

DAFTAR PUSTAKA

- Abbasi-Moghaddam, M., Zarei, E., Bagherzadeh, R., Dargahi, H., Farrokhi, P., 2019, Evaluation of service quality from patients' viewpoint. *BMC Health Serv Res*, 19(1): 170.
- Adhitya, W.R., Hutagalung, S., 2023, Pengaruh Kualitas Pelayanan dan Fasilitas Terhadap Kepuasan Masyarakat Pada Bus Trans Metro Deli Di Belawan, *Jurnal Visi Manajemen*, 9(1): 60-70.
- Alamri, A.M., Rumayar, A.A., Kolibu, F.K., 2015, Hubungan Antara Mutu Pelayanan Perawat dan Tingkat Pendidikan Dengan Kepuasan Pasien Peserta Badan Penyelenggara Jaminan Sosial (BPJS) Kesehatan di Ruang Rawat Inap Rumah Sakit Islam (RSI) Sitti Maryam Kota Manado, *Pharmakon*, 4(4): 2302-2493
- Alsaqri, S., 2016, Patient Satisfaction with Quality of Nursing Care at Governmental Hospitals, Ha'il City, Saudi Arabia, *JBAH*, 6(10): 128-142.
- AlZarea, B.K., 2017, Dental and Oral Problem Patterns and Treatment Seeking Behavior of Geriatric Population, *The Open Dentistry Journal*, 11(1): 230-236.
- Amisim, A., Kusen, A.W.S., Mamosey, W.E., 2020, Persepsi Sakit dan Sistem Pengobatan Tradisional dan Modern pada Orang Amungme (Studi Kasus di Kecamatan Alama Kabupaten Mimika), *Holistik*, 13(1): 1-18.
- Aryono, A.C., Pramudho, P.A.K., 2022, Overview of Service Quality on Commitment Patient Revisit During the Covid-19 Pandemic at the Dental and Oral Polyclinic, *Jurnal Ilmiah STIKES Kendal*, 12(2): 229-238.
- Aulia, G., Fadhilah, H., Indah, F.P.S., Pratiwi, R.D., Cahyani, T.D., 2022, Determinants of Patient Characteristics with Satisfaction Level of Outpatients Regarding Pharmaceutical Services in Pharmaceutical Installations of Rumah Sakit Umum Daerah Banten, *HEME*, 4(2): 70-75.
- Chang, L., Yan, Y., Wang, L., 2020, Coronavirus disease 2019: Coronaviruses and Blood Safety, *Transfus Med Rev*, 34: 75-80.
- Chakraborty, I., Maity, P., 2020, COVID-19 outbreak: Migration, effects on society, global environment and prevention, *SciTotEnv*, 728: 138882.
- Comis, G. K., Becker, K., Brunello, G., Gurzawska, A., Schwarz, F., 2020, Recommendations for Dental Care during COVID-19 Pandemic, *J Clin Med*, 9(6): 1833.
- Dahlan, M.S., 2016, *Besar Sampel dalam Penelitian Kedokteran dan Kesehatan*, Ed. 4, Epidemiologi Indonesia.

- Darmawan, A., E., 2023, Hubungan Antara Kualitas Pelayanan Radiografi Panoramik dengan Tingkat Kepuasan Pasien: Studi Cross-Sectional, *PJDRS*, 7(3): 283-290.
- Depkes RI, 2002, *Peran dan Fungsi Perawat*, Departemen Kesehatan Republik Indonesia, Jakarta.
- Devlin, H., Soltani, P., 2021, COVID-19 and Dentistry, *Encyclopedia*, 1(2): 496–504.
- Dienillah, I., 2015, Analisis Persepsi Pasien terhadap Kualitas Pelayanan dan Fasilitas Umum di Puskesmas Pucang Sewu Surabaya, *Tugas Akhir Institut Teknologi Sepuluh November: Surabaya*.
- Djalante, R., Lassa, J., Setiamarga, D., et al., 2020, Review and analysis of current responses to COVID-19 in Indonesia: Period of January to March 2020, *Prog Disaster Sci*, 6: 1-9.
