

DAFTAR PUSTAKA

- Abbasi-Moghaddam, M. A., Zarei, E., Bagherzadeh, R., Dargahi, H., & Farrokhi, P. (2019). Evaluation of service quality from patients' viewpoint. *BMC Health Services Research*, 19, Article 170. <https://doi.org/10.1186/s12913-019-3998-0>
- Aditya, I. A., Haryadi, F. N., Haryani, I., Rachmawati, I., Ramadhani, D. P., Tantra, T., & Alamsyah, A. (2023). Understanding service quality concerns from public discourse in Indonesia state electric company. *Heliyon*, 9(8), e18768. <https://doi.org/10.1016/j.heliyon.2023.e18768>
- Aeenparast, A., Maftoon, F., Farzadi, F., & Yahyazadeh, S. H. (2021). Punctuality of Patients and Physicians in an Outpatient Setting: Which Has a Greater Effect on Waiting Time? *Hospital Practices and Research*, 6(3), 112-115. <https://dorl.net/dor/20.1001.1.2476390.2021.6.3.4.5>
- Akthar, N., Nayak, S., & Pai, Y. (2023). Determinants of patient satisfaction in Asia: Evidence from systematic review of literature. *Clinical Epidemiology and Global Health*, 23, 101393. <https://doi.org/10.1016/j.cegh.2023.101393>
- Al-Shura, A. N. (2019). *Perspectives of Ayurveda in Integrative Cardiovascular Chinese Medicine for Patient Compliance* (Vol. 4). Academic Press.
- Alghamdi, F. S. (2014). The impact of service quality perception on patient satisfaction in government hospitals in southern Saudi Arabia. *Saudi Medical Journal*, 35(10), 1271–1273.
- Alibrandi, A., Gitto, L., Limosani, M., & Mustica, P. F. (2023). Patient satisfaction and quality of hospital care *Evaluation and Program Planning*, 97, 102251. <https://doi.org/10.1016/j.evalprogplan.2023.102251>
- Amporfro, D. A., Boah, M., Yingqi, S., Wabo, T. M. C., Zhao, M., Nkondjock, V. R. N., & Wu, Q. (2021). Patients satisfaction with healthcare delivery in Ghana. BMC health services research. *BMC Health Services Research*, 21, 1-13. <https://doi.org/10.1186/s12913-021-06717-5>
- Anggraeni, R., Irwandy, Rizki, F., & Basman, M. H. (2020). Does the health insurance governance system support health care programs? *Enfermería Clínica*, 30, 13-16. <https://doi.org/10.1016/j.enfcli.2020.06.005>
- Arshad, M., Sriram, S., Khan, S., Gollapalli, P. K., & Albadrani, M. (2024). Mediating role of physician's empathy between physician's communication and patient's satisfaction (2024). Mediating role of physician's empathy between physician's communication and patient's satisfaction *Journal of family medicine and primary care*, 13(4), 1530–1534. https://doi.org/10.4103/jfmpc.jfmpc_1615_23
- Asare, A. A., Otchi, E., & Manu, A. (2024). Relevance of meeting general outpatients' information needs to their perceptions of healthcare quality in a hospital in Ghana: a Healthcare Quality Survey using modified SERVQUAL analysis *BMJ Open Quality*, 13(2), e002683. <https://doi.org/10.1136/bmjoq-2023-002683>
- Atinga, R. A., Akosen, G., & Bawontuo, V. (2021). Perceived characteristics of outpatient appointment scheduling association with patient satisfaction and treatment adherence: An innovation theory application *Hospital practice*, 49(4), 298–306. <https://doi.org/10.1080/21548331.2021.1942878>

- Azam, P., Akhlaq, A., Mumtaz, M., & Nawaz, N. S. (2023). Impact of Outpatient Quality Services on Patient Satisfaction *National Journal of Health Sciences*, 8(4), 162-167.
- Birkeland, S., Bismark, M., Barry, M. J., & Möller, S. (2022). Personality characteristics associated with satisfaction with healthcare and the wish to complain. *BMC Health Services Research*, 22(1), 1305. <https://doi.org/10.1186/s12913-022-08688-7>
- Boaden, R., Harvey, G., Moxham, C., & Proudlove, N. (2008). *Quality improvement: Theory and Practice in Healthcare NHS*. Institute for Innovation and Improvement.
