

REFERENCES

- Abbasi, M. S., Lal, A., Das, G., Salman, F., Akram, A., Ahmed, A. R., Maqsood, A., & Ahmed, N. (2022). Impact of Social Media on Aesthetic Dentistry: General Practitioners' Perspectives. *Healthcare (Switzerland)*, 10(10), 1–10. <https://doi.org/10.3390/healthcare10102055>
- Aichner, T., Grünfelder, M., Maurer, O., & Jegeni, D. (2021). Twenty-Five Years of Social Media: A Review of Social Media Applications and Definitions from 1994 to 2019. *Cyberpsychology, Behavior, and Social Networking*, 24(4), 215–222. <https://doi.org/10.1089/cyber.2020.0134>
- AlBahlal, A., Alosaimi, N., Bawadood, M., AlHarbi, A., & AlSubhi, F. (2023). The Effect and Implication of Social Media Platforms on Plastic Cosmetic Surgery: A Cross-sectional Study in Saudi Arabia From 2021 to 2022. *Aesthetic Surgery Journal Open Forum*, 5. <https://doi.org/10.1093/asjof/ojad002>
- Albarqouni, L., Hoffmann, T., Straus, S., Olsen, N. R., Young, T., Ilic, D., Shaneyfelt, T., Haynes, R. B., Guyatt, G., & Glasziou, P. (2018). Core Competencies in Evidence-Based Practice for Health Professionals: Consensus Statement Based on a Systematic Review and Delphi Survey. *JAMA Network Open*, 1(2), e180281. <https://doi.org/10.1001/jamanetworkopen.2018.0281>
- Ali, F., Kim, W. G., Li, J., & Jeon, H. M. (2018). Make it delightful: Customers' experience, satisfaction and loyalty in Malaysian theme parks. *Journal of*

- Destination Marketing and Management*, 7, 1–11.
<https://doi.org/10.1016/j.jdmm.2016.05.003>
- Alibrandi, A., Gitto, L., Limosani, M., & Mustica, P. F. (2023). Patient satisfaction and quality of hospital care. *Evaluation and Program Planning*, 97(September 2022), 102251.
<https://doi.org/10.1016/j.evalprogplan.2023.102251>
- Amarantou, V., Chatzoudes, D., Kechagia, V., & Chatzoglou, P. D. (2019). The Impact of Service Quality on Patient Satisfaction and Revisiting Intentions: The Case of Public Emergency Departments. *Quality Management in Health Care*, 28(4), 200–208. <https://doi.org/10.1097/QMH.0000000000000232>
- Ariffin, A. A. M., & Yahaya, M. F. (2013). The relationship between airport image, national identity and passengers delight: A case study of the Malaysian low cost carrier terminal (LCCT). *Journal of Air Transport Management*, 31, 33–36. <https://doi.org/10.1016/j.jairtraman.2013.02.005>
- Armutcu, B., Tan, A., Ampsonah, M., Parida, S., & Ramkissoon, H. (2023). Tourist behaviour: The role of digital marketing and social media. *Acta Psychologica*, 240(September). <https://doi.org/10.1016/j.actpsy.2023.104025>
- Arslan Kurtuluş, S., & Cengiz, E. (2022). Customer Experience in Healthcare: Literature Review. *Istanbul Business Research*, 0(0), 0–0.
<https://doi.org/10.26650/ibr.2022.51.867283>
- 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>

ASPS. (2023). 2023 ASPS Procedural Statistics Release. In *Plastic & Reconstructive Surgery* (Vol. 154, Issue 3S).

<https://doi.org/10.1097/01.prs.0001028284.06979.be>

Bahreini, M., Shahamat, S., Hayatdavoudi, P., & Mirzaei, M. (2011). Comparison of the clinical competence of nurses working in two university hospitals in Iran. *Nursing and Health Sciences*, 13(3), 282–288.

<https://doi.org/10.1111/j.1442-2018.2011.00611.x>

Barger, V. A. (2016). Social media and consumer engagement. *Journal of Research in Interactive Marketing*. [https://doi.org/10.1016/0031-9201\(92\)90209-e](https://doi.org/10.1016/0031-9201(92)90209-e)

Bastemeijer, C. M., Boosman, H., van Ewijk, H., de Jong-Verweij, L. M., Voogt, L., & Hazelzet, J. (2019). <p>Patient experiences: a systematic review of quality improvement interventions in a hospital setting</p>. *Patient Related Outcome Measures, Volume 10*, 157–169.

<https://doi.org/10.2147/prom.s201737>

Beck, R. S., Daughtridge, R., & Sloane, P. D. (2002). Physician-patient communication in the primary care office: A systematic review. *Journal of the American Board of Family Practice*, 15(1), 25–38.

Becker, J.-M. (2023). *PLS- SEM 's most wanted guidance*.