- Doremalen, N.V., Bushmaker, T., Morris, D.H., et al., 2020, Aerosol and surface stability of SARS-CoV-2 as compared with SARS-CoV-1, *N Engl J Med*, 382(16): 1564-1567.
- Fajri, S.W.G., Erwin, Hasneli, Y., 2022, Faktor-Faktor yang Berhubungan dengan Persepsi Pasien Terhadap Peran Perawat sebagai Educator di Puskesmas, *COPING*, 10(5): 575-581.
- Fan, Y., Zhao, K., Shi, Z. L., Zhou, P., 2019, Bat coronaviruses in China. *Viruses*, 11: 210.
- Fatmawati, S.N., Ulfah, A.A., Rahmadhani, A.K., 2021, Standarisasi Penggunaan APD Bagi Dokter Gigi di Masa Pandemi COVID-19: Literature Review, *DENSIUM*, 175-191.
- Fehr, A. R., Perlman, S., 2015, Coronaviruses: an overview of their replication and pathogenesis, *Methods Mol. Biol*, 1282:1–23.
- Fini, M.B., 2020, What dentists need to know about COVID-19, *Oral Oncology*, 105.
- Friedman, Marilyn, M., 2014, *Buku Ajar Keperawatan Keluarga: Riset, Teori dan Praktik*, Cimahi: Widya Medika.
- Ghozali, I., 2018, *Aplikasi Analisis Multivariate dengan Program IBM SPSS 25*, Badan Penerbit Universitas Diponegoro: Semarang.
- Guo, H., Zhou, Y., Liu, X., Tan, J., 2020, The impact of the COVID-19 epidemic on the utilization of emergency dental services, *J Dent Sci*, 15(4): 564-567.
- Hayati, M., Sudiana, I.K., Kristiawati, K., 2014, Analisis Faktor Orang Tua Terhadap Status Gizi Balita Pendekatan Teori Health Belief Model. *PMNJ*, 2(2).

- Hayuningsih, S., Mutika, W.T., 2018, Hubungan Antara Karakteristik Pasien Terhadap Kepuasan Pasien (Aspek *Tangibles*) Pada Pelayanan *Antenatal Care* di Rumah Bersalin Citra Lestari Pabuaran Bojonggede Bogor Jawa Barat, *Public Health Symposium 3rd*, Yogyakarta: Universitas Gadjah Mada, 34(5).
- Herrera, D., Serrano, J., Roldán, S., Sanz, M., 2020, Is the oral cavity relevant in SARS-CoV-2 pandemic?, *Clin Oral Investig*, 24(8): 2925-2930.
- Holmes, E.C., Goldstein, S.A., Rasmussen, A.L., Robertson, D.L., et. al., 2021, The origins of SARS-CoV-2: A critical review, *Cell Press*, 184(19): 4848-4856.
- Izzetti, R., Nisi, M., Gabriele, M., Graziani, F., 2020, COVID-19 transmission in dental practice: brief review of preventive measures in Italy, *J Dent Res*, 99(9): 1030-1038.
- Jin, Y., Yang, H., Ji, W., Wu, W., Chen, S., Zhang, W., Duan, G., 2020, Virology, Epidemiology, Pathogenesis, and Control of COVID-19, *Viruses*, 12.
- Kamil, R., 2019, Studi Deskriptif Tingkat Pengetahuan Ibu Tentang *Ascariasis* (Cacingan) Pada Balita Di Wilayah Kerja Puskesmas Siwuluh Kabupaten Brebes Tahun 2019, *JKBHK Journal*, 10(2): 115-121.
- Kemenkes RI, 2021, *Situasi Terkini Perkembangan Coronavirus Disease COVID-19 13 April 2021*.
- Li, G., Fan Y., Lai, Y., Han, T., Li, Z., Zhou, P., Pan, P., Wang, W., Hu, D., Liu, X., et. al., 2020, Coronavirus infections and immune responses, *J Med Virol*, 92: 424-432.
- Lim, Y.X., Ng, Y.L., Tam, J.P., Liu, D.X., 2016, Human Coronaviruses: A Review of Virus-Host Interactions, *Diseases*, 4(3): 26.