- Bowling, A. (2023). *Research Methods in Health: Investigating Health and Health Services* (5th ed.). Open University Press.
- Bulck, L. V., Claes, K., Dierickx, K., Hellemans, A., Jamar, S., Smets, S., & Pottelbergh, G. V. (2018). Patient and treatment characteristics associated with patient activation in patients undergoing hemodialysis: a cross-sectional study. *BMC Nephrology*, 19, 1-9, Article 126. <https://doi.org/10.1186/s12882-018-0917-2>
- Cahyani, N. R., Wardani, T. N. D., Wardhani, H. S., & Wulandari, R. D. (2021). Correlation of Patient Characteristics and Patient Satisfaction with Patient Loyalty in Public Health Center. *Jurnal Aisyah: Jurnal Ilmu Kesehatan*, 6(3), 427-432. <https://doi.org/10.30604/jika.v6i3.608>
- Centeno-Gándara, L. A. (2021). Improving the physician-patient relationship utilizing psychodynamic psychology: a primer for health professionals. *Health Psychology and Behavioral Medicine*, 9(1), 338-349. <https://doi.org/10.1080/21642850.2021.1914052>
- 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%2Ffpubh.2019.00183>
- Chang, E., Penfold, R. B., & Berkman, N. D. (2024). Patient characteristics and telemedicine use in the US, 2022. *JAMA network open*, 7(3), e243354-e243354.
- Chen, C., Liao, M., Walther, J. B., & Sundar, S. S. (2024). When an AI Doctor Gets Personal: The Effects of Social and Medical Individuation in Encounters With Human and AI Doctors. *Communication Research*, 51(7), 747-781. <https://doi.org/10.1177/00936502241263482>
- Chipidza, F. E., Wallwork, R. S., & Stern, T. A. (2015). Impact of the Doctor-Patient Relationship. *The Primary Care Companion for CNS Disorders*, 17(5), 10.4088/PCC.4015f01840. <https://doi.org/10.4088/PCC.15f01840>
- Choudhury, A., & Shamszare, H. (2024). The Impact of Performance Expectancy, Workload, Risk, and Satisfaction on Trust in ChatGPT: Cross-Sectional Survey Analysis *JMIR human factors*, 11, e55399. <https://doi.org/10.2196/55399>
- Clarkson, J., Dean, J., Ward, J., Komashie, A., & Bashford, T. (2018). A systems approach to healthcare: from thinking to -practice. *Future Healthcare Journal* 5(3), 151–155. <https://doi.org/10.7861/futurehosp.5-3-151>

- Cohen, J. E. (1988). *Statistical Power Analysis for the Behavioral Sciences*. Hillsdale, NJ: Lawrence Erlbaum Associates, Inc.
- de Waard, C. S., Poot, A. J., den Elzen, W. P. J., Wind, A. W., Caljouw, M. A. A., & Gussekloo, J. (2018). Perceived doctor-patient relationship and satisfaction with generalpractitioner care in older persons in residential homes. *Scandinavian Journal of Primary Health Care*, 32(2), 189–197. <https://doi.org/10.1080/02813432.2018.1459229>
- Değer, M. S., & İşsever, H. (2024). Service Quality and Related Factors in Primary Health Care Services: A Cross-Sectional Study. *Healthcare Healthcare*, 12(10), 965. <https://doi.org/10.3390/healthcare12100965>
- Drossman, D. A., Palsson, O., Stein, E., Ruddy, J., & Lennon, A. M. O. B. (2021). What elements in the physician-patient relationship (PPR) contribute to patient satisfaction: Development of a short form PPRS-Patient version (PPRS-Patient SF) questionnaire. *Neurogastroenterology & Motility*, 34(2), e14191. <https://doi.org/10.1111/nmo.14191>
