

## DAFTAR PUSTAKA

- Anderson, K. L., Thomas, S. M., Adam, M. A., Pontius, L. N., Stang, M. T., Scheri, R. P., ... Sosa, J. A. (2018). Each procedure matters: threshold for surgeon volume to minimize complications and decrease cost associated with adrenalectomy. *Surgery*, 163(1), 157–164. doi:10.1016/j.surg.2017.04.028
- Ahmed, I., Nawaz, M., Usman, A., Shaukat, M., Ahmed, N., & Rehman, W. (2010). A mediation of customer satisfaction relationship between service quality and repurchase intentions for the telecom sector in Pakistan: A case study of university students. *African journal of business management*. 4.
- Ali, F., Amin., Muslim., Cobanoglu, C. (2015). An Integrated Model of Service Experience, Emotions, Satisfaction and Price Acceptance: An Empirical Analysis in the Chinese Hospitality Industry. *Journal of Hospitality Marketing & Management*. 25. 150427125946004. 10.1080/19368623.2015.1019172.
- Al-Abri and Al-Balushi. (2014). Patient Satisfaction Survey as a Tool Towards Quality Improvement. *Oman Medical Journal*, Vol. 29, No. 1, hal 3-7.
- Baker, E. (2013): A Model for the Impact of Cybersecurity Infrastructure on Economic Development in Emerging Economies: Evaluating the Contrasting Cases of India and Pakistan, *Information Technology for Development*, DOI: 10.1080/02681102.2013.832131
- Baridwan, S. (2000). *Sistem Informasi Akuntansi*, Vol. 3.
- Bentley, T., Teo, S., McLeod, L., Tan, F., Bosua, R., & Gloet, M.. (2016). The role of organisational support in teleworker wellbeing: A socio-technical systems approach. *Applied Ergonomics*. 52. 207-215. 10.1016/j.apergo.2015.07.019.
- Braddy and Corin. T. (2001) *Assesing the Effects of Quality, Value, and Consumer Behavioral Intentions in Service Environment*.
- Chen, C., Batchuluun, A., dan Batnasan, J. (2015). *Service Innovation Impact to Customer Satisfaction and Customer Value Enhancement in Airport, Technology in Society*, doi: 10.1016/j.techsoc.2015.05.010.
- Chuang, S. & Lin, H. (2013). *The roles of infrastructure capability and customer orientation in enhancing customer-information quality in CRM systems: Empirical evidence from*

*Taiwan*, International Journal of Information Management, Volume 33, Issue 2, Pages 271-281, ISSN 0268-4012, <https://doi.org/10.1016/j.ijinfomgt.2012.12.003>.

- Chou, P. F. (2014). An Evaluation of Service Quality ,Trust , and Customer Loyalty in HomeDelivery Services. *International Journal of Research In Social Science*, 3(8), 99–108.
- Cronin Jr., J. J., & Taylor, S. (1992). Measuring Service Quality: A Reexamination and Extension. *The Journal of Marketing*, 56, 55-68.
- Dahlstrom, C., Nistotskaya, M., and Tyrberg, M. (2018). Outsourcing, bureaucratic personnel quality and citizen satisfaction with public services. *Public Administration*, 96(1), 218–233. doi:10.1111/padm.12387
- Davies, I. (1991), *Pengelolaan Belajar*, Jakarta: Rajawali Perss, Cet. Ke-2
- Deaux, K. and Snyder, M. (2018) *The Oxford Handbook of Personality and Social Psychology. Oxford Library of Psychology.*
- Farooq, Muhammad & Salam, Maimoona & Alain, Fayolle & Jaafar, Norizan & Ayupp, Kartinah. (2018). Impact of Service Quality on Customer Satisfaction in Malaysia Airlines: A PLS-SEM Approach. *Journal of Air Transport Management*. 67. 169-180. 10.1016/j.jairtraman.2017.12.008.
- Fassnacht, M., & Koese. I. (2006). Quality of Electronic Services: Conceptualizing and Testing a Hierarchical Model
- Fiala, A. (2012). *Ethics: Theory and Contemporary Issues. 9th ed.*
- Gerrard, P. and Cunningham, B. (2001), Bank service quality: a comparison between a publicly quoted bank and government bank in Singapore. *Journal of Financial Services Marketing*, Vol. 6 No. 1, pp. 50-66.
- Goosen, D. (2018). Quality Infrastructure. <https://europa.eu/capacity4dev/new-tbtprogramme-new/wiki/quality-infrastructure-1>
- Gronroos, C. (1984). *A Service Quality Model and Its Marketing Implications.*
- 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 & Tourism Research - J Hospit Tourism Res. 33. 487-510.  
10.1177/1096348009344212.

