

DAFTAR PUSTAKA

- A. Eshghi, S. K. Roy, & S. Ganguli. (2008). Service quality and customer satisfaction: An empirical investigation in Indian mobile Telecommunications services. *Marketing Management Journal*.
- A. Parasuraman, Valarie A. Zeithaml, & Leonard L. Berry. (1985). A Conceptual Model of Service Quality and Its Implications for Future Research. *Journal of Marketing*.
- A. Shabbir & Shahab Alam Malik. (2016). Measuring Patients "Healthcare Service Quality Perceptions, Satisfaction, and Loyalty in Public and Private Sector Hospitals in Pakistan". *The International Journal of Quality & Reliability Management*.
- Abdul Basith Bardan dan Anna Suci Perwitasari. (2021, Juni 28). *Covid-19 menggila, ARSSI: Rumah sakit penuh, oksigen kurang dan harga obat melonjak*. Retrieved from [kontan.co.id: https://industri.kontan.co.id/news/covid-19-menggila-arssi-rumah-sakit-penuh-oksigen-kurang-dan-harga-obat-melonjak](https://industri.kontan.co.id/news/covid-19-menggila-arssi-rumah-sakit-penuh-oksigen-kurang-dan-harga-obat-melonjak)
- Abdul Khader D. & Dr. C. Madhavi. (2017). Progression of Service Quality Concepts. *Global Journal of Management and Business Research*, 2.
- Aki Jääskeläinen & Antti Lönnqvist. (2011). Public Service Productivity: How to Capture the Intangible Elements? . *International Journal of Public Sector Management*.
- Al-Azzam, D. A. (2015). The Impact of Service Quality Dimensions on Customer Satisfaction: A Field Study of Arab Bank in Irbid City, Jordan. *European Journal of Business and Management*, 46.
- Al-Borie, H. M. (2013). Patients' satisfaction of service quality in Saudi hospitals: a SERVQUAL analysis. *International Journal of Health Care*.
- Anderson, S. (2011). Public, private, neither, both? Publicness theory and the analysis of health care organisations. *Social Science & Medicine*, 314-315.
- Anwar, F. (2020). *Tambah 11.984 Positif, Kasus Aktif COVID-19 RI Ada 175.236 Per 3 Februari*. Retrieved from [detik.com: https://health.detik.com/berita-](https://health.detik.com/berita-)

detikhealth/d-5359844/tambah-11984-positif-kasus-aktif-covid-19-ri-ada-175236-per-3-februari

Arikunto. (2006). *Prosedur Penelitian Suatu Pendekatan Praktek*. Jakarta: Rineka

Aspasia Goula, Maria-Aggeliki Stamouli, Maria Alexandridou, Lemonia Vorreakou, Aristeidis Galanakis, Georgios Theodorou, Emmanouil Staupoulos, Martha Kelesi, and Evridiki Kaba. (2021). Public Hospital Quality Assessment. Evidence from Greek Health Setting Using SERVQUAL Model. *International Journal of Environmental Research and Public Health*.

Bashir Ahmad Fida, Umar Ahmed, Yousuf Al-Balushi¹, and Dharmendra Singh. (2020). Impact of Service Quality on Customer Loyalty and Customer Satisfaction in Islamic Banks in the Sultanate of Oman. *SAGE Open*, 1-2.

Batubara, B. K. (2021, September 31). (J. L. Avelina, Interviewer)

Batubara, H. F. (2021, September 29). S.ST. (J. L. Avelina, Interviewer)

Boyne, G. A. (2003). Sources of Public Service Improvement: A Critical Review and Research Agenda. *Journal of Public Administration Research and Theory*.

Burngin, H. B. (2007). *Penelitian Kualitatif Komunikasi, Ekonomi, Kebijakan Publik dan Ilmu Sosial Lainnya Edisi Kedua*. Jakarta: KENCANA.

C. Lovelock & John Wirtz. (2011). *Pemasaran Jasa Perspektif edisi 7*. Jakarta: Erlangga.

Chang, E. S. (2008). Barriers to EMS in the hotel industry. *International Journal of hospitality Management*.

Chao-Hua Ko and Chin-Mei Chou. (2020). Apply the SERVQUAL Instrument to Measure Service Quality for the Adaptation of ICT Technologies: A Case Study of Nursing Homes in Taiwan. *Healthcare 2020*.