Bellio, E., & Buccoliero, L. (2021). Main factors affecting perceived quality in healthcare: a patient perspective approach. *TQM Journal*, 33(7), 176–192.

<https://doi.org/10.1108/TQM-11-2020-0274>

Berndt, A. E. (2020). Sampling Methods. *Journal of Human Lactation*, 36(2), 224–226. <https://doi.org/10.1177/0890334420906850>

- Bodet, G. (2008). Customer satisfaction and loyalty in service: Two concepts, four constructs, several relationships. *Journal of Retailing and Consumer Services*, 15(3), 156–162. <https://doi.org/10.1016/j.jretconser.2007.11.004>
- Boen, M., & Jerdan, K. (2022). Growing impact of social media in aesthetics: Review and debate. *Clinics in Dermatology*, 40(1), 45–48. <https://doi.org/10.1016/j.clindermatol.2021.08.011>
- Boshoff, C., & Gray, B. (2004). The relationships between service quality, customer satisfaction and buying intentions in the private hospital industry. *South African Journal of Business Management*, 35(4), 27–38. <https://doi.org/10.4102/sajbm.v35i4.666>
- Bougie, R., & Sekaran, U. (2020). *Research Methods For Business: A Skill Building Approach, 8th Edition*.
- Brakus, J. S., Schmitt, B. H., Zarantonello, L., & Simon, W. E. (2009). Brand Experience: What Is It? How Is It Measured? Does It Affect Loyalty? *Journal of Marketing*, 73, 1547–7185.
- 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. <https://doi.org/10.1177/23743735231160422>
- Brodie, R. J., Ilic, A., Juric, B., & Hollebeek, L. (2013). Consumer engagement in a virtual brand community: An exploratory analysis. *Journal of Business Research*, 66(1), 105–114. <https://doi.org/10.1016/j.jbusres.2011.07.029>
- Buku Profil 2024*. (2024).
- Bull, C. (2021). Patient satisfaction and patient experience are not interchangeable concepts. *International Journal for Quality in Health Care*, 33(1), 4215.

<https://doi.org/10.1093/intqhc/mzab023>

- Burns, D. J., & Neisner, L. (2006). Customer satisfaction in a retail setting. *International Journal of Retail and Distribution Management*, 34(1), 49–66.
<https://doi.org/10.1108/09590550610642819>
- Burroughs, T. E., Waterman, B. M., Gilin, D., Adams, D., McCollegan, J., & Cira, J. (2005). Do on-site patient satisfaction surveys bias results? *Joint Commission Journal on Quality and Patient Safety / Joint Commission Resources*, 31(3), 158–166. [https://doi.org/10.1016/S1553-7250\(05\)31021-X](https://doi.org/10.1016/S1553-7250(05)31021-X)
- Chaffey, D., & Ellis-Chadwick, F. (2022). *Digital Marketing, 8th Edition*. Pearson Education.
- Chang, & Horng, S. C. (2010). Conceptualizing and measuring experience quality: The customer's perspective. *Service Industries Journal*, 30(14), 2401–2419. <https://doi.org/10.1080/02642060802629919>
- Chang, Liao, S. H., Chung, Y. C., & Chen, H. P. (2020). Service quality, experiential value and repurchase intention for medical cosmetology clinic: moderating effect of Generation. *Total Quality Management and Business Excellence*, 31(9–10), 1077–1097.
<https://doi.org/10.1080/14783363.2018.1463156>
- Chang, & Wang, H. W. (2011). The moderating effect of customer perceived value on online shopping behaviour. In *Online Information Review* (Vol. 35, Issue 3). <https://doi.org/10.1108/1468452111151414>
- Chang, Woodside, A. G., Carroll, W. E., College, B., & Hill, C. (2013). *Configural algorithms of patient satisfaction , participation in diagnostics , and treatment decisions ' influences on hospital loyalty*. 2, 91–103.

- <https://doi.org/10.1108/08876041311309225>
- Chatzoglou, P., Chatzoudes, D., Savvidou, A., Fotiadis, T., & Delias, P. (2022). Factors affecting repurchase intentions in retail shopping: An empirical study. *Heliyon*, 8(9). <https://doi.org/10.1016/j.heliyon.2022.e10619>
- Chitty, C., Ward, S., & Chua, C. (2007). An application of the ECSI model as a predictor of satisfaction and loyalty for backpacker hostels. *Marketing Intelligence and Planning*, 25(6), 563–580.
- <https://doi.org/10.1108/02634500710819941>
- Clavel, N., Paquette, J., Dumez, V., Del Grande, C., Ghadiri, D. P., Pomey, M. P., & Normandin, L. (2021). Patient engagement in care: A scoping review of recently validated tools assessing patients' and healthcare professionals' preferences and experience. *Health Expectations*, 24(6), 1924–1935.
- <https://doi.org/10.1111/hex.13344>
- Cohen, J. (1988). Statistical Power Analysis for the Behavioral Sciences Second Edition. In *Lawrence Erlbaum Associates*.
- Creswell, J. W. (2014). Research Design, 4th Edition. In *Sustainability (Switzerland)* (Vol. 11, Issue 1).
- http://scioteca.caf.com/bitstream/handle/123456789/1091/RED2017-Eng-8ene.pdf?sequence=12&isAllowed=y%0Ahttp://dx.doi.org/10.1016/j.regsciurbe.2008.06.005%0Ahttps://www.researchgate.net/publication/305320484_SISTEM PEMBETUNGAN TERPUSAT STRATEGI MELESTARI
- Dagger, T. S., & Sweeney, J. C. (2007). Service quality attribute weights: How do novice and longer-term customers construct service quality perceptions? *Journal of Service Research*, 10(1), 22–42.

