

DAFTAR PUSTAKA

- Abidova, A., Silva, P. A. Da, & Moreira, S. (2021). The mediating role of patient satisfaction and perceived quality of healthcare in the emergency department. *Medicine (United States)*, 100(11), E25133. <https://doi.org/10.1097/MD.00000000000025133>
- Ali, E., Imtiaz, U., & Imtiaz, F. (2020). *IAJPS 2020, 07 (07), 516-520 PHARMACEUTICAL SCIENCES PATIENT SATISFACTION IN THE EMERGENCY DEPARTMENT OF MAYO HOSPITAL LAHORE QR code.* <http://www.iajps.com>
- Blackburn, J., Ousey, K., & Goodwin, E. (2019). Information and communication in the emergency department. *International Emergency Nursing*, 42, 30–35. <https://doi.org/10.1016/j.ienj.2018.07.002>
- Boudreaux, E. D., & O’Hea, E. L. (2004). Patient satisfaction in the Emergency Department: A review of the literature and implications for practice. *Journal of Emergency Medicine*, 26(1), 13–26. <https://doi.org/10.1016/j.jemermed.2003.04.003>
- Chandru Bhavnani, S., & Pink Berlianto, M. (2022). The Antecedence and Consequences of Patient Satisfaction in Emergency Department of XYZ Hospital. *Daengku: Journal of Humanities and Social Sciences Innovation*, 2(6), 845–856. <https://doi.org/10.35877/454ri.daengku1320>
- Dávila Vigil, D. F., & Chirinos Ríos, C. A. (2022). Quality of care in the EsSalud emergency service, northern Region, Peru. *Journal of Medicine and Life*, 15(12), 1563–1568. <https://doi.org/10.25122/jml-2021-0254>
- Deji-Dada, O. O., Dada, S. A., Ogunlusi, J. D., & Solomon, O. A. (2021). Patients' satisfaction with emergency care services in a University Teaching Hospital in South-West, Nigeria. *African Journal of Emergency Medicine*, 11(2), 321–324. <https://doi.org/10.1016/j.afjem.2021.03.015>
- Ersoy, S., Konar, N. M., Çalışkan, H. M., Sönmez, B. M., & Çelik, B. (2021). Evaluation of satisfaction levels of expatriate patients presenting to emergency department. *Emergency Care Journal*, 17(3). <https://doi.org/10.4081/ecj.2021.9812>
- Farida, U., Amkop Makassar, S., & Sulawesi, S. (2024). *Point of View Research Economic Development ANALYSIS OF SERVICE QUALITY ON PATIENT SATISFACTION IN THE EMERGENCY DEPARTMENT OF UPT RSUD NENE MALLOMO SIDRAP REGENCY THROUGH HOSPITAL IMAGE AND PATIENT TRUST.* <https://journal.accountingpointofview.id/index.php/povred>
- Gabay, G., Gere, A., Zemel, G., & Moskowitz, H. (2022). Personalized Communication with Patients at the Emergency Department—An Experimental Design Study. *Journal of Personalized Medicine*, 12(10). <https://doi.org/10.3390/jpm12101542>

- Ghazanfar, R., Noreen, H., Sher, N., & Nouman, A. (2025). Work Stress, Burnout, and Patient Satisfaction Towards Nurses Working in Medicare Hospital, Multan. *Biological and Clinical Sciences Research Journal*, 6(1), 1–4. <https://doi.org/10.54112/bcsrj.v6i1.1502>
- Grafstein, E., Wilson, D., Stenstrom, R., Jones, C., Tolson, M., Poureslami, I., & Scheuermeyer, F. X. (2013). A regional survey to determine factors influencing patient choices in selecting a particular emergency department for care. *Academic Emergency Medicine*, 20(1), 63–70. <https://doi.org/10.1111/acem.12063>
- 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>
- Holmes, C. T., Huggins, C., Knowles, H., Swoboda, T. K., Kirby, R., Alanis, N., Bulga, A., Schrader, C. D., Dunn, C., & Wang, H. (2023). The Association of Name Recognition, Empathy Perception, and Satisfaction With Resident Physicians' Care Amongst Patients in an Academic Emergency Department. *Journal of Clinical Medicine Research*, 15(4), 225–232. <https://doi.org/10.14740/jocmr4901>
- Idahor, C., Ben-Igwenyi, B. E., Okonkwo, U., Femi-Oyewole, O., & Ogbeide, O. A. (2025). Patients' Satisfaction in the Emergency Department: Measurement, Indicators, Factors Influencing Satisfaction, Impact, and Solution. *Cureus*. <https://doi.org/10.7759/cureus.82392>
- Inclusion Across the Lifespan*. (2020).
- Islam, M. K., Khair, M. A., & Khanam, F. (2019). *PATIENT WAITING TIME IN EMERGENCY DEPARTMENT OF A TERTIARY LEVEL HOSPITAL*.
- Jameel, W., Ilyas, A., Aftab, A. A., Fasih, M., Ahmad, I., & Awais, D. (2023). Examining patient satisfaction with emergency department care at a district headquarters hospital, Kasur, Punjab. *International Journal of Social Studies*, 3(2), 91–96. <https://doi.org/10.55627/ijss.003.02.0654>
- Kurniawan, A. W., & Puspitaningtyas, Z. (2016). *Metode Penelitian Kuantitatif*. Pandiva Buku.
- 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>
- Raihan, Prof. Dr. Ir. , M. S. (2017). *Metodologi Penelitian*. Pandiva buku.
- Rasyid, A., Yacub, F. A., & Uloli, H. (2025). Penerapan six sigma untuk meningkatkan kualitas pelayanan pada Instalasi Gawat Darurat (IGD) di Rumah Sakit Toto Kabilia Bone Bolango. *Jurnal Teknik Industri Terintegrasi*, 8(1), 451–465. <https://doi.org/10.31004/jutin.v8i1.37585>

