamic Marketing*, 1(1).

<https://doi.org/https://doi.org/10.1108/JIMA-05-2023-0141>

Fernández-Salido, M., Alhambra-Borrás, T., Casanova, G., & Garcés-Ferrer, J.

(2024). Value-Based Healthcare Delivery: A Scoping Review. *International*

Journal of Environmental Research and Public Health, 21(2), 1–19.  
<https://doi.org/10.3390/ijerph21020134>

Fitri, A. U., & Handayani, M. (2024). Analysis Of Health Service Quality And Patient Satisfaction Of Barebbo Primary Healthcare Bone Regency. *Pustaka Katulistiwa*, 5(1), 1–6.

Fitri, A. U., & Handayani, M. (2024). Analysis Of Health Service Quality And Patient Satisfaction Of Barebbo Primary Healthcare Bone Regency. *Pustaka Katulistiwa*, 5(1), 1–6.

Fook, T. N., Peng, L. M., & Mun, Y. W. (2024). Hospital brand image and trust leading towards patient satisfaction: medical tourists' behavioural intention in Malaysia. *Healthcare in Low-Resource Settings*, 12(1).  
<https://doi.org/10.4081/hls.2024.12276>

Fryburg, D. A. (2023). Kindness Isn't Just about Being Nice: The Value Proposition of Kindness as Viewed through the Lens of Incivility in the Healthcare Workplace. *Behavioral Sciences*, 13(6).  
<https://doi.org/10.3390/bs13060457>

Fryburg, D. A., Ureles, S. D., Myrick, J. G., Carpentier, F. D., & Oliver, M. B. (2021). Kindness Media Rapidly Inspires Viewers and Increases Happiness, Calm, Gratitude, and Generosity in a Healthcare Setting. *Frontiers in Psychology*, 11(January), 1–9. <https://doi.org/10.3389/fpsyg.2020.591942>

Galinsky, T., Deter, L., Krieg, E., Feng, H. A., Battaglia, C., Bell, R., Haddock, K. S., Hilton, T., Lynch, C., Matz, M., Moscatel, S., Riley, F. D., Sampsel, D., & Shaw, S. (2021). Safe patient handling and mobility (SPHM) for increasingly bariatric patient populations: Factors related to caregivers' self-

reported pain and injury. *Applied Ergonomics*, 91(May 2020), 103300.  
<https://doi.org/10.1016/j.apergo.2020.103300>

Gerger, H., Munder, T., Kreuzer, N., Locher, C., & Blease, C. (2024). Lay Perspectives on Empathy in Patient-Physician Communication: An Online Experimental Study. *Health Communication*, 39(6), 1246–1255.  
<https://doi.org/10.1080/10410236.2023.2210380>

Gharaveis, A., Hamilton, D. K., Pati, D., & Shepley, M. (2018). The Impact of Visibility on Teamwork, Collaborative Communication, and Security in Emergency Departments: An Exploratory Study. *HERD*, 11(4), 37–49.  
<https://doi.org/https://doi.org/10.1177/1937586717735290>

Ghozali, I. (2018). Aplikasi Analisis Multivariate Dengan Program IBM SPSS 25, Edisi Kesembilan. In *Seminar Nasional Hasil Penelitian-Stimik Handayani Denpasar* (Issue September, p. 27).

Gideon Asuquo, E., Tighe, S. M., & Bradshaw, C. (2021). Interventions to reduce work-related musculoskeletal disorders among healthcare staff in nursing homes; An integrative literature review. *International Journal of Nursing Studies Advances*, 3(January), 100033.  
<https://doi.org/10.1016/j.ijnsa.2021.100033>

Glaser, J. (2021). 5 Principles to Improve the Patient Experience. *Harvard Business Review*.

Grundnig, J. S., Steiner-Hofbauer, V., Drexler, V., & Holzinger, A. (2022). You are exactly my type! The traits of a good doctor: a factor analysis study on public's perspectives. *BMC Health Services Research*, 22(1), 1–11.  
<https://doi.org/10.1186/s12913-022-08273-y>

- Guspianto, G., Hubaybah, H., & Ningsih, V. R. (2022). Quality of Service and its Effect on Patient Value, Patient Satisfaction, and Intent to Revisit: Investigation of the Public Health Center in Jambi Province. *Open Access Macedonian Journal of Medical Sciences*, 10(E), 1865–1873. <https://doi.org/10.3889/oamjms.2022.8666>
- 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/eb-11-2018-0203>
- Hair, J. F., Howard, M. C., & Nitzl, C. (2020). Assessing measurement model quality in PLS-SEM using confirmatory composite analysis. *Journal of Business Research*, 109, 101–110. <https://doi.org/10.1016/j.jbusres.2019.11.069>
- Hajy, M. A., Ahmed, K. M., Ahmed, N. S., & Ahmed, H. M. (2024). Patient Satisfaction with Nursing Care Based on Newcastle Satisfaction with Nursing Scale in Erbil/Iraq. *International Journal of Science and Research (IJSR)*, 1(1), 1–7. <https://doi.org/10.21275/SR24215145825>
- Hake, A. B., & Post, S. G. (2023). Kindness: Definitions and a pilot study for the development of a kindness scale in healthcare. *PLoS ONE*, 18(7 July), 1–11. <https://doi.org/10.1371/journal.pone.0288766>
- Hake, A. B., & Post, S. G. (2023). Kindness: Definitions and a pilot study for the development of a kindness scale in healthcare. *PLOS ONE*, 18(7), e0288766. <https://doi.org/10.1371/journal.pone.0288766>