Charrisa. (2021, September 31). (J. L. Avelina, Interviewer)

Chih-Tung Hsiao And Jie-Shin Lin. (2008). A Study Of Service Quality In Public Sector. *International Journal of Electronic Business Management*, 29-31.

- Cowell, D. (1985). *The Marketing Service 2nd Edition*. London: William Heinemann Ltd.
- Creswell, J. W. (2017). *Research Design Qualitative, Quantitative, and Mixed Methods Approaches. Third Edition*. Yogyakarta: Pustaka Pelajar.
- Dhamanti, I. (2020, Desember 02). *Mengapa rumah sakit kewalahan hadapi pandemi COVID-19 dan apa dampaknya bagi keselamatan pasien*. Retrieved from unair.ac.id: <https://fkm.unair.ac.id/mengapa-rumah-sakit-kewalahan-hadapi-pandemi-covid-19-dan-apa-dampaknya-bagi-keselamatan-pasien/>
- Emmanuel Bosompem Boadi, Wang Wenxin, Geoffrey Bentum-Micah, Isaac Kwabena Jerry, Asare, & Laura Sefah Bosompem. (2019). Impact of Service Quality on Customer Satisfaction in Ghana hospitals: A PLS-SEM Approach. *Canadian Journal Of Applied Science And Technology*.
- Endeshaw, B. (2021). Healthcare service quality-measurement models: a review. *Journal of Health Research*.
- Erika, D. (2020). *Mendagri: Masih Banyak Daerah yang Alokasi Anggaran Kesehatannya Kurang dari 10 Persen APBD*. Retrieved from kompas.com: <https://nasional.kompas.com/read/2020/08/18/06214491/mendagri-masih-banyak-daerah-yang-alokasi-anggaran-kesehatannya-kurang-dari>
- Fitriani, H. (2021, September 31). S. St. (J. L. Avelina, Interviewer)
- Grönroos, C. (1984). A Service Quality Model and its Marketing Implications. *European Journal of Marketing*.
- Gronroos, C. (2000). Services Marketing and Management: A Customer Relationship Management Approach. *John Wiley and Sons*.
- H. Jiang & Y. Zhang. (2016). An investigation of service quality, customer satisfaction and loyalty in China's airline market. *Journal of Air Transport Management*.
- Hadi, S. (2020). *Covid-19 dan Problem Rumah Sakit*. Retrieved from ombudsman.go.id: <https://www.ombudsman.go.id/artikel/r/artikel--covid-19-dan-problem-rumah-sakit>

- Handayani, I. (2020). *Industri Rumah Sakit Hadapi Tantangan di Masa Pandemi Covid-19*. Retrieved from beritasatu.com: <https://www.beritasatu.com/kesehatan/650815/industri-rumah-sakit-hadapi-tantangan-di-masa-pandemi-covid19>
- Handayani, I. (2020, Juni 30). *Industri Rumah Sakit Hadapi Tantangan di Masa Pandemi Covid-19*. Retrieved from beritasatu.com: <https://www.beritasatu.com/kesehatan/650815/industri-rumah-sakit-hadapi-tantangan-di-masa-pandemi-covid19>
- Haque, M. S. (2001). The Diminishing Publicness of Public Service under the Current Mode of Governance. *Public Administration Review*, 65-67.
- Hartono, S. S. (2019). The Effect of Expected and Perceived Service Quality on Customer Satisfaction: Optical Retail in Indonesia. *International Journal of Business and Administrative Studies*.
- Imbalo. (2021, September 30). (J. L. Avelina, Interviewer)
- Indonesia, K. K. (2020). *Strategi Rumah Sakit di Masa Pandemi COVID-19*. Retrieved from yankes.kemkes.go.id: <https://yankes.kemkes.go.id/read/132/strategi-rumah-sakit-di-masa-pandemi-covid-19>
- John P. McHugh & Dori A. Cross. (2021). The application of organizational slack to hospital system responsiveness during the COVID-19 pandemic. *Journal of Hospital Management and Health Policy*.
- Juliana Mbum Edike & Uduak Joseph. (2020). Intangible Service Quality on Customer Satisfaction. *International Journal of Scientific and Research Publication*.
- Kellogg, W. (2004). *Logic Model Development Guide*. Battle Creek, Michigan: W.K. Kellogg Foundation.
- Kemenkeu. (2020). *Apa Saja Kebijakan Pemerintah Indonesia Di Bidang Kesehatan Untuk Penanganan Covid-19?* Retrieved from kemenkeu.go.id: <https://djpb.kemenkeu.go.id/kppn/tarakan/id/data-publikasi/berita-terbaru/2829-apa-saja-kebijakan-pemerintah-indonesia-di-bidang-kesehatan-untuk-penanganan-covid-19.html>

