

## DAFTAR PUSTAKA

- Abbiati, M., Severac, F., Baroffio, A., & Pelaccia, T. (2019). Construct and predictive validity of the Strength of Motivation for Medical School-Revised (SMMS-R) questionnaire: a French validation study. *Canadian Medical Education Journal*, 10(3), e39.
- Abdullah, F. (2006). The development of HEdPERF: a new measuring instrument of service quality for the higher education sector. *International journal of consumer studies*, 30(6), 569-581.
- Abu-Alruz, J., & Khasawneh, S. (2013). Professional identity of faculty members at higher education institutions: a criterion for workplace success. *Research in Post-Compulsory Education*, 18(4), 431-442.
- Adams, K., Hean, S., Sturgis, P., & Clark, J. M. (2006). Investigating the factors influencing professional identity of first-year health and social care students. *Learning in Health and Social Care*.
- Ajzen, I. (1991). The theory of planned behavior. *Organizational behavior and human decision processes*, 50(2), 179-211.
- Alam, Y. (2018). Kompetensi Dosen, Motivasi Belajar Mahasiswa dan Dampaknya terhadap Prestasi Mahasiswa dalam Pembelajaran Pengantar Ekonomi (studi pada mahasiswa program studi Manajemen Informatika AMIK Bina Sriwijaya Palembang). *Jurnal Manajemen Dan Bisnis Sriwijaya*, 16(1), 23-30.
- Amerstorfer, C. M., & Freiin von Münster-Kistner, C. (2021). Student perceptions of academic engagement and student-teacher relationships in problem-based learning. *Frontiers in psychology*, 12, 713057.
- Anjani, E. P. (2018). Hubungan antara Lingkungan Belajar dengan Pendekatan Belajar Mahasiswa Tahun Pertama Fakultas Kedokteran Universitas Lampung.
- Anwar, A. I., Prabandari, Y. S., & Emilia, O. (2013). Motivasi dan strategi belajar siswa dalam pendidikan pembelajaran berbasis masalah dan collaborative learning di Fakultas Kedokteran Gigi Universitas Hasanuddin. *Jurnal Pendidikan Kedokteran Indonesia: The Indonesian Journal of Medical Education*, 2(3), 233-239.
- Ardana, I. M. D. W., Artana, I. N. R., & Kurniawan, I. B. (2023). Analisis Kepuasan Mahasiswa Terhadap Layanan Akademik Dengan Metode Servqual dan Importance Performance Analysis. *Jurnal Manajemen & Bisnis Kreatif*, 8(2), 56-65.
- Arfah, M. A. (2021). Evaluasi Hasil Belajar Pendidikan Agama Islam (Pai). *Jurnal Literasiologi*, 7(2), 211-236.
- Asih, R., & Sari, R. C. (2021). Pengaruh Identitas Profesional, Komitmen Organisasi, dan Bystander Effect terhadap Niat Pengungkapan Kecurangan Akuntansi. *Jurnal Profita: Kajian Ilmu Akuntansi*, 9(1), 34-48.
- Astin, A. W. (2014). Student involvement: A developmental theory for higher education. In *College student development and academic life* (pp. 251-262). Routledge.

- Aziizah, K. N., Setiawan, I., & Lelyana, S. (2018). Hubungan tingkat pengetahuan tentang dampak rokok terhadap kesehatan rongga mulut dengan tingkat motivasi berhenti merokok pada mahasiswa Universitas Kristen Maranatha. *SONDE (Sound of Dentistry)*, 3(1), 16-21.
- Ballo-allo, D. H. (2010). Self-efficacy in English: a comparison of first year and fourth year students' language self-efficacy in the Philippines and the factors affecting self-efficacy (Master's thesis).
- Bandura A. 1991. Social Cognitive Theory of Self-Regulation. *Organizational Behavior and Human Decision Process*. 50:248-87
- Bandura, A. 1989. Social cognitive theory. In R. Vasta (Ed.), *Annals of child development*. Vol.6. Six theories of child development (pp. 1-60). Greenwich, CT: JAI Press.
- Baron, R. M., & Kenny, D. A. (1986). The moderator–mediator variable distinction in social psychological research: Conceptual, strategic, and statistical considerations. *Journal of personality and social psychology*, 51(6), 1173.
- Bebeau, M. J., & Monson, V. E. (2011). Professional identity formation and transformation across the life span. In *Learning trajectories, innovation and identity for professional development* (pp. 135-162). Dordrecht: Springer Netherlands.
- Brown, A., Kirpal, S. R., & Rauner, F. (Eds.). (2007). *Identities at work* (Vol. 5). Springer Science & Business Media.
- Brown, R., Condor, S., Mathews, A., Wade, G., & Williams, J. (1986). Explaining intergroup differentiation in an industrial organization. *Journal of Occupational Psychology*, 59(4), 273-286.
- Busnawir, B. (2023). Konsistensi Internal Instrumen Tes: Perbandingan Beberapa Metode Estimasi Berdasarkan Variasi Ukuran Sampel. *Jurnal Pendidikan Matematika*, 14(2), 135-146.
- Cadête Filho, A. D. A., Peixoto, J. M., & Moura, E. P. (2021). Medical students' academic motivation: an analysis from the perspective of the Theory of Self-Determination. *Revista Brasileira de Educação Médica*, 45.
- Cahyani, G. H. N., & Trihantoyo, S. (2020). Pengaruh Kinerja Dosen Dan Layanan Administrasi Akademik Tenaga Kependidikan Terhadap Kepuasan Mahasiswa di Jurusan Manajemen Pendidikan Fakultas Ilmu Pendidikan Universitas Negeri Surabaya. *Jurnal Inspirasi Manajemen Pendidikan*, 8(2), 50-60.