- <https://doi.org/10.1177/1094670507303010>
- 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>
- Datareportal.com. (2024). *Indonesia Social Media Statistics 2024*.
- <https://www.theglobalstatistics.com/indonesia-social-media-statistics/>
- 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(February), 104164.
- <https://doi.org/10.1016/j.ijmedinf.2020.104164>
- Dodds, W. B., Monroe, K. B., Grewal, D., Dodds, B., & Monroe, B. (1991). Effect of Price, Brand, and Store Information Buyers' Evaluations. *Journal of Marketing Research*, 28(3), 307–319.
- Doyle, C., Lennox, L., & Bell, D. (2013). A systematic review of evidence on the links between patient experience and clinical safety and effectiveness. 3, 1570. <https://doi.org/10.1136/bmjopen-2012>
- Duggirala, M., Rajendran, C., & Anantharaman, R. N. (2008). Patient-perceived dimensions of total quality service in healthcare. *Benchmarking: An International Journal*, 15(5), 560–583.
- Durham Peters, J. (2008). Communication: History of the Idea. *The International Encyclopedia of Communication*.
- <https://doi.org/10.1002/9781405186407.wbiecc075>
- Eisenberg, A. (2020). No TitleWhat is patient satisfaction and why does it matter?

<https://www.wolterskluwer.com/en/expert-insights/what-is-patient-satisfaction-and-why-does-it-matter#:~:text=A%20patient%27s%20experience%20is%20based%20on%20what%20should,%20patient%27s%20expectations%20of%20what%20should%20happen%20were%20met>.

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>

Eser, A. (2024). *WORLDMETRICS.ORG REPORT 2024 Global Medical*

Aesthetics Industry Statistics: Key Growth Insights Revealed.

<https://worldmetrics.org/medical-aesthetics-industry-statistics/>

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 (Switzerland), 11(5). <https://doi.org/10.3390/healthcare11050639>

Freeze, R., Raschke, R. L., & Freeze, R. D. (2007). Association for Information

Systems AIS Electronic Library (AISeL): An Analysis of Students'

Perceptions and Attitudes to Online Learning Use in Higher Education in

Jamaica: An Extension of TAM. RESEARCH. *In Proceedings Annual*

Workshop of the AIS Special Interest Group for ICT in Global Development.,

January.

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>

Ghanbari-Afra, L., Adib-Hajbaghery, M., & Dianati, M. (2022). Human Caring:

- A Concept Analysis. *Journal of Caring Science*, 11(4), 246–254.
<https://doi.org/10.15171/jcvtr.2015.24>
- Ghozali, I. (2016). *Aplikasi Analisis Multivariete Dengan Program IBM SPSS 23* (8th ed.). Badan Penerbit Universitas Diponegoro.
- Glasgow, R. E., Brownson, R. C., & Kessler, R. S. (2013). Thinking about Health-Related Outcomes: What Do We Need Evidence about? *Clinical and Translational Science*, 6(4), 286–291. <https://doi.org/10.1111/cts.12080>
- Goodrich, G. W., & Lazenby, J. M. (2023). Elements of patient satisfaction: An integrative review. *Nursing Open*, 10(3), 1258–1269.
<https://doi.org/10.1002/nop2.1437>
- Graham, C., Käsbauer, S., Cooper, R., King, J., Sizmur, S., Jenkinson, C., & Kelly, L. (2018). An evaluation of a near real-time survey for improving patients' experiences of the relational aspects of care: a mixed-methods evaluation. *Health Services and Delivery Research*, 6(15), 1–174.
<https://doi.org/10.3310/hsdr06150>
- Ha, J. F., & Longnecker, N. (2010). Doctor-patient communication: A review. *Ochsner Journal*, 10(1), 38–43. <https://doi.org/10.3329/jbcps.v32i2.26036>
- Hair, J. F. (2021). Next-generation prediction metrics for composite-based PLS-SEM. *Industrial Management and Data Systems*, 121(1), 5–11.
<https://doi.org/10.1108/IMDS-08-2020-0505>
- Hair, J. F., Hult, G. T. M., Ringle, C. M., Sarstedt, M., Danks, N. P., & Ray, S. (2021). *Evaluation of Formative Measurement Models*.
https://doi.org/10.1007/978-3-030-80519-7_5
- 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*, 30(1), 2–24. <https://www.emerald.com/insight/content/doi/10.1108/EBR-11-2018-0203/full/html>
- Hair, J. F., Sharma, P. N., Sarstedt, M., Ringle, C. M., & Lienggaard, B. D. (2024). The shortcomings of equal weights estimation and the composite equivalence index in PLS-SEM. *European Journal of Marketing*, 58(13), 30–55. <https://doi.org/10.1108/EJM-04-2023-0307>
- Han, H., & Ryu, K. (2009). The roles of the physical environment, price perception, and customer satisfaction in determining customer loyalty in the restaurant industry. *Journal of Hospitality and Tourism Research*, 33(4), 487–510. <https://doi.org/10.1177/1096348009344212>
- 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>
- Hopper, E. (2020). Maslow's Hierarchy of Needs. *Business, April*, 3–5. file:///C:/Users/ADMIN/OneDrive/Documents/02LITERATUR/22mac/Maslow's Hierarchy.pdf
- Hu, Y., Zhang, Z., Xie, J., & Wang, G. (2017). The outpatient experience questionnaire of comprehensive public hospital in China: Development, validity and reliability. *International Journal for Quality in Health Care*, 29(1), 40–46. <https://doi.org/10.1093/intqhc/mzw133>
- Indonesia Medical Aesthetic Market Report.* (2023).