- Endalamaw, A., Khatri, R. B., Erku, D., Nigatu, F., Zewdie, A., Wolka, E., & Assefa, Y. (2023). Successes and challenges towards improving quality of primary health care services: a scoping review. *BMC Health Services Research*, 23, 893. <https://doi.org/10.1186/s12913-023-09917-3>
- Endeshaw, B. (2021). Healthcare service quality-measurement models: a review. *Journal of Health Research*, 35(2), 106-117. <https://doi.org/10.1108/JHR-07-2019-0152>
- Ferreira, D. C., Vieira, I., Pedro, M. I., Caldas, P., & Varela, M. (2023). Patient Satisfaction with Healthcare Services and the Techniques Used for its Assessment: A Systematic Literature Review and a Bibliometric Analysis. *Healthcare (Basel, Switzerland)*, 11(5), 639. <https://doi.org/10.3390/healthcare11050639>
- Forsey, J., Ng, S., Rowland, P., Freeman, R., Li, C., & Woods, N. N. (2021). The Basic Science of Patient-Physician Communication: A Critical Scoping Review. *Academic Medicine*, 96(11S), S109–S118. <https://doi.org/10.1097/ACM.0000000000004323>
- Friedel, A. L., Siegel, S., Kirstein, C. F., Gerigk, M., Bingel, U., Diehl, A., Steidle, O., Haupeltshofer, S., Andermahr, B., Chmielewski, W., & Kreitschmann-Andermahr, A. (2023). Measuring Patient Experience and Patient Satisfaction—How Are We Doing It and Why Does It Matter? A Comparison of European and U.S. American Approaches. *Healthcare*, 11(6), 797. <https://doi.org/10.3390/healthcare11060797>
- Fuehrer, S., Weil, A., Osterberg, L. G., Zulman, D. M., Meunier, M. R., & Schwartz, R. (2024). Building Authentic Connection in the Patient-Physician Relationship. *Journal of primary care & community health*, 15, 21501319231225996. <https://doi.org/10.1177/21501319231225996>
- Gala, P., Sriram, V., Kotian, C., Ballala, K., Vedanthan, R., Perish, E., Umakanth, S., & Meltzer, D. (2022). Perceptions of the Doctor-Patient Relationship Among Patients in a Private, Secondary-Level Hospital in Southern India. *Frontiers in public health*, 9, 768705. <https://doi.org/10.3389/fpubh.2021.768705>

- Gonzalez, M. E. (2019). Improving customer satisfaction of a healthcare facility: reading the customers' needs *Benchmarking: An International Journal*, 26(3), 854-870. <https://doi.org/10.1108/BIJ-01-2017-0007>
- Griffin, R. W. (2011). *Fundamentals of Management* (8th ed.). Cengage Learning.
- Habib, M. A. F., Ramadhani, M., & Fitri, A. (2022). Asosiasi Karakteristik Pasien Dengan Pola Komunikasi Dokter-Pasien Dalam Pemberian Pelayanan Kesehatan. *Equilibrium: Jurnal Penelitian Pendidikan*, 10(2), 148-167. <https://doi.org/10.26618/equilibrium.v10i2.7161>
- Hair et al. (2014). *A Primer on Partial Least Squares Structural Equation Modeling (PLS SEM)*. USA: SAGE
- Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2019). *Multivariate Data Analysis* (8 ed.). Cengage Learning.
- Hair, J. F., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2017). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)*. SAGE.
- 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: A Workbook*. Springer.
- 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>
- Hertroijjs, D. F. L., Brouwers, M. C. G. J., Elissen, A. M. J., Schaper, N. C., & Ruwaard, D. (2019). Relevant patient characteristics for estimating healthcare needs according to healthcare providers and people with type 2 diabetes: a Delphi survey. *BMC Health Services Research*, 19, 1-10.