- CANTIKA, A. M. (2023). Hubungan Kejadian Zoom Fatigue Terhadap Motivasi Belajar Mahasiswa PSIK FK-KMK UGM (*Doctoral dissertation, Universitas Gadjah Mada*).
- Carvalho, L., Amorim-Ribeiro, E. M. B. D., Cunha, M. D. V., & Mourão, L. (2021). Professional identity and experience of undergraduate students: an analysis of semantic networks. *Psicologia: Reflexão e Crítica*, 34, 14.
- Chen, M. C., Hsu, C. L., & Lee, L. H. (2019). Service quality and customer satisfaction in pharmaceutical logistics: An analysis based on Kano model and importance-satisfaction model. *International journal of environmental research and public health*, 16(21), 4091.
- Chen, Q., Zhang, Q., Yu, F., & Hou, B. (2023). Investigating Structural Relationships between Professional Identity, Learning Engagement,

- Academic Self-Efficacy, and University Support: Evidence from Tourism Students in China. *Behavioral Sciences*, 14(1), 26.
- Chin, W. W. (1998). The partial least squares approach to structural equation modeling. *Modern methods for business research*, 295(2), 295-336.
- Cody, A. C. (2023). Professional Identity: An Exploration of the Development of Identity Among Nutrition and Dietetics Students (*Doctoral dissertation, California State University, Long Beach*).
- Crossley, J., & Vivekananda-Schmidt, P. (2009). The development and evaluation of a Professional Self Identity Questionnaire to measure evolving professional self-identity in health and social care students. *Medical teacher*, 31(12), e603-e607.
- Cruess, R. L., & Cruess, S. R. (2020). Professionalism, communities of practice, and medicine's social contract. *The Journal of the American Board of Family Medicine*, 33(Supplement), S50-S56.
- Cruess. (2019). Supporting the development of a professional identity: General principles. *Medical Teacher*, 41(6), 641-649.
- Daan, T., der Vossen Marianne, M. V., Anouk, W., & Kusurkar, R. A. (2021). Validation of the professional identity questionnaire among medical students. *BMC medical education*, 21, 1-8.
- Dahlan, M. Sopiudin. (2014) *Statistik untuk Kedokteran dan Kesehatan*. Jakarta: Epidemiologi Indonesia.
- Damanik, B. E. (2019). Pengaruh fasilitas dan lingkungan belajar terhadap motivasi belajar. *Publikasi Pendidikan*, 9(1), 46.
- Dart, J., Ash, S., McCall, L., & Rees, C. (2022). "We Are Our Own Worst Enemies": A Qualitative Exploration of Sociocultural Factors in Dietetic Education Influencing Student-Dietitian Transitions. *Journal of the Academy of Nutrition and Dietetics*, 122(11), 2036-2049.
- De la Fuente, J., Sander, P., Kauffman, D. F., & Yilmaz Soylu, M. (2020). Differential effects of self-vs. external-regulation on learning approaches, academic achievement, and satisfaction in undergraduate students. *Frontiers in Psychology*, 11, 543884.
- Deci, E. L., & Ryan, R. M. (2013). Intrinsic motivation and self-determination in human behavior. *Springer Science & Business Media*.
- Demak, I. P. K., & Sulistiana, R. (2022). Factors Influencing Professional Identity Development on Medical Students in Indonesia. *Jurnal Pendidikan Kedokteran Indonesia: The Indonesian Journal of Medical Education*, 11(4), 436-443.
- Dirwan, A. (2014). Pengaruh Kualitas Pelayanan dan Komitmen Mahasiswa terhadap Motivasi Berprestasi Mahasiswa Perguruan Tinggi Swasta. *Jurnal Cakrawala Pendidikan*, 33(3).
- Elkhani, N., & Bakri, A. (2012). Review on "expectancy disconfirmation theory"(EDT) Model in B2C E-Commerce. *Journal of information systems research and innovation*, 2(12), 95-102.
- Faihs, V., Heininger, S., McLennan, S., Gartmeier, M., Berberat, P. O., & Wijnen-Meijer, M. (2023). Professional identity and motivation for medical school in first-year medical students: a cross-sectional study. *Medical Science Educator*, 33(2), 431-441.

- Fakhri, M., Basti, B., Ridfah, A., & Nahriana, N. (2022). Pengaruh Kepuasan Kuliah Daring terhadap Motivasi Belajar pada Mahasiswa UNM Selama Masa Pandemi Covid-19. *JlIP-Jurnal Ilmiah Ilmu Pendidikan*, 5(8), 3096-3103.
- Fauzi, F., & Puspitarini, S. (2024). Menelusuri Interaksi Antara Employee Engagement Pada Kepuasan Kerja Melalui Lensa Job Security: Sektor Pengajaran. *Lokawati: Jurnal Penelitian Manajemen dan Inovasi Riset*, 2(3), 24-35.
- Fernández-Gubieda, S., & Rojas, Á. (2023). Listening: A way to improve university reputation and governance. *Journal of Education Advancement & Marketing*, 8(1), 76-85.
- Findyartini, A., Greviana, N., Felaza, E., Faruqi, M., Zahratul Afifah, T., & Auliya Firdausy, M. (2022). Professional identity formation of medical students: A mixed-methods study in a hierarchical and collectivist culture. *BMC Medical Education*, 22(1), 443.
