

DAFTAR PUSTAKA

- Aase, K., & Schibevaag, L. (2017). Researching Patient Safety and Quality in Healthcare. CRC Press. <https://doi.org/10.1201/9781315605609>
- Addo, S. A., Mykletun, R. J., & Olsen, E. (2021). Validation and adjustment of the patient experience questionnaire (Peq): A regional hospital study in norway. *International Journal of Environmental Research and Public Health*, 18(13), 1–27. <https://doi.org/10.3390/ijerph18137141>
- Anwar, S., & Ozuem, W. (2022). An integrated service recovery process for service failures: Insights from systematic review. *Qualitative Market Research: An International Journal*, 25(4), 433–452. <https://doi.org/10.1108/qmr-12-2021-0147>
- Ashill, N. J., Carruthers, J., & Krisjanous, J. (2005). Antecedents and outcomes of service recovery performance in a public health?care environment. *Journal of Services Marketing*, 19(5), 293–308. <https://doi.org/10.1108/08876040510609916>
- Bagherzadeh, R., Rawal, M., Wei, S., & Torres, J. (2020). The journey from customer participation in service failure to co-creation in service recovery. *Journal of Retailing and Consumer Services*, 54, 102058. <https://doi.org/10.1016/j.jretconser.2020.102058>.
- Basilisco, G. (2020). Patient dissatisfaction with medical therapy for chronic constipation or irritable bowel syndrome with constipation: Analysis of n-of-1 prospective trials in 81 patients. *Alimentary Pharmacology & Therapeutics*, 51(6), 629–636. <https://doi.org/10.1111/apt.15657>

- Becker, G., & Newsom, E. (2003). Socioeconomic status and dissatisfaction with health care among chronically ill African Americans. *American Journal of Public Health*, 93(5), 742–748. <https://doi.org/10.2105/ajph.93.5.742>
- Becker, J.-M., Cheah, J.-H., Gholamzade, R., Ringle, C. M., & Sarstedt, M. (2023). PLS-SEM's most wanted guidance. *International Journal of Contemporary Hospitality Management*, 35(1), 321–346. <https://doi.org/10.1108/ijchm-04-2022-0474>
- Bidari, A., Jafarnejad, S., & Faradonbeh, N. (2021). Effect of Queue Management System on Patient Satisfaction in Emergency Department; a Randomized Controlled Trial. *Archives of Academic Emergency Medicine*, 9. <https://doi.org/10.22037/aaem.v9i1.1335>.
- Bosó Pérez, R., Reid, D., Maxwell, K. J., Gibbs, J., Dema, E., Bonell, C., Mercer, C. H., Sonnenberg, P., Field, N., & Mitchell, K. R. (2022). Access to and quality of sexual and reproductive health services in Britain during the early stages of the COVID-19 pandemic: A qualitative interview study of patient experiences. *BMJ Sexual and Reproductive Health*, 49(1), 12–20. <https://doi.org/10.1136/bmjshr-2021-201413>
- Bougie, R. & Sekaran, U. (2020). *Research Methods for Business: A Skill Building Approach* (8th ed.). Wiley.
- Chen, M., Guan, Q., & Zhuang, J. (2024). Patient-centered lean healthcare management from a humanistic perspective. *BMC Health Services Research*, 24(1), 1261. <https://doi.org/10.1186/s12913-024-11755-w>
- Coyle, J., & Williams, B. (1999). Seeing the wood for the trees: Defining the forgotten concept of Patient Dissatisfaction in the light of Patient