- Hu, L., Ding, H., Liu, S., Assistant, R., Wang, Z., Assistant, R., Hu, G., & Liu, Y. (2020). Influence of patient and hospital characteristics on inpatient satisfaction in China's tertiary hospitals: A cross-sectional study. *Health expectations : an international journal of public participation in health care and health policy*, 23(1), 115–124. <https://doi.org/10.1111/hex.12974>
- Jalil, A., Zakar, R., Zakar, M. Z., & Fischer, F. (2017). Patient satisfaction with doctor-patient interactions: a mixed methods study among diabetes mellitus patients in Pakistan. *BMC Health Services Research*, 17, 1-13. <https://doi.org/10.1186/s12913-017-2094-6>
- Jin, H.-J., Cheng, A.-L., Qian, J.-Y., Lin, L.-M., & Tang, H.-M. (2021). Jin, H. J., Cheng, A. L., Qian, J. Y., Lin, L. M., & Tang, H. M. (2021). Effect and satisfaction of outpatient services by precision valuation reservation registration *World Journal of Clinical Case*, 9(26), 7750–7761. <https://doi.org/10.12998/wjcc.v9.i26.7750>
- K, S., Barkur, G., & G, S. (2023). Assessment of healthcare service quality effect on patient satisfaction and care outcomes: A case study in India *Cogent Business & Management*, 10, 2264579. <https://doi.org/10.1080/23311975.2023.2264579>
- Kalaja, R. (2023). Determinants of Patient Satisfaction with Health Care: A Literature Review. *European Journal of Natural Sciences and Medicine*, 6(1), 41-52. <https://doi.org/10.26417/v4tfvn96>

- Karasan, A., Erdogan, M., & Cinar, M. (2022). Healthcare service quality evaluation: An integrated decision-making methodology and a case study. *Socio-Economic Planning Sciences*, 82, 101234. <https://doi.org/10.1016/j.seps.2022.101234>
- Keij, S. M., Boer, J. E. d., Stiggebout, A. M., Bruin, W. B. d., Peters, E., Moaddine, S., Kunneman, M., & Pieterse, A. H. (2022). How are patient-related characteristics associated with shared decision-making about treatment? A scoping review of quantitative studies. *BMJ Open*, 12(5), e057293. <https://doi.org/10.1136/bmjopen-2021-057293>
- Keij, S. M., Branda, M. E., Montori, V. M., Brito, J. P., Kunneman, M., & Pieterse, A. H. (2024). Patient Characteristics and the Extent to Which Clinicians Involve Patients in Decision Making: Secondary Analyses of Pooled Data. *Medical Decision Making*, 44(3), 346–356. <https://doi.org/10.1177/0272989X241231721>
- Khoirunurrofik, K., & Raras, G. (2021). Health services provision and decision to buy Jaminan Kesehatan Nasional (JKN) in Indonesia. *Health Policy OPEN*, 2, 100050. <https://doi.org/10.1016/j.hopen.2021.100050>
- Kim, J. H. (2019). Multicollinearity and misleading statistical results. *Korean journal of anesthesiology*, 72(6), 558–569. <https://doi.org/10.4097/kja.19087>
- Kim, S., & Kim, H.-S. (2023). A Study on the Effect of Medical Service Quality on Customer Satisfaction during COVID-19 for Foreigners in Korea 2023. *Sustainability* 15(7), 5953. <https://doi.org/10.3390/su15075953>
- Kock, N., & Hadaya, P. (2018). Minimum sample size estimation in PLS-SEM: The inverse square root and gamma-exponential methods *Information System Journal*, 28, 227–261. <https://doi.org/10.1111/isj.12131>
- Kotler, P., & Armstrong, G. (2018). *Principles of Marketing* (17th ed.). Pearson Education.
- Lazcano-Ponce, E., Angeles-Llerenas, A., Rodríguez-Valentín, R., Salvador-Carulla, L., Domínguez-Esponda, R., Astudillo-García, C. I., León, E. M.-d., & Katz, G. (2020). Communication patterns in the doctor–patient relationship: evaluating determinants associated with low paternalism in Mexico. *BMC Medical Ethics*, 21(1), 125. <https://doi.org/10.1186/s12910-020-00566-3>
- Legler, A., Price, M., Parikh, M., Nebeker, J. R., Ward, M. C., Wedemeyer, L., & Pizer, S. D. (2019). Effect on VA Patient Satisfaction of Provider's Use of an Integrated Viewer of Multiple Electronic Health Records *Journal of general internal medicine*, 34(1), 132–136. <https://doi.org/10.1007/s11606-018-4708-z>
- Lerch, S. P., Hänggi, R., Bussmann, Y., & Lörwald, A. (2024). A model of contributors to a trusting patient–physician relationship: a critical review using a systematic search strategy *BMC Primary Care*, 25(1), 194. <https://doi.org/10.1186/s12875-024-02435-z>