- Fitzgerald, A. (2020). Professional identity: A concept analysis. In *Nursing forum* (Vol. 55, No. 3, pp. 447-472).
- Galbraith, D., & Mondal, S. (2020). The Potential Power of Internships and the Impact on Career Preparation. *Research in Higher Education Journal*, 38.
- Ghozali, I. (2016). Aplikasi analisis multivariate dengan program IBM SPSS 23. Edisi 8. Semarang: Badan Penerbit Universitas Diponegoro.
- Ghozali, Imam. (2005). Aplikasi Analisis Multivariate dengan SPSS. Semarang: Badan Penerbit *Universitas Diponegoro*: Semarang.
- Ghozali, Imam. (2013). Aplikasi Analisis Multivariate dengan Program IBM SPSS 21 Update PLS Regresi. Semarang: Badan Penerbit Universitas Diponegoro.
- Ghozali, Imam. (2018). Aplikasi Analisis Multivariate dengan Program IBM SPSS 25. *Badan Penerbit Universitas Diponegoro*: Semarang.
- Gilvari, T., Babamohamadi, H., & Paknazar, F. (2022). Perceived professional identity and related factors in Iranian nursing students: a cross-sectional study. *BMC nursing*, 21(1), 279.
- Gunawan, A. (2021). Pengaruh Inflasi, Suku Bunga SBI, dan Jumlah Uang Beredar terhadap Nilai Tukar Rupiah/US \$2016-2019/Agung Gunawan/25189107/Pembimbing: Abdullah Rakhman.
- Hakim, M., & Mulyapradana, A. (2020). Pengaruh penggunaan media daring dan motivasi belajar terhadap kepuasan mahasiswa pada saat pandemik covid-19. *Jurnal Khatulistiwa Informatika*, 4(2), 154-160.
- Haruta, J., Maeno, T., Takayashiki, A., Goto, R., Ozone, S., & Maeno, T. (2021). Validation of the professional self-identity questionnaire for medical students during clinical practice in Japan. *International journal of medical education*, 12, 160.
- Haslam, S. A., Jetten, J., Postmes, T., & Haslam, C. (2009). Social identity, health and well-being: An emerging agenda for applied psychology. *Applied Psychology-an International Review-Psychologie Appliquee-Revue Internationale*, 58(1), 1-23.
- Hayat, A. A., Shateri, K., Amini, M., & Shokrpour, N. (2020). Relationships between academic self-efficacy, learning-related emotions, and metacognitive

- learning strategies with academic performance in medical students: a structural equation model. *BMC medical education*, 20, 1-11.
- Henning, M., Krägeloh, C. U., & Wong-Toi, G. (Eds.). (2015). *Student motivation and quality of life in higher education*. Oxon, England: Routledge.
- Hilpert, J. C., Stempien, J., van der Hoeven Kraft, K. J., & Husman, J. (2013). Evidence for the latent factor structure of the MSLQ: A new conceptualization of an established questionnaire. *SAGE open*, 3(4), 2158244013510305.
- Holden, M. D., Buck, E., Luk, J., Ambriz, F., Boisaubin, E. V., Clark, M. A., ... & Dalrymple, J. L. (2015). Professional identity formation: creating a longitudinal framework through TIME (Transformation in Medical Education). *Academic Medicine*, 90(6), 761-767.
- Hovdhaugen, E., Sweetman, R., & Thomas, L. (2023). Institutional scope to shape persistence and departure among nursing students: re-framing Tinto for professional degrees. *Tertiary Education and Management*, 29(1), 107-121.
- Indriana, N., & Novianto, M. R. (2020). Hubungan persepsi terhadap lingkungan pembelajaran dengan hasil belajar mahasiswa pendidikan dokter Fakultas Kedokteran Ilmu Kesehatan Universitas Islam Negeri Maulana Malik Ibrahim Malang. *Journal of Islamic Medicine*, 4(1), 21-29.
- Istiningtyas, L. (2017). Survei kepuasan mahasiswa terhadap kualitas pelayanan program studi psikologi islam fakultas Psikologi UIN Raden Fatah Palembang. *Psikis: Jurnal Psikologi Islami*, 3(2), 125-136.
- Jackson, D. (2016). Re-conceptualising graduate employability: The importance of pre-professional identity. *Higher Education Research & Development*, 35(5), 925-939.
- Jalalzai, N. N., Khan, F. U., Khaliq, A., & Sajjad, S. K. (2023). Exploring the relationship between students' learning attitudes and academic motivation in esl learning environments: a correlational study. *International Journal of Business and Management Sciences*, 4(1), 153-163.
- Janna, N. M., & Herianto, H. (2021). Konsep uji validitas dan reliabilitas dengan menggunakan SPSS.
- Jensen, D. H., & Jetten, J. (2016). The importance of developing students' academic and professional identities in higher education. *Journal of College Student Development*, 57(8), 1027-1042.
- Jeyashree, K., Shewade, H. D., & Kathirvel, S. (2018). Development and psychometric testing of an abridged version of Dundee Ready Educational Environment Measure (DREEM). *Environmental health and preventive medicine*, 23(1), 1-6.
- Johnston, T., & Bilton, N. (2020). Investigating paramedic student professional identity. *Australasian Journal of Paramedicine*, 17, 1-8.
- Juanmasta, I. G. (2018). Pemodelan Konsep Diri Profesional Perawat Terhadap Produktivitas Kerja Perawat Pelaksana di Ruang Rawat Inap (*Doctoral dissertation, Universitas Airlangga*).
