

DAFTAR PUSTAKA

- Abdallah, A. B., Abdullah, M. I., & Mahmoud Saleh, F. I. (2017). The effect of trust with suppliers on hospital supply chain performance: The mediating role of supplier integration. *Benchmarking*, 24(3), 694–715. <https://doi.org/10.1108/BIJ-05-2016-0062>
- Abekah-Nkrumah, G., Yaa Antwi, M., Braimah, S. M., & Ofori, C. G. (2020). Customer relationship management and *patient satisfaction* and loyalty in selected hospitals in Ghana. *International Journal of Pharmaceutical and Healthcare Marketing*, 15(2), 251–268. <https://doi.org/10.1108/IJPHM-09-2019-0064>
- Addo, A., A., Wang, W., Dankyi, A. B., A., J, O., & G, B. M. (2020). Sustainability Of Health Institutions: The Impact Of Service Quality And *Patient satisfaction* On Loyalty. *European Journal of Business and Management Research*, 5(4), 1–7.
- Al-Arifi, M. N. (2013). The Managerial Role of Pharmacist at Community Pharmacy Setting in Saudi Arabia. *Pharmacology & Pharmacy*, 04(01), 63–70. <https://doi.org/10.4236/pp.2013.41009>
- Alemsan, N., & Tortorella, G. L. (2022). Lean and Resilience in Healthcare Supply Chain: A Mediation Analysis. *IFAC-PapersOnLine*, 55(10), 436–441. <https://doi.org/10.1016/j.ifacol.2022.09.432>
- Alkhalidi, R., & Abdallah, A. (2020). Lean management and operational performance in health care: Implications for business performance in private hospitals. *International Journal of Productivity and Performance Management*, 69(1), 1–21. <https://doi.org/10.1108/IJPPM-09-2018-0342>
- Ariesta, I., Sumaryono, W., & Deriawan, D. (2023). The Effect of Service Quality and *Price* on Customer Satisfaction and Customer Loyalty at Apotek XYZ Bekasi Area. *Daengku: Journal of Humanities and Social Sciences Innovation*, 3(5), 837–848. <https://doi.org/10.35877/454ri.daengku1986>
- Ayoub, H. F., & Abdallah, A. B. (2019). The effect of supply chain agility on export performance: The mediating roles of supply chain responsiveness and innovativeness. *Journal of Manufacturing Technology Management*, 30(5), 821–839. <https://doi.org/10.1108/JMTM-08-2018-0229>
- Bahari, M. B., & Ling, Y. W. (2010). Factors contributing to customer satisfaction with community pharmacies in Malaysia. *Journal of Public Health*, 18(1), 35–41. <https://doi.org/10.1007/s10389-009-0280-7>
- Barghouth, D., Al-Abdallah, G. M., & Abdallah, A. B. (2021). Pharmacy service factors and pharmacy performance: the role of *patient satisfaction* in community pharmacies. *International Journal of Pharmaceutical and Healthcare Marketing*, 15(3), 410–428. <https://doi.org/10.1108/IJPHM-03-2020-0017>
- Bastos, J. A. R., & Gallego, P. de M. (2008). Pharmacies Customer Satisfaction and Loyalty – A Framework Analysis. *Documento de Trabajo*, 1(8), 1–30.
- Bei, L.-T., & Chiao, Y.-V. (2001). An integrated model for the effects of

