

DAFTAR PUSTAKA

- Abideen, S. O., Alade, R. O., & Hadir Olasunkanmi, A.-E. (2023). Secondary Health Care Service Quality and patients' Satisfaction in Ogun state, Nigeria. *Annals of Dunarea de Jos University of Galati. Fascicle I. Economics and Applied Informatics*, 29(1), 89–99. <https://doi.org/10.35219/eai15840409323>
- Akthar, N., Nayak, S., & Pai P, Y. (2024). 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.128220.3>
- Agyapong, A., Afi, J. D., & Kwateng, K. O. (2018). Examining the effect of perceived service quality of health care delivery in Ghana on behavioural intentions of patients: The mediating role of customer satisfaction. *International Journal of Healthcare Management*, 11(4), 276-288.
- Ali, B. J., Gardi, B., Othman, B. J., Ahmed, S. A., Ismael, N. B., Hamza, P. A., Aziz, H. M., Sabir, B. Y., Sorguli, S., & Anwar, G. (2021). Hotel Service Quality: The Impact of Service Quality on Customer Satisfaction in Hospitality. *International Journal of Engineering, Business and Management*, 5(3), 14–28. <https://doi.org/10.22161/ijebm.5.3.2>
- Aljaberi, M. A., Juni, M. H., Al-Maqtari, R. A., Lye, M. S., Saeed, M. A., Al-Dubai, S. A. R., & Kadir Shahar, H. (2018). Relationships among perceived quality of healthcare services, satisfaction and behavioural intentions of international students in Kuala Lumpur, Malaysia: a cross-sectional study. *BMJ Open*, 8(9), e021180. <https://doi.org/10.1136/bmjopen-2017-021180>
- Anabila, P. (2019). Service quality: A subliminal pathway to service differentiation and competitive advantage in private healthcare marketing in Ghana. *Health Marketing Quarterly*, 36(2), 136–151. <https://doi.org/10.1080/07359683.2019.1575062>
- Aslam, W., Tariq, A., & Arif, I. (2019). The Effect of ATM Service Quality on Customer Satisfaction and Customer Loyalty: An Empirical Analysis. *Global Business Review*, 20(5), 1155–1178. <https://doi.org/10.1177/0972150919846965>

- Barata, A. A. (2004). *Dasar-dasar Pelayanan Prima: Persiapan Membangun Bidang Pelayanan Prima Untuk Meningkatkan Kualitas dan Loyalitas Pelanggan*. : ELEX Media Computindo Kelompok Gramedia.
- Bartha, V., Exner, L., Schweikert, D., Woelber, J. P., Vach, K., Meyer, A., Basrai, M., Bischoff, S. C., Meller, C., & Wolff, D. (2022). Effect of the Mediterranean diet on gingivitis: A randomized controlled trial. *Journal of Clinical Periodontology*, *49*(2), 111–122. <https://doi.org/10.1111/jcpe.13576>
- Dhagarra, D., Goswami, M., & Kumar, G. (2020). Impact of Trust and Privacy Concerns on Technology Acceptance in Healthcare: An Indian Perspective. *International Journal of Medical Informatics*, *141*, 104164. <https://doi.org/10.1016/j.ijmedinf.2020.104164>
- Et.al, W. S. W. M. (2021). Patient Satisfaction with the Healthcare Service Quality: An Empirical Investigation at Malaysian Public Hospitals by Utilizing SERVQUAL-Gap Analysis. *Turkish Journal of Computer and Mathematics Education (TURCOMAT)*, *12*(3), 734–740. <https://doi.org/10.17762/turcomat.v12i3.779>
- Firdausi, A. S. (2024). Kasus Pelayanan Buruk Nakes “Bedakan Pasien BPJS dengan Reguler” di Fasilitas Kesehatan. *Kompasiana*.
- George, A., & Sahadevan, J. (2024). What determines behavioural intention in health services? A four-stage loyalty model. *Rajagiri Management Journal*, *18*(2), 180–197. <https://doi.org/10.1108/RAMJ-10-2023-0291>
- Ghozali, I., & Latan, H. (2015). *Partial Least Square “Konsep, Teknik dan Aplikasi” menggunakan program smartPLS 3.0*. Badan Penerbit Universitas Diponegoro.
- Guspianto, G., Hubaybah, H., & Ningsih, V. R. (2022). Quality of Service and its Effect on Patient Value, Patient Satisfaction, and Revisit Intention: 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., Hult, G. T. M., Ringle, C. M., Sarstedt, M., Danks, N. P., & Ray, S. (2021). *Partial Least Squares Structural Equation Modeling (PLS-SEM)*