Www.Businesswire.Com/News/Home/20230330005429/En/Indonesia-Medical-Aesthetic-Market-Report-2023-Sector-to-Reach-450.23-Million-in-2028-at-a-CGAR-of-11.52---ResearchAndMarkets.Com.

Indonesia Medical Aesthetics Market - Focused Insights 2024-2029. (2024).

<https://www.arizton.com/market-reports/indonesia-medical-aesthetics-market>

Jain, R., Aagja, J., & Bagdare, S. (2017). Customer experience – a review and research agenda. In *Journal of Service Theory and Practice* (Vol. 27, Issue 3, pp. 642–662). Emerald Group Publishing Ltd. <https://doi.org/10.1108/JSTP-03-2015-0064>

James, J. T. (2013). A new, evidence-based estimate of patient harms associated with hospital care. *Journal of Patient Safety*, 9(3), 122–128.

<https://doi.org/10.1097/PTS.0b013e3182948a69>

Jatiyananda, C., Nurittamont, W., & Phayaphrom, B. (2022). Understanding the Social Media Marketing Activities Influence on Revisit Intention in Beauty Clinics: The Case Study in Bangkok, Thailand. *Ssrn*.

<https://doi.org/10.14456/aamr.2021.4>

Jenkinson, C., Coulter, A., Bruster, S., Richards, N., & Chandola, T. (2002). Patients' experiences and satisfaction with health care: Results of a questionnaire study of specific aspects of care. *Quality and Safety in Health Care*, 11(4), 335–339. <https://doi.org/10.1136/qhc.11.4.335>

Jerofke-Owen, T., Garnier-Villarreal, M., Fial, A., & Tobiano, G. (2020).

Systematic review of psychometric properties of instruments measuring patient preferences for engagement in health care. *Journal of Advanced Nursing*, 76(8), 1988–2004. <https://doi.org/10.1111/jan.14402>

- Johnson, M. D., Gustafsson Anders, Andreassen Wallin, Lervik Line, & Cha Jaesung. (2001). The evolution and future of national customer satisfaction index models. *Journal of Economic Psychology*, 22, 217–245.
www.elsevier.com/locate/joep
- Jones, M. A., & Reynolds, K. E. (2006). The role of retailer interest on shopping behavior. *Journal of Retailing*, 82(2), 115–126.
<https://doi.org/10.1016/j.jretai.2005.05.001>
- Kao, Y. F., Huang, L. S., & Wu, C. H. (2008). Effects of theatrical elements on experiential quality and loyalty intentions for theme parks. *Asia Pacific Journal of Tourism Research*, 13(2), 163–174.
<https://doi.org/10.1080/10941660802048480>
- Karimbux, N., JOHN, M. T., STERN, A. M. Y., MAZANEC, M. T., D'AMOUR, A., COURTEMANCHE, J. I. M., & RABSON, B. (2023). Measuring Patient Experience of Oral Health Care: a Call To Action. *Journal of Evidence-Based Dental Practice*, 23(1), 101788.
<https://doi.org/10.1016/j.jebdp.2022.101788>
- Kethan, & Mahabub Basha S. (2022). Relationship of Ethical Sales Behaviour with Customer Loyalty, Trust and Commitment: A Study with Special Reference to Retail Store in Mysore City. *East Asian Journal of Multidisciplinary Research*, 1(7), 1365–1376.
<https://doi.org/10.55927/eajmr.v1i7.874>
- Kim, J. H., Kim, M., & Lennon, S. J. (2009). Effects of web site atmospherics on consumer responses: Music and product presentation. *Direct Marketing: An International Journal*, 3(1), 4–19.