- perceived product, perceived service quality, and perceived *price* fairness on consumer satisfaction and loyalty. *Journal of Consumer Satisfaction, Dissatisfaction and Complaining Behavior*, 14(1), 125–139.
- Cakici, A. C., Akgunduz, Y., & Yildirim, O. (2019). The impact of perceived *price* justice and satisfaction on loyalty: the mediating effect of revisit intention. *Tourism Review*, 74(3), 443–462. <https://doi.org/10.1108/TR-02-2018-0025>
- Castaldo, S., Grosso, M., Mallarini, E., & Rindone, M. (2016). The missing path to gain customers loyalty in pharmacy retail: The role of the store in developing satisfaction and trust. *Research in Social and Administrative Pharmacy*, 12(5), 699–712. <https://doi.org/10.1016/j.sapharm.2015.10.001>
- Chuanom, J., Popichit, N., Tananchat, A., & Srisorn, W. (2021). Factors Influencing Thai Tourists' Decision Making to Choose Dvaravati Civilization for Tourist Attractions. *Journal of Multidisciplinary in Social Sciences*, 17(1), 28–36.
- Cleven, A., Mettler, T., Rohner, P., & Winter, R. (2016). Healthcare quality innovation and performance through process orientation: Evidence from general hospitals in Switzerland. *Technological Forecasting and Social Change*, 113(1), 386–395. <https://doi.org/10.1016/j.techfore.2016.07.007>
- Desta, H., Berhe, T., & Hintsu, S. (2018). Assessment of patients' satisfaction and associated factors among outpatients received mental health services at public hospitals of Mekelle Town, northern Ethiopia. *International Journal of Mental Health Systems*, 12(1), 1–7. <https://doi.org/10.1186/s13033-018-0217-z>
- Do, T. X., Foulon, V., Thuy, L. T., Tien, L. T., & Anderson, C. (2021). Factors impacting on customer satisfaction with community pharmacies in Vietnam. *Pharmaceutical Sciences Asia*, 48(2), 164–174. <https://doi.org/10.29090/psa.2021.02.19.080>
- Dobson, R. T., & Perepelkin, J. (2011). Pharmacy ownership in Canada: Implications for the authority and autonomy of community pharmacy managers. *Research in Social and Administrative Pharmacy*, 7(4), 347–358. <https://doi.org/10.1016/j.sapharm.2010.10.005>
- El Hajj, M. S., Salem, S., & Mansoor, H. (2011). Public's attitudes towards community pharmacy in Qatar: A pilot study. *Patient Preference and Adherence*, 5, 405–422. <https://doi.org/10.2147/PPA.S22117>
- Elvey, R., Hassell, K., Lewis, P., Schafheutle, E., Willis, S., & Harrison, S. (2016). Patient-centred professionalism in pharmacy: values and behaviours. *Journal of Health Organization and Management*, 29(3), 413–430.
- Fahmi Khudair, I., & Raza, S. A. (2013). Measuring patients' satisfaction with pharmaceutical services at a public hospital in Qatar. *International Journal of Health Care Quality Assurance*, 26(5), 398–419. <https://doi.org/10.1108/IJHCQA-03-2011-0025>
- Gavilan, D., Avello, M., & Abril, C. (2014). Shopper marketing: A new challenge for Spanish community pharmacies. *Research in Social and Administrative*

- Pharmacy*, 10(6), e125–e136. <https://doi.org/10.1016/j.sapharm.2014.02.008>
- Ghattas, D. A., & Al-Abdallah, G. M. (2020). Factors affecting customers selection of community pharmacies: The mediating effect of branded pharmacies and the moderating effect of demographics. *Management Science Letters*, 10(8), 1813–1826. <https://doi.org/10.5267/j.msl.2019.12.037>
- Goodman, J. A. (2009). *Strategic customer service: managing the customer experience to increase positive word of mouth, build loyalty, and maximize profits*. USA:AMACOM.
- Guhl, D., Blankart, K. E., & Stargardt, T. (2019). Service quality and perceived customer value in community pharmacies. *Health Services Management Research*, 32(1), 36–48. <https://doi.org/10.1177/0951484818761730>
- Gül, İ., Helvacıoğlu, E. T., & Saraçlı, S. (2023). Service quality, outpatient satisfaction and loyalty in community pharmacies in Turkey: A structural equation modeling approach. *Exploratory Research in Clinical and Social Pharmacy*, 12(July), 1–9. <https://doi.org/10.1016/j.rcsop.2023.100361>
- Hair, J. F., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2017). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)*.
- 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.
- Hari, D. G., Oktariza, Y., & Rahmawati, A. (2022). Implementation of pharmacy delivery services in the era of digital and pandemic Covid-19. *Pharmaciana*, 12(1), 62–71. <https://doi.org/10.12928/pharmaciana.v12i1.20127>
- Ihsan, M., Kurnia Illahi, R., & Rachma Pramestutie, H. (2018). Hubungan antara Waktu Tunggu Pelayanan Resep dengan Tingkat Kepuasan Pasien Rawat Jalan BPJS terhadap Pelayanan Resep (Penelitian dilakukan di Instalasi Farmasi Rumah Sakit Universitas Muhammadiyah Malang). *Pharmaceutical Journal of Indonesia*, 3(2), 59–64. <https://doi.org/10.21776/ub.pji.2017.003.02.4>
- Jaswir, I., & Mahfudh, N. (2022). *MODUL Metodologi Penelitian Riset Bidang Sains Halal*. Jakarta: Penerbit Komite Nasional Ekonomi dan Keuangan Syariah (KNEKS).
- Kalinić, Z., Marinković, V., Djordjevic, A., & Liebana-Cabanillas, F. (2020). What drives customer satisfaction and word of mouth in mobile commerce services? A UTAUT2-based analytical approach. *Journal of Enterprise Information Management*, 33(1), 71–94. <https://doi.org/10.1108/JEIM-05-2019-0136>
- Kamei, M., Teshima, K., Fukushima, N., & Nakamura, T. (2001). Investigation of patients' demand for community pharmacies: Relationship between pharmacy services and patient satisfaction. *Yakugaku Zasshi*, 121(3), 215–220. <https://doi.org/10.1248/yakushi.121.215>
- Kesumahati, E., & Jurnal, T. (2020). Analysis of Factors Influencing Customer Satisfaction and Purchase Intention at Pharmacy in Batam City. *Advances in Economics, Business and Management Research, Volume 151 Proceedings*

