

REFERENCES

- Adeniyi, A. A., Adegbite, K., Mo, B., & Ogunbanjo, B. (2013). Factors affecting patient satisfaction at the Lagos State University Teaching Hospital Dental Clinic. *African Journal of Medicine and Medical Sciences*, 42(1), 25–31.
- Ahmady, A. E., Pakkhesal, M., Zafarmand, A. H., & Lando, H. A. (2015). Patient Satisfaction Surveys in Dental School Clinics: A Review and Comparison. *Journal of Dental Education*, 79(4), 388–393. <https://doi.org/10.1002/j.0022-0337.2015.79.4.tb05895.x>
- Akbar, F. H., Awang, A. H., & Rivai, F. (2023). Effect of Quality of Dental Health Services to Patient Satisfaction in Indonesia 2019: Importance-Performance Analysis. *Pesquisa Brasileira Em Odontopediatria e Clinica Integrada*, 23. <https://doi.org/10.1590/pboci.2023.031>
- Akhtar, A. W., Kamal, N., Adnan, N. U. H., & Samdani, H. (2024). The role of Satisfaction predictors in determining Revisit Intentions of patients in Private Health Institutions of Pakistan. *Foundation University Journal of Business & Economics*, 9(1). <https://doi.org/10.33897/fujbe.v9i1.882>
- 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>
- Almulhim, A., & AlMulhim, A. (2024). Ophthalmology Practice-Related Factors and Patient Loyalty: Mediating Role of Patient Satisfaction. *Patient Preference and Adherence*, Volume 18, 1675–1689. <https://doi.org/10.2147/PPA.S461314>

- Aretha Lexandra Ongkaruna, 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. In *American Journal of Open Research* (Vol. 2, Issue 7). <https://opsearch.us/index.php/us/index>
- Bajaal, S. (2023, November). *Indonesia Dental Services Market, By Service (Prosthodontics, Endodontics, Cosmetic Dentistry, Periodontics, Others), By Patient Type (Inbound, Outbound), By Region, Competition, Forecast and Opportunities 2018-2028*. TechSci Research LLC.
- Banerjee, A., & Chaudhury, S. (2010). Statistics without tears: Populations and samples. *Industrial & Psychiatry Journal*, 19(1), 60. <https://doi.org/10.4103/0972-6748.77642>
- Boateng, G. O., Neilands, T. B., Frongillo, E. A., Melgar-Quiñonez, H. R., & Young, S. L. (2018). Best Practices for Developing and Validating Scales for Health, Social, and Behavioral Research: A Primer. *Frontiers in Public Health*, 6. <https://doi.org/10.3389/fpubh.2018.00149>
- Bougie, B., & Sekaran, U. (2020). *Metode Penelitian Bisnis*. Salemba Empat.
- Chin, W. W. (1998). The Partial Least Squares Approach to Structural Equation Modeling. In G. A. Marcoulides (Ed.), *Modern Methods for Business Research* (pp. 295–333). Lawrence Erlbaum Associates.
- Cho, V., & Chan, A. (2017). A study on the influence of eWOM using content analysis: how do comments on value for money, product sophistication and experiential feeling affect our choices? *Enterprise Information Systems*, 11(6), 927–948. <https://doi.org/10.1080/17517575.2016.1154610>
- Cohen, J. (1988). *Statistical Power Analysis for the Behavioural Sciences* (2nd ed.). Lawrence Erlbaum Associates.