- Li, H., Li, L., Liu, T., Tan, M., He, W., Luo, Y., Zhong, X., Zhang, L., & Sun, J. (2024). Risk management and empirical study of the doctor–patient relationship: based on 1790 litigation cases of medical damage liability disputes in China. *BMC health services research*, 24(1), 521. <https://doi.org/10.1186/s12913-024-10952-x>

- Liang, C., Gu, D., Tao, F., Jain, H. K., Zhao, Y., & Ding, B. (2017). Influence of mechanism of patient-accessible hospital information system implementation on doctor-patient relationships: A service fairness perspective. *Information & Management*, 54(1), 57-72 <https://doi.org/10.1016/j.im.2016.03.010>
- Linder-Pelz, S. (1982). Toward a theory of patient satisfaction. *Social Science & Medicine*, 16(5), 577-582. [https://doi.org/10.1016/0277-9536\(82\)90311-2](https://doi.org/10.1016/0277-9536(82)90311-2)
- Liu, Y., Lu, X., Zhao, G., Li, C., & Shi, J. (2022). Adoption of mobile health services using the unified theory of acceptance and use of technology model: Self-efficacy and privacy concerns. *Frontiers in psychology*, 13, 944976. <https://doi.org/10.3389/fpsyg.2022.944976>
- Lu, L. Y., Korth, M. J. S., Cheng, R. Z., Finlay, A. K., Kamal, R. N., Goodman, S. B., Maloney, W. J., Huddleston, J. I. r., & Amanatullah, D. F. (2021). Provider Personal and Demographic Characteristics and Patient Satisfaction in Orthopaedic Surgery. *JAAOS Global Research & Reviews*, 5(4), e20. <https://doi.org/10.5435/JAAOSGlobal-D-20-00198>
- Lundon, D. (2023). *Telehealth in Urology*. Elsevier. <https://doi.org/10.1016/B978-0-323-87480-9.00009-9>
- Malley, J., D'Amico, F., & Fernandez, J.-L. (2019). What is the relationship between the quality of care experience and quality of life outcomes? Some evidence from long-term home care in England. *Social Science & Medicine*, 243, 112635. <https://doi.org/10.1016/j.socscimed.2019.112635>
- 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, 3318. <https://doi.org/10.3390/ijerph16183318>
- Mars, M. (2020). Medicolegal, ethical, and regulatory guidelines pertaining to telehealth In S. Gogia (Ed.), *Fundamentals of Telemedicine and Telehealth* (pp. 297-303). Academic Press. <https://doi.org/10.1016/B978-0-12-814309-4.00013-6>
- Martin, D. R., Iserson, K. V., & Moskop, J. C. (2023). Business-centric healthcare's effects on the doctor-patient relationship in the emergency department. *JEM Reports*, 2(3), 100032. <https://doi.org/10.1016/j.jemrpt.2023.100032>
- Marzo, R. R., Bhattacharya, S., Ujang, N. B., Naing, T. W., Fei, A. T. H., Chun, C. K., Ting, C. P. X., Rajah, P. A. P., & Shanmuganathan, K. A. P. (2021). The impact of service quality provided by health-care centers and physicians on patient satisfaction *Journal of education and health promotion*, 10, 160. https://doi.org/10.4103/jehp.jehp_979_20
- Mohebifar, R., Hasani, H., Barikani, A., & Rafiei, S. (2016). Evaluating Service Quality from Patients' Perceptions: Application of Importance-performance Analysis Method *Osong public health and research perspectives*, 7(4), 233–238. <https://doi.org/10.1016/j.phrp.2016.05.002>
- Mosadeghrad, A. M. (2014). Factors influencing healthcare service quality. *International journal of health policy and management*, 3(2), 77–89. <https://doi.org/10.15171/ijhpm.2014.65>

- Mostafapour, M., Fortier, J. H., & Garber, G. (2024). Exploring the dynamics of physician-patient relationships: Factors affecting patient satisfaction and complaints. *Journal of Healthcare Risk Management*, 43(4), 16–25. <https://doi.org/10.1002/jhrm.21567>
- Myerholtz, L. (2014). Assessing Family Medicine Residents' Communication Skills From the Patient's Perspective: Evaluating the Communication Assessment Tool. *Journal of graduate medical education*, 6(3), 495–500. <https://doi.org/10.4300/JGME-D-13-00347.1>
- Navidad, C. J. C., Gonzales, M., Navidad, F. C., Amon, A., Espino, R. L. E., Santos, J. K., Vega, R. L., Cabanias, D. S. F., Cantos, K. A. N. H., Macalino, M. D., Sibulo, M., & Sese, N. (2020). Association of Patient's Characteristics on Patient's Satisfaction in the Out-Patient Department of A Private Hospital. *Journal of Social Health*, 3(2), 53-65.