Harris, M. G., Kazdin, A. E., Munthali, R. J., Vigo, D. V., Stein, D. J., Viana, M. C., Aguilar-Gaxiola, S., Al-Hamzawi, A., Alonso, J., Andrade, L. H., Bunting, B., Chardoul, S., Gureje, O., Hu, C., Hwang, I., Karam, E. G., Navarro-Mateu, F., Nishi, D., Orozco, R., ... Kessler, R. C. (2024). Factors associated with satisfaction and perceived helpfulness of mental healthcare: a World Mental Health Surveys report. *International Journal of Mental Health Systems*, 18(1), 1–19. <https://doi.org/10.1186/s13033-024-00629-7>

Harris, M. G., Kazdin, A. E., Munthali, R. J., Vigo, D. V., Stein, D. J., Viana, M. C., Aguilar-Gaxiola, S., Al-Hamzawi, A., Alonso, J., Andrade, L. H., Bunting, B., Chardoul, S., Gureje, O., Hu, C., Hwang, I., Karam, E. G., Navarro-Mateu, F., Nishi, D., Orozco, R., ... Kessler, R. C. (2024). Factors associated with satisfaction and perceived helpfulness of mental healthcare: a World Mental Health Surveys report. *International Journal of Mental Health Systems*, 18(1), 1–19. <https://doi.org/10.1186/s13033-024-00629-7>

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(1), 115–135. <https://doi.org/10.1007/s11747-014-0403-8>

Hidayat, A., Andika, B. T., & Ekasasi, S. R. (2024). Determinants of Intent to Revisit Among Indonesian Beauty Clinic Customers in Distribution Beauty Clinic Market: The Mediating Role of Trust. *Journal of Distribution Science*, 22(2), 31–40. <https://doi.org/10.15722/jds.22.02.202402.31>

Higgins, J. P. (2023). Ten Traits of Great Physicians. *The American Journal of*

Medicine, 136(4), 55–359.

<https://doi.org/DOI:https://doi.org/10.1016/j.amjmed.2022.12.011>

Hojat, M., Maio, V., Pohl, C. A., & Gonnella, J. S. (2023). Clinical empathy: definition, measurement, correlates, group differences, erosion, enhancement, and healthcare outcomes. *Discover Health Systems*, 2(1), 1–17. <https://doi.org/10.1007/s44250-023-00020-2>

Indriana, F., Yanuar, T., & Syah, R. (2020). Service Quality, Price, Customer Satisfaction and Word. *Jurnal Ekonomi Dan Manajemen*, 1(2014), 14–25.

Irawati, E., & Vitaliati, T. (2024). The Relationship Between Patient Safety Culture and Patient Satisfaction. *Journal of Nursing Periodic*, 01(01), 57–67.

Irawati, E., & Vitaliati, T. (2024). The Relationship Between Patient Safety Culture and Patient Satisfaction. *Journal of Nursing Periodic*, 01(01), 57–67.

Islami, V., Rizan, M., Wibowo, S. F., & Sebayang, K. D. A. (2024). Study of Service Quality, Trust and Brand Image on Customer Satisfaction and Customer Loyalty of Beauty Clinic Consumers: Literature Review. *Journal of Law, Social Science and Humanities*, 1(2), 105–111.

Izadi, A., Jahani, Y., Rafiei, S., Masoud, A., & Vali, L. (2020). Evaluating health service quality: using importance performance analysis. *International Journal of Health Care Quality Assurance*, 30(7), 656–663. <https://doi.org/10.1108/IJHCQA-02-2017-0030>

Jeon, W. T., Jung, H., Kim, Y., Kim, C., Yune, S. J., Lee, G. H., Im, S., & Lee, S.-W. (2024). The Patient-Centered Doctor's Competency Framework in Korea. *Korean Medical Education Review*, 26(Suppl 1), S48–S63. <https://doi.org/10.17496/kmer.24.003>

- Khawar, A., Frederiks, F., Nasori, M., Mak, M., Visser, M., Van Etten-Jamaludin, F., Diemers, A., & Van Dijk, N. (2022). What are the characteristics of excellent physicians and residents in the clinical workplace? A systematic review. *BMJ Open*, 12(9), 1–10. <https://doi.org/10.1136/bmjopen-2022-065333>
- Khotib, A., & Suprpto, S. I. (2024). Patient satisfaction associated with increased patient retention. *Malahayati International Journal of Nursing And Health Science*, 07(4), 425–431.
- Kirkpatrick, I., Altanlar, A., & Veronesi, G. (2024). Doctors in leadership roles: consequences for quality and safety. *Public Money and Management*, 44(6), 515–522. <https://doi.org/10.1080/09540962.2023.2217344>
- Kotler, P., & Armstrong, G. (2018). *Principle of Marketing*, Global Edition. Pearson Education Limited.
- Kotler, P., & Keller, K. L. (2023). *Marketing Management*, Global Edition, 16th edition. Pearson.
- Kuo, Y. K., Batool, S., devi, S., Tahir, T., & Yu, J. (2024). Exploring the impact of emotionalized learning experiences on the affective domain: A comprehensive analysis. *Heliyon*, 10(1), e23263. <https://doi.org/10.1016/j.heliyon.2023.e23263>
- Kurnianingrum, A. F., & Hidayat, A. (2020). The Influence of Service Quality and Price Perception on Consumer Trust and Intent to Revisit at Beauty Care Clinic in Indonesia. *Archives of Business Research*, 8(6), 268–281. <https://doi.org/10.14738/abr.86.8489>
- Kusumawardani, K., & Damayanti, A. A. M. P. (2020). Predicting the Intent to