- Damayanti, Y. (2020). Kajian Literatur Efektivitas Electronic Word Of Mouth (E-Wom) Dalam Meningkatkan Minat Beli Konsumen Di Sosial Media. *Jurnal Manajemen Dan Inovasi (MANOVA)*, 2(1), 31–45. <https://doi.org/10.15642/manova.v2i1.354>
- Dwi, M. N., Putri, A., Farida, N., & Arso, S. P. (2023). The Effect of Service Quality on Intentions of Hospital Patient Revisit: Literature Review. *International Journal of Latest Engineering Research and Applications*, 08(01), 64–69. www.ijlera.com
- Ekiyor, A., & Atilla, E. A. (2014). *Word of Mouth Marketing in Mouth and Dental Health Centers towards Consumers*. 6(3), 6–15.
- Erdfelder, E., Faul, F., Buchner, A., & Lang, A. G. (2009). Statistical power analyses using G*Power 3.1: Tests for correlation and regression analyses. *Behavior Research Methods*, 41(4), 1149–1160. <https://doi.org/10.3758/BRM.41.4.1149>
- Etikan, I. (2016). Comparison of Convenience Sampling and Purposive Sampling. *American Journal of Theoretical and Applied Statistics*, 5(1), 1. <https://doi.org/10.11648/j.ajtas.20160501.11>
- Evirgen, S., Kamburoğlu, K., & Gulsahi, A. (2013). Effect of clinician's experience, age, gender and calibration on the assessment of halitosis. *Oral Health & Preventive Dentistry*, 11(1), 17–22. <https://doi.org/10.3290/j.ohpd.a29371>
- Febrian, F., Lukman, S., Hardisman, H., & Suhairi, S. (2020). Cost calculation of dental service at Pratama Clinic using Activity-based Costing method in Padang, West Sumatera, Indonesia. *Journal of International Oral Health*, 12(1), 46. https://doi.org/10.4103/jioh.jioh_123_19
- Fernandes, T., Proenca, J. F., & Rambocas, M. (2013). *Evaluating the Impact of Customer Demographical Characteristics on Relationship Outcomes*.

- Ferreira, C. A., & Loureiro, C. A. (2010). *Razão de custo-efetividade em saúde bucal na área pública sob a perspectiva do serviço e da sociedade*. 58(3), 287–293.
- Gaunt, F., Devine, M., Pennington, M., Vernazza, C., Gwynnett, E., Steen, N., & Heasman, P. (2008). The cost-effectiveness of supportive periodontal care for patients with chronic periodontitis. *Journal of Clinical Periodontology*, 35(s8), 67–82. <https://doi.org/10.1111/j.1600-051X.2008.01261.x>
- Ghozali, I., & Latan, H. (2015). *Partial Least Squares: Konsep, Teknik dan Aplikasi Menggunakan Program SmartPLS 3.0, -2/E*.
- Gunzler, D., Chen, T., Wu, P., & Zhang, H. (2013). Introduction to mediation analysis with structural equation modeling. *Shanghai Archives of Psychiatry*, 25(6), 390–394. <https://doi.org/10.3969/j.issn.1002-0829.2013.06.009>
- 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., & Alamer, A. (2022). Partial Least Squares Structural Equation Modeling (PLS-SEM) in second language and education research: Guidelines using an applied example. *Research Methods in Applied Linguistics*, 1(3), 100027. <https://doi.org/10.1016/j.rmal.2022.100027>
- Hair, J. F., Ringle, C. M., Gudergan, S. P., Fischer, A., Nitzl, C., & Menictas, C. (2019). Partial least squares structural equation modeling-based discrete choice modeling: an illustration in modeling retailer choice. *Business Research*, 12(1), 115–142. <https://doi.org/10.1007/s40685-018-0072-4>
- Hariyanti, N. T., Trianto, E. M., & Wirapraja, A. (2020). Hubungan Variabel Pemasaran Digital Terhadap Electronic Word Of Mouth (E-WOM): Sebuah

Studi Literatur. *Teknika*, 9(2), 146–155.
<https://doi.org/10.34148/teknika.v9i2.299>

Hichens, L., Rowland, H., Williams, A., Hollinghurst, S., Ewings, P., Clark, S., Ireland, A., & Sandy, J. (2007). Cost-effectiveness and patient satisfaction: Hawley and vacuum-formed retainers. *The European Journal of Orthodontics*, 29(4), 372–378. <https://doi.org/10.1093/ejo/cjm039>