- of the International Conference on Management, Accounting, and Economy (ICMAE 2020), 1(1), 216–220. <https://doi.org/10.2991/aebmr.k.200915.050>
- Kotler, P. (2014). *From Products to Customers to the Human Spirit (Marketing 3.0)*.
- Kotler, P., & Armstrong, G. (2014). *Principle of Marketing*. New Jersey: Pearson Prentice Hall.
- Kotler, P., & Keller, K. L. (2018). *Manajemen Pemasaran*. Erlangga.
- Krishna Naik, C. N., Gantasala, S. B., & Prabhakar, G. V. (2010). Service Quality (Servqual) and its effect on customer satisfaction in retailing. *European Journal of Social Sciences*, 16(2), 239–251.
- Kucukarslan, S., & Schommer, J. C. (2002). Patients' Expectations and their Satisfaction with Pharmacy Services. *Journal of the American Pharmaceutical Association* (1996), 42(3), 489–496. <https://doi.org/https://doi.org/10.1331/108658002763316923>
- Küster, A., & Adler, N. (2014). Pharmaceuticals in the environment: scientific evidence of risks and its regulation. *Philosophical Transactions of The Royal Society B*, 369(20130587), 1–10. <http://dx.doi.org/10.1098/rstb.2013.0587>
- Levana, V., & Antonio, F. (2022). Antecedents of *Patient satisfaction* in Private Clinical Laboratories toward Patient Loyalty with Switching Cost and Location as Moderating Factors (An Empirical Study from Indonesia). *Open Access Macedonian Journal of Medical Sciences*, 10(E), 1463–1471. <https://doi.org/10.3889/oamjms.2022.9809>
- 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(1), 1–11. <https://doi.org/10.1177/00469580211007221>
- Márquez-Peiró, J. F., & Pérez-Peiró, C. (2008). Evaluation of *Patient satisfaction* in Outpatient Pharmacy. *Farmacia Hospitalaria (English Edition)*, 32(2), 71–76. [https://doi.org/https://doi.org/10.1016/S2173-5085\(08\)70029-7](https://doi.org/https://doi.org/10.1016/S2173-5085(08)70029-7)
- Meredith, L., & Maki, D. (2001). Product cannibalization and the role of *prices*. *Applied Economics*, 33(14), 1785–1793. <https://doi.org/10.1080/00036840010015769>
- Merks, P., Kaźmierczak, J., Olszewska, A. E., & Koltowska-Häggström, M. (2014). Comparison of factors influencing patient choice of community pharmacy in Poland and in the UK, and identification of components of pharmaceutical care. *Patient Preference and Adherence*, 8, 715–726. <https://doi.org/10.2147/PPA.S53829>
- Nabass, E., & Abdallah, A. (2019). Agile manufacturing and business performance: The indirect effects of operational performance dimensions. *Business Process Management Journal*, 25(1), 647–666. <https://doi.org/10.1108/BPMJ-07-2017-0202>
- Naik Panvelkar, P., Saini, B., & Armour, C. (2009). Measurement of *patient satisfaction* with community pharmacy services: a review. *Pharmacy World & Science*, 31(5), 525–537. <https://doi.org/10.1007/s11096-009-9311-2>

