

- Anderson, L. A., & Dendrick, R. F. (1990). Development of The Trust in Physician Scale: a Measure to Assess Interpersonal Trust in Patient-physician Relationships. *Psychological Reports*, 1091-1100.
- Azwar, S. (1998). *Metodologi Penelitian*. Yogyakarta: Pustaka Pelajar.
- Azwar, S. (2012). *Penyusunan Skala Psikologi*. Yogyakarta: Pustaka Pelajar.
- Azwar, S. (2014). *Reliabilitas dan Validitas*. Yogyakarta: Pustaka Pelajar.
- Bitner, M. J. (1992). Servicescapes: The Impact of Physical Surroundings on Customers and Employees. *Journal of Marketing*, Vol. 56, 57-71.
- Center For Public Mental Health. (2016). Grafik Statistik Layanan Psikologi Puskesmas Tahun 2015. Universitas Gadjah Mada
- Chasanah, S. (2015 ). *Pengaruh Kualitas Layanan, Komitmen, Kepercayaan, dan Kepuasan Pada Loyalitas Nasabah Perbankan*. Tesis. Universitas Gadjah Mada.
- Chen, C. (2007). *Consumer Trust in a Retailer: an Integrated Model Directed Toward Customer Retention*. Dissertation. The University of Arizona.
- Cho, J. E., & Hu, H. (2009). The Effect of Service Quality on Trust and Commitment Varying Across Generations. *International Journal of Consumer Studies*, Vol. 33, 468-476.
- Cholil, M. (2011). *Pengaruh Kepemimpinan Transformasional, Kepercayaan pada Supervisor, dan Perilaku Ideal Kewargaan Organisasi Terhadap Kualitas Pelayanan Perawat*. Disertasi. Universitas Gadjah Mada.
- Colquitt, J. A., Scott, B. A., & LePine, e. A. (2007). Trust, Trustworthiness, and Trust Propensity: A Meta-Analytic Test of Their Unique Relationships With Risk Taking and Job Performance. *Journal of Applied Psychology* 2007, Vol. 92, 909-927.
- Efendi, F., & Makhfudli. (2009). *Keperawatan Kesehatan Komunitas : Teori dan Praktik dalam Keperawatan*. Jakarta: Salemba Medika.
- Egede, L. E., & Ellis, C. (2008). Development and Testing of the Multidimensional Trust in Health Care Systems Scale. *General Internal Medicine*, Vol.23, No. 6, 808-815.
- Ferri, R. (2015). *Puskesmas Buka Layanan Konsultasi Psikologi Gratis*. Diperoleh dari <http://jogja.tribunnews.com> (Diakses 08 Desember 2015, pukul 10.06).
- Gaebel, W., Becker, T., Jansen, B., Munk-Jorgensen, P., Musalek, M., & Rosler, W. (2012). EPA Guidance on The Quality of Mental Health Services. *Eur Psychiatry*, 799-808
- Gaebel, W., Muijen, M., Baumann, A., Bhugra, D., Wasserman, D., van der Gaag, R., et al. (2014). EPA Guidance on Building Trust in Mental Health Services. *European Psychiatry*, Vol. 29, 83-100.
- Grace. (2013). *Pengaruh Kualitas Pelayanan terhadap Kepuasan Pelanggan di Restoran Eatology Jakarta*. Skripsi. Bina Nusantara.

Gray, B. (1997). Trust and Trustworthy Care in Managed Care Era. *Health Affairs*, Vol. 16, 34-49.

Hadi, S. (2001). *Metodologi Research*. Yogyakarta: ANDI Offset.

Hadjam, M. N. (2001). Efektivitas Pelayanan Prima sebagai Upaya Meningkatkan Pelayanan di Rumah Sakit (Perspektif Psikologi). *Jurnal Psikologi* 2001, No.2, 105-115.

Hall, M. A., Dugan, E., Zheng, B., & Mishra, A. K. (2001). Trust in Physicians and Medical Institutions: What Is It, Can It Be Measured, and Does It Matter? *The Milbank Quarterly*, Vol. 79, No. 4, 613-639.

HIMPSI. (2010). *Kode Etik Psikologi Indonesia*. Jakarta: HIMPSI.