Ilakkia, G., & Gayathiry, D. (2024). A Comparative Study On Service Quality Between Public And Private Sector Banks With Reference To Coimbatore City. *International Journal For Multidisciplinary Research*, 6(2). <https://doi.org/10.36948/ijfmr.2024.v06i02.17660>

Ilham Arief, Muslikh, M., & Hulmansyah. (2024). Analysis Of The Influence Of Brand Equity And Social Media On Revisit Decision With Intention To Revisit As A Mediation Variable In Yarsi Teeth And Mouth Hospital. *JEMSI (Jurnal Ekonomi, Manajemen, Dan Akuntansi)*, 10(2), 1165–1170. <https://doi.org/10.35870/jemsi.v10i2.2293>

Indrayani, T., Mulyono, L. E. H., & Handayani Rinuastuti, B. (2023). The Influence of Experiential Marketing and Service Innovation against Positive Word of Mouth with Patient Satisfaction as a Mediating Variable at Ntb Provincial Hospital. *JOURNAL OF ECONOMICS, FINANCE AND MANAGEMENT STUDIES*, 06(06). <https://doi.org/10.47191/jefms/v6-i6-24>

Islam, S. B., Bhat, S. A., Darzi, M. A., & Khursheed, S. O. (2024). Investigating patient revisit intention in community health centres: a mediational study. *International Journal of Pharmaceutical and Healthcare Marketing*. <https://doi.org/10.1108/IJPHM-11-2023-0102>

Ismagilova, E., Slade, E. L., Rana, N. P., & Dwivedi, Y. K. (2020). The Effect of Electronic Word of Mouth Communications on Intention to Buy: A Meta-

- Analysis. *Information Systems Frontiers*, 22(5), 1203–1226.
<https://doi.org/10.1007/s10796-019-09924-y>
- Jung, Y.-S., Yang, H.-Y., Choi, Y.-H., Kim, E.-K., Jeong, S.-H., Cho, M.-J., Nam, S.-H., & Song, K.-B. (2018). Factors affecting use of word-of-mouth by dental patients. *International Dental Journal*, 68(5), 314–319.
<https://doi.org/10.1111/idj.12387>
- Koh, S. H., Samsudin, N. A., Md. Sabri, B. A., W Ahmad, W. M. A., & Yusop, N. (2022). FACTORS INFLUENCING THE CHOICE OF DENTAL HEALTHCARE PROVIDERS AMONG GOVERNMENT AGENCIES WORKERS IN KOTA BHARU, KELANTAN. *Malaysian Journal of Public Health Medicine*, 22(3), 34–42.
<https://doi.org/10.37268/mjphm/vol.22/no.3/art.1442>
- Kusumawardani, K., & Damayanti, A. A. M. P. (2020). *Predicting the Revisit Intention at Private Hospitals Mediated by Perceived Service Quality and Satisfaction*. <https://www.researchgate.net/publication/349109881>
- Lee, H.-M., Zhang, P., & Shah, J. (2023). Health Information Exchange Adoption and Patient Satisfaction: The Mediating Role of Organizational Efficiency. *Journal of International Technology and Information Management*, 32(1), 80–95. <https://doi.org/10.58729/1941-6679.1578>
- Lee, J.-H., & Park, C.-M. (2015). Influencing factors of satisfaction and revisiting intention of dental implant patients. *Journal of Korean Society of Dental Hygiene*, 15(6), 983–990. <https://doi.org/10.13065/jksdh.2015.15.06.983>
- Likert, R. (1932). *A Technique for the measurement of attitudes* (22nd ed.).
- Lyu, J., Zhang, X., Nie, X., Wei, L., & He, H. (2021). A cross-sectional study of the knowledge, attitudes, and behaviors of obstetricians, gynecologists, and dentists regarding oral health care during pregnancy. *Annals of Palliative Medicine*, 10(4), 4242–4251. <https://doi.org/10.21037/apm-20-1520>