Helgeson V.S. (2003). Social Support and Quality of Life. *Research Gate*.

Hupcey, J. E. (1998). Clarifying the social support theory-research linkage. *Journal of advanced nursing*, 27(6), 1231-1241.

Jameel, A., Asif, M., Hussain, A., Hwang, J., Bukhari, M., Mubeen, S., and Kim, I. (2019). *Improving patient behavioral consent through different service quality dimensions: Assesing the mediating role of patient satisfaction. Int. J. Environ. Res. Public Health* 2019, 16, 4736; doi:10.3390/ijerph16234736 [www.mdpi.com/journal/ijerph](http://www.mdpi.com/journal/ijerph)

Karim, K. (2020). Aspek Kepuasan Nasabah Berdasarkan Kualitas Jasa Perbankan.

Kotler, P. (2014). *Marketing Management. New Jersey: Prentice Hall*.

Kumcagiz, H. and Sahin, C. (2017). The Relationship Between Quality of Life and Social Support Among Adolescents. *EDP Sciences*.

Khaliq, R. (2019). Pengaruh Kualitas Pelayanan Terhadap Kepuasan Nasabah Bank Syariah Mandiri di Banjarmasin Kalimantan Selatan. *RELEVANCE : Journal of Management and Business*, 2(1), 177–188. <https://doi.org/10.22515/relevance.v2i1.1609>

Lemke, F., Clark, M. and Wilsom, J. (2011), "Customer experience quality: an exploration in business and consumer contexts using repertory grid technique", *Journal of the Academy of Marketing Science*, Vol. 39, December, pp. 846-869.

Lestari, S. (2017). Perfeksionisme dan Strategi Coping : Studi pada Mahasiswa Tingkat Akhir. *Psikologi Indonesia*, 3(1), 9–16.

Liang, R. and Zhang, J. (2012), "The effect of service interaction orientation on customer satisfaction and behavioral intention: The moderating effect of dining frequency", *Asia Pacific Journal of Marketing and Logistics*, Vol. 24 No. 1, pp. 153-170. <https://doi.org/10.1108/13555851211192740>

Lin, J.C. and Hsieh, P. (2006), "The role of technology readiness in customers' perception and adoption of self-service technologies", *International Journal of Service Industry Management*, Vol. 17 No. 5, pp. 497-517. <https://doi.org/10.1108/09564230610689795>