Using R. Springer International Publishing. <https://doi.org/10.1007/978-3-030-80519-7>

Hsin Chang, H., & Wang, H. (2011). The moderating effect of customer perceived value on online shopping behaviour. *Online Information Review*, 35(3), 333–359. <https://doi.org/10.1108/14684521111151414>

Huang, I.-C., Du, P.-L., Lin, L.-S., Liu, T.-Y., Lin, T.-F., & Huang, W.-C. (2021). The Effect of Perceived Value, Trust, and Commitment on Patient Loyalty in Taiwan. *INQUIRY: The Journal of Health Care Organization, Provision, and Financing*, 58. <https://doi.org/10.1177/00469580211007217>

Isnanto, B. A. (2024). Daftar Rumah Sakit di Jakarta yang Menerima BPJS Kesehatan. *Detik.Com*.

Kalfon, P., Mimoz, O., Loundou, A., Geantot, M.-A., Revel, N., Villard, I., Amour, J., Azoulay, E., Garrouste-Orgeas, M., Martin, C., Sharshar, T., Baumstarck, K., & Auquier, P. (2016). Reduction of self-perceived discomforts in critically ill patients in French intensive care units: study protocol for a cluster-randomized controlled trial. *Trials*, 17(1), 87. <https://doi.org/10.1186/s13063-016-1211-x>

Kijima, T., Matsushita, A., Akai, K., Hamano, T., Takahashi, S., Fujiwara, K., Fujiwara, Y., Sato, M., Nabika, T., Sundquist, K., Sundquist, J., Ishibashi, Y., & Kumakura, S. (2021). Patient satisfaction and loyalty in Japanese primary care: a cross-sectional study. *BMC Health Services Research*, 21(1), 274. <https://doi.org/10.1186/s12913-021-06276-9>

Kotler, P., & Armstrong, G. (2021). *Principles of Marketing 18e Global Edition* (18e Global Edition). Pearson.

Meesala, A., & Paul, J. (2018). Service quality, consumer satisfaction and loyalty in hospitals: Thinking for the future. *Journal of Retailing and Consumer Services*, 40, 261–269. <https://doi.org/10.1016/j.jretconser.2016.10.011>

Mohan, A., Sen, P., Shah, C., Jain, E., & Jain, S. (2021). Prevalence and risk factor assessment of digital eye strain among children using online e-learning during the COVID-19 pandemic. *Indian Journal of Ophthalmology*, 69(1), 140–144. https://doi.org/10.4103/ijjo.IJO_2535_20

- Moreira, A. C., & Silva, P. M. (2015). The trust-commitment challenge in service quality-loyalty relationships. *International Journal of Health Care Quality Assurance*, 28(3), 253–266. <https://doi.org/10.1108/IJHCQA-02-2014-0017>
- Mustajab, D., & Amelia, Y. (2023). Pengaruh Tangible, Reliability, Responsiveness, Assurance dan Empathy terhadap Kepuasan Pasien RSUD ABEPURA. *Prosiding Seminar Nasional Forum Manajemen Indonesia - e-ISSN 3026-4499*, 1, 722–733. <https://doi.org/10.47747/snfmi.v1i.1549>
- Naik Jandavath, R. K., & Byram, A. (2016). Healthcare service quality effect on patient satisfaction and behavioural intentions in corporate hospitals in India. *International Journal of Pharmaceutical and Healthcare Marketing*, 10(1), 48–74. <https://doi.org/10.1108/IJPHM-07-2014-0043>
- Novendra, D. H., & Masykura, I. (2019). The Effect of Store Atmosphere on Revisit Intention that is in Mediation by Customer Satisfaction (Survey on Padang Bioderm Clinic Consumer). In *International Journal of Innovative Science and Research Technology* (Vol. 4, Issue 4). www.ijisrt.com328
- Olesen, K., & Bathula, H. (2022). A meta-analysis of the determinants of patient satisfaction and loyalty. *Health Marketing Quarterly*, 39(2), 191–210. <https://doi.org/10.1080/07359683.2022.2050000>
- 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. <https://doi.org/10.58811/opsearch.v2i7.66>
- Owusu Kwateng, K., Lumor, R., & Acheampong, F. O. (2019). Service quality in public and private hospitals: A comparative study on patient satisfaction. *International Journal of Healthcare Management*, 12(4), 251–258. <https://doi.org/10.1080/20479700.2017.1390183>
- Parasuraman, A. P., Berry, L. L., & Zeithaml, V. A. (1991). Refinement and reassessment of the SERVQUAL scale. *Journal of Retailing*, 67(4), 420–450.
- 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. <https://doi.org/10.3390/su142013021>