- <https://doi.org/10.1108/17505930910945705>
- Klaus, P., & Maklan, S. (2012). EXQ: A multiple-item scale for assessing service experience. *Journal of Service Management*, 23(1), 5–33.
<https://doi.org/10.1108/09564231211208952>
- kota-tangerang-selatan-dalam-angka-2024*. (2024).
- Kotler, P. (2011). Philip Kotler's contributions to marketing theory and practice. *Review of Marketing Research*, 8, 87–120. [https://doi.org/10.1108/S1548-6435\(2011\)0000008007](https://doi.org/10.1108/S1548-6435(2011)0000008007)
- Kumah, E. (2019). Patient experience and satisfaction with a healthcare system: connecting the dots. In *International Journal of Healthcare Management* (Vol. 12, Issue 3, pp. 173–179). Taylor and Francis Ltd.
<https://doi.org/10.1080/20479700.2017.1353776>
- Kumah, E., Osei-Kesse, F., & Anaba, C. (2017). Understanding and Using Patient Experience Feedback to Improve Health Care Quality: Systematic Review and Framework Development. *Journal of Patient-Centered Research and Reviews*, 4(1), 24–31. <https://doi.org/10.17294/2330-0698.1416>
- Kumar, V., Rajan, B., Gupta, S., & Pozza, I. D. (2019). Customer engagement in service. *Journal of the Academy of Marketing Science*, 47(1), 138–160.
<https://doi.org/10.1007/s11747-017-0565-2>
- Ladhari, R. (2009). Service quality, emotional satisfaction, and behavioural intentions: A study in the hotel industry. *Managing Service Quality*, 19(3), 308–331. <https://doi.org/10.1108/09604520910955320>
- Lamberski, N. (2022). *Utilizing a Theory of Change for Better Health Outcomes*. 9(June), 1–4. <https://doi.org/10.3389/fvets.2022.929365>

- Lamph, G., Nowland, R., Boland, P., Pearson, J., Connell, C., Jones, V., Wildbore, E., L Christian, D., Harris, C., Ramsden, J., Gardner, K., Graham-Kevan, N., & McKeown, M. (2023). Relational practice in health, education, criminal justice, and social care: a scoping review. *Systematic Reviews*, 12(1), 1–68. <https://doi.org/10.1186/s13643-023-02344-9>
- Larson, E., Sharma, J., Bohren, M. A., & Tunçalp, Ö. (2019). When the patient is the expert: Measuring patient experience and satisfaction with care. *Bulletin of the World Health Organization*, 97(8), 563–569.
<https://doi.org/10.2471/BLT.18.225201>
- Lavela, S. L., & Gallan, A. S. (2014). Issue 1 Inaugural Issue Article 5 2014 Part of the Health and Medical Administration Commons, Health Policy Commons, Health Services Administration Commons, and the Health Services Research Commons Recommended Citation Recommended Citation LaVela SL, Gall. *Patient Experience Journal*, 1(1), 28–36.
<https://doi.org/10.35680/2372-0247.1003>.This
- Lee. (2016). HEALTHQUAL : a multi-item scale for assessing healthcare service quality. *Service Business*. <https://doi.org/10.1007/s11628-016-0317-2>
- Lee. (2017). A model for designing healthcare service based on the patient experience A model for designing healthcare service based on the patient experience. *International Journal of Healthcare Management*, 0(0), 1–9.
<https://doi.org/10.1080/20479700.2017.1359956>
- Lee, & Ma, Y. J. (2012). Consumer perceptions of online consumer product and service reviews. *Journal of Research in Interactive Marketing*, 6(2), 110–132.

- Lee, S., & Kim, E. (2017). The Effects of Korean Medical Service Quality and Satisfaction on Revisit Intention of the United Arab Emirates Government Sponsored Patients. *Asian Nursing Research*, 11(2), 142–149.
<https://doi.org/10.1016/j.anr.2017.05.008>
- Lestari, W., Rizany, I., & Setiawan, H. (2021). Faktor- Faktor Yang Mempengaruhi Tingkat Kepuasan Pasien Rawat Inap Di Rumah Sakit. *BIMIKI (Berkala Ilmiah Mahasiswa Ilmu Kependidikan Indonesia)*, 9(1), 46–53. <https://doi.org/10.53345/bimiki.v9i1.174>
- Liengaard, B. D., Sharma, P. N., Hult, G. T. M., Jensen, M. B., Sarstedt, M., Hair, J. F., & Ringle, C. M. (2021). Prediction: Coveted, Yet Forsaken? Introducing a Cross-Validated Predictive Ability Test in Partial Least Squares Path Modeling. *Decision Sciences*, 52(2), 362–392.
<https://doi.org/10.1111/deci.12445>
- Lin, J. S. C., & Liang, H. Y. (2011). The influence of service environments on customer emotion and service outcomes. *Managing Service Quality*, 21(4), 350–372. <https://doi.org/10.1108/09604521111146243>
- Lin, J. S. C., & Lin, C. Y. (2011). What makes service employees and customers smile: Antecedents and consequences of the employees' affective delivery in the service encounter. *Journal of Service Management*, 22(2), 183–201.
<https://doi.org/10.1108/09564231111124217>
- 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. <https://doi.org/10.1177/00469580211007221>
- Liu, X., Shin, H., & Burns, A. C. (2021). Examining the impact of luxury brand's