- Naser, A. Y., & Abu Sbeat, B. S. (2022). Satisfaction with community pharmacies services in Jordan: A cross-sectional study. *Saudi Pharmaceutical Journal*, 30(11), 1646–1651. <https://doi.org/10.1016/j.jsps.2022.09.007>
- 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. <https://doi.org/10.1016/j.pec.2018.11.013>
- 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*, 1(1), 2523–2538.
- Nitadpakorn, S., Farris, K. B., & Kittisopee, T. (2017). Factors affecting pharmacy engagement and pharmacy customer devotion in community pharmacy: A structural equation modeling approach. *Pharmacy Practice*, 15(3), 1–8. <https://doi.org/10.18549/PharmPract.2017.03.999>
- Nuritasari, A. (2015). *Patient satisfaction Analysis of Pharmaceutical Service Quality in UMP Dispensary*. *International Conference on Trends in Economics, Humanities and Management (ICTEHM'15)*, 1(1), 122–126. <https://doi.org/10.15242/icehm.ed0315121>
- Oliver, R. L. (1996). *Satisfaction: A Behavioral Perspective on the Consumer*. Richard D. Irwin/McGraw-Hill, Boston.
- Olsson, E., Ingman, P., Ahmed, B., & Källemark Sporrang, S. (2014). Pharmacist-patient communication in Swedish community pharmacies. *Research in Social and Administrative Pharmacy*, 10(1), 149–155. <https://doi.org/10.1016/j.sapharm.2013.03.001>
- Peter, P. J., & Olson, J. C. (2010). Consumer Behavior Marketing. In *Mc Graw*.
- Rabbane, F. K., Burford, O., & Ramaseshan, B. (2015). Does employee performance affect customer loyalty in pharmacy services? *Journal of Service Theory and Practice*, 25(6), 1–30.
- 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(1), 1–22. <https://doi.org/10.1016/j.dib.2023.109074>
- Rosa, J., & De Muñoz, P. (2008). Pharmacies Customer Satisfaction and Loyalty – A Framework Analysis. *Departamento de Administración y Economía de La Empresa*, 1(1), 1–30.
- Sammuto Bartolo, N., Azzopardi, L. M., & Serracino-Inglott, A. (2021). Pharmaceuticals and the environment. *Early Human Development*, 155(xxxx), 11–14. <https://doi.org/10.1016/j.earlhumdev.2020.105218>
- Sarstedt, M., Ringle, C. M., & Hair, J. F. (2021). *Partial Least Squares Structural Equation Modeling* (Issue July). <https://doi.org/10.1007/978-3-319-05542-8>
- Satyawati, S., & Berlianto, M. P. (2022). Antecedents and Consequences Effect of *Patient satisfaction in Xyz Hospital*. *The 2nd International Conference on Entrepreneurship (IConEnt) Sustainability Of Cultural Entrepreneurship*,

- I(1), 167–177.
<https://ojs.uph.edu/index.php/IConEnt/article/view/6194%0Ahttps://ojs.uph.edu/index.php/IConEnt/article/viewFile/6194/2797>
- Schiffman, L. G., & Kanuk, L. L. (2007). *Perilaku Konsumen*. Jakarta: PT. Indeks Gramedia.
- Sekaran, & Bougie. (2016). *Research Methods for Business: A skill. Building Approach* (Edisi 5). New York : John wiley@Sons.
- Sekaran, U., & Bougie, R. (2020). *Research Methods for Business A Skill-Building Approach : Seventh Edition*. United Kingdom:John Wiley & Sons Ltd.
- Septiani, S., Putri Solin, A., Khairunnisa, S. A., Dinata, A. S., Siregar, S. W., & Agustina, D. (2023). Management of Medicines and Health Supplies Hospitals in Indonesia. *Promotor*, 6(6), 622–625. <https://doi.org/10.32832/pro.v6i6.467>
- 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>
- Surur, A. S., Teni, F. S., Girmay, G., Moges, E., Tesfa, M., & Abraha, M. (2015). Satisfaction of clients with the services of an outpatient pharmacy at a university hospital in northwestern Ethiopia: A cross-sectional study Health systems and services in low and middle income settings. *BMC Health Services Research*, 15(1), 1–8. <https://doi.org/10.1186/s12913-015-0900-6>
- Swastha, B. (2014). Manajemen Pemasaran Modern. *Liberty, Yogyakarta*. <https://doi.org/10.1017/CBO9781107415324.004>
- Tse, D. K., & Wilton, P. C. (1988). Models of Consumer Satisfaction Formation: An Extension. *Journal of Marketing Research*, 25(2), 204. <https://doi.org/10.2307/3172652>
- Uysal, B., & Yorulmaz, M. (2020). How Patient Loyalty Affects *Patient satisfaction*. *Athens Journal of Health and Medical Sciences*, 7(1), 19–36. <https://doi.org/10.30958/ajhms.7-1-2>
- Viglia, G., & Abrate, G. (2014). How social comparison influences reference price formation in a service context. *Journal of Economic Psychology*, 45(September), 168–180. <https://doi.org/10.1016/j.joep.2014.09.003>
- Wibowo, T. S., Saputri, R. O., & Iriantini, D. B. (2023). The Influence of Drug Prices and Service Quality on Customer Satisfaction at Fahry Farma Pharmacy Bangkalan. *Jurnal Ekonomi Dan Bisnis Digital*, 2(2), 523–530. <https://doi.org/10.55927/ministal.v2i2.3360>
- Zeithaml, V. A., Bitner, M. J., & Gremler, D. D. (2013). *Services Marketing: Integrating Customer Focus Across the Firm 6thed*. Mc.Graw-Hill: Boston.