- Revisit at Private Hospitals Mediated by Perceived Service Quality and Satisfaction. The 1st International Congress on Regional Economic Development, Information Technology and Sustainable Business, October 2020, 105–122. <https://www.researchgate.net/publication/349109881>
- Lee, Y. (2019). Workplace Health and Its Impact on Human Capital: Seven Key Performance Indicators of Workplace Health. In *Indoor Environment and Health*. <https://doi.org/10.5772/intechopen.85936>
- Lenaghan, P. A., Cirrincione, N. M., & Henrich, S. (2018). Preventing Emergency Department Violence through Design. *Journal of Emergency Nursing*, 44(1), 7–12. <https://doi.org/https://doi.org/10.1016/j.jen.2017.06.012>
- Li, D., Hu, Y., Pfaff, H., Wang, L., Deng, L., Lu, C., Xia, S., Cheng, S., Zhu, X., & Wu, X. (2020). Determinants of Patients' Intention to Use the Online Inquiry Services Provided by Internet Hospitals: Empirical Evidence From China. *J Med Internet Res*, 22(10). <https://doi.org/https://doi.org/10.2196/2F22716>
- Lienata, A., & Berlianto, M. P. (2023). The Effect of Service Quality and Clinic Image on Satisfaction to Mediate Intent to Revisit and Loyalty in Beauty Clinic Industry. *Journal of Humanities and Social Sciences Innovation*, 3(4), 1–13. <https://doi.org/https://doi.org/10.35877/454RI.daengku1735>
- Liu, S., Hu, Y., Lu, C., Li, D., & Zhang, Z. (2023). Identifying patient perceived values during outpatient encounters: an empirical study from Chinese public hospitals. *BMC Health Services Research*, 23(1), 1–11. <https://doi.org/10.1186/s12913-023-09817-6>
- 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* (United States), 58(1), 1–11. <https://doi.org/10.1177/00469580211007221>
- Lynne-Joseph, A. (2023). “As a clinician, you have to be passionately involved”: Advocacy and professional responsibility in gender-affirming healthcare. *Social Science and Medicine*, 321(October 2022), 115788. <https://doi.org/10.1016/j.socscimed.2023.115788>
- Ma'mari, Q. AL, Sharour, L. A., & Omari, O. Al. (2020). Fatigue, burnout, work environment, workload and perceived patient safety culture among critical care nurses. *British Journal of Nursing*, 29(1). <https://doi.org/https://doi.org/10.12968/bjon.2020.29.1.28>
- Manzoor, F., Wei, L., Hussain, A., Asif, M., & Shah, S. I. A. (2020). Patient Satisfaction with Health Care Services; An Application of Physician's Behavior as a Moderator. *Int J Environ Res Public Health*, 16(18), 3318. <https://doi.org/doi:10.3390/ijerph16183318>
- Marcheschi, E., Sigurjónsson, Á., Ulrich, R. S., & Elf, M. (2019). The Physical Environment and Its Effect on Health Outcomes-a Systematic Review. 4th Conference on Architecture Research Care & Health Trondheim, Norway, 14(1), 51–62.
- Mashita, D. A. (2022). Hubungan Service quality Kesehatan dengan Patient satisfaction Rawat Inap di Fasilitas Kesehatan Tingkat Pertama: Literature Review. ... *Informasi Kesehatan*, 3(2), 177–189.
- Medberg, G. (2020). Value-in-use and service quality: do customers see a difference? *Research Gate*, 1(August), 1–47. <https://doi.org/10.1108/JSTP-09-2019-0207>

- Moccia, G., Motta, O., Pironti, C., Proto, A., Capunzo, M., & De Caro, F. (2020). An alternative approach for the decontamination of hospital settings. *Journal of Infection and Public Health*, 13(12), 2038–2044. <https://doi.org/10.1016/j.jiph.2020.09.020>
- Mokarami, H., Eskandari, S., Cousins, R., Salesi, M., Kazemi, R., Razeghi, M., & Choobineh, A. (2021). Development and validation of a Nurse Station Ergonomics Assessment (NSEA) tool. *BMC Nursing*, 20(1), 1–12. <https://doi.org/10.1186/s12912-021-00600-8>
- Moujaes, F., Preller, K. H., Ji, J. L., Murray, J. D., Berkovitch, L., Vollenweider, F. X., & Anticevic, A. (2023). Toward Mapping Neurobehavioral Heterogeneity of Psychedelic Neurobiology in Humans. *Biological Psychiatry*, 93(12), 1061–1070. <https://doi.org/10.1016/j.biopsych.2022.10.021>
- Mumtaza, D. D., & Bernarto, I. (2022). The Effect Of People, Physical Evidence, Process, and Price Fairness on Patient Satisfaction At ABC Clinic, South Jakarta. *JMBI UNSRAT (Jurnal Ilmiah ...)*, 5(1), 949–960. <https://ejournal.unsrat.ac.id/index.php/jmbi/article/view/41533%0Ahttps://ejournal.unsrat.ac.id/index.php/jmbi/article/download/41533/38190>
- Mumtaza, D. D., & Bernarto, I. (2022). The Effect Of People, Physical Evidence, Process, and Price Fairness on Patient Satisfaction At ABC Clinic, South Jakarta. *JMBI UNSRAT (Jurnal Ilmiah ...)*, 5(1), 949–960. <https://ejournal.unsrat.ac.id/index.php/jmbi/article/view/41533%0Ahttps://ejournal.unsrat.ac.id/index.php/jmbi/article/download/41533/38190>
- Murfin, D. E., Schlegelmilch, B. B., & Diamantopoulos, A. (1995). Perceived