- Lupiyoadi, Rambat. 2001. *Manajemen Pemasaran Jasa, Salemba Empat, Jakarta*
- Martinez, A.M., Colomb, S., Dejardin, J., Bantignies, F., Cavalli, G. (2006). Polycomb group-dependent Cyclin A repression in *Drosophila*. *Genes Dev.* 20(4): 501--513.
- Mendonca, G., Cheng, L., Mélo, E., & Júnior, José. (2014). Physical activity and social support in adolescents: A systematic review. *Health education research.* 29. 10.1093/her/cyu017.
- Misra, B. S. (2015). Which Infrastructure Matters More for Growth: Economic or Social? Evidence from Indian States During 2001-2010. *Review of Urban and Regional Development Studies*, 27(3), 177–196. doi:10.1111/rurd.12039
- Mohan, T., McGregor, H., Saunders, S., & Arcee, R. (2001). *Communicating Theory & Practice*. Australia: Thomson.
- Mowen, John, C & Minor, Michael. (2012). *Consumer Behavior*. 11st Edition Boston: Prentice Hall.
- Shahid, M., Hassan, M., & Ume, H. (2018) *Impact of self-service technology (SST) service quality on customer loyalty and behavioral intention: The mediating role of customer satisfaction*, *Cogent Business & Management*, 5:1, DOI: 10.1080/23311975.2018.1423770
- Murdoko, E. W. H. (2006). *Personal Quality Management. PT Elex Media Kumotindo Kelompok Gramedia Jakarta.*
- Nadiri, H., Hussain., Kashif., Erdogan, E., & Erdogan, S. (2008). An investigation on the factors influencing passengers' loyalty in the North Cyprus national airline. *The TQM Journal.* 20. 10.1108/17542730810867272.
- Namkung, Y. and Jang, S. (2007). Does food quality really matter in restaurant?: its impact on customer satisfaction and behavioral intentions. *Journal of Hospitality and Tourism Research*, Vol. 31 No. 3, pp. 387-410.
- Oliver, R.L. (2010). *Satisfaction: A behavioural perspective on the customers. Routledge (Taylor and Francis Group), New York, NY. 2<sup>nd</sup> ed.*
- Olson, J. & Peter, J. (2008). *Consumer Behavior: Perilaku Konsumen dan Strategi Pemasaran*, Edisi keempat, Erlangga.

- Setyaningsih, I. (2013). Analisis kualitas pelayanan Rumah Sakit terhadap pasien menggunakan pendekatan lean servperf. *Management Journal*.
- Padma, P. Rajendran, C. And Sai, P. (2010) Service quality and its impact on customer satisfaction in Indian hospitals. *Department of Management Studies, Indian Institute of Technology Madras, Chennai, India*
- Puspitawati, L. and Anggadini, S.D. (2011). Sistem Informasi Akuntansi, *Vol. 23*.
- Qureshi, M. I., Iftikhar, M., Abbas, S. G., Hassan, U., Khan, K., & Zaman, K. (2013). *Relationship between job stress, workload, environment and employees turnover intentions: What we know, what should we know. World Applied Sciences Journal, 23(6), 764-770.*
- Saha, Gour C. & Theingi (2009). *Service Quality, Satisfaction, and Behavioural Intentions (A Study of Low-cost Airline Carriers in Thailand). Managing Service Quality Vol. 19 No. 3, 350-372.*
- Schiffman & Kanuk. (2004). *Perilaku Konsumen (edisi 7). Jakarta : Prentice Hall*
- Sharma, N., and Patterson, P. G. (1999). *The Impact of Communication Effectiveness and Service Quality on Relationship Commitment in Consumer, Professional Service.*
- Sugiyono. (2012). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D. Bandung: Alfabeta.*
- Sugiyono. 2010. *Metode Penelitian Pendidikan Pendekatan Kuantitatif, kualitatif, dan R&D. Bandung: Alfabeta*
- Swain, S. and Kar, C.H. (2018). Hospital service quality as antecedent of patient satisfaction – a conceptual framework. *International Journal of Pharmaceutical and Healthcare Marketing.*
- Swain, S. (2019). Do patients really perceive better quality of service in private hospitals than public hospitals in India?. *Benchmarking: An International Journal.*
- Swapnarag S and Kar, C.N., (2018) Hospital service quality as antecedent of patient satisfaction – a conceptual framework. *International Journal of Pharmaceutical and Healthcare Marketing*, <https://doi.org/10.1108/IJPHM-06-2016-0028>