- Kabeel, A. R. A., & Eisa, S. A. E. M. M. (2017). Relationship between job satisfaction and professional identity among psychiatric nurses. *Egyptian nursing journal*, 14(1), 9-16.



- Kalet, A., Buckvar-Keltz, L., Harnik, V., Monson, V., Hubbard, S., Crowe, R., ... & Yingling, S. (2017). Measuring professional identity formation early in medical school. *Medical Teacher*, 39(3), 255-261.
- Kang, D. (2023). Prioritizing Career Preparation: Learning Achievements and Extracurricular Activities of Undergraduate Students for Future Success. *Behavioral Sciences*, 13(7), 611.
- Kano, N. (1984). Attractive quality and must-be quality. *Journal of the Japanese society for quality control*, 31(4), 147-156.
- Karaguvén, M. (2012). The Adaptation of Academic Motivation Scale to Turkish. *Educational Sciences: Theory and Practice*, 12(4), 2611-2618.
- Kegan, R. (1982). *The evolving self: Problem and process in human development*. Harvard University Press.
- Khoiriyah, N. (2017). Perbedaan Tingkat Kepuasan Mahasiswa Keperawatan Tahap Akademik dan Tahap Profesi di Universitas Jember (*Skripsi Sarjana, Universitas Jember*).
- Kotera, Y., Conway, E., & Green, P. (2021). Construction And factorial validation of a short version of the Academic Motivation Scale. *British Journal of Guidance & Counselling*, 51(2), 274-283.
- Kotler, P. (1994). Marketing management. Analysis, planning, implementation, and control (8th ed.). *Englewood Cliffs, NJ: Prentice-Hall*.
- Kubrusly, M., de Aquino, B. O. A., Simonian, T. S., do Nascimento Oliveira, M., & Rocha, H. A. L. (2024). Self-efficacy of medical students in a hybrid curriculum course (traditional and problem-based learning) and associated factors. *BMC Medical Education*, 24(1), 9.
- Kunanithaworn, N., Wongpakaran, T., Wongpakaran, N., Paiboonsithiwong, S., Songtrijuck, N., Kuntawong, P., & Wedding, D. (2018). Factors associated with motivation in medical education: a path analysis. *BMC medical education*, 18, 1-9.
- Kurnianto, D., & Kharisudin, I. (2022). Analisis Jalur Pengaruh Motivasi Kerja, Disiplin Kerja, Kepuasan Kerja, Lingkungan Kerja Terhadap Kinerja Karyawan dengan Variabel Intervening Organizational Citizenship Behavior. In *PRISMA, Prosiding Seminar Nasional Matematika* (Vol. 5, pp. 740-751).
- Kusumaningrum, R. S. D., & Muslikhah, R. S. (2017). Kajian Model-Model Pengukuran Kualitas Layanan Di Perguruan Tinggi. In *Forum Manajemen Indonesia (FMI 9)*, June (Vol. 11).
- Kusurkar RA, Ten Cate TJ, van Asperen M, Croiset G. 2011. Motivation as an independent and a dependent variable in medical education: a review of the literature. *Medical Teacher*. 33(5):e242-62.
- Larasati, B., Lestari, E., & Destiana, A. L. Pengaruh Tingkat Pendidikan Terhadap Identitas Profesional (Studi pada Mahasiswa Program Studi Kedokteran Umum Universitas Islam Sultan Agung). *Prosiding Konstelasi Ilmiah Mahasiswa Unissula (KIMU) Klaster Kesehatan*.
- Liao, H. C., & Wang, Y. H. (2020). Development and validation of a Chinese version of a professional identity scale for healthcare students and professionals. In *Healthcare* (Vol. 8, No. 4, p. 451). MDPI.

- Liao, H. C., & Wang, Y. H. (2023). Narrative medicine and humanities for health professions education: an experimental study. *Medical Education Online*, 28(1), 2235749.
- Lo, K. W., Ngai, G., Chan, S. C., & Kwan, K. P. (2022). How students' motivation and learning experience affect their service-learning outcomes: A structural equation modeling analysis. *Frontiers in Psychology*, 13, 825902.
- Luo, J., & Photchanachan, S. (2022). Higher Education Service Quality for International Students: A Literature Review.
- Lutfiana, A., & Salim, R. M. A. (2023). Indonesian Version of DREEM Short Form Construct Validity Test in Measuring Student Perception of Distance Learning Environment. *Psikostudia: Jurnal Psikologi*, 12(2), 295-301.
- Mahirun, M., Suryani, S., & Nasution, N. B. (2021). Kepemimpinan Transformatif Sebagai Model Pengembangan Sumber Daya Manusia Yang Kreatif. *Pena: Jurnal Ilmu Pengetahuan dan Teknologi*, 35(2), 64-76.
- Mahsup, M., Ibrahim, I., Muhardini, S., Nurjannah, N., & Fitriani, E. (2020). Peningkatan Hasil Belajar Mahasiswa Melalui Model Pembelajaran Tutor Sebaya. *Jurnal Kependidikan: Jurnal Hasil Penelitian Dan Kajian Kepustakaan Di Bidang Pendidikan, Pengajaran Dan Pembelajaran*, 6(3), 609-616.
- Mann KV. 2006. Chapter 8: Learning and Teaching in Professional Character Development. In: Kenny N, Shelton W, editors. *Lost Virtue: Professional Character Development of Medical Education (Advances in Bioethics, Volume 10): Emerald Group Publishing Ltd*; p. 145-83.