- Mazzei, A., Russo, V., & Crescentini, A. (2009). Patient satisfaction and communication as competitive levers in dentistry. *The TQM Journal*, 21(4), 365–381. <https://doi.org/10.1108/17542730910965074>
- Memon, M. A., T., R., 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)
- Mishra, P., Pandey, C., Singh, U., & Gupta, A. (2018). Scales of measurement and presentation of statistical data. *Annals of Cardiac Anaesthesia*, 21(4), 419. https://doi.org/10.4103/aca.ACA_131_18
- Morgan, G. A., & Harmon, R. J. (2001). Data Collection Techniques. *Journal of the American Academy of Child & Adolescent Psychiatry*, 40(8), 973–976. <https://doi.org/10.1097/00004583-200108000-00020>
- Ni Made Yuliana, Jeana Lydia Maramis, & Yenny Lisbeth Siahaan. (2023). HUBUNGAN STATUS SOSIAL EKONOMI DENGAN PRAKTEK PERILAKU MENJAGA KEBERSIHAN GIGI DAN MULUT PADA MASYARAKAT. *Jurnal Ilmiah PANNMED (Pharmacist, Analyst, Nurse, Nutrition, Midwifery, Environment, Dentist)*, 18(2), 311–316. <https://doi.org/10.36911/pannmed.v18i2.1633>
- Octivanny, B. G. C., & Berlianto, M. P. (2022). Enrichment: Journal of Management The effect of service marketing mix towards patient satisfaction and its impact to word of mouth and revisit intention at Kania Dental Clinic through service marketing mix. In *Enrichment: Journal of Management* (Vol. 12, Issue 5).
- Paradis, E., O'Brien, B., Nimmon, L., Bandiera, G., & Martimianakis, M. A. (Tina). (2016). Design: Selection of Data Collection Methods. *Journal of Graduate*

Medical Education, 8(2), 263–264. <https://doi.org/10.4300/JGME-D-16-00098.1>

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>

Pasya, A. R. (2024). The Mediating Effect of Patient Satisfaction in The Effect of Service Quality on Patient Loyalty. *Return : Study of Management, Economic and Bussines*, 3(2), 76–91. <https://doi.org/10.57096/return.v3i1.207>

Pauli, G., Martin, S., & Greiling, D. (2023). The current state of research of word-of-mouth in the health care sector. *International Review on Public and Nonprofit Marketing*, 20(1), 125–148. <https://doi.org/10.1007/s12208-022-00334-6>

Pena, M. M., Silva, E. M. S. da, Tronchin, D. M. R., & Melleiro, M. M. (2013). The use of the quality model of Parasuraman, Zeithaml and Berry in health services. *Revista Da Escola de Enfermagem Da USP*, 47(5), 1227–1232. <https://doi.org/10.1590/S0080-623420130000500030>

Pennington, M., Vernazza, C., & Heasman, P. (2009). Making the leap from cost analysis to cost-effectiveness. *Journal of Clinical Periodontology*, 36(8), 667–668. <https://doi.org/10.1111/j.1600-051X.2009.01424.x>

Periyanto, T., Ardi, A., & Sunarjo, R. A. (2024). Pengaruh Ewom, Outcome Quality, Service Encounter dan Price Reasonable Terhadap Revisit Intention yang dimediasi Patient Satisfaction. *Syntax Literate ; Jurnal Ilmiah Indonesia*, 9(9), 4726–4743. <https://doi.org/10.36418/syntax-literate.v9i9.16677>

Pindobilowo, Lukas Kusparmanto, & Dwi Ariani. (2023). Dental and Oral Hospital Health Service System in Indonesia. *Jurnal Multidisiplin Madani*, 3(5), 1094–1098. <https://doi.org/10.55927/mudima.v3i5.2975>