- social media marketing on customer engagement: Using big data analytics and natural language processing. *Journal of Business Research*, 125(January 2018), 815–826. <https://doi.org/10.1016/j.jbusres.2019.04.042>
- López-López, I., Ruiz-de-Maya, S., & Warlop, L. (2014). When Sharing Consumption Emotions With Strangers Is More Satisfying Than Sharing Them With Friends. *Journal of Service Research*, 17(4), 475–488. <https://doi.org/10.1177/1094670514538835>
- Marzban, S., Najafi, M., Agolli, A., & Ashrafi, E. (2022). Impact of Patient Engagement on Healthcare Quality: A Scoping Review. *Journal of Patient Experience*, 9. <https://doi.org/10.1177/23743735221125439>
- McCance, T. V., McKenna, H. P., & Boore, J. R. P. (1999). Caring: Theoretical perspectives of relevance to nursing. *Journal of Advanced Nursing*, 30(6), 1388–1395. <https://doi.org/10.1046/j.1365-2648.1999.01214.x>
- Medical Aesthetic Global Market Report.* (2024). www.thebusinessresearchcompany.com/report/medical-aesthetic-global-market-report
- Memon, M. A., Ramayah, T., Cheah, J. H., Ting, H., Chuah, F., & Cham, T. H. (2021). Pls-Sem Statistical Programs: a Review. *Journal of Applied Structural Equation Modeling*, 5(1), i–xiv. [https://doi.org/10.47263/JASEM.5\(1\)06](https://doi.org/10.47263/JASEM.5(1)06)
- Mohd Isa, S., Lim, G. S. S., & Chin, P. N. (2019). Patients' intent to revisit with trust as the mediating role: lessons from Penang Malaysia. *International Journal of Pharmaceutical and Healthcare Marketing*, 13(2), 140–159. <https://doi.org/10.1108/IJPHM-10-2017-0056>

- Moliner, M. A. (2009). Loyalty, perceived value and relationship quality in healthcare services. *Journal of Service Management*, 20(1), 76–97.
<https://doi.org/10.1108/09564230910936869>
- 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>
- Mutiarasari, D., Demak, I. P. K., Bangkele, E. Y., Nur, R., & Setyawati, T. (2021). Patient satisfaction: Public vs. private hospital in Central Sulawesi, Indonesia. *Gaceta Sanitaria*, 35, S186–S190.
<https://doi.org/10.1016/j.gaceta.2021.07.012>
- Nam, J., Ekinci, Y., & Whyatt, G. (2011). Brand equity, brand loyalty and consumer satisfaction. *Annals of Tourism Research*, 38(3), 1009–1030.
<https://doi.org/10.1016/j.annals.2011.01.015>
- Nazarian, A., Shabankareh, M., Ranjbaran, A., Sadeghilar, N., & Atkinson, P. (2024). Determinants of Intention to Revisit in Hospitality Industry: A Cross-Cultural Study Based on Globe Project. *Journal of International Consumer Marketing*, 36(1), 62–79. <https://doi.org/10.1080/08961530.2023.2192537>
- Oben, P. (2020). Understanding the Patient Experience: A Conceptual Framework. *Journal of Patient Experience*, 7(6), 906–910.
<https://doi.org/10.1177/2374373520951672>
- 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>

- Ozturk, H., Demirsoy, N., Sayligil, O., & Florczak, K. L. (2020). Patients' Perceptions of Nursing Care in a University Hospital. *Nursing Science Quarterly*, 33(1), 12–18. <https://doi.org/10.1177/0894318419881798>
- Panda, T. K., & Das, S. (2014). The Role of Tangibility in Service Quality and Its Impact on External Customer Satisfaction: A Comparative Study of Hospital and Hospitality Sectors. *IUP Journal of Marketing Management; Hyderabad*, 13(4), 53–69.
<https://search.proquest.com/docview/1634001369/abstract/4737EFA9209E4850PQ/52>
- Pantaleon, L. (2019). Why measuring outcomes is important in health care. *Journal of Veterinary Internal Medicine*, 33(2), 356–362.
<https://doi.org/10.1111/jvim.15458>
- Pareigis, J., Edvardsson, bo, & Enquist, bo. (2011). Exploring the role of the service environment in forming customer's service experience. *International Journal of Quality and Service Sciences*, 3(1), 110–124.
<https://doi.org/10.1108/1756669111115117>
- Park, 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).
<https://doi.org/10.1002/hsr2.925>
- Park, S., Kim, H. K., Choi, M., & Lee, M. (2021). Factors affecting revisit intention for medical services at dental clinics. *PLoS ONE*, 16(5 May).
<https://doi.org/10.1371/journal.pone.0250546>