- Mardiah, A., & Rahayuningsih, F. B. (2020). Gambaran Kepuasan Mahasiswa Tentang Kinerja Dosen Program Studi Keperawatan Fakultas Ilmu Kesehatan Universitas Muhammadiyah Surakarta (*Doctoral dissertation, Universitas Muhammadiyah Surakarta*).
- Marendra, R., & Wicaksono, B. S. (2022). Pengaruh E-Wom Dan Kredibilitas Brand Terhadap Minat Pembelian Dengan Sikap Brand Sebagai Intervening. *Jurnal Ekonomi Bisnis, Manajemen Dan Akuntansi*, 1(3), 235-252.
- Masruroh, S. (2016). Hubungan efikasi diri terhadap hasil belajar blok emergency medicine pada mahasiswa tingkat akhir fakultas kedokteran universitas lampung.
- Matthews, J., Bialocerkowski, A., & Molineux, M. (2019). Professional identity measures for student health professionals—a systematic review of psychometric properties. *BMC medical education*, 19(1), 1-10.
- Mbalinda, S. N., Najjuma, J. N., Gonzaga, A. M., Livingstone, K., & Musoke, D. (2024). Understanding and barriers of professional identity formation among current students and recent graduates in nursing and midwifery in low resource settings in two universities: a qualitative study. *BMC nursing*, 23(1), 146.
- McCauley, C. D., Drath, W. H., Palus, C. J., O'Connor, P. M., & Baker, B. A. (2006). The use of constructive-developmental theory to advance the understanding of leadership. *The Leadership Quarterly*, 17(6), 634-653.

- Mechanic, D. (2008). Rethinking medical professionalism: the role of information technology and practice innovations. *The Milbank Quarterly*, 86(2), 327-358.
- Mendari, A. S., & Kewal, S. S. (2015). Motivasi belajar pada mahasiswa. *Jurnal Pendidikan Akuntansi Indonesia*, 13(2).
- Muttaqien, M. I., Yulistini, Y., & Afriani, N. (2021). Gambaran Motivasi Belajar Mahasiswa Kedokteran Universitas Andalas selama Pandemi COVID-19. *Jurnal Ilmu Kesehatan Indonesia*, 2(3), 142-148.
- Mylrea, M. F., Gupta, T. S., & Glass, B. D. (2019). Design and evaluation of a professional identity development program for pharmacy students. *American Journal of Pharmaceutical Education*, 83(6), 6842.
- Natalya, L. (2018). Validation of academic motivation scale: Short Indonesian language version. *ANIMA Indonesian Psychological Journal*, 34(1).
- Nieuwhof, M. G., ThJ ten Cate, O., Oosterveld, P., & Soethout, M. B. (2004). Measuring strength of motivation for medical school. *Medical education online*, 9(1), 4355.
- Nilawati, L., & Bimo, I. D. (2015). Pengaruh Motivasi Pada Kinerja Belajar Pengujian Terhadap Sebuah Model. *International Research Journal Of Business Studies*, 3(3).
- Notoatmodjo S. 2005. *Metodologi Penelitian Kesehatan*. Jakarta: Rineka Cipta.
- Noviani, Y. M. (2024). Uji Validitas Dan Reliabilitas Instrumen Survei Kepuasan Mahasiswa terhadap Pelayanan Pendidikan. (Skripsi, Fakultas Kedokteran, Kesehatan Masyarakat dan Keperawatan, Universitas Gadjah Mada: Yogyakarta)
- Nshimiyimana, A., & Cartledge, P. T. (2020). Peer-teaching at the University of Rwanda-a qualitative study based on self-determination theory. *BMC Medical Education*, 20(1), 1-12.
- Nurjannah, N. (2020). Evaluasi Kepuasan Mahasiswa Terhadap Pelayanan Akademik Fakultas Tarbiyah dan Ilmu Keguruan Iai Muhammadiyah Sinjai. *Jurnal Evaluasi Pendidikan*, 11(2), 51-57.
- Nurulita, S. L., Pratama, Y. Y., Penadi, H., Timami, I. N., Ayun, A. Q., & Khoiriyah, U. (2021, October). The Correlation Between Physical Activity and Academic Motivation of Undergraduate Medical Students of the Universitas Islam Indonesia. In *International Conference on Medical Education (ICME 2021)* (pp. 172-175). Atlantis Press.
- Onditi, E. O., & Wechuli, T. W. (2017). Service quality and student satisfaction in higher education institutions: A review of literature. *International journal of scientific and research publications*, 7(7), 328-335.
- Orsmond, P., McMillan, H., & Zvauya, R. (2022). It's how we practice that matters: professional identity formation and legitimate peripheral participation in medical students: a qualitative study. *BMC Medical Education*, 22(1), 91.
- Paramitasari, N. (2016). Analisis Kualitas Pelayanan Jasa Menggunakan Metode SERVQUAL Di Bagian Penerimaan Mahasiswa Baru Institut Informatika dan Bisnis Darmajaya Bandar Lampung. *Jurnal Manajemen Magister Darmajaya*, 2(01), 83-94.



- Parasuraman, A. B. L. L., Zeithaml, V. A., & Berry, L. (1988). SERVQUAL: A multiple-item scale for measuring consumer perceptions of service quality. *1988*, 64(1), 12-40.
- Park, G. M., & Hong, A. J. (2022). "Not yet a doctor": medical student learning experiences and development of professional identity. *BMC medical education*, 22(1), 146.
- Park, K. H., & Yune, S. J. (2022). Development and Validation of Academic Motivation Scale for medical students based on self-determination theory. *Journal of Digital Convergence*, 20(1), 221-229.