- Lu, J., Gu, J., Li, K., et al., 2020, COVID-19 Outbreak Associated with Air Conditioning in Restaurant, Guangzhou, China, 2020, *Emerg Infect Dis*, 26(7): 1628-1631.
- Ma, Q-X., Shan, H., Zhang, H-L., Li, G-M., Yang, R-M., Chen, J-M., 2020, Potential utilities of mask-wearing and instant hand hygiene for fighting SARS-CoV-2. *J Med Virol*, 92(9): 1567-1571.
- Mahase, E., 2020, Coronavirus covid-19 has killed more people than SARS and MERS combined, despite lower case fatality rate. *BMJ*, 368: m641.
- Moffat, R.C., Yentes, C.T., Crookston, B.T., West, J.H., 2021, Patient Perceptions about Professional Dental Services during the COVID-19 Pandemic, *JDR Clin Trans Res*, 6(1): 15-23.
- Muhlisin, A., Supratman, Listiani, I., 2019, Faktor Tingkat Pendidikan dan Penghasilan terhadap Persepsi Mutu Pelayanan Kesehatan di Puskesmas, *Prosiding Seminar Nasional 2018*, 84-92.

- Mujahidin, A., Sampoerna, G., 2018, Hubungan Tindakan Kesehatan Gigi Dan Mulut Pasien Terhadap Kepatuhan Dalam Menjalani Perawatan Berulang, *Conservative Dentistry Journal*, 8(2): 112-117.
- Mulyana, D., 2017, *Ilmu Komunikasi Suatu Pengantar*, Ed. 21, Bandung: PT. Remaja Rosdakarya.
- Mulyani, S., 2015, Analisis Pengaruh Jenis Kelamin dan Status Pekerjaan Terhadap Persepsi Etis Mahasiswa Akuntansi dengan *Love of Money* sebagai Variabel Intervening, *Majalah Ilmu Sosial*, 14(3): 332-347.
- Nakagawa, K., Lokugamage, K.G., Makino, S., 2016, in *Advances in Virus Research* (ed John Ziebuhr), *Academic Press*, 96: 165–192.
- Notoatmodjo, S., 2018, *Metodologi Penelitian Kesehatan*, Jakarta: Rineka Cipta.
- Olaimat, A.N., Aolymat, I., Shahbaz, H.M., Holley, R.A., 2020, Knowledge and Information Sources About COVID-19 Among University Students in Jordan: A Cross-Sectional Study, *Front Public Health*, 8: 254.
- Oroh, M.E., Rompas, S., Pondaag, L., 2014, Faktor-faktor yang Berhubungan dengan Tingkat Kepuasan Pasien Rawat Inap Terhadap Pelayanan Keperawatan di Ruang Interna RSUD Noongan, *Jurnal Keperawatan UNSRAT*, 2(2): 1-7.
- Parasuraman, A.P., Zeithaml, V.A., Berry, L.L., 1996, The Behavioral Consequences of Service Quality, *Journal of Marketing*, 60(2): 31-46.
- Passarelli, P.C., Rella, E., Manicone, P.F., Garcia-Godoy, F., D'Addona, A., 2020, The impact of the COVID-19 infection in dentistry, *Exp Biol Med*, 245(11): 940-944.
- Peng, X., Xu, X., Li, Y., Cheng, L., Zhou, X., Ren, B., 2020, Transmission routes of 2019-nCoV and controls in dental practice, *Int J Oral Sci*, 12(1): 9.
- Peraturan Kemenkes Republik Indonesia Nomor 1173/MENKES/PER/X/2004 Tentang RSGM Jakarta: Direktorat Jenderal Pelayanan Medik Direktorat Kesehatan Gigi.
- Perwitasari, I.P.A., 2013, Analisis Hubungan Karakteristik Pasien dengan Tingkat Kepuasan Pasien di RSGMP UMY, *Thesis*, Universitas Muhammadiyah Yogyakarta.
- Peters, M.A., 2021, Love and social distancing in the time of Covid-19: The philosophy and literature of pandemics, *Educational Philosophy and Theory*, 53(8): 755-759.