Howcroft, B., Hewer, P., & Durkin, M. (2003). Banker-customer Interactions in Financial Services. *Journal of Marketing Management*, 1001-1020.

Ika. (2015). *Minim Psikolog Ribuan Penderita Gangguan Jiwa Belum Tertangani*. Diperoleh dari <https://ugm.ac.id> (Diakses 06 Desember 2015, pukul 21.10)

Jones, K., & Leonard, L. N. (2014). Factors Influencing Buyers Trust in Consumer to Consumer E-Commerce. *The Journal of Computer Information Systems*, 71-79.

Kantsperger, R., & Kunz, W. H. (2010). Consumer Trust in Service Companies a Multiple Mediating Analysis. *Managing Service Quality*, Vol. 20, No. 1, 4-25.

Kennedy, M. S., Ferrell, L. K., & LeClair, D. T. (2001). Consumers' Trust of Salesperson and Manufacturer. *Journal of Business Research*, Vol. 51, 73-86.

Kramer, R. M., & Carnavale, P. (2001). Trust and Intergroup Negotiation. *Blackwell Handbook of Social Psychology, Vol 4: Intergroup Relations*, 431-450.

Lakshmi, S. R., & Santhi, P. (2015). Antecedents of Customer Perception of Service Quality of Life Insurance Corporation of India. *The IUP Journal of Management Research*, Vol. XIV, No. 3, 1-13.

Laugharne, R., Priebe, S., McCabe, R., Garland, N., & Clifford, D. (2011). Trust, Choice, and Power in Mental Health Care: Experiences of Patients with Psychosis. *International Journal of Social Psychiatry*, Vol. 58, No. 5, 496-504.

Lewicki, R. J., McAllister, D. J., & Bies, R. J. (1998). Trust and Distrust: New Relationships and Realities. *Academy of Management. The Academy of Management Review*, Vol. 23, No. 3, 438-458.

Mayer, R. C., Davis, J. H., & Schoorman, F. D. (1995). An Integrative Model of Organizational Trust. *The Academy of Management Review*, 709-734.

Meyer, S. B., & Ward, P. R. (2008). Do Your Patients Trust You?: A Sociological Understanding of The Implications of Patient Mistrust in Healthcare Professionals. *Australian Medical Journal*, Vol 1, 1-13.

Moeliono, D. (2003). *Budaya Korporat dan Keunggulan Korporasi*. Jakarta: Elex Media Komputindo.

Moorman, C., Zaltman G., & Deshpandé, R. (1992). Relationships Between Providers and Users of Market Research: The Dynamics of Trust Within and Between Organizations. *Journal of Marketing Research*, Vol. 29, 314-29.

Moorman, C., Deshpandé, R., & Zaltman, G. (1993). Factors Affecting Trust in Market Research Relationships. *Journal of Marketing*, Vol. 57, No. 1, 81-101.

Morgan, R. M., & Hunt, S. D. (1994). The Commitment-Trust Theory of Relationship Marketing. *Journal of Marketing*, Vol. 58, 20-38.

Murray, S., & Holmes, J. (1997). A Leap of Faith? Positive Illusions in Romantic Relationships. *Personality and Social Psychology Bulletin*, Vol. 23, 586-604.

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*, Vol. 16, No. 2, 231-243.

Pahlevi, J. R. (2013). Hubungan Antara Persepsi terhadap Pelayanan Keperawatan dengan Kepercayaan (trust) terhadap RSUD Dr. Moewardi. *Skripsi. Universitas Muhammadiyah Surakarta*.

Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1985). A Conceptual Model of service Quality and Its Implication for Future Research. *The Journal of Marketing*, Vol. 49, No. 4, 41-50.

Parasuraman, A., Berry, L., & Zeithaml, V. (1988). SERVQUAL: A Multiple-Item Scale for Measuring Consumer Perceptions of Service Quality. *Journal Retailing*, Vol. 64, No. 1, 12-40.

Parasuraman, A., Berry, L., & Zeithaml, V. (1991). Refinement and Reassessment of the SERVQUAL Scale. *Journal Retailing*, Vol. 67, No. 4, 420-450.