- Pintrich, P. R. (1991). A manual for the use of the Motivated Strategies for Learning Questionnaire (MSLQ).
- Pratami, A. A. N. (2023). *Membangun Kredibilitas Influencer Instagram: Efek Sikap Dan Respon Perilaku Followers Terhadap Influencer* (Doctoral dissertation, Universitas Islam Indonesia).
- Purba, R. P. K., & Sailan, M. Z. (2020). Analisis Kualitas Pelayanan di Program Studi Farmasi Poltekkes Kemenkes Pangkalpinang Menggunakan Metode SERVQUAL. *Jurnal Kesehatan Poltekkes Kemenkes RI Pangkalpinang*, 8(1), 9-20.
- Purwanto, Y., Noor, I., & Kusumawati, A. (2020). Service Quality Measurement through Higher Education Performance (HEDPERF) The Case of an Indonesian Public University. *Wacana Journal of Social and Humanity Studies*, 23(1).
- Rachmawati, Y. E. (2013). Hubungan Antara Self Efficacy Dengan Kematangan Karir Pada Mahasiswa Tingkat Awal Dan Tingkat Akhir Di Universitas Surabaya. *Calyptra*, 1(1), 1-25.
- Radovan, M., & Makovec, D. (2015). Relations between Students' Motivation, and Perceptions of the Learning Environment. *Center for Educational Policy Studies Journal*, 5(2), 115-138.
- Rahareng, V. J., & Relawan, N. (2017). Pengaruh kualitas pelayanan akademik terhadap kepuasan mahasiswa (Studi pada mahasiswa administrasi bisnis universitas telkom). *AdBispreneur: Jurnal Pemikiran dan Penelitian Administrasi Bisnis dan Kewirausahaan*, 2(2).
- Rahman, T. (2021). Faktor-Faktor Prediktor Identitas Profesional (Professional Identity) Mahasiswa S1 Kedokteran Umum (Doctoral dissertation, Universitas Islam Sultan Agung).
- Rahmayani, S. A. (2022). Hubungan Persepsi Lingkungan Pembelajaran Dengan Fenomena Penyemu Pada Mahasiswa Program Studi Kedokteran.
- Rajeh, M. T., Abduljabbar, F. H., Alqahtani, S. M., Waly, F. J., Alnaami, I., Aljurayyan, A., & Alzaman, N. (2021). Students' satisfaction and continued intention toward e-learning: A theory-based study. *Medical education online*, 26(1), 1961348.
- Ratnaningrum, L. P. R. A. (2023). Analisis Kepuasan Mahasiswa Terhadap Kualitas Pelayanan Akademik Di Sekolah Tinggi Manajemen Informatika & Komputer Indonesia. *Bussman Journal: Indonesian Journal Of Business And Management*, 3(1), 279-299.

- Ray, R., & Rahman, M. B. (2016). Measuring students' satisfaction towards different tourism destinations in Rajshahi: An Application of Expectancy Disconfirmation Theory. *Bangladesh Journal of Tourism Volume*, 1(1).
- Restiani, I., & Ardiansyah, I. (2023). Pengaruh Kualitas Pelayanan dan Citra Merek Lembaga Terhadap Kepuasan Pelanggan (Mahasiswa) di Perguruan Tinggi Bandung. *KarismaPro*, 14(1), 43-54.
- Roff S (2005). The Dundee Ready Educational Environment Measure (DREEM) a generic instrument for measuring students' perceptions of undergraduate health professions curricula. *Medical teacher*. 27(4), 322–325.
- Ryan, R. M., & Deci, E. L. (2000). Intrinsic and extrinsic motivations: Classic definitions and new directions. *Contemporary educational psychology*, 25(1), 54-67.
- Sabrina, F. A., Nandita, W. V., & Maharani, D. D. (2023). Uji Asumsi Klasik untuk Menghindari Pelanggaran Asumsi Klasik pada Regresi Linier Ordinary Least Squares (OLS) dalam Ekonometrika. *Jurnal Ilmiah Manajemen Ekonomi Dan Akuntansi (JIMEA)*, 1(1), 195-203.
- Salim, R. M. A., Ginandra, R. L., & Rumlatur, N. A. (2023). Academic Motivation of Highschoolers During Distance Learning: The Contribution of Perceived Social Support and Grit. *ANIMA Indonesian Psychological Journal*, 38(2), e08-e08.
- Samsudin, N. (2021). The effect of empathy on students' motivation in social entrepreneurship among undergraduates. *Turkish Journal of Computer and Mathematics Education (TURCOMAT)*, 12(3), 753-760.
- Santrock, J. W. (2015). *Adolescence* (15th ed.). New York, USA: McGraw-Hill Companies, Inc.
- Sari, M. I., Oktaria, D., & Oktafany, O. (2019). Hubungan Efikasi Diri dan Identitas Profesional Mahasiswa Fakultas Kedokteran Universitas Lampung. *Jurnal Kedokteran Universitas Lampung*, 3(2), 321-325.
- Sauerwein, E., Bailom, F., Matzler, K., & Hinterhuber, H. H. (1996, February). The Kano model: How to delight your customers. In *International working seminar on production economics* (Vol. 1, No. 4, pp. 313-327).
- Sawatsky, A. P., Santivasi, W. L., Nordhues, H. C., Vaa, B. E., Ratelle, J. T., Beckman, T. J., & Hafferty, F. W. (2020). Autonomy and professional identity formation in residency training: a qualitative study. *Medical education*, 54(7), 616-627.
- Seibert, S.E., Crant, J.M., & Kraimer, M.L. (1999). Proactive personality and career success. *Journal of Applied Psychology*. 84 (3): 416- 427.