- service quality and medical outcome: An interdisciplinary review and suggestions for future research. *Journal of Marketing Management*, 11(1–3), 97–117. <https://doi.org/https://doi.org/10.1080/0267257X.1995.9964332>
- Naccarella, L., Raggatt, M., & Redley, B. (2018). The Influence of Spatial Design on Team Communication in Hospital Emergency Departments. *HERD*, 12(2). <https://doi.org/https://doi.org/10.1177/1937586718800481>
- Nembhard, I. M., David, G., Ezzeddine, I., Betts, D., & Radin, J. (2023). A systematic review of research on empathy in health care. *Health Services Research*, 58(2), 250–263. <https://doi.org/10.1111/1475-6773.14016>
- 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*, 15(September), 2523–2538. <https://doi.org/10.2147/PPA.S333586>
- Novianti, A. E., Wahyu, A., Amiruddin, R., Rifai, F., Sari, N., Palutturi, S., Chalidyanto, D., Maidin, M. A., & Nasir, S. (2023). Addressing Health Equity through E-Patient Solutions in West Sulawesi. *Universal Journal of Public Health*, 11(6), 783–791. <https://doi.org/10.13189/ujph.2023.110601>
- Nurhikmah, R., Abdillah, M. R., & Arizal1. (2023). Servicescape dan Intent to Revisit: Mekanisme dari Kepercayaan pada Layanan dan Kredibilitas Layanan di Pusat Layanan Kesehatan Kota Pekanbaru. *South East Asian Management Concern*, 1(2), 18–26.
- Nurhilalia, N., & Saleh, Y. (2024). The Impact of Consumer Behavior on Consumer

- Loyalty. *Golden Ratio of Mapping Idea and Literature Format*, 4(2), 140–153. <https://doi.org/10.52970/grmilf.v4i2.357>
- Octaviani, S., Antonio, F., & Andy, A. (2023). The antecedents of patient experience of aesthetic clinic and its impact on revisit intention. *South African Journal of Business Management*, 54(1), 1–13. <https://doi.org/10.4102/sajbm.v54i1.3832>
- Ohta, R., & Sano, C. (2023). The Effectiveness of Family Medicine-Driven Interprofessional Collaboration on the Readmission Rate of Older Patients. *Healthcare (Switzerland)*, 11(2), 1–15. <https://doi.org/10.3390/healthcare11020269>
- Okoloagu, N. N., Ndibuagu, E. O., & Ekweremadu, E. N. (2023). Patients' Satisfaction with Attitude of Health Workers in a State Teaching Hospital Eye Clinic, Enugu, Nigeria. *Journal of Advances in Medicine and Medical Research*, 35(17), 44–52. <https://doi.org/10.9734/jammr/2023/v35i175102>
- Pakurár, M., Haddad, H., Nagy, J., Popp, J., & Oláh, J. (2019). The service quality dimensions that affect customer satisfaction in the Jordanian banking sector. *Sustainability (Switzerland)*, 11(4), 1–24. <https://doi.org/10.3390/su11041113>
- Parasuraman, Zeithaml, V. A., & Berry, L. L. (1988). SERVQUAL A Multiple-item Scale for Measuring Consumer Perceptions of Service Quality. *Journal of Retailing and Consumer Services*, 64(1), 12–40.
- Park, H. N., Park, D. J., Han, S. Y., Tae, J. Y., Jung, K. H., Bae, E. J., & Yoon, J. Y. (2022). Effect of inpatient experiences on patient satisfaction and the willingness to recommend a hospital: The mediating role of patient

- satisfaction: A cross-sectional study. *Health Science Reports*, 5(6), 1–9.  
<https://doi.org/10.1002/hsr2.925>
- Park, S., Kim, H. K., & Lee, M. (2023). An analytic hierarchy process analysis for reinforcing doctor–patient communication. *BMC Primary Care*, 24(1), 1–11. <https://doi.org/10.1186/s12875-023-01972-3>
- 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. <https://doi.org/doi:10.1371/journal.pone.0250546>
- Park, S., Kim, H.-K., Choi, M., & Lee, M. (2021). Factors affecting Intent to Revisit for medical services at dental clinics. *PLoS ONE*, 16(5), e0250546. <https://doi.org/doi:10.1371/journal.pone.0250546>
- Parmar, J., & Rothermund, K. (2024). Nothing else matters: Stimulus–response binding and retrieval is independent of affective consequences. *Journal of Experimental Psychology: Learning, Memory, and Cognition*, 50(3), 362–382. <https://doi.org/https://doi.org/10.1037/xlm0001288>
- Pati, D., Pati, S., & Harvey, T. E. (2016). Security Implications of Physical Design Attributes in the Emergency Department. *HERD*, 9(4). <https://doi.org/https://doi.org/10.1177/1937586715626549>
- Perez-Aranda, J., González Robles, E. M., & Alarcón Urbistondo, P. (2023). Understanding antecedents of continuance and Intent to Revisits: The case of sport apps. *Journal of Retailing and Consumer Services*, 72(January), 1–12. <https://doi.org/10.1016/j.jretconser.2023.103288>
- Pervaiz, S., Javed, U., Rajput, A., Shafique, S., & Tasneem, R. (2024). Examining how and why service quality fosters patients’ revisit intentions: evidence