- Satisfaction Research. *Leadership in Health Services*, 12(4), 1–9.
<https://doi.org/10.1108/13660759910298707>
- Donabedian, A. (1988). The Quality of Care: How Can It Be Assessed? *JAMA*, 260(12), 1743–1748. <https://doi.org/10.1001/jama.1988.03410120089033>
- Döring, M. (2022). ‘Explain, but make no excuses’: service recovery after public service failures. *Public Management Review*, 24(5), 799–817.
<https://doi.org/10.1080/14719037.2020.1864013>
- Edgman-Levitan, S., & Schoenbaum, S. C. (2021). Patient-centered care: achieving higher quality by designing care through the patient’s eyes. *Israel Journal of Health Policy Research*, 10(1), 21. <https://doi.org/10.1186/s13584-021-00459-9>
- Engle, R. L., Mohr, D. C., Holmes, S. K., Seibert, M. N., Afbale, M., Leyson, J., & Meterko, M. (2021). Evidence-based practice and patient-centered care: Doing both well. *Health Care Management Review*, 46(3).
https://journals.lww.com/hcmrjournal/fulltext/2021/07000/evidence_based_practice_and_patient_centered_care_2.aspx
- Engström, J., Norin, O., de Gosson de Varennes, S., & Valtakoski, A. (2022). Service design in Healthcare: A segmentation-based approach. *Journal of Service Management*, 33(6), 50–78. <https://doi.org/10.1108/josm-06-2021-0239>
- Eriksen, A. A., Fegran, L., Fredwall, T. E., & Larsen, I. B. (2023). Patients’ negative experiences with health care settings brought to light by formal complaints: A qualitative metasynthesis. *Journal of Clinical Nursing*, 32(17–18), 5816–5835. <https://doi.org/10.1111/jocn.16704>

- Fatima, T., Malik, S. A., & Shabbir, A. (2018). Hospital healthcare service quality, patient satisfaction and loyalty. *International Journal of Quality & Reliability Management*, 35(6), 1195–1214.
<https://doi.org/10.1108/IJQRM-02-2017-0031>
- Fiano, F., Sorrentino, M., Caputo, F., & Smarra, M. (2022). Intellectual capital for recovering patient centrality and ensuring patient satisfaction in healthcare sector. *Journal of Intellectual Capital*, 23(3), 461–478.
<https://doi.org/10.1108/JIC-04-2020-0116>
- Gill, Michael. (2020). Patient Centricity: Alienating patients from their own decisions is subjugation. *International Journal of Care Coordination*, 23(4), 133–136. <https://doi.org/10.1177/2053434520978328>
- Gillespie, A., & Reader, T. W. (2016). The Healthcare Complaints Analysis Tool : development and reliability testing of a method for service monitoring and organisational learning. *BMJ Qual Saf*, 25, 937–946.
<https://doi.org/10.1136/bmjqs-2015-004596>
- Gutbezahl, C., & and Haan, P. (2006). Hospital Service Recovery. *Journal of Hospital Marketing & Public Relations*, 16(1–2), 3–14.
https://doi.org/10.1300/J375v16n01_02
- Gyberg, A., Brezicka, T., Wijk, H., & Ulin, K. (2023). Struggling for access to appropriate healthcare services: A qualitative content analysis of patient complaints. *Journal of Advanced Nursing*, 79(10), 3748–3759.
<https://doi.org/10.1111/jan.15688>

- Hair, Joseph 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. <https://doi.org/10.1108/EBR-11-2018-0203>
- Hair, Joseph Franklin, & Ringle, C. M. (2022). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)*. January.
- Hair Jr, J. F., Ringle, C. M., Danks, N. P., Hult, G. T. M., Sarstedt, M., & Ray, S. (2021). Review of Partial Least Squares Structural Equation Modeling (PLS-SEM) Using R: A Workbook. In *Structural Equation Modeling: A Multidisciplinary Journal* (Vol. 30, Issue 1). <https://doi.org/10.1080/10705511.2022.2108813>
- Han, S., & Liang, Z. (2024). Using patient feedback to predict effects of quality improvement initiatives. *The International Journal of Health Planning and Management*, 39(6), 1696–1711. <https://doi.org/10.1002/hpm.3827>
- Han, S., Xu, M., Lao, J., & Liang, Z. (2023). Collecting Patient Feedback as a Means of Monitoring Patient Experience and Hospital Service Quality – Learning from a Government-led Initiative. *Patient preference and adherence*, 17, 385 - 400. <https://doi.org/10.2147/PPA.S397444>.
- Hauso, G. E., Alsaker, K., & Senneseth, M. (2021). Service user involvement in a secure setting before and after the implementation of recovery-oriented practice: A quasi-experimental study. *Journal of Advanced Nursing*, 77(10), 4055–4068. <https://doi.org/10.1111/jan.14841>
- Head, K. J., Forster, A. K., Harsin, A., & Bartlett Ellis, R. J. (2023). Identifying sources of Patient Dissatisfaction when seeking care for a chronic and