- Setiawan, A., Wahyuni, S., Riyadi, R., Saptianing, S., & Wibowo, B. Y. (2021). Model Pengembangan Program Studi dengan Pendekatan Service Quality In Higher Education (HESQUAL). *Prosiding Seminar Hasil Penelitian dan Pengabdian Masyarakat* (Vol. 3, No. 1).
- Setiyawan, A. 2014. Faktor-Faktor yang Memengaruhi Reliabilitas Tes. *Jurnal An Nûr*, 6(2), pp. 341–354.
- Setyowibowo, F., & Subarno, A. (2010). Analisis Kepuasan Sivitas Akademika Terhadap Pelayanan Penyelenggaraan Pendidikan. *Paedagogia*, 13(2).
- Shahabi, M., Mohammadi, N., Koochpayehzadeh, J., & Arabshahi, S. K. S. (2020). The attainment of physician's professional identity through meaningful

- practice: A qualitative study. *Medical Journal of the Islamic Republic of Iran*, 34, 16.
- Shahzad, S., & Wajid, G. (2023). How different is the Learning Environment of Public and Private Sector Medical Colleges in Lahore, Pakistan?. *Pakistan Journal of Medical Sciences*, 39(3), 757.
- Shochet, R. B., Colbert-Getz, J. M., & Wright, S. M. (2015). The Johns Hopkins learning environment scale: measuring medical students' perceptions of the processes supporting professional formation. *Academic Medicine*, 90(6), 810-818.
- Sinaga, B. G., Panjaitan, M., & Rajagukguk, T. (2020). Analisis Kualitas Pelayanan Terhadap Kepuasan Pelanggan Pada PT. Telkom Medan. *Jurnal Ilmiah METHONOMI*, 6(Suplemen), 17-24.
- Siregar, S. 2017. *Metode Penelitian Kuantitatif: Dilengkapi dengan Perbandingan Perhitungan Manual & SPSS Edisi Pertama*. Jakarta: Kencana.
- Sokoli, D., Koren, A., & Shala, K. (2019). HESQUAL-Tool for Analysis of Higher Education Service Quality. *Thriving on Future Education, Industry, Business and Society; Proceedings of the MakeLearn and TIIM International Conference* (pp. 621-627).
- Solihin, D. (2020). Pengaruh kepercayaan pelanggan dan promosi terhadap keputusan pembelian konsumen pada online shop mikaylaku dengan minat beli sebagai variabel intervening. *Jurnal Mandiri: Ilmu Pengetahuan, Seni, Dan Teknologi*, 4(1), 38-51.
- Sonia, N. R. (2021). Total Quality Management dalam Lembaga Perguruan Tinggi. *Southeast Asian Journal of Islamic Education Management*, 2(1), 125-139.
- Sulastri, T. (2017). Pengaruh Kualitas Pelayanan dan Persepsi Harga Terhadap Kepuasan Mahasiswa Serta Implikasinya Pada Citra Perguruan Tinggi. *Jurnal Inspirasi Bisnis dan Manajemen*, 1(1), 41-52.
- Sumarsono, R. B., Maisyaroh, M., & Kusumaningrum, D. E. (2021). Pengaruh Tingkat Kualitas Layanan, Faktor Kepuasan, dan Motivasi Belajar terhadap Prestasi Mahasiswa. *Ilmu Pendidikan: Jurnal Kajian Teori dan Praktik Kependidikan*, 6(1), 43-52.
- Suryandari, M. I. (2022). *Pengaruh online learning terhadap prestasi akademik dengan variabel intervening kepuasan mahasiswa akuntansi* (Doctoral dissertation, Universitas Negeri Malang).
- Suseno, M. N. 2014. Pengembangan Pengujian Validitas Isi dan Validitas Konstruk: Interpretasi Hasil Pengujian Validitas. *Prosiding Seminar Nasional Psikometri*, pp. 70–83.
- Swanepoel, E., Tweedie, J., & Maher, J. (2016). Building dietetic student confidence and professional identity through participation in a university health clinic. *Nutrition & dietetics*, 73(3), 229-234.
- Tagawa, M. (2019). Development of a scale to evaluate medical professional identity formation. *BMC Medical Education*, 19(1), 1-9.
- Tagawa, M. (2020). Scales to evaluate developmental stage and professional identity formation in medical students, residents, and experienced doctors. *BMC Medical Education*, 20, 1-9.

- Taherdoost, H. (2016). Validity and reliability of the research instrument; how to test the validation of a questionnaire/survey in a research.
- Tajfel, H., & Turner, J. C. (1979). An integrative theory of intergroup conflict. In W. G. Austin & S. Worchel (Eds.), *The social psychology of intergroup relations* (pp. 33–47).
- Tajfel, H., & Turner, J. C. (2004). The social identity theory of intergroup behavior. In *Political psychology* (pp. 276-293). Psychology Press.
- Takase, S., Tsuchiya, R., & Nishizawa, Y. (2019). The influence of personal characteristics and learning motivation on the professional identity of nursing students. *Hirosaki Medical Journal*, 69(1-4), 66-77.
- Tan, C. P., Van der Molen, H. T., & Schmidt, H. G. (2017). A measure of professional identity development for professional education. *Studies in Higher Education*, 42(8), 1504-1519.
- Teeroovengadum, V., Kamalanabhan, T. J., & Seebaluck, A. K. (2016). Measuring service quality in higher education: Development of a hierarchical model (HESQUAL). *Quality Assurance in Education*, 24(2), 244-258.