- Warshaw and Davis. (2009). Research Quarterly for Exercise and Sport. *American Alliance for Health, Physical Education, Recreation, and Dance*. Vol, 80.
- Wilkins, T., Gillies, R., Thomas, A., & Wagner, P. (2007). *The prevalence of dysphagia in primary care patient : A hamesnet Research network study*.
- Wu, H.-C., Cheng, C.-C., and Hussein, A. S. (2019). What drives experiential loyalty towards the banks? The case of Islamic banks in Indonesia. *International Journal of Bank Marketing*. doi:10.1108/ijbm-04-2018-010
- Yoder, D (1997). Personnel Management and Industrial Relation, New Delhi: *Prentice-Hall of India Private Limited*.
- Yuliasuti, Ida Ayu Nyoman. Artajaya, I Wayan Eka. Susrawan, I Nyoman Adi (2018). 'Improving the Quality of Learning for Dance Studios for Children with Special Needs '. *Jurnal Abdimas*. Volume 5. Nomor 1. Hal 12-17. Jakarta
- Zhu, Z., Piao., Shilong., Myneni, R., Huang, M., Zeng., Zhenzhong., Canadell, J., Ciais., Philippe., Sitch., Stephen., Friedlingstein, P., Arneeth, A., Cao, C., Cheng, L., Kato, E., Koven., Charles., Li, Y., Lian, X., Liu, Y., Liu, R., Mau., Jiafu., & Zeng, Ning. (2016). Greening of the Earth and its drivers. *Nature Climate Change*. 6. 10.1038/nclimate3004.
- <https://ekonomi.bisnis.com/read/20151201/103/497426/peningkatan-standar-rsjangan-hanya-bergantung-pada-populasi-pasien>
- <https://www.kompas.com/tren/read/2021/01/08/203100365/menilik-sulitnya-mencari-kamar-kosong-di-rs-untuk-pasien-covid-19-?page=all>
- [http://hukor.kemkes.go.id/uploads/produk\\_hukum/Naskah\\_Akademik\\_RUU\\_Rumah\\_Sakit .pdf](http://hukor.kemkes.go.id/uploads/produk_hukum/Naskah_Akademik_RUU_Rumah_Sakit .pdf)
- <https://www.daftar-informasi.web.id/2019/12/Rumah-Sakit-Tipe-B-di-Surabaya.html>
- <https://www.statista.com/statistics/605535/number-of-hospitals-in-indonesia/>
- <http://kominfo.jatimprov.go.id/read/umum/beri-pelayanan-prima-rs-phc-raih-penghargaan-the-best-wow-service-excellence-2016->
- <https://www.jawapos.com/surabaya/26/03/2020/warga-surabaya-diimbau-bijak-gunakan-aplikasi-lawan-covid-19/>

<https://humas.surabaya.go.id/2020/10/04/gunakan-aplikasi-ini-cara-cerdas-pemkot-surabaya-proses-data-pasien-terkonfirmasi-covid-19/>

<https://www.boardeffect.com/blog/for-profit-vs-not-for-profit-healthcare/>

<http://smartplusconsulting.com/2013/09/pengertian-rumah-Sakit-menurut-keputusan-menteri-kesehatan-ri/>

<https://www.avitaliahealth.com/2019/04/rs-Tipe-a-dan-Tipe-b-di-surabaya.html>

<https://www.sehatq.com/artikel/Tipe-rumah-Sakit-di-indonesia-beda-fasilitas-dan-pelayanan-medis>

<https://tirto.id/Tipe-rumah-Sakit-yang-ada-di-indonesia-dari-umum-hingga-khusus-eGsH>

<https://surabaya.liputan6.com/read/4202580/daftar-15-rumah-Sakit-rujukan-covid-19-di-surabaya>

<https://surabaya.bisnis.com/read/20240218/531/1357906/corona-di-surabaya-46-kelurahan-sudah-nol-kasus-covid-19>

<https://www.cnnindonesia.com/nasional/20200512064504-20-502304/risma-kesal-rs-di-surabaya-penuh-pasien-dari-luar-daerah>

[http://akreditasi.kars.or.id/application/report/report\\_accredited.php](http://akreditasi.kars.or.id/application/report/report_accredited.php)

<https://www.bantuanbpjs.com/daftar-rumah-Sakit-rujukan-di-surabaya/>

[http://bppsdmk.kemkes.go.id/info\\_sdmk/info/distribusi\\_sdmk\\_rs\\_per\\_prov?prov=35](http://bppsdmk.kemkes.go.id/info_sdmk/info/distribusi_sdmk_rs_per_prov?prov=35)

<https://surabaya.kompas.com/read/2018/09/22/22483751/risma-surati-bpjs-kesehatan-minta-aturan-rujuk-ditinjau-ulang?page=all>

<http://rsuhaji.jatimprov.go.id/index.php/profil/penghargaan>