- Kesehatan, B. P. (2020). *Rencana Aksi Program*. Jakarta: Kementerian Kesehatan Republik Indonesia.
- Kirk L. Wakefield and Jeffrey G. Blodgett. (1999). Customer Response to Intangible and Tangible Service Factors. *Psychology & Marketing*.
- L. A. Kasiri & K. T. Guan Cheng. (2017). Integration of standardization and customization: Impact on service quality, customer satisfaction, and loyalty. *Journal of Retailing and Consumer Service*.
- Leandha, M. (2019). *Survei Ombudsman, Pelayanan Publik 6 Pemkab di Sumut Sangat Buruk*. Retrieved from [tempo.co: https://nasional.tempo.co/read/1280984/survei-ombudsman-pelayanan-publik-6-pemkab-di-sumut-sangat-buruk/full&view=ok](https://nasional.tempo.co/read/1280984/survei-ombudsman-pelayanan-publik-6-pemkab-di-sumut-sangat-buruk/full&view=ok)
- Lubis, d. S. (2021, September 29). M.K.M. (J. L. Avelina, Interviewer)
- M. Amin & Z. Isa. (2008). n examination of the relationship between service quality perception and customer satisfaction: A SEM approach towards Malaysian Islamic banking. *International Journal of Islamic and Middle Eastern Finance and Management*.
- Marianne Antonsen & Torben Beck. (1997). *The 'Publicness' of Public Organizations*. Malden: Blackwell Publishers.
- Marta Meleddu, Manuela Pulina, & Raffaele Scuderi. (2019). Public and private healthcare services: What drives the choice? *Socio-Economic Planning Science*.
- Martua. (2021, September 31). (J. L. Avelina, Interviewer)
- Md. Hasebur Rahman, Md. Redwanuzzaman, Md. Masud-UI-Hasan . (2014). Factors Affecting Customer Satisfaction on Grameenphone users in Bangladesh . *Global Journal of Management and Business Research*, 58.
- Mehmet Pekkaya, Öznur Pulat İmamoğlu and Hayriye Koca. (2019). Evaluation of healthcare service quality via Servqual scale: An application on a hospital. *International Journal Of Healthcare Management*.
- Miklós Pakurár, Hossam Haddad, János Nagy, József Popp, and Judit Oláh . (2019). The Service Quality Dimensions that Affect Customer Satisfaction in the Jordanian Banking Sector. *Sustainability*.

- Montazeri Omid, Abbasi Ebrahim and Gorji Mohammad Bagher. (2014). Factors associated with internal service quality from the perspective of staff in Golestan' sports and youth offices . *European Journal of Experimental Biology*, 347.
- Muhammad Shafiq, Muhammad Azhar Naeem, Zartasha Munawar, and Iram Fatima. (2017). Service Quality Assessment of Hospitals in Asian Context: An Empirical Evidence From Pakistan. *INQUIRY: The Journal of Health Care Organization, Provision, and Financing*.
- Mulyawan, D. R. (2016). *Birokrasi dan Pelayanan Publik*. Bandung: UNPAD Press.
- N. Jhons & A. Howard. (1998). Customer expectations versus perceptions of service performance in the foodservice industry. *International Journal of Service Industry Management*.
- N. Kassim & Asiah Abdullah. (2010). The effect of perceived service quality dimensions on customer satisfaction, trust and loyalty in e-commerce settings: A cross cultural analysis. *Asia Pacific Journal of Marketing*.
- Naniek Widyaningrum, Sampurno, Djoko Wahyono. (2013). Analisis Strategi Peningkatan Mutu Pelayanan Instalasi Farmasi Rumah Sakit. *Jurnal Manajemen dan Pelayanan Farmasi (JMPF)*.
- Nasional, B. P. (2021). *Studi Pembelajaran Penangan COVID-19 Indonesia*. Retrieved from covid.go.id: https://covid19.go.id/storage/app/media/Hasil%20Kajian/2021/Februari/Buku%20Studi%20Pembelajaran%20Penanganan%20COVID-19_BAPPENAS.pdf
- Nasrudin, A. (2020). *Ada 800 Rumah Sakit Rujukan di Indonesia untuk Tangani Pasien Covid-19*. Retrieved from kompas.com: <https://nasional.kompas.com/read/2020/04/15/18344001/ada-800-rumah-sakit-rujukan-di-indonesia-untuk-tangani-pasien-covid-19?page=all>
- Ngaliman, Mika Giofani Eka, & Suharto. (2019). The Effect of Tangibles, Responsiveness, and Reliability on Customer Satisfaction of Delivery Services. *International Journal of Economics and Management Studies*.