Park, W.-W., & Kim, S. (2012). The Need of Leader-Subordinate Reciprocal Dyadic Trust to Build the Subordinate's Trust in the Organization: The Case of Korean Air Pilots. *The International Journal of Aviation Psychology*, 97-119.

Peprah, A. A., & Atarah, B. A. (2014). Assessing Patient's Satisfaction Using SERVQUAL Model: A Case of Sunyani Regional Hospital, Ghana. *International Journal of Business and Social Research (IJBSR)*, Vol. 4, No. 2, 133-143.

Rahayu, S. D. (2009). *Hubungan Antara Persepsi Kualitas Pelayanan dan Kepercayaan Pelanggan dengan Loyalitas Pelanggan*. Skripsi. Universitas Gadjah Mada.

Riskesdas. (2013). *Riset Kesehatan Dasar*. Badan Penelitian dan Pengembangan Kesehatan Kementerian Kesehatan RI.

Saghier, N. E., & Nathan, D. (2013). Service Quality Dimensions and Customers' Satisfaction of Banks in Egypt. *Proceedings of 20th International Business Research Conference*, 1-13.

Saparito, P., Chen, C., & Sapienza, H. J. (2002). The Central Role of Calculus-based Trust and Relational Trust in Bank-Small Firm Relationships. *Academy of Management*, 1-8.

Sari, R. E. (2010). *Pengaruh Persepsi Mutu Pelayanan terhadap Kepuasan dan Minat Berkunjung Kembali Pasien Rawat Inap di Puskesmas Bromo Kecamatan Medan Denai Kota Medan Tahun 2009*. Skripsi. Universitas Sumatra Utara.

Schee, E. v., Groenewegen, P. P., & Friele, R. D. (2006). Public Trust in Health Care: a Performance Indicator? *Journal of Health Organization and Management*, Vol. 20, No. 05, 468-476.

Setiawan, M. B., & Ukudi. (2007). Pengaruh Kualitas Layanan, Kepercayaan, dan Komitmen Terhadap Loyalitas Nasabah (Studi pada BPR Bank Pasar Kendal). *Jurnal Bisnis dan Ekonomi (JBE)*, 215-227.

Simpson, J. A. (2007). Psychological Foundations of Trust. *Current Directions in Psychological Science*, 264-268.

Sirdeshmukh, D., Singh, J., & Sabol, B. (2002). Consumer Trust, Value, and Loyalty in Relational Exchanges. *Journal of Marketing*, Vol. 66, 15-37.

Stonebraker, P. W., & Leong, G. K. (1994). *Operation Strategy: Focusing Competitive Excellence*. USA: Allyn and Bacon

Sungkusara, A. M. (2013). *Kepercayaan (Trust) dalam Relasi Sosial di Dunia Maya*. Tesis. Universitas Gadjah Mada.

Syarifah, F. (2014). *400 Ribu Lebih Orang Sakit Jiwa di Indonesia*. Diperoleh dari <http://liputan6.com> (Diakses 25 November 2015, pukul 21.36)

Thom, D., Ribisl, K., Steward, A., Luke, D., & Stanford Trust Study in Physicians. (1999). Further Validation and Reliability Testing of the Trust in Physicians Scale. *Medical Care*, Vol. 37, 510-517.

Tjiptono, F. (2005). *Prinsip-prinsip Total Quality Service*. Yogyakarta: ANDI Offset.

Tulchinsky, T. H., Flahault, A., Levav, I., Susser, E., Viviane, K.-M., Pathare, S., et al. (2012). Editorial: Mental Health as Public Mental Health Issue. *Public Health Reviews*, Vol. 34, No. 2, 1-9.

Whitelock, A., & Perry, E. (2014). *Influencing Mental Health Services: A Guide to Valued-based Commissioning*. London: NSUN-Network for Mental Health.

Wicaksana, I. (2008). *Mereka Bilang Aku Sakit Jiwa*. Yogyakarta: Kanisius.

World Health Organization. (2005). *Mental Health Atlas 2005*. Geneva: WHO.

Zulkarnain, N. (2012). Pengaruh Persepsi Kualitas Layanan Pelanggan dan Sistem Informasi Terhadap Kinerja Organisasi Bidang Jasa. *ConTech*, Vol. 3, No. 1, 368-373.