- Tjiptono (2012). Service Management: Mewujudkan Layanan Prima. Yogyakarta: ANDI.
- Tinto, V. (2012). Leaving college: Rethinking the causes and cures of student attrition. *University of Chicago press*.
- Tong, R., Brewer, M., Flavell, H., & Roberts, L. Y. D. (2021). Facilitating interprofessional identity development in healthcare students through dedicated interprofessional placements. *Journal of interprofessional care*, 1-9.
- Trede, F., Macklin, R., & Bridges, D. (2012). Professional identity development: a review of the higher education literature. *Studies in higher education*, 37(3), 365-384.
- Uluputty, N. F. & Junaidin (2019). Pengaruh Kualitas Pelayanan, Budaya Akademik dan Kinerja Dosen terhadap Kepuasan Mahasiswa. *POINT: Jurnal Ekonomi dan Manajemen*, 1(2), 22-30.
- Uno, H. B. (2011). Motivation theory and its measurement. *Jakarta: Earth Literacy*.
- Utomo, J., Nursyamsi, J., & Sukarno, A. (2023). Analisis Pengaruh Produk, Promosi dan Digital Marketing Terhadap Keputusan Pembelian Pada Belanja Online Dengan Kepuasan Konsumen Sebagai Intervening. *Jurnal Ekonomi Dan Manajemen*, 2(1), 100-116.
- Vallerand, R. J., Pelletier, L. G., Blais, M. R., Briere, N. M., Senecal, C., & Vallieres, E. F. (1992). The Academic Motivation Scale: A measure of intrinsic, extrinsic, and amotivation in education. *Educational and psychological measurement*, 52(4), 1003-1017.
- Wang, Q., Cao, X., & Du, T. (2022). First-year nursing students' initial contact with the clinical learning environment: Impacts on their empathy levels and perceptions of professional identity. *BMC nursing*, 21(1), 234.
- Wasiyastuti, W. (2015). Hubungan Motivasi Akademik dengan Identitas Profesional pada Mahasiswa Pendidikan Dokter Fakultas Kedokteran Universitas Gadjah Mada (Doctoral dissertation, Universitas Gadjah Mada).

- Wasityastuti, W., Susani, Y. P., Prabandari, Y. S., & Rahayu, G. R. (2018). Correlation between academic motivation and professional identity in medical students in the Faculty of Medicine of the Universitas Gadjah Mada Indonesia. *Educación médica*, 19(1), 23-29.
- Wei, L. Z., Zhou, S. S., Hu, S., Zhou, Z., & Chen, J. (2021). Influences of nursing students' career planning, internship experience, and other factors on professional identity. *Nurse education today*, 99, 104781.
- Wenger, E. 1998. Communities of practice: learning, meaning, and identity. Cambridge University Press.
- Widawati, E. (2020). Analisis Tentang Kepuasan Mahasiswa Terhadap Pelayanan Akademik Dan Pelayanan Administrasi. *Jurnal Mitra Manajemen*, 4(10), 1500-1513.
- Widyakto, A., Triyani, D., & NSS, R. L. P. (2021). Analisis Pengaruh Kualitas Pelayanan Sub Bagian Akademik Terhadap Loyalitas Mahasiswa Di Feb Undip Semarang. *Jurnal Riset Ekonomi dan Bisnis*, 14(2), 144-152.
- Wijaya, C. E., Pieter, P., Handoko, E., & Alexander, R. (2023). Hubungan Motivasi Dan Alasan Masuk Ke Fakultas Kedokteran Dengan Prestasi Akademik. *Majalah Kedokteran Andalas*, 46(1), 96-103.
- Willetts, G., & Clarke, D. (2014). Constructing nurses' professional identity through social identity theory. *International journal of nursing practice*, 20(2), 164-169.
- Williams, J. (2010). Constructing a new professional identity: Career change into teaching. *Teaching and teacher education*, 26(3), 639-647.
- Wisudaningsi, B. A., Arofah, I., & Belang, K. A. (2019). Pengaruh kualitas pelayanan dan kualitas produk terhadap kepuasan konsumen dengan menggunakan metode analisis regresi linear berganda. *Statmat: Jurnal Statistika Dan Matematika*, 1(1), 103-116.
- Worthington, M., Salamonson, Y., Weaver, R., & Cleary, M. (2013). Predictive validity of the Macleod Clark Professional Identity Scale for undergraduate nursing students. *Nurse education today*, 33(3), 187-191.
- Xing, X., Huerta, M., & Garza, T. (2019). College and Career Preparation Activities and Their Influence on Post-High School Education and Work Attainment. *Journal of Career and Technical Education*, 34(1), 8-28.
- Yousefy A, Ghassemi G, Firouznia S. 2012. Motivation and academic achievement in medical students. *Journal of education and health promotion*. 1:4.
- Yusup, F. 2018. Uji Validitas dan Reliabilitas Instrumen Penelitian Kuantitatif. *Jurnal Tarbiyah: Jurnal Ilmiah Kependidikan*, 7(1), pp. 17–23.
- Yuwono, H., & Yuwana, S. (2017). Pengaruh Kualitas Pelayanan Dan Keragaman Produk Terhadap Kepuasan Konsumen Pada Toko King Di Malang. *Jurnal Ekonomi Manajemen*, 2(1), 331-346.
- Zhang, P. G., & Tu, C. C. (2023). Impact of Chinese College Students' Professional Identity on Their Academic Achievement: Career Maturity as a Mediator. *International Journal of Educational Methodology*, 9(2), 397-408.