- Nguyen Thanh Cong, Nguyen Thi Tuyet Mai. (2014). Service Quality and Its Impact on Patient Satisfaction: An Investigation in Vietnamese Public Hospitals. *Journal of Emerging Economies and Islamic Research*.
- Nguyen Thanh Cong & Nguyen Thi Tuyet Mai. (2014). Service Quality and Its Impact on Patient Satisfaction: An Investigation in Vietnamese Public Hospitals. *Journal of Emerging Economies and Islamic Research*, 3.
- Nurhaliza, G. N. (2020). *Ketersediaan Pelayanan Kesehatan di Era Pandemi*. Retrieved from <https://cimsa.or.id/news/index/ketersediaan-pelayanan-kesehatan-di-era-pandemi>
- Oktaviani, S. (2020). *Kekurangan Lab Hingga SDM, Ini 6 Tantangan Penanganan Corona di RI*. Retrieved from detik.com: <https://health.detik.com/berita-detikhealth/d-5158812/kekurangan-lab-hingga-sdm-ini-6-tantangan-penanganan-corona-di-ri>
- Ombudsman. (2020). *Peningkatan Standar Pelayanan Publik Di Tengah Pandemi Corona*. Retrieved from ombudsman.go.id: <https://ombudsman.go.id/artikel/r/artikel--peningkatan-standar-pelayanan-publik-di-tengah-pandemi-corona>
- Padangsidempuan, P. K. (2020). *Peraturan Walikota Nomor 38 Tahun 2020*. Kota Padangsidempuan: Rumah Sakit Umum Daerah Kota Padangsidempuan.
- Padangsidempuan, R. K. (2021). *Profil Rumah Sakit Umum Kota Padangsidempuan*. Padangsidempuan: RSUD Kota Padangsidempuan.
- Pasaribu, O. (2020). *RSUD Padang Sidempuan Tolak Rawat PDP Covid-19, Pasien Telantar 3 Jam*. Retrieved from kompas.com: <https://regional.kompas.com/read/2020/04/02/05400661/rsud-padang-sidempuan-tolak-rawat-pdp-covid-19-pasien-telantar-3-jam?page=all>
- Pasifika, M. (2020). *Mengawasi Pelayanan Publik Di Masa Pandemi Covid-19*. Retrieved from ombudsman.go.id: <https://ombudsman.go.id/artikel/r/artikel--mengawasi-pelayanan-publik-di-masa-pandemi-covid-19>
- PEA. (2020). *Lesson Learnt dan Strategi Ke Depan RS Menghadapi Pandemi COVID-19*. Retrieved from

<https://manajemenrumahsakit.net/2021/01/lesson-learnt-dan-strategi-ke-depan-rs-menghadapi-pandemi-covid-19/>

Pesch, U. (2008). The Publicness of Public Administration. *Administration & Society*, 177.

Ping-Lung Huang, Bruce C.Y. Lee & Ching-Chin Chen. (2019). The influence of service quality on customer satisfaction and loyalty in B2B technology service industry. *Total Quality Management & Business Excellence*, 1450.

Pramono, A. Y. (2019). Analysis Of Service Quality Based On Patient'S Assessment And Expectation In Mother And Child Hospital Of Surabaya. *Jurnal Administrasi Kesehatan Indonesia*.

Prof. Dr. Afrizal, M. A. (2017). *Metode Penelitian Kualitatif: Sebuah Upaya Mendukung Penggunaan Penelitian Kualitatif Dalam Berbagai Disiplin Ilmu*. Depok: PT Raja Grafindo Persada.

Putri, S. S. (2020). *Implementasi Hospital Disaster Plan (HDP) Dalam Menghadapi Pandemi COVID-19*. Retrieved from <https://manajemenrumahsakit.net/2020/04/implementasi-hospital-disaster-plan-hdp-dalam-menghadapi-pandemi-covid-19/>

Quang Nguyen, Tahir M. Nisar, Dan Knox, & Guru Prakash Prabhakar. (2017). Understanding customer satisfaction in the UK quick service restaurant industry: The influence of the tangible attributes of perceived service quality. *British Food Journal*.