- Rowe, A., & Knox, M. (2023). The Impact of the Healthcare Environment on Patient Experience in the Emergency Department: A Systematic Review to Understand the Implications for Patient-Centered Design. In *Health Environments Research and Design Journal* (Vol. 16, Issue 2, pp. 310–329). SAGE Publications Inc. <https://doi.org/10.1177/19375867221137097>
- Saleh, N., Adel, H., & Wahed, M. A. (2021). Quality-driven framework for reducing patient waiting time in emergency department. *Journal of Engineering Research (Kuwait)*, 9(1), 214–228. <https://doi.org/10.36909/JER.V9I1.8789>
- Shah, S., Patel, A., Rumoro, D. P., Hohmann, S., & Fullam, F. (2015). Managing patient expectations at emergency department triage. *Patient Experience Journal*, 2(2), 31–44. <https://doi.org/10.35680/2372-0247.1090>
- Shuaib, W., Hilmi, J., Caballero, J., Rashid, I., Stanazai, H., Ajanovic, A., Moshtaghi, A., Amari, A., Tawfeek, K., Khurana, A., Hasabo, H., Baqais, A., Mattar, A. A., & Gaeta, T. J. (2021). Impact of a scribe program on patient throughput, physician productivity, and patient satisfaction in a community-based emergency department. *Health Informatics Journal*, 27(1). <https://doi.org/10.1177/1460458217692930>
- Shumba, K., Ebewo, P., & Rabalao, R. T. (2024). *Asian Journal of Management Entrepreneurship and Social Science Evaluating Customer Perceptions And Expectations Of The Service Quality Delivery A Case Of The City Of Tshwane Emergency Management Services Department*.
- Soremekun, O. A., Terwiesch, C., & Pines, J. M. (2011). Emergency medicine: An operations management view. In *Academic Emergency Medicine* (Vol. 18, Issue 12, pp. 1262–1268). <https://doi.org/10.1111/j.1553-2712.2011.01226.x>
- Syahza, A. (2021). *Metodologi Penelitian*. UR Press.
- Takele, G. M., Weldesenbet, N. A., Girmay, N., Degefe, H., & Kinfe, R. (2021). Assessment patient satisfaction towards emergency medical care and its determinants at Ayder comprehensive specialized hospital, Mekelle, Northern Ethiopia. *PLoS ONE*, 16(1 January). <https://doi.org/10.1371/journal.pone.0243764>
- Ullah, T. (2022). Analysis Of Factors That Affect the Implementation Of Triage On Satisfaction Of Patients Family. *Journal of Applied Nursing and Health*, 4(1), 130–135. <https://doi.org/10.55018/janh.v4i1.66>
- Viotti, S., Cortese, C. G., Garlasco, J., Rainero, E., Emelurumonye, I. N., Passi, S., Boraso, F., & Gianino, M. M. (2020). The buffering effect of humanity of care in the relationship between patient satisfaction and waiting time: A cross-sectional study in an emergency department. *International Journal of Environmental Research and Public Health*, 17(8). <https://doi.org/10.3390/ijerph17082939>
- Waluyo, M., & Waluyo, M. R. (2020). *Mudah Cepat Tepat Dalam Aplikasi Structural Equation Modeling (M. Rachman, Ed.)*. Literasi Nusantara.

Yang, J., Lu, Y., Liao, X., & Chang, M. P. (2021). Examining patient trust towards physicians between clinical departments in a Chinese hospital. *PLoS ONE*, 16(11 November). <https://doi.org/10.1371/journal.pone.0259945>