- Pramawidya, L., Sanjoto, T.B., 2019, Pengaruh Tingkat Pendidikan Terhadap Persepsi Masyarakat Mengenai Pembangunan Kawasan Industri Candi Kelurahan Bambangrejo Kecamatan Ngaliyan Kota Semarang, *Edu Geography*, 7(2): 167-173.

- Prameswari, N.I., 2017, Laporan Program Perencanaan dan Perancangan Arsitektur (LP3A) Rumah Sakit Gigi dan Mulut di Semarang, *UNDIP Institutional Repository*.
- Prasetyo, A.C., Indreswari, S.A., 2015, Hubungan Karakteristik Pasien dengan Persepsi Pasien tentang Kualitas Pelayanan Kesehatan di Puskesmas Blora Kabupaten Blora Tahun 2015, *UDiNus Repository*.
- Rahardjo, A.K., Widjiastuti, I., Prasetyo, E.A., 2016, Prevalensi Karies Gigi Posterior Berdasarkan Kedalaman, Usia, Dan Jenis Kelamin Di RSGM FKG UNAIR Tahun 2014, *Conservative Dentistry Journal*, 6(2): 66-70.
- Rahayu, C., Widiati, S., Widyanti, N., 2014, Hubungan antara Pengetahuan Sikap, dan Perilaku terhadap Pemeliharaan Kebersihan Gigi dan Mulut dengan Status Kesehatan Periodontal Pra Lansia di Posbindu Kecamatan Indihiang Kota Tasikmalaya, *Maj Ked Gi*, 21(1): 27-32.
- Rahayu, M.H., Marlina, T.T., Theresia, S.I.M., 2021, Pelatihan Upaya Pencegahan Penyebaran COVID-19 Kepada Kader Kesehatan di Dusun Pringwulung Condong Catur Depok Sleman, *Jurnal Abdimas Saintika*, 3(1): 1-5.
- Ramadhani, Y., 2015, Pengaruh Persepsi Mahasiswa Tentang Profesi Guru Dan Minat Menjadi Guru Terhadap Indeks Prestasi Mahasiswa Semester Enam Prodi Administrasi Perkantoran Fakultas Ekonomi Unimed, *Digital Repository UNIMED*.
- Ramli, M., 2022, Preferensi Laki-Laki Dan Perempuan Dalam Memilih Fasilitas Pelayanan Kesehatan Pada Pasien Di Puskesmas Kassi-Kassi, *Predestination Journal of Society and Culture*, 2(2): 1-11.
- Ricardo, S., Amalia, A.R., Margono, A., 2022, Perbedaan Pengetahuan, Sikap dan Tindakan Pencegahan COVID-19 Berdasarkan Tahun Angkatan Pendidikan dan Lama Pengalaman Bekerja, *Padjadjaran Journal of Dental Researchers and Students*, 6(2): 52-60.
- Romano, M.R., Montericchio, A., Montalbano, C., Raimondi, R., Allegrini, D., Ricciardelli, G., Angi, M., Pagano, L., Romano, V., 2020, Facing COVID-19 in Ophthalmology Department, *Curr Eye Res*, 45(6): 653-658.
- Santrock, J.W., 2013, *Life-span development*, 14th Edition, New York: Mc Graw Hill.
- Satuan Tugas Penanganan COVID-19 PB PDGI, 2020, *Panduan Dokter Gigi Dalam Era New Normal*, Jakarta: Pengurus Besar Persatuan Dokter Gigi Indonesia.
- Senpuku, H., Fukumoto, M., Uchiyama, T., Taguchi, C., Suzuki, I., Arikawa, K., 2021, Effects of Extraoral Suction on Droplets and Aerosols for Infection Control Practices, *Dent. J*, 9: 80.

- Sohrabi, C., Alsafi, Z., O'Neill, N., Khan, M., Kerwan, A., Al-Jabir, A., Iosifidis, C., Agha, R., 2020, World Health Organization declares global emergency: A review of the 2019 novel coronavirus (COVID-19), *Int J Surg*, 76: 71-76.