- complex disease. *Patient Experience Journal*, 10(2), 94–102.
<https://doi.org/10.35680/2372-0247.1803>
- Henseler, J., Ringle, C. M., & Sarstedt, M. (2015). A new criterion for assessing discriminant validity in variance-based structural equation modelling. *Journal of the Academy of Marketing Science*, 43(1), 115–135.
<https://doi.org/10.1007/s11747-014-0403-8>
- Hsieh, M. O., & Kagle, J. D. (1991). Understanding patient satisfaction and dissatisfaction with health care. *Health & Social Work*, 16(4), 281–290.
<https://doi.org/10.1093/hsw/16.4.281>
- Janerka, C., Leslie, G. D., & Gill, F. J. (2023). Development of patient-centred care in acute hospital settings: A meta-narrative review. *International Journal of Nursing Studies*, 140, 104465.
<https://doi.org/10.1016/j.ijnurstu.2023.104465>
- Jaakkola, E., Kaartemo, V., Siltaloppi, J., & Vargo, S. L. (2024). Advancing service-dominant logic with systems thinking. *Journal of Business Research*, 177, 114592. <https://doi.org/10.1016/j.jbusres.2024.114592>
- Johnsen, S. (2024). Patient-Centered Care in Action: How Clinicians Respond to Patient Dissatisfaction with Contraceptive Side Effects. *Journal of Health and Social Behavior*, 221465241262029.
<https://doi.org/10.1177/00221465241262029>
- Kamath, P. R., Pai, Y. P., & Prabhu, N. K. P. (2020). Determinants of recovery satisfaction and service loyalty: The differing effects of service recovery system and Service Recovery Performance. *Journal of Service Theory and Practice*, 30(6), 643–679. <https://doi.org/10.1108/jstp-12-2019-0251>

- Kelly, P., Lawlor, J., & Mulvey, M. (2017). Self-service technologies: Service failures and recovery. *Service Failures and Recovery in Tourism and Hospitality: A Practical Manual*, 100–121. <https://doi.org/10.1079/9781786390677.0100>
- Kemenkes.go.id. (2023). Laporan Kinerja Kementerian Kesehatan Republik Indonesia.
- Kock, N. (2015). Common method bias in PLS-SEM. *International Journal of E-Collaboration*, 11(4), 1–10. <https://doi.org/10.4018/ijec.2015100101>
- Kruger, J. A. (2024). Avoiding and managing patient dissatisfaction after intraocular lens implantation after cataract surgery. *Cataract Surgery and Intraocular Lenses*, 189–192. <https://doi.org/10.1201/9781003522874-26>
- Krupp, L. B. (1989). The fatigue severity scale. *Archives of Neurology*, 46(10), 1121. <https://doi.org/10.1001/archneur.1989.00520460115022>
- Kumar, P. (2020). The impact of patient recovery flexibility on service experience in public healthcare. *Journal of Asia Business Studies*, 14(2), 159–179.
- Lienggaard, B. D., Sharma, P. N., Hult, G. T., Jensen, M. B., Sarstedt, M., Hair, J. F., & Ringle, C. M. (2020). 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/dec.12445>
- Lunardo, R., Cusin, J., & Flacandji, M. (2023). A time(ly) perspective of the service recovery paradox: How organizational learning moderates follow-up recovery effects. *Journal of Business Research*, 166, 114088. <https://doi.org/10.1016/j.jbusres.2023.114088>

- Lv, H., Wang, J., Xing, X., & Ren, W. (2021). Prevalence and Influencing Factors of Medical Dissatisfaction Experiences in Chinese Hospitals: A Cross-Sectional Study. *Patient Preference and Adherence*, 15, 523–532. <https://doi.org/10.2147/PPA.S290651>
- Memon, M. A., Ting, H., Cheah, J.-H., Thurasamy, R., Chuah, F., & Cham, T. H. (2020). Sample Size For Survey Research: Review and recommendations. *Journal of Applied Structural Equation Modeling*, 4(2), i–xx. [https://doi.org/10.47263/jasem.4\(2\)01](https://doi.org/10.47263/jasem.4(2)01)
- McMillan, S. S., Kendall, E., Sav, A., King, M. A., Whitty, J. A., Kelly, F., & Wheeler, A. J. (2013). Patient-centered approaches to health care: a systematic review of randomized controlled trials. *Medical Care Research and Review*: MCRR, 70(6), 567–596. <https://doi.org/10.1177/1077558713496318>
- Nemec, M., Kolar, T., & Rusjan, B. (2018). Online communities as a new source of exploring Patient Dissatisfaction. *Journal of Health Organization and Management*, 32(8), 962–979. <https://doi.org/10.1108/jhom-03-2018-0104>
- O'Dowd, E., Lydon, S., Lambe, K., Vellinga, A., Rudland, C., Ahern, E., Hilton, A., Ward, M., Kane, M., Reader, T., Gillespie, A., Vaughan, D., Slattery, D., & O'Connor, P. (2022). An analysis of complaints about hospital care in the Republic of Ireland. *International Journal for Quality in Health Care*, 34. <https://doi.org/10.1093/intqhc/mzac037>
- Oliver, Richard L. (1980). A Cognitive Model of the Antecedents and Consequences of Satisfaction Decisions. *Journal of Marketing Research*, 17(4), 460–469. <https://doi.org/10.1177/002224378001700405>