- Ng, J. H. Y., & Luk, B. H. K. (2019). Patient satisfaction: Concept analysis in the healthcare context. *Patient Education and Counseling* 102(4), 790-796.
- 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, 2523–2538. <https://doi.org/10.2147/PPA.S333586>
- Parasuraman, A. P., Zeithaml, V. A., & Berry, L. L. (1988). Servqual: A Multiple-item Scale for Measuring Consumer Perceptions of Service Quality. *Journal of retailing*, 64(1), 12.
- 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), e925. <https://doi.org/10.1002/hsr2.925>
- Prada-García, C., & Benítez-Andrade, J. A. (2022). Evaluation of the Satisfaction of Patients Seen in the Dermatology Department of a Spanish Tertiary Hospital *Healthcare*, 10(8), 1560. <https://doi.org/10.3390/healthcare10081560>
- Pramudita, E., Achmadi, H., & Nurhaida, H. (2023). Determinants of behavioral intention toward telemedicine services among Indonesian Gen-Z and Millennials: a PLS-SEM study on Alodokter application. *Journal of Innovation and Entrepreneurship*, 12, 1-21, Article 68. <https://doi.org/10.1186/s13731-023-00336-6>
- Putra, J. M., Suliyanto, Gunistyo, & Fajri, A. (2022). The Effect of Service Quality, Doctor Interpersonal Communication, and Customer Relationship Management on Patient Loyalty with Patient Satisfaction as A Mediation at RSUBUDI Rahayu Pekalongan. *PERMANA : Jurnal Perpajakan, Manajemen, dan Akuntansi*, 14(2), 304-325.
- Putri, L. D., Girsang, E., Lister, I. N. E., Kung, H. T., Kadir, E. A., & Rosa, S. L. (2024). Public Health Implications for Effective Community Interventions Based on Hospital Patient Data Analysis Using Deep Learning Technology in Indonesia. *Information*, 15(1), 41. <https://doi.org/10.3390/info15010041>

- Qiao, T., Fan, Y., Geater, A. F., Chongsuvivatwong, V., & McNeil, E. B. (2019). Factors associated with the doctor-patient relationship: doctor and patient perspectives in hospital outpatient clinics of Inner Mongolia Autonomous Region, China *Patient preference and adherence*, 13, 1125–1143. <https://doi.org/10.2147/PPA.S189345>
- Radu, G., Radu, M., Condurache, A., & Purcărea, V. L. (2018). Managerial strategies and policies - Analysis of patient satisfaction based on demographic data *Journal of medicine and life*, 11(3), 218–224. <https://doi.org/10.25122/jml-2018-0065>
- Rauf, A., Muhammad, N., Mahmood, H., & Yen, Y. Y. (2024). The influence of healthcare service quality on patients' satisfaction in urban areas: The case of Pakistan. *Heliyon*, 10(18), e37506. <https://doi.org/10.1016/j.heliyon.2024.e37506>
- Reneau, M. (2020). Heart Rate Variability Biofeedback to Treat Fibromyalgia: An Integrative Literature Review. *Pain Management Nursing*, 21(3), 225-232. <https://doi.org/10.1016/j.pmn.2019.08.001>
- Romanowicz, M., Oesterle, T. S., Croarkin, P. E., & Sutor, B. (2022). Measuring patient satisfaction in an outpatient psychiatric clinic. What factors play a role? *Annals of general psychiatry*, 21(1), 2. <https://doi.org/10.1186/s12991-022-00379-1>
- Rose, R. C., Uli, J., Abdul, M., & Ng, K. L. (2004). Hospital service quality: a managerial challenge. *International journal of health care quality assurance incorporating Leadership in health services*, 17(2-3), 146–159. <https://doi.org/10.1108/09526860410532784>
- Salim, N. A. M., Roslan, N. S., Hod, R., Zakaria, S. F., & Adam, S. K. (2023). Exploring Critical Components of Physician-Patient Communication: A Qualitative Study of Lay and Professional Perspectives. *Healthcare*, 1(2), 162. <https://doi.org/10.3390/healthcare11020162>
- Santos-Jaén, J. M., Martínez, M. D. C. V., Palacios-Manzano, M., & Grasso, M. S. (2022). Analysis of Patient Satisfaction through the Effect of Healthcare Spending on Waiting Times for Consultations and Operations *Healthcare (Basel, Switzerland)*, 10(7), 1229. <https://doi.org/10.3390/healthcare10071229>
- Saputra, H., & Istiqomah, R. (2024). Analysis of JKN Mobile Application Service Quality (Case Study Participants of BPJS Health Surakarta Branch Office). *Jurnal Jaminan Kesehatan Nasional* 4(1), 66–76. <https://doi.org/10.53756/jjkn.v4i1.180>
- Sarwono, J., dan Narimawati, U. (2015). *Membuat Skripsi, Tesis dan Disertasi dengan Partial Least Square SEM (PLS-SEM)*. Yogyakarta: Penerbit ANDI.