- from Pakistan. *International Journal of Pharmaceutical and Healthcare Marketing*, 18(3), 455–477. <https://doi.org/10.1108/IJPHM-11-2021-0110>
- Pighin, M., Alvarez-Risco, A., Del-Aguila-Arcentales, S., Rojas-Osorio, M., & Yáñez, J. A. (2022). Factors of the Intent to Revisit of Patients in the Primary Health Care System in Argentina. *Sustainability (Switzerland)*, 14(20), 13021. <https://doi.org/10.3390/su142013021>
- Praharaj, S. K., Salagre, S., & Venkata Narasimha Sharma, P. S. (2023). Factor structure of the Jefferson Scale for Empathy among medical undergraduates from South India. *Indian Journal of Psychiatry*, 65(7), 755–759. [https://doi.org/10.4103/indianjpsychiatry.indianjpsychiatry\\_385\\_23](https://doi.org/10.4103/indianjpsychiatry.indianjpsychiatry_385_23)
- Pramana, L. D. Y., Suryoputro, A., & Purnami, C. T. (2022). Factors Affecting Outpatients Intention to Revisit Health Services at Public Health Center in Demak District. *Jurnal Aisyah : Jurnal Ilmu Kesehatan*, 7(2), 631–638. <https://doi.org/10.30604/jika.v7i2.1049>
- Pramudita, E., Achmadi, H., & Nurhaida, H. (2023). Determinants of behavioral intention toward telemedicine services among Indonesian Gen-Z and Millenials: a PLS–SEM study on Alodokter application. *Journal of Innovation and Entrepreneurship*, 12(1). <https://doi.org/10.1186/s13731-023-00336-6>
- Pramudyo, E., Mayana, R. F., & Ramli, tasya S. (2021). Tinjauan Yuridis Penerapan Cyber Notary Berdasarkan Perspektif Uu Ite Dan Uujn. *Jurnal Indonesia Sosial Sains*, 2(2), 230–240.
- Pratama, V., & Hartini, S. (2020). the Effect of Perception of Health Care Service Quality on Patient Satisfaction and. *Jurnal Manajemen Teori Dan Terapan*,

13(3), 234–253.

Pritchard, J., Alavian, S., Soogoor, A., Bartels, S., & Hall, A. (2022). Global health competencies in postgraduate medical education: a scoping review and mapping to the CanMEDS physician competency framework. *Canadian Medical Education Journal*. <https://doi.org/10.36834/cmej.75275>

Prozesky, D. R., Molwantwa, M. C., Nkomazana, O., & Kebaetse, M. B. (2019). Intern preparedness for the CanMEDS roles and the Dunning-Kruger effect: a survey. *BMC Medical Education*, 19(1). <https://doi.org/10.1186/s12909-019-1836-z>

Pulvermüller, F. (2023). Neurobiological mechanisms for language, symbols and concepts: Clues from brain-constrained deep neural networks. *Progress in Neurobiology*, 230(December 2022), 102511. <https://doi.org/10.1016/j.pneurobio.2023.102511>

Pundziene, A., Sermontyte-Baniul, R., Rialp-Criado, J., & Chesbrough, H. (2023). Indirect effect of open innovation on clinical and economic value creation in digital healthcare: A comparative study of European countries. *Journal of Business Research*, 159(April), 113701. <https://doi.org/https://doi.org/10.1016/j.jbusres.2023.113701>

Purnomo, A. (2017). *Analisis Statistik Ekonomi Dan Bisnis Dengan SPSS*. Wade Group.

Putri, M. R., Ruswanti, E., & Ramadhan, Y. (2024). The Influence of Service Quality, Price Fairness, Physical Environment on Patient Loyalty with Patient Experience as an Intervening Variable at Nuraida Hospital. *Formosa Journal of Science and Technology*, 3(3), 475–490.

<https://doi.org/10.55927/fjst.v3i3.8417>

Rahman, A. S., Suyoto, & 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. *JIS: Jurnal Ilmu Sosial*, 3(1), 199–222.

Rahman, M. A., & Hidayat, A. (2020). Investigating the Impact of Brand Awareness, Customer Satisfaction and Trust on Intent to Revisit toward Beauty Care Clinic in Indonesia. *The International Journal of Business & Management*, 8(6). <https://doi.org/10.24940/theijbm/2020/v8/i6/bm2006-013>

Rakhman, F., Nurrahmah, R., & Mualim, A. (2024). The influence of the physical environment of Class III inpatient rooms on patient satisfaction at Tgk Abdullah Syafi ' i Beureunuen Hospital. *International Journal on ObGyn and Health Sciences*, 2(2), 82–88.

Ramadhani, A. R., & Nawawi, M. T. (2024). Faktor Yang Mempengaruhi Repurchase Intention Dalam Berbelanja Online Di Aplikasi Bukalapak. *Jurnal Manajerial Dan Kewirausahaan*, 06(02), 262–270.

Rane, N., Achari, A., & Choudhary, S. P. (2023). Enhancing customer loyalty through quality of service: Effective strategies to improve customer satisfaction, experience, relationship, and engagement. *International Research Journal of Modernization in Engineering Technology and Science*, 5(5), 427–452. <https://doi.org/10.56726/IRJMETS38104>

Rani, N. A. A. (2023). Pengaruh Aksesibilitas Pelayanan Dan Fasilitas Terhadap Patient Satisfaction Di Rumah Sakit Gigi Mulut Pendidikan Universitas

Hasanuddin Kota Makassar = The Effect Of Accessibility Of Services And Facilities To Patient Satisfaction At Hasanuddin University Den. Universitas Hasanuddin.