R. Mosahab, O. Mahamad, & T. Ramayah. (2010). Service Quality, Customer Satisfaction and Loyalty: A Test of Mediation. *International Business Research*.

Raghav Upadhyai, Arvind K. Jain, Hiranmoy Roy, and Vimal Pant. (2020). Participants' Perspectives on Healthcare Service Quality in Multispecialty Hospitals: A Qualitative Approach. *Journal of Health Management*.

Redaksi. (2020). *Fasilitas dan Pelayanan RSUD Pemkot Sidimpuan Buruk*. Retrieved from <https://medanmerdeka.com/news/fasilitas-dan-pelayanan-rsud-pemkot-sidimpuan-buruk/>

- Ridlo, I. A. (2020, Desember 02). *Mengapa rumah sakit kewalahan hadapi pandemi COVID-19 dan apa dampaknya bagi keselamatan pasien*. Retrieved from unair.ac.id: <https://fkm.unair.ac.id/mengapa-rumah-sakit-kewalahan-hadapi-pandemi-covid-19-dan-apa-dampaknya-bagi-keselamatan-pasien/>
- Ridwan, A. (2020). *Pemerintah diminta perbaiki pola koordinasi dalam penanganan corona*. Retrieved from <https://www.alinea.id/nasional/komunikasi-antar-pemerintah-dalam-menangani-corona-buruk-b1ZJK9s1u>
- Rindy. (2021, Oktober 7). S. H. (J. L. Avelina, Interviewer)
- Sakit, K. A. (2018). *Standar Nasional Akreditasi RS (SNARS) edisi 1*. Retrieved from <https://www.pormiki-dki.org/2016-04-20-03-11-28/daftar-buku-kumpulan-peraturan/84-standar-nasional-akreditasi-rs-snars-ed-1-tahun-2017>
- Sari, H. P. (2020). *Kemendes: Hingga 11 Oktober, Ada 903 RS Rujukan Covid-19 di Indonesia*. Retrieved from [kompas.com: https://nasional.kompas.com/read/2020/10/12/17051061/kemendes-hingga-11-oktober-ada-903-rs-rujukan-covid-19-di-indonesia](https://nasional.kompas.com/read/2020/10/12/17051061/kemendes-hingga-11-oktober-ada-903-rs-rujukan-covid-19-di-indonesia)
- Sari, H. P. (2020). *Update 779.548 Kasus Covid-19 di Indonesia dan Darurat Kapasitas Rumah Sakit*. Retrieved from [kompas.com: https://nasional.kompas.com/read/2021/01/06/06075631/update-779548-kasus-covid-19-di-indonesia-dan-darurat-kapasitas-rumah-sakit?page=all](https://nasional.kompas.com/read/2021/01/06/06075631/update-779548-kasus-covid-19-di-indonesia-dan-darurat-kapasitas-rumah-sakit?page=all)
- Sarumpaet, d. M. (2021, September 29). M. Kes. (J. L. Avelina, Interviewer)
- Saut. (2021, September 31). (J. L. Avelina, Interviewer)
- Sema Behdioğlu, Eylem Acar & Hasan Arda Burhan. (2019). Evaluating service quality by fuzzy SERVQUAL: a case study in a physiotherapy and rehabilitation hospital. *Total Quality Management*.
- Service, A. G. (2018, September). *The Importance of Facility Management in the Healthcare Industry*. Retrieved from [atalian.id: https://atalian.id/2018/09/24/the-importance-of-facility-management-in-the-healthcare-industry/](https://atalian.id/2018/09/24/the-importance-of-facility-management-in-the-healthcare-industry/)