- Oliver, R. L., & Burke, R. R. (1999). Expectation Processes in Satisfaction Formation. *Journal of Service Research*, 1(3), 196–214. <https://doi.org/10.1177/109467059913002>
- Ottonello, M., Pellicciari, L., Giordano, A., & Foti, C. (2016). Rasch analysis of the Fatigue Severity Scale in Italian subjects with multiple sclerosis. *J Rehabil Med*, 48, 597–603. <https://doi.org/10.2340/16501977-2116>
- Overman, W. J., & Waldman, A. (2019). Prevention and management of patient dissatisfaction after primary cosmetic procedures. *Evidence-Based Procedural Dermatology*, 1205–1221. https://doi.org/10.1007/978-3-030-02023-1_67
- Pan, J., Liu, D., & Ali, S. (2015). Patient Dissatisfaction in China: What matters. *Social Science & Medicine* (1982), 143, 145–153. <https://doi.org/10.1016/j.socscimed.2015.08.051>
- Petchey, R., & Avery, T. (1995). Patient dissatisfaction may be underreported. *BMJ*, 311(6997), 128–128. <https://doi.org/10.1136/bmj.311.6997.128a>
- Prakash, G., & Srivastava, S. (2019). Role of internal service quality in enhancing patient Centricity and internal customer satisfaction. *International Journal of Pharmaceutical and Healthcare Marketing*, 13(1), 2–20. <https://doi.org/10.1108/ijphm-02-2018-0004>
- Reader, T. W., Gillespie, A., & Roberts, J. (2014). Patient complaints in healthcare systems?: a systematic review and coding taxonomy. *BMJ Quality Safety*, 23, 678–689. <https://doi.org/10.1136/bmjqs-2013-002437>

- Rod, M., & Ashill, N. J. (2010). Management commitment to service quality and Service Recovery Performance. *International Journal of Pharmaceutical and Healthcare Marketing*, 4(1), 84–103.
<https://doi.org/10.1108/17506121011036042>
- Rodriguez-Merchan, E. C. (2016). Patient Dissatisfaction after total knee arthroplasty for hemophilic arthropathy and osteoarthritis (non-hemophilia patients). *Expert Review of Hematology*, 9(1), 59–68.
<https://doi.org/10.1586/17474086.2016.1112263>
- Rosenstock, I. M., Strecher, V. J., & Becker, M. H. (1988). Social learning theory and the health belief model. *Health Education Quarterly*, 15(2), 175–183.
<https://doi.org/10.1177/109019818801500203>
- Saarijärvi, H., Kannan, P. K., & Kuusela, H. (2013). Value co?creation: theoretical approaches and practical implications. *European Business Review*, 25(1), 6–19. <https://doi.org/10.1108/09555341311287718>
- Saha, V., Goyal, P., & Jebarajakirthy, C. (2022). Value co-creation: a review of literature and future research agenda. *Journal of Business & Industrial Marketing*, 37(3), 612–628. <https://doi.org/10.1108/JBIM-01-2020-0017>
- Sarstedt, M., Radomir, L., Moisescu, O. I., & Ringle, C. M. (2022). Latent Class Analysis in PLS-SEM: A Review and Recommendations for Future Applications. *Journal of Business Research*, 138, 398–407.
<https://doi.org/10.1016/j.jbusres.2021.08.051>
- Sekaran, U., & Bougie, R. (2020). *Research Methods For Business: A Skill Building Approach* (7th Edition). Wiley Online Library.