Reddipalli, R. (2020). Howard Sheth Model of Consumer Behaviour on Buying a Smartphone. SSRN Electronic Journal. <https://doi.org/10.2139/ssrn.3658496>

Renninger, N., Nastasi, N., Bope, A., Cochran, S. J., Haines, S. R., Balasubrahmaniam, N., Stuart, K., Bivins, A., Bibby, K., Hull, N. M., & Dannemiller, K. C. (2021). Indoor Dust as a Matrix for Surveillance of COVID-19. MSystems, 6(2). <https://doi.org/https://doi.org/10.1128%2FmSystems.01350-20>

Rifa, A., & Bernarto, I. (2023). Patient Satisfaction and Intention To Revisit Outpatient Specialist Clinic at XYZ Hospital, Bekasi City. Jurnal Aplikasi Bisnis Dan Manajemen, 9(3), 887–897. <https://doi.org/10.17358/jabm.9.3.887>

Samarasekera, D. D., Lee, S. S., Yeo, J. H. T., Yeo, S. P., & Ponnampereuma, G. (2022). Empathy in health professions education: What works, gaps and areas for improvement. Medical Education, 57(1), 86–101. <https://doi.org/https://doi.org/10.1111/medu.14865>

Saputri, V. V., Berlianto, M. P., & Harapan, U. P. (2023). Factors Influencing Patients' Intent to Revisit To Public Health Center During Covid-19 Pandemic. Indonesian Journal of Health Administration, 11(1), 57–66. <https://doi.org/10.20473/jaki.v11i1.2023.57-66>

Sarstedt, M., Ringle, C. M., & Hair, J. F. (2017). Partial Least Squares Structural

Equation Modeling. *Handbook of Market Research*, 1–40.  
[https://doi.org/10.1007/978-3-319-05542-8\\_15-1](https://doi.org/10.1007/978-3-319-05542-8_15-1)

Schiffman, L., & Kanuk, L. (2015). *Consumer Behaviour Eighth Edition: International Edition*. Pearson Prentice Hall.

Seo, Y. J., & Um, K. H. (2023). The role of service quality in fostering different types of perceived value for student blended learning satisfaction. *Journal of Computing in Higher Education*, 35(3), 521–549.  
<https://doi.org/10.1007/s12528-022-09336-z>

Setiawan, L., & Sukmawati, N. (2024). Exploring Patient Trust Dimensions to Enhance Patient Satisfaction in Amarilis 2 Inpatient Ward at Dr. Adhyatma MPH Hospital Semarang. *International Journal of Accounting and Management Research*, 5(1), 20–30.  
<https://doi.org/https://doi.org/10.30741/ijamr.v5i1.1288>

Setiawan, L., & Sukmawati, N. (2024). Exploring Patient Trust Dimensions to Enhance Patient Satisfaction in Amarilis 2 Inpatient Ward at Dr. Adhyatma MPH Hospital Semarang. *International Journal of Accounting and Management Research*, 5(1), 20–30.  
<https://doi.org/https://doi.org/10.30741/ijamr.v5i1.1288>

Setlhare, V., & Madiba, S. (2023). Doctor Attributes That Patients Desire during Consultation: The Perspectives of Doctors and Patients in Primary Health Care in Botswana. *Healthcare (Switzerland)*, 11(6).  
<https://doi.org/10.3390/healthcare11060840>

- Shmueli, G., Sarstedt, M., Hair, J. F., Cheah, J.-H., Ting, H., Vaithilingam, S., & Ringle, C. M. (2019). Predictive model assessment in PLS-SEM: guidelines for using PLSpredict. *European Journal of Marketing*, 53(11), 2322–2347. <https://doi.org/10.1108/ejm-02-2019-0189>
- Sianita, P. P., Harwani, Y., Permana, D., & Imaningsih, E. S. (2024). Factors Influencing Intent to Revisit of Class B Hospital Patients in Jakarta. *Dinasti International Journal of Economics, Finance & Accounting*, 5(2), 382–390. <https://creativecommons.org/licenses/by/4.0/>
- Sie, M. C. S., & Bernarto, I. (2022). The Effect of Service Time, Facilities, Location, and Price Affordability on Patient Satisfaction at dr. Ranny Clinic. *Budapest International Research and Critics Institute-Journal (BIRCI-Journal)*, 5(1), 4455–4466. <https://doi.org/https://doi.org/10.33258/birci.v5i1.4155>
- Singh, R., Ahmad, Z., Suhaimi, H., Salman, S. A., & Oyappan, D. (2023). Service Quality And Perceived Service Quality In The Maritime Business Post-Covid-19. *Journal of Survey in Fisheries Sciences*, 10(1). <https://newsmoor.com/servqual-model-five-key-service-dimensions-servqual-gaps-reasons/>
- Solomon, by M. R., Marshall, G. W., Stuart, E. W., Barnes, B., & Mitchell, V.-W. (2009). *Marketing: Real People, Real Decisions*. In Financial Times.
- Sower, V., Duffy, J., Kilbourne, W., Kohers, G., & Jones, P. (2001). The dimensions of service quality for hospitals: development and use of the

- KQCAH scale. *Health Care Manage Rev.*, 26(2), 47–59. <https://doi.org/doi:10.1097/00004010-200104000-00005>. PMID: 11293010.
- Soylar, P., & Ozer, A. (2018). Evaluation of the prevalence of musculoskeletal disorders in nurses: A systematic review. *Medicine Science | International Medical Journal*, 7(3), 1. <https://doi.org/10.5455/medscience.2017.06.8747>
- Stoumpos, A. I., Kitsios, F., & Talias, M. A. (2023). Digital Transformation in Healthcare: Technology Acceptance and Its Applications. *Int J Environ Res Public Health*, 20(4), 3407. <https://doi.org/doi:10.3390/ijerph20043407>
- Sugiyama, K., Oshio, T., Kuwahara, S., & Kimura, H. (2023). Association between having a primary care physician and health behavioral intention in Japan: results from a nationwide survey. *BMC Primary Care*, 24(1), 1–8. <https://doi.org/10.1186/s12875-023-02238-8>
- Sugiyono. (2019). *Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif, dan R&D*. CV Alfabeta.
- Suifan, T. S. (2010). Quality of Health Services Provided to Iraqis at Jordan Red Crescent Health Centers. *Journal of Social Sciences*, 6(2), 170–178. <https://doi.org/https://doi.org/10.3844/jssp.2010.170.178>
- Sumardika, A., Razak, I., & Yuaniko. (2024). Effect of Service Quality and Price on Customer Satisfaction. *Marketing and Business Strategy*, 1(2), 107–117. <https://doi.org/10.56447/jcb.v1i2.20>
- Susanto, P. C., Arini, D. U., Yuntina, L., Soehaditama, J. P., & Nuraeni. (2024). Konsep Penelitian Kuantitatif: Populasi, Sampel, dan Analisis Data (Sebuah Tinjauan Pustaka). *Jurnal Ilmu Multi Disiplin*, 3(1), 1–12.