- Subait, A.A., Ali, A., Alsammahi, O., Aleesa, M., Alkashan, S., Alsalem, M., et al., 2016, Perception and Level of Satisfaction of Patients Seeking Dental Care; A Cross-Sectional Study in a Major Healthcare Center in Saudi Arabia, *Jurnal Dent & Oral Disord*, 2(4): 1021.
- Subhash, S.S., Baracco, G., Miller, S.L., Eagan, A., Radonovich, L.J., 2016, Estimation of Needed Isolation Capacity for an Airborne Influenza Pandemic, *Health Secur*, 14(4): 258.
- Sugiyono, 2014, *Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif, dan R&D*, Bandung: Alfabeta.
- Sugiyono, 2015, *Metode Penelitian Kombinasi (Mix Methods)*, Bandung: Alfabeta.
- Sugiyono, 2017, *Metode Penelitian Kuantitatif, Kualitatif dan R&D*, Bandung: Alfabeta.
- Sumangkut, C.E., Boham, A., Marentek, E.A., 2019, Peran Komunikasi Antar Pribadi Perawat dengan Pasien Gangguan Jiwa di Rumah Sakit Ratumbuang Manado, *Jurnal Acta Diurna*, 8(1): 1-14.
- Sunaryo, 2013, *Psikologi Untuk Keperawatan, Ed.2*, Jakarta: EGC.
- Supardi, 2020, Analisis Tingkat Kepuasan Pasien Instalasi Rawat Inap Kelas I Rumah Sakit Umum Daerah (RSUD) Bangkinang, *Jurnal Riset Manajemen Indonesia*, 2(1): 34-41.
- Tang, B., Wang, X., Li, Q., et al., 2020, Epidemiological and clinical characteristics of 99 cases of 2019 novel coronavirus pneumonia in Wuhan, China: a descriptive study, *Lancet*, 9: 462.
- Taqiuddin, M.F., 2021, Analisis Pelayanan Rawat Jalan RSGM UGM Prof. Soedomo dengan Pendekatan Lean Hospital, *ETD Repository UGM*.
- Umakanthan, S., Sahu, P., Ranade, A.V., Bukelo, M.M., Rao, J.S., Abrahao-Machado, L.F., et al., 2020, Origin, transmission, diagnosis and management of coronavirus disease 2019 (COVID-19), *Postgrad Med J*, 96: 753-758.
- Utami, S., Prasepti, D.I., 2019, Hubungan Status Karies Gigi dengan Oral Health Related Quality of Life pada Mahasiswa, *IDJ*, 8(2): 46-52.
- Uzunova, G., Pallanti, S., Hollander, E., 2021, Presentation and management of anxiety in individuals with acute symptomatic or asymptomatic COVID-19 infection, and in the post-COVID-19 recovery phase, *Int J Psychiatry Clin Pract*, 25(2): 115-131.

- Wedagama, D.M., Hartini, I.G.A.A., 2017, Perawatan Dalam Bidang Konservasi Kedokteran Gigi Dengan Menggunakan Terapi Ozon (03), *IJKG*, 13(2): 11-15.
- Yanuarti, R., Febriawati, H., Angraini, W., Pratiwi, B.A., Wati, N., 2021, Persepsi Pasien Tentang Kualitas Pelayanan Rumah Sakit Pada Masa Pandemi COVID-19, *Jurnal Kesmas Asclepius*, 3(2): 49-59.
- Yin, Y., Wunderink, R. G., 2018, MERS, SARS and other coronaviruses as causes of pneumonia, *Respirology*, 23:130–137.
- Zhao, H., Lu, X., Deng, Y., Tang, Y., Lu, J., 2020, COVID-19: asymptomatic carrier transmission is an underestimated problem, *Epidemiol Infect*, 148(116): 1-3.
- Zhao, X., Liu, S., Yin, Y., Zhang, T.T., Chen, Q., 2022, Airborne transmission of COVID-19 virus in enclosed spaces: An overview of research methods, *Indoor Air*, 32(6): 13506.
- Zhu, N., Zhang, D., Wang, W., Li, X., Yang, B., Song, J., Zhao, X., Huang, B., Shi, W., Lu, R., et al., 2020, A Novel Coronavirus from Patients with Pneumonia in China, 2019, *N Engl J Med*, 382: 727–33.