- Putri, V. M., & Sijabat, R. (2021). Pengaruh Firm Generated Content, Electronic Word of Mouth, Celebrity Endorsement, Harga dan Fasilitas terhadap Keputusan Memilih Klinik Gigi. *Jurnal InterAct*, 10(1), 57–71. <https://doi.org/10.25170/interact.v10i1.2484>
- Rao, I. N. (2014). An empirical analysis of patient satisfaction in terms of word of mouth (wom) with respect to demographic factors in select corporate hospitals. *TIJ's Research Journal of Social Science & Management - RJSSM*, 4(8).
- Razak, M. A. A., Ismail, A., Ershova, E., Hati, S. R. H., & Acar, O. K. (2022). PATIENT SATISFACTION AS A MEDIATOR BETWEEN INTERACTION QUALITY OF SERVICE DELIVERY AND PATIENT LOYALTY IN MILITARY HOSPITALS. *Journal of Southwest Jiaotong University*, 57(1), 282–293. <https://doi.org/10.35741/issn.0258-2724.57.1.26>
- Revianti, S., Brahmanta, A., Agnita Cevanti, T., Puspita, S., Khoironi, E., Pangabdian, F., Widaningsih, W., Hanum, F., Listya Paramita, A., Dwi Maharani, A., Paramita, A., Iman, D., Rizal, M. B., Anindya Pinasti, R., & Soesilo, D. (2023). NATIONAL DENTAL HEALTH MONTH PROGRAM 2022 SCHOOL HEALTH PROGRAM WITH ITS KINDERGARTEN. *Abdi Dosen : Jurnal Pengabdian Pada Masyarakat*, 7(3), 945. <https://doi.org/10.32832/abdidos.v7i3.1835>
- Rifa, A., & Bernarto, I. (2023). PATIENT SATISFACTION AND INTENTION TO REVISIT OUTPATIENT SPECIALIST CLINIC AT XYZ HOSPITAL, BEKASI CITY. *Indonesian Journal of Business and Entrepreneurship*, 9(3). <https://doi.org/10.17358/jabm.9.887>
- Ringle, C. M., & Sarstedt, M. (2016). Gain more insight from your PLS-SEM results. *Industrial Management & Data Systems*, 116(9), 1865–1886. <https://doi.org/10.1108/IMDS-10-2015-0449>

- Ringle, C. M., Sarstedt, M., Sinkovics, N., & Sinkovics, R. R. (2023). A perspective on using partial least squares structural equation modelling in data articles. *Data in Brief*, *48*, 109074. <https://doi.org/10.1016/j.dib.2023.109074>
- Sagay, J. M., Darwita, R. R., & Novrinda, H. (2023). Tingkat Kepuasan Pasien terhadap Pelayanan di Poliklinik Gigi Rumah Sakit Hermina Manado. *E-GiGi*, *11*(2), 196–205. <https://doi.org/10.35790/eg.v11i2.45625>
- Sajadi, F. S., Farokhgisvar, E., Khosravi, S., Khosravi, S., & Asadipour, E. (2023). The evaluation of dentistry services according to the SERVQUAL approach in the Dentistry School of Kerman Medical Sciences University. *Journal of Oral Health and Oral Epidemiology*, *12*(4), 176–182. <https://doi.org/10.34172/johoe.2023.30>
- Santoso, C. M. A., Bramantoro, T., Nguyen, M. C., Bagoly, Z., & Nagy, A. (2020). Factors Affecting Dental Service Utilisation in Indonesia: A Population-Based Multilevel Analysis. *International Journal of Environmental Research and Public Health*, *17*(15), 5282. <https://doi.org/10.3390/ijerph17155282>
- Sarstedt, M., Ringle, C. M., & Hair, J. F. (2021). Partial Least Squares Structural Equation Modeling. In *Handbook of Market Research* (pp. 1–47). Springer International Publishing. https://doi.org/10.1007/978-3-319-05542-8_15-2
- Setyo Rahman, A., & Desembrianita, E. (2023). PENGARUH SERVICE QUALITY DAN HOSPITAL IMAGE TERHADAP REVISIT INTENTION MELALUI WORD OF MOUTH PADA LAYANAN RAWAT INAP DI RUMAH SAKIT UMUM DAERAH IBNU SINA KABUPATEN GRESIK. In *JIS: Jurnal Ilmu Sosial* (Vol. 3, Issue 1).
- Sharka, R., Sedayo, L., Morad, M., & Abuljadayel, J. (2024). Measuring the impact of dental service quality on revisit intention using an extended SERVQUAL model. *Frontiers in Oral Health*, *5*. <https://doi.org/10.3389/froh.2024.1362659>