- Shadid, A. M., Abdulrahman, A. K. B., Dahmash, A. Bin, Aldayel, A. Y., Alharbi, M. M., Alghamdi, A., Alasmari, A., Qabha, H. M., Almadi, M., Almasri, M., Aloyouny, S., Alotaibi, Y., Almotairy, Y., Bukhari, Y. R., & Abdulrahman, K. A. B. (2019). SaudiMEDs and CanMEDs frameworks: Similarities and differences. *Advances in Medical Education and Practice*, 10(1), 273–278. <https://doi.org/10.2147/AMEP.S191705>
- Shambour, Q. Y., Al-Zyoud, M. M., Hussein, A. H., & Kharmah, Q. M. (2023). A doctor recommender system based on collaborative and content filtering. *International Journal of Electrical and Computer Engineering*, 13(1), 884–893. <https://doi.org/10.11591/ijece.v13i1.pp884-893>
- Sharka, R., Sedayo, L., Morad, M., & Abuljadayel, J. (2024). Measuring the impact of dental service quality on Intent to Revisit using an extended SERVQUAL model. *Frontiers in Oral Health*, 5(April), 1–10. <https://doi.org/10.3389/froh.2024.1362659>
- Taff, H., Gilkerson, L., Osta, A., Seo-Lee, A., Schwartz, A., & Chunara, Z. (2023). Strengthening Parent – Physician Communication: A Mixed Methods Study on Attuned Communication Training for Pediatric Residents. *Teaching and Learning in Medicine*, 35(5), 577–588. <https://doi.org/https://doi.org/10.1080/10401334.2022.2107528>
- Tamura, H., Shikino, K., Sogai, D., Yokokawa, D., Uchida, S., Li, Y., Yanagita, Y., Yamauchi, Y., Kojima, J., Ishizuka, K., Tsukamoto, T., Noda, K., Uehara, T., Imaizumi, T., Kataoka, H., & Ikusaka, M. (2023). Association Between Physician Empathy and Difficult Patient Encounters: a Cross-

- Sectional Study. *Journal of General Internal Medicine*, 38(8), 1843–1847.  
<https://doi.org/10.1007/s11606-022-07936-0>
- Teisberg, E., Wallace, S., & O’Hara, S. (2020). Defining and Implementing Value-Based Health Care: A Strategic Framework. *Academic Medicine*, 95(5), 682–685. <https://doi.org/10.1097/ACM.00000000000003122>
- Tjiptono, F. (2019). *Pemasaran Jasa Edisi Terbaru*. Andi.
- Tranberg, M., Ekedahl, H., Fürst, C. J., & Engellau, J. (2024). The influence of “bad news” and “neutral/good news” on patients’ perception of physician empathy during oncology consultations. *Cancer Medicine*, 13(1), 1–7.  
<https://doi.org/10.1002/cam4.6903>
- Thoma, B., Abbott, C., & Snell, L. (2023). The future of the CanMEDS physician competency framework. *Canadian Medical Education Journal Revue Canadienne de l’éducation Médicale*, 1(1), 1–3. <https://doi.org/https://doi.org/10.36834/cmej.77098>
- Thoma, B., Karwowska, A., Samson, L., Labine, N., Giuliani, M., Chan, T. M., Atkinson, A., Constantin, E., Hall, A. K., Gomez-garibello, C., Fowler, N., Tourian, L., Anderson, R., Snell, L., & Melle, E. Van. (2023). Emerging concepts in the CanMEDS physician competency framework. *Canadian Medical Education Journal*, 14(1), 4–12.
- Upadhyai, R., Upadhyai, N., Jain, A. K., Roy, H., & Pant, V. (2020). Health care service quality: a journey so far. *Benchmarking*, 27(6), 1893–1927.  
<https://doi.org/10.1108/BIJ-03-2019-0140>
- Uzir, M. U. H., Al Halbusi, H., Thurasamy, R., Thiam Hock, R. L., Aljaberi, M. A., Hasan, N., & Hamid, M. (2021). The effects of service quality, perceived

value and trust in home delivery service personnel on customer satisfaction: Evidence from a developing country. *Journal of Retailing and Consumer Services*, 63(April), 102721. <https://doi.org/10.1016/j.jretconser.2021.102721>

Vakil, K., Dese, T. A., Manias, E., Alzubaidi, H., Rasmussen, B., Holton, S., & Mc Namara, K. P. (2023). Patient-Centered Care Experiences of First-Generation, South Asian Migrants with Chronic Diseases Living in High-Income, Western Countries: Systematic Review. *Patient Preference and Adherence*, 17(1), 281–298. <https://doi.org/10.2147/PPA.S391340>

van Engen, V., Buljac-Samardzic, M., Baatenburg de Jong, R., Braithwaite, J., Ahaus, K., Den Hollander-Ardon, M., Peters, I., & Bonfrer, I. (2024). A decade of change towards Value-Based Health Care at a Dutch University Hospital: a complexity-informed process study. *Health Research Policy and Systems*, 22(1), 1–19. <https://doi.org/10.1186/s12961-024-01181-z>

Varta, B. (2023). *Analisis Statistik: Kenali Pengertian, Jenis, dan Metodenya*. Bhumi Varta Technology.