- Putri, E. L. (2022). *Pengaruh Service Quality Terhadap Revisit Intention Melalui Patient Satisfaction dan Trust Sebagai Variabel Intervening*. Universitas Putra Bangsa.
- Qolipur, M., Torabipour, A., Khiavi, F. F., & Malehi, A. S. (2018). Assessing medical tourism services quality using SERVQUAL model: A patient's perspective. *Iranian Journal of Public Health*, 47(1), 103–110.
- Sardo, M. R. M., & Salehi, S. (2018). Emergency Department Patient Satisfaction Assessment using Modified Servqual Model; a Cross-sectional Study. *Adv J Emerg Med*, 2(3).
- Sekaran, U., & Bougie, R. (2016). *Research Methods for Business: A Skill-Building Approach*. John Wiley & Sons.
- Senić, V., & Marinković, V. (2013). Patient care, satisfaction and service quality in health care. *International Journal of Consumer Studies*, 37(3), 312–319. <https://doi.org/10.1111/j.1470-6431.2012.01132.x>
- Setiono, B. A., & Hidayat, S. (2022). Influence of Service Quality with the Dimensions of Reliability, Responsiveness, Assurance, Empathy and Tangibles on Customer Satisfaction. *International Journal of Economics, Business and Management Research*, 06(09), 330–341. <https://doi.org/10.51505/IJEBMR.2022.6924>
- Sheng, T., & Liu, C. (2010). An empirical study on the effect of e-service quality on online customer satisfaction and loyalty. *Nankai Business Review International*, 1(3), 273–283. <https://doi.org/10.1108/20408741011069205>
- Siripipatthanakul, S. (2021). Service Quality, Patient Satisfaction, Word-of-Mouth, and Revisit Intention in a Dental Clinic, Thailand. In *International Journal of Trend in Scientific Research and Development* (Vol. 5, Issue 5). <http://creativecommons.org/licenses/by/4.0>
- Subiyakto, B., & Kot, S. (2020). The Government Reform On Healthcare Facilities From The Standpoint Of Service Quality Performance. *International Journal of Economics and Finance Studies*, 16–31. <https://doi.org/10.34109/ijefs.202012102>
- Sugandini, D., Wendry, B., & . M. (2017). Influence of quality relationship and satisfaction on loyalty: study on supplier in Indonesia. *Journal of Business &*

- Sugiyono. (2020a). *Metode Penelitian Kuantitatif Kualitatif dan R&D*. Alfabeta.
- Sugiyono. (2020b). *Metode Penelitian Kuantitatif Kualitatif Dan R&D*. Alfabeta.
- 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*, 7(4).
<https://doi.org/10.30604/jika.v7i4.1885>
- Yudityawati, D. K., Ekawati, E., Maulidiah, F., & Hermawan, S. (2022). *Analisis Kepuasan Terhadap Mutu Pelayanan Menggunakan Metode Importance Performance Analysis Pada Pasien Rawat Jalan Rs "X."* 685–697.
- Zahra, S. A., Farida, N., & Arso, S. P. (2023). The Effect of Customer Value and Trust on Patient Revisit Intention: Satisfaction as Mediation. *Journal of Health Science and Prevention*, 7(2).
- Zubayer, M., & Hoque, S. (2019). Health Care Service Quality and In Patients' Satisfaction: An Empirical Investigation on Healthscape's Tangible Quality. *Global Journal of Arts, Humanities and Social Sciences*, 7(5), 39–55.