Pearl, A. (2022). *Relationship-centred care and patient navigation.*

<https://healthvoices.org.au/issues/may-2022/relationship-centred-care-and-patient-navigation/>

Pearl, A., Lewis, V., Brown, T., & Russell, G. (2018). Patient navigators

facilitating access to primary care: A scoping review. *BMJ Open*, 8(3).

<https://doi.org/10.1136/bmjopen-2017-019252>

Petrosyan, A. (2024, August 19). *Number of internet and social media user worldwide as of July 2024.*

Phillips, N. M., Street, M., & Haesler, E. (2016). A systematic review of reliable and valid tools for the measurement of patient participation in healthcare.

BMJ Quality and Safety, 25(2), 110–117. <https://doi.org/10.1136/bmjqqs-2015-004357>

Picker Institute Europe. (2024). *The eight principles of patient-centered care.*

<Https://Picker.Org/Who-We-Are/the-Picker-Principles-of-Person-Centred-Care/.> <https://picker.org/who-we-are/the-picker-principles-of-person-centred-care/>

Rafiq, M., & Ahmed, P. K. (1995). Using the 7Ps as a generic marketing mix: An exploratory survey of UK and European marketing academics. *Marketing*

Intelligence & Planning, 13(9), 4–15.

<https://doi.org/10.1108/02634509510097793>

Rahim, A., Ibrahim, M., Musa, K., Chua, S., & Yaacob, N. (2021). Patient

Satisfaction and Hospital Quality of Care Evaluation in. *Healthcare*, 9(10),

1–18.

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC8544585/pdf/healthcare-09->

01369.pdf

- Ransolin, N. (2019). *FUNCTIONAL AND STRUCTURAL REQUIREMENTS IN HEALTHCARE SYSTEMS : A METHOD FOR THEIR INTEGRATED*. June.
- Ree, E., Wiig, S., Manser, T., & Storm, M. (2019). How is patient involvement measured in patient centeredness scales for health professionals? A systematic review of their measurement properties and content. *BMC Health Services Research*, 19(1), 1–13. <https://doi.org/10.1186/s12913-018-3798-y>
- Ringle, C. M., & Sarstedt, M. (2016). Gain more insight from your PLS-SEM results the importance-performance map analysis. *Industrial Management and Data Systems*, 116(9), 1865–1886. <https://doi.org/10.1108/IMDS-10-2015-0449>
- Royal College of General Practitioners. (2021). The power of relationships: what is relationship-based care and why is it important? *Royal College of General Practitioners*, June.
- Rufin, R., Medina, C., & Rey, M. (2012). Adjusted expectations, satisfaction and loyalty development. *Service Industries Journal*, 32(14), 2185–2202. <https://doi.org/10.1080/02642069.2011.594874>
- Ryu, K. (2012). The influence of the quality of the physical environment, food, and service on restaurant image, customer perceived value, customer satisfaction, and behavioral intentions. *International Journal of Contemporary Hospitality Management*, 24(2), 200–223. <https://doi.org/10.1108/09596111211206141>
- Safran, D. G., Montgomery, J. E., Chang, H., & Murphy, J. (2001). Switching doctors: predictors of voluntary disenrollment from a primary physician's

- practice. *Journal of Family Practice*, 50(2), 130–136.
- Sangadji, E. M., Sopiah, & WK, N. (2013). *Perilaku konsumen : pendekatan praktis disertai himpunan jurnal penelitian*.
- Sarstedt, M., & Hair, J. F. (2017). Partial least squares structural equation modeling with R. In *Practical Assessment, Research and Evaluation* (Vol. 21, Issue 1).
- Sarstedt, M., Ringle, C. M., & Hair, J. F. (2021). Partial Least Squares Structural Equation Modeling. In *Handbook of Market Research* (Issue July).
https://doi.org/10.1007/978-3-319-57413-4_15
- Senarat, U., & Gunawardena, N. S. (2011). Development of an instrument to measure patient perception of the quality of nursing care and related hospital services at the national hospital of Sri Lanka. *Asian Nursing Research*, 5(2), 71–80. [https://doi.org/10.1016/S1976-1317\(11\)60015-7](https://doi.org/10.1016/S1976-1317(11)60015-7)
- Sharma. (2017). Pros and cons of different sampling techniques. *International Journal of Applied Research*, 3(7), 749–752. www.allresearchjournal.com
- Sharma, P. N., Lienggaard, B. D., Hair, J. F., Sarstedt, M., & Ringle, C. M. (2022). Predictive Model Assessment and Selection in Composite-Based Modeling Using PLS-SEM: Extensions and Guidelines for Using CVPAT. *European Journal of Marketing*. <https://doi.org/10.1108/EJM-08-2020-0636>
- Sheard, L., Marsh, C., Mills, T., Peacock, R., Langley, J., Partridge, R., Gwilt, I., & Lawton, R. (2019). Using patient experience data to develop a patient experience toolkit to improve hospital care: a mixed-methods study. *Health Services and Delivery Research*, 7(36), 1–104.
<https://doi.org/10.3310/hsdr07360>