- Schwartz, J. S. (2017). Health Services Research: Translating Discovery and Research Into Practice and Policy Clinical and Translational Science In D. Robertson & G. H. Williams (Eds.), *Clinical and Translational Science Principles of Human Research* (Second Edition ed., pp. 111-133). Academic Press.
- Sekaran, U., & Bougie, R. (2020). *Research Methods For Business: A Skill Building Approach* (8th ed.). John Wiley & Sons.
- 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, 876266. <https://doi.org/10.3389/fpubh.2022.876266>
- Silaen, D. J. A., & Alferraly, I. (2019). Hubungan komunikasi efektif dokter-pasien terhadap tingkat kepuasan pasien dalam pelayanan medik. *Intisari sains medis*, 10(2), 334-337.
- Strauss, M., & Schoeman, R. (2022). Patients' perception of service quality in a healthcare not-for-profit organisation. *South African family practice*, 64(1), e1–e5. <https://doi.org/10.4102/safp.v64i1.5490>
- Sukartini, T., Arifin, H., Kurniawati, Y., Pradipta, R. O., Nursalam, N., & Acob, J. R. U. (2021). Factors Associated with National Health Insurance Coverage in Indonesia. *F1000Research*, 10, 563. <https://doi.org/10.12688/f1000research.53672.2>
- Świątoniowska-Lonc, N., Polański, J., Tański, W., & Jankowska-Polańska, B. (2020). Impact of satisfaction with physician–patient communication on self-care and adherence in patients with hypertension: cross-sectional study. *BMC Health Services Research*, 20(1), 1046. <https://doi.org/10.1186/s12913-020-05912-0>
- Syamsuddin, Togatorop, A. L., Karubaba, O. C., Sholahuddin, M. Z., & Prasetya, T. B. (2024). The Influence of Mobile Application User Experience, Service Quality, and Social Interaction on Customer Satisfaction Quantitative Research in the Online Service Industry. *International Journal of Science and Society (IJSOC)*, 6(3), 83-98. <https://doi.org/10.54783/ijsoc.v6i3.1225>
- Tian, Y. (2023). A review on factors related to patient comfort experience in hospitals. *J Health Popul Nutr Journal of Health, Population and Nutrition volume*, 42(125), 1-19. <https://doi.org/10.1186/s41043-023-00465-4>
- Tomai, M., & Lauriola, M. (2022). Separate but Related: Dimensions of Healthcare Provider Social Support in Day-Treatment Oncology Units *Frontiers in psychology*, 13, 773447. <https://doi.org/10.3389/fpsyg.2022.773447>
- Upadhyai, R., Jain, A. K., Roy, H., & Pant, V. (2019). A Review of Healthcare Service Quality Dimensions and their Measurement. *Journal of Health Management*, 21(1), 102–127. <https://doi.org/10.1177/0972063418822583>
- Vidal-Silva, C., Sánchez-Ortiz, A., Serrano-Malebrán, J., Arriagada, V., Flores, M., Godoy, M., & Vargas, C. (2024). Social influence, performance expectancy, and price value as determinants of telemedicine services acceptance in Chile. *Heliyon*, 10(5), e27067. <https://doi.org/10.1016/j.heliyon.2024.e27067>
- Wang, Y., Bu, X., Wang, Y., Du, Y., Liu, Y., & Wang, P. (2023). Association among Doctor-Patient Communication, Trust, and Patients' Negative Stereotypes for Healthcare Professionals during COVID-19: A Cross-Sectional Study. *Journal of Nursing Management*, 2023, 5522135. <https://doi.org/10.1155/2023/5522135>