- Simanjuntak. (2020, Mei). *Mengapa rumah sakit kewalahan hadapi pandemi COVID-19 dan apa dampaknya bagi keselamatan pasien*. Retrieved from <https://theconversation.com/mengapa-rumah-sakit-kewalahan-hadapi-pandemi-covid-19-dan-apa-dampaknya-bagi-keselamatan-pasien-136522>
- Sugiyono, P. D. (2017). *Metode Penelitian Kebijakan*. Bandung: CV. ALFABETA.
- Sulistiyono, S. T. (2020). *Politikus PAN Khawatir Pengunduran Diri 5 Dokter di RSUD Padang Sidempuan Ganggu Penanganan Corona*. Retrieved from [tribunnews.com:
https://www.tribunnews.com/corona/2020/04/14/politikus-pan-khawatir-pengunduran-diri-5-dokter-di-rsud-padang-sidempuan-ganggu-penanganan-corona](https://www.tribunnews.com/corona/2020/04/14/politikus-pan-khawatir-pengunduran-diri-5-dokter-di-rsud-padang-sidempuan-ganggu-penanganan-corona)
- Syahrul. (2020). *Pemko Padangsidempuan Dinilai Belum Siap Hadapi Virus Corona*. Retrieved from <https://www.metro-online.co/2020/03/pemko-padangsidempuan-dinilai-belum-siap-hadapi-virus-corona.html>
- T. Manani, R. Nyaoga, R. Bosire, T. Ombati, and T. Kongere. (2013). "Service quality and customer satisfaction at Kenya Airways Ltd. *European Journal of Business and Management*.
- Tambunan, L. (2020). *Covid-19: 'Tidak semua rumah sakit siap' di tengah 'peningkatan luar biasa' tingkat hunian pasien dengan virus corona*. Retrieved from [bbc.com: https://www.bbc.com/indonesia/indonesia-55889006](https://www.bbc.com/indonesia/indonesia-55889006)
- Tandean. (2021, September 30). (J. L. Avelina, Interviewer)
- Tapan K Panda & Satyabrata Das. (2014). The Role of Tangibility in Service Quality and Its Impact on External Customer Satisfaction: A Comparative Study of Hospital and Hospitality Sectors. *The IUP Journal of Marketing Management*.
- Taufiqurokhman dan Evi Satispi. (2018). *Teori Dan Perkembangan Manajemen Pelayanan Publik*. Tangerang Selatan: UMJ Press.
- Tulian. (2021, September 31). (J. L. Avelina, Interviewer)

- U. Lehtinen and J.R. Lehtinen. (1991). Two Approaches to Service Quality Dimensions. *Service Industries Journal*.
- U. Mandl, Adriaan Dierx, & F. Ilzkovitz. (2008). The effectiveness and efficiency of public spending . *Economic and Financial Affairs*.
- Utilan, S. (2021, Oktober). (J. L. Avelina, Interviewer)
- VA Zeithaml & MJ Bitner. (1996). Services Marketing. *New York: The McGraw-Hill Companies, Inc.*
- VOA. (2020). *PDP Virus Corona yang Viral di Medsos Meninggal, Rumah Sakit Bungkam*. Retrieved from [voaindonesia.com: https://www.voaindonesia.com/a/pdp-virus-corona-yang-viral-di-medsos-meninggal-rumah-sakit-bungkam/5360986.html](https://www.voaindonesia.com/a/pdp-virus-corona-yang-viral-di-medsos-meninggal-rumah-sakit-bungkam/5360986.html)
- WHO. (2020, Juni 01). *Mempertahankan layanan kesehatan esensial: panduan operasional untuk konteks COVID-19*. Retrieved from [who.int: https://www.who.int/docs/default-source/searo/indonesia/covid19/maintaining-essential-health-services---ind.pdf?sfvrsn=d8bbc480_2](https://www.who.int/docs/default-source/searo/indonesia/covid19/maintaining-essential-health-services---ind.pdf?sfvrsn=d8bbc480_2)
- Winarto, Y. (2020, April 17). *Kemenkes: Seluruh rumah sakit diimbau tak buka praktik rutin kecuali emergensi*. Retrieved from [kontan.co.id: https://nasional.kontan.co.id/news/kemenkes-seluruh-rumah-sakit-diimbau-tak-buka-praktik-rutin-kecuali-emergensi](https://nasional.kontan.co.id/news/kemenkes-seluruh-rumah-sakit-diimbau-tak-buka-praktik-rutin-kecuali-emergensi)
- Yarimoglu, E. K. (2014). A Review on Dimensions of Service Quality Models. *Journal of Marketing Management*, 81-82.
- Zaenal Mukarom & Muhibudin Wijaya Laksana. (2016). *Membangun Kinerja Pelayanan Publik Menuju Clean Government and Good Governance*. Bandung: CV Pustaka Setia.
- Zein, W. S. (2021, September 30). (J. L. Avelina, Interviewer)