- 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>
- 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>
- Smith, S. A. (2012). 5. *smith 2012 Hemşire yeterliği*. 1–11.
- Statista.com. (2024a). *Leading skin problems among Generation Z in Indonesia in 2022*. <https://www.statista.com/statistics/1368345/indonesia-leading-skin-problems-among-gen-z/>
- Statista.com. (2024b). *Most common skin concerns when shopping for skin care products in the United States in 2022, by generation*. <https://www.statista.com/statistics/1334325/most-common-skin-concerns-among-us-skin-care-shoppers-by-generation/>
- Statista.com. (2024c). *Worldwide digital population 2024*. Worldwide Digital Population 2024. <https://www.statista.com/statistics/617136/digital-population-worldwide/>
- Sugiyono. (2021). *Metode Penelitian Kuantitatif, Kualitatif dan R&D, Cetakan Ketiga*.
- Suhonen, R., Papastavrou, E., Efsthathiou, G., Tsangari, H., Jarosova, D., Leino-Kilpi, H., Patiraki, E., Karlou, C., Balogh, Z., & Merkouris, A. (2012). Patient satisfaction as an outcome of individualised nursing care. *Scandinavian Journal of Caring Sciences*, 26(2), 372–380.

- <https://doi.org/10.1111/j.1471-6712.2011.00943.x>
- Trunfio, M., & Rossi, S. (2021). Conceptualising and measuring social media engagement: A systematic literature review. *Italian Journal of Marketing*, 2021(3), 267–292. <https://doi.org/10.1007/s43039-021-00035-8>
- van Doorn, J., Lemon, K. N., Mittal, V., Nass, S., Pick, D., Pirner, P., & Verhoef, P. C. (2010). Customer engagement behavior: Theoretical foundations and research directions. *Journal of Service Research*, 13(3), 253–266.
<https://doi.org/10.1177/1094670510375599>
- Vivek, S. D., Beatty, S. E., & Morgan, R. M. (2012). Customer engagement: Exploring customer relationships beyond purchase. *Journal of Marketing Theory and Practice*, 20(2), 122–146. <https://doi.org/10.2753/MTP1069-6679200201>
- Wang, J. V., Valiga, A., Albornoz, C. A., & Geronemus, R. G. (2021). Rise in male cosmetic procedures in dermatology: A 4.5-year clinical evaluation. *Journal of Cosmetic Dermatology*, 20(8), 2466–2468.
<https://doi.org/10.1111/jocd.13895>
- Watson, J. (2008). Nursing science as context: The Philosophy and Science of Caring. *University Press of Colorado*, 1, 1–307.
<http://www.upcolorado.com/excerpts/9780870819797.pdf>
- WHO (2013). (2013). Transforming and Scaling up health professionals' education and training. *WHO Publication*, 124.
https://www.who.int/hrh/resources/transf_scaling_hpet/en/
- Wolf, J. A. (2014). Defining Patient Experience & Human Experience. *The Beryl Institute*, 1(1), 7–19. <https://doi.org/10.35680/2372-0247.1004>. This

- 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>
- Wu, L. W. (2011). Satisfaction, inertia, and customer loyalty in the varying levels of the zone of tolerance and alternative attractiveness. *Journal of Services Marketing*, 25(5), 310–322. <https://doi.org/10.1108/08876041111149676>
- Yaqoob Mohammed Al Jabri, F., Kvist, T., Azimirad, M., & Turunen, H. (2021). A systematic review of healthcare professionals' core competency instruments. *Nursing and Health Sciences*, 23(1), 87–102.
<https://doi.org/10.1111/nhs.12804>
- Yoon, G., Li, C., Ji, Y. (Grace), North, M., Hong, C., & Liu, J. (2018). Attracting Comments: Digital Engagement Metrics on Facebook and Financial Performance. *Journal of Advertising*, 47(1), 24–37.
<https://doi.org/10.1080/00913367.2017.1405753>
- Zhao, X., Lynch, J. G., & Chen, Q. (2010). Reconsidering Baron and Kenny: Myths and truths about mediation analysis. *Journal of Consumer Research*, 37(2), 197–206. <https://doi.org/10.1086/651257>