- Sethuraman, K. (2001). Dealing with patient dissatisfaction. *Communication Skills in Clinical Practice (Doctor-Patient Communication)*, 167–167. https://doi.org/10.5005/jp/books/11607_18
- Shahbaz, S., Ashraf, M. Z., Zakar, R., & Fischer, F. (2021). Psychosocial, emotional and professional challenges faced by female healthcare professionals during the COVID-19 outbreak in Lahore, Pakistan: a qualitative study. *BMC Women's Health*, 21(1), 1–10. <https://doi.org/10.1186/s12905-021-01344-y>
- Sharma, P. N., Liengaard, 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*, 57(6), 1662–1677. <https://doi.org/10.1108/ejm-08-2020-0636>
- Simske, N. M., Benedick, A., Rascoe, A. S., Hendrickson, S. B., & Vallier, H. A. (2020). Patient Satisfaction Is Improved With Exposure to Trauma Recovery Services. *JAAOS - Journal of the American Academy of Orthopaedic Surgeons*, 28(14). https://journals.lww.com/jaaos/fulltext/2020/07150/patient_satisfaction_is_improved_with_exposure_to.7.aspx
- Tamaian, A., Klest, B., & Mutschler, C. (2017). Patient Dissatisfaction and institutional betrayal in the Canadian medical system: A qualitative study. *Journal of Trauma & Dissociation?: The Official Journal of the International Society for the Study of Dissociation (ISSD)*, 18(1), 38–57. <https://doi.org/10.1080/15299732.2016.1181134>

- Toni, M., & Mattia, G. (2022). The evolution to Patient Centricity. *The Digital Healthcare Revolution*, 51–62. https://doi.org/10.1007/978-3-031-16340-1_6
- Van Dael, J., Reader, T., Gillespie, A., Neves, A., Darzi, A., & Mayer, E. (2020). Learning from complaints in healthcare: a realist review of academic literature, policy evidence and front-line insights. *BMJ Quality & Safety*, 29, 684 - 695. <https://doi.org/10.1136/bmjqs-2019-009704>
- Van Overbeeke, E., Vanbinst, I., Jimenez-Moreno, A. C., & Huys, I. (2020). Patient Centricity in patient preference studies: The patient perspective. *Frontiers in Medicine*, 7. <https://doi.org/10.3389/fmed.2020.00093>
- Vela, M. B., Erondur, A. I., Smith, N. A., Peek, M. E., Woodruff, J. N., & Chin, M. H. (2022). Eliminating Explicit and Implicit Biases in Health Care: Evidence and Research Needs. *Annual Review of Public Health*, 43, 477–501. <https://doi.org/10.1146/annurev-publhealth-052620-103528>
- WHO. (2021). World Health Statistics. In *Pharmacognosy Magazine* (Vol. 75, Issue 17). World Health Organization.
- Wu, Y., Zhang, M., Xiao, L., Chen, L., Huang, X., & Huang, H. (2023). Research on the Method of Measuring the Value of Medical and Healthcare Services under the Service-Dominant Logic. *ACM International Conference Proceeding Series*, 2004, 242–250. <https://doi.org/10.1145/3635175.3635219>
- Wulandari, A. R., Rachmawaty, R., Ilkafah, I., & Erfina, E. (2021). Patient satisfaction towards healthcare quality in Indonesian Public

<https://doi.org/10.1016/j.enfcli.2021.09.006>

Xin, H. (2019). Patient Dissatisfaction With Primary Care and Nonurgent Emergency Department Use. *The Journal of Ambulatory Care Management*, 42(4), 284–294.

<https://doi.org/10.1097/JAC.0000000000000301>

Yeoman, G., Furlong, P., Seres, M., Binder, H., Chung, H., Garzya, V., & Jones, R.

R. M. (2017). Defining Patient Centricity with patients for patients and caregivers: a collaborative endeavour. *BMJ Innovations*, 3(2), 76 LP – 83.

<https://doi.org/10.1136/bmjinnov-2016-000157>

Zeithaml, V. A., Bitner, M. J., & Gremler, D. D. (2017). *Services marketing:*

Integrating customer focus across the firm. McGraw-Hill (7th. Ed)