- Wang, Z.-Y., Zhang, X., & Ma, L. (2022). How to Maintain a Sustainable Doctor-Patient Relationship in Healthcare in China: A Structural Equation Modeling Approach. *Journal of Healthcare Engineering*, 2022, 8251220. <https://doi.org/10.1155/2022/8251220>

- Wei, D., Xu, A., & Wu, X. (2020). The mediating effect of trust on the relationship between doctor-patient communication and patients' risk perception during treatment *PsyCh journal*, 9(3), 383–391. <https://doi.org/10.1002/pchj.327>
- Werdhani, R. A. (2017). Leadership in doctor-patient relationship: Implementation on patient's case management in primary care. *Medical Journal of Indonesia*, 26(2), 158-166. <https://doi.org/10.13181/mji.v26i2.1877>
- Widada, T., Pramusinto, A., & Lazuardi, L. (2017). Peran Badan Penyelenggara Jaminan Sosial (Bpjs) Kesehatan Dan Implikasinya Terhadap Ketahanan Masyarakat (Studi Di Rsud Hasanuddin Damrah Manna Kabupaten Bengkulu Selatan, Provinsi Bengkulu) *Jurnal Ketahanan Nasional*, 23(2), 199-216. <https://doi.org/10.22146/jkn.26388>
- Williams, E. S., Savage, G. T., & Patrician, P. A. (2017). Quality Improvement Basics. In S. B. Buchbinder & N. H. Shanks (Eds.), *Introduction to Health Care Management*. Jones & Bartlett Learning.
- Wu, D. C., Zhao, X., & Wu, J. (2023). Online Physician-Patient Interaction and Patient Satisfaction: Empirical Study of the Internet Hospital Service. *J. ournal of medical Internet research*, 25, e39089. <https://doi.org/10.2196/39089>
- Wu, Q., Jin, Z., Bachelor, & Wang, P. (2022). The Relationship Between the Physician-Patient Relationship, Physician Empathy, and Patient Trust. *Journal of general internal medicine*, 37(6), 1388–1393.
- Xesfingi, S., & Vozikis, A. (2016). Patient satisfaction with the healthcare system: Assessing the impact of socio-economic and healthcare provision factors. *BMC Health Services Research*, 16, 1-7. <https://doi.org/10.1186/s12913-016-1327-4>
- Zakaria, M., Karim, R., Rahman, M., Cheng, F., & Xu, J. (2021). Disparity in physician-patient communication by ethnicity: evidence from Bangladesh. *International journal for equity in health*, 20(1), 65. <https://doi.org/10.1186/s12939-021-01405-6>
- Zakaria, M., Mazumder, S., Faisal, H. M., Zanna, R., Haque, M. R., Afrin, T., Cheng, F., & Xu, J. (2024). Physician Communication Behaviors on Patient Satisfaction in Primary Care Medical Settings in Bangladesh. *Journal of Primary Care and Community Health*, 15, 21501319241277396. <https://doi.org/10.1177/21501319241277396>
- Zarei, E. (2015). Service quality of hospital outpatient departments: patients' perspective. *International journal of health care quality assurance*, 28(8), 778–790. <https://doi.org/10.1108/IJHCQA-09-2014-0097>
- Zarzycka, D., Bartoń, E., Mazur, A., & Turowski, K. (2019). Socio-demographic and medical factors associated with patients' satisfaction with nursing care and their perception of pain *Annals of agricultural and environmental medicine : AAEM*, 26(2), 298–303. <https://doi.org/10.26444/aaem/90385>
- Zhou, X., He, Q., Li, Q., Kuang, J., Han, Y., & Chen, J. (2022). Factors Associated with Outpatient Satisfaction in Provincial Tertiary Hospitals in Nanchang, China: A Structural Equation Modeling Approach. *International journal of environmental research and public health*, 19(14), 8226. <https://doi.org/10.3390/ijerph19148226>