Wandebori, H. (2017). Intent to Revisit to Hospital: Factors Unveiled From a Case Study of Balimed Hospital. *Jurnal Manajemen Teori Dan Terapan | Journal of Theory and Applied Management*, 10(3), 205. <https://doi.org/10.20473/jmtt.v10i3.3551>

Wang, X., Wang, R., Sheng, F., & Chen, L. (2022). The effects of empathy by caregivers on healthcare service satisfaction. *Frontiers in Psychology*, 13(October), 1–11. <https://doi.org/10.3389/fpsyg.2022.912076>

Wartiningsih, M. (2024). The Influence of Human Resource Interactions on Loyalty

- with Patient Satisfaction as an Intervening Variable in Hospital X Surabaya. *Public Health of Indonesia*, 10(1), 1–9. <https://doi.org/10.36685/phi.v10i1.737>
- Watson, F., Wilks, Keevil, C. W., & Chewins, J. (2023). Evaluating the environmental microbiota across four National Health Service hospitals within England. *Journal of Hospital Infection*, 131, 203–212. <https://doi.org/https://doi.org/10.1016/j.jhin.2022.11.001>
- Watts, E., Patel, H., Kostov, A., Kim, J., & Elkbuli, A. (2023). The Role of Compassionate Care in Medicine: Toward Improving Patients' Quality of Care and Satisfaction. *Journal of Surgical Research*, 289(1), 1–7. <https://doi.org/10.1016/j.jss.2023.03.024>
- Wesley, J. R., Logeshwari, G. R., Freeda, K. M., Pavithra, G., & Prathiksha, R. (2023). Study of Purchase Behaviour Using Black Box Model. Atlantis Press International BV. [https://doi.org/10.2991/978-94-6463-162-3\\_2](https://doi.org/10.2991/978-94-6463-162-3_2)
- Widodo, R. S., & Wening, N. (2024). Systematic Literature Review: The Influence Of Compensation On Employee Performance In Beauty Clinics In Indonesia. *Journal of World Science*, 3(5), 1–11. <https://doi.org/10.58344/jws.v3i5.608>
- 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 June 2021), 1–14. <https://doi.org/10.1371/journal.pone.0252241>
- 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.

<https://doi.org/https://doi.org/10.1371/journal.pone.0252241>

Wulandari, N. I. (2024). Pengaruh sikap tenaga kesehatan, fasilitas dan harga terhadap Patient satisfaction. *Fokus Ekonomi, Manajemen, Bisnis, Dan Akuntansi*, 03(01), 83–91.

Yani, F. A., Agustina, D., & Gurning, F. P. (2024). THE RELATIONSHIP BETWEEN HEALTH SERVICE QUALITY AND INPATIENT. *Indonesian Journal of Global Health Research*, 6(2), 1021–1030. <https://doi.org/http://jurnal.globalhealthsciencegroup.com/index.php/IJGH>  
R

Yanisha, A., Sukaris, Baskoro, H., Kirono, I., & Dewantoro, A. Q. (2024). The Influence of Facilities, Prices, Trust and Quality of Health Services on Patient Satisfaction. *IRJ: Innovation Research Journal*, 5(1), 18–25.

Yanisha, A., Sukaris, Baskoro, H., Kirono, I., & Dewantoro, A. Q. (2024). The Influence of Facilities, Prices, Trust and Quality of Health Services on Patient Satisfaction. *IRJ: Innovation Research Journal*, 5(1), 18–25.

Zamani, Z. (2019). Effects of Emergency Department Physical Design Elements on Security, Wayfinding, Visibility, Privacy, and Efficiency and Its Implications on Staff Satisfaction and Performance. *HERD*, 12(3), 72–88. <https://doi.org/https://doi.org/10.1177/1937586718800482>

Zulfiqar, U., Abbas, A. F., Aman-ullah, A., & Mehmood, W. (2024). A bibliometric and visual analysis of Intent to Revisit research in hospitality and tourism. *Journal of Tourism Futures*, 1(1), 1–29. <https://doi.org/10.1108/JTF-01-2024-0013>

- Zhang, X., Li, L., Zhang, Q., Le, L. H., & Wu, Y. (2024). Physician Empathy in Doctor-Patient Communication: A Systematic Review. *Health Communication*, 39(5), 1027–1037. <https://doi.org/10.1080/10410236.2023.2201735>
- Zhong, J., & Chen, T. (2023). Antecedents of mobile payment loyalty: An extended perspective of perceived value and information system success model. *Journal of Retailing and Consumer Services*, 72(August 2022), 103267. <https://doi.org/10.1016/j.jretconser.2023.103267>
- Zhou, W. J., Wan, Q. Q., Liu, C. Y., Feng, X. L., & Shang, S. M. (2017). Determinants of patient loyalty to healthcare providers: An integrative review. *International Journal for Quality in Health Care*, 29(4), 442–449. <https://doi.org/10.1093/intqhc/mzx058>
- Zhu, Y., Zhao, Z., Guo, J., Wang, Y., Zhang, C., Zheng, J., Zou, Z., & Liu, W. (2023). Understanding Use Intention of mHealth Applications Based on the Unified Theory of Acceptance and Use of Technology 2 (UTAUT-2) Model in China. *International Journal of Environmental Research and Public Health*, 20(4). <https://doi.org/10.3390/ijerph20043139>