- Sianita, P. P., Harwani, Y., Permana, D., & Imaningsih, E. S. (2024). *Factors Influencing Revisit Intention of Class B Hospital Patients in Jakarta*. 5, 382–390. <https://doi.org/10.31933/dijdbm.v5i2>
- 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>
- Stevens, S. S. (1935). The Operational Basis of Psychology. *The American Journal of Psychology*, 47(2), 323. <https://doi.org/10.2307/1415841>
- Sugiyono. (2017). *Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif dan R&D*. Alfabeta.
- Suja Sundram, Sunil E. Tambvekar, S.Sekar, Ghada-elkady, Shiv Kant Tiwari, & R.Gopinathan. (2022). THE EFFECT OF SERVICE QUALITY ON PATIENT LOYALTY MEDIATED BY PATIENT SATISFACTION. *Journal of Pharmaceutical Negative Results*, 1393–1400. <https://doi.org/10.47750/pnr.2022.13.S06.184>
- Sujarweni, W. (2014). *Metodologi Penelitian: lengkap, praktis, dan mudah dipahami*. Pustaka Baru Press.
- Suliyanto. (2018). *Metode Penelitian Bisnis untuk Skripsi, Tesis & Disertasi*. AndiOffset.
- Suprayogi, Y., Hurriyati, R., Dirgantari, P. D., & Ningsih, N. H. (2022). Determinants Affecting the Dental Care Decision at Dental Clinics in Bandung. *Jurnal Manajemen Indonesia*, 22(3), 344. <https://doi.org/10.25124/jmi.v22i3.4304>
- Suprayogi, Y., Hurriyati, R., Gaffar, V., Suryadi, E., Dirgantari, P. D., Santy, R. D., & Ningsih, N. H. (2022). Repurchase intention as a marketing strategy: A case

study on dental clinics in Bandung City, Indonesia. *Journal of Eastern European and Central Asian Research (JEECAR)*, 9(5), 824–837. <https://doi.org/10.15549/jeecar.v9i5.1061>

Tenenhaus, M., Amato, S., & Vinzi, V. E. (2004). A Global Goodness-of-Fit Index for PLS structural equation modeling. *Proc. XLII SIS Sci Meet*, 1.

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>

Ulloa Gomez, A. C., Urgiles López, D., Freire Narváez, J. E., & Bravo Calderón, M. E. (2024). EFICIENCIA OPERATIVA EN CLÍNICAS DENTALES: REVISIÓN DE LA LITERATURA. *RECIMA21 - Revista Científica Multidisciplinar* - ISSN 2675-6218, 5(7), e575528. <https://doi.org/10.47820/recima21.v5i7.5528>

Unggul Januarko, M., Hapsari, N. P., & Sofwan, I. (2023). Analysis of Retreatment Intention Influenced Quality of Service, Patient Trust, Healthy Culture, Dimediation of Patient Satisfaction at Betawi Hospital, North Jakarta. In *Majalah Ilmiah Bijak* (Vol. 20, Issue 1). <http://ojs.stiami.ac.id>

Wandebori, H., Ign, &, Ananda, A., & Pidada, P. (2017). REVISIT INTENTION TO HOSPITAL: FACTORS UNVEILED FROM A CASE STUDY OF BALIMED HOSPITAL. In *Jurnal Manajemen Teori dan Terapan Tahun* (Vol. 10, Issue 3).

Wang, X., & Cheng, Z. (2020). Cross-Sectional Studies. *Chest*, 158(1), S65–S71. <https://doi.org/10.1016/j.chest.2020.03.012>

Widoyoko, E. (2017). *Research Instruments Preparation Techniques*.