

## DAFTAR PUSTAKA

- Bhattacharya A, Chatterjee S, De A, *et al.* 2018. Patient Satisfaction at a Primary Level Health-care Facility in a District of West Bengal: Are Our Patients Really Satisfied?. *Med J DY Patil Vidyapeeth*, 11(4), pp. 326-331.
- Bleustein C, Rothschild DB, Valen A, *et al.* 2014. Wait Times, Patient Satisfaction Scores, and The Perception of Care. *Am J Manag Care*, 20(5), pp. 393-399.
- Brahmania M, Young M, Muthiah C, *et al.* 2015. Resident Trainees Do Not Affect Patient Satisfaction in an Outpatient Gastroenterology Clinic. *Can J Gastroenterol Hepatol*, 29(7), pp. 363-368.
- Camacho F, Anderson R, Safrit A, *et al.* 2006. The Relationship Between Patient's Perceived Waiting Time and Office-Based Practice Satisfaction. *NC Med J*, 67(6), pp. 409-413.
- Cheng SH, Yang MC & Chiang TL. 2003. Patient Satisfaction With And Recommendation of a Hospital: Effects of Interpersonal And Technical Aspect of Hospital Care. *Int J Qual Health Care*, 15(4), pp. 345-355.
- Dewi FD, Sudjana G & Oesman YM. 2011. Patient Satisfaction Analysis on Service Quality of Dental Health Care Based on Empathy and Responsiveness. *Dent Res J*, 8(4), pp. 172-177.
- Goetsch DL & Davis SB. 1997. *Quality Management 3ed.* New Jersey: Prentice Hall.
- Harding KE & Taylor NF. 2010. Highly Satisfied or Eager to Please? Assessing Satisfaction Among Allied Health Outpatients. *Int J Ther Rehabil*, 17(7), pp. 353-359.
- Isaac S & Michael W. 1995. *Handbook in Research and Evaluation.* San Diego: EdiTS.
- Jackson J, Osgard E & Fincher R. 2000. Residents Participations in Flexible Sigmoidoscopy Does Not Affect Patient Satisfaction. *Am J Gastroenterol*, 95(6), pp. 1563-1566.
- Kemenkes RI, 2008. *Keputusan Menteri Kesehatan Tentang Standar Pelayanan Minimal Rumah Sakit.* Jakarta: Kemenkes RI.
- Lovelock C & Wright R. 2002. *Principles of Service Marketing and Management 2<sup>nd</sup> Ed.* New Jersey: Pearson Education Inc..
- Marshal G & Hays R. 1994. *The Patient Satisfaction Questionnaire Short-Form (PSQ-18).* California: RAND.
- Nguyen-Thi P, Briancon S, Empereur F, *et al.* 2002. Factors Determining Inpatient Satisfaction With Care. *Soc Sci Med*, 54(5), pp. 493-504.

- Rajesh B, Camacho FT & Anderson RT. 2007. Willing to Wait? The Influence of Patient Waiting Time on Satisfaction With Primary Care. *BMC Health Serv Res*, 7(1), pp. 31-35.
- Rizyal A. 2012. Patients' Satisfaction with Eye Care Services at Nepal Medical College. *Nepal Med Coll J*, 14(3), pp. 172-175.
- Sitzia J & Wood N. 1997. Patient satisfaction: a review of issues and concepts. *Soc Sci Med*, 45(2), pp. 1829-1843.
- Stewart DE, Dang BN, Trautner B, *et al.* 2017. Assessing Residents' Knowledge of Patient Satisfaction: a Cross-sectional Study at a Large Academic Medical Centre. *BMJ Open*, 7(8).
- Sun J, Lin Q, Zhao P, *et al.* 2017. Reducing Waiting Time and Raising Outpatient Satisfaction in a Chinese Public Tertiary General Hospital. *BMC Public Health*, Volume 17, p. 668.
- Teunis T, Thornton ER, Jayakumar P, *et al.* 2015. Time Seeing a Hand Surgeon Is Not Associated With Patient Satisfaction. *Clin Orthop and Relat Res*, Volume 473, pp. 2362-2368.
- Thayaparan AJ & Mahdi E. 2013. The Patient Satisfaction Questionnaire Short Form (PSQ-18) as an adaptable, reliable, and validated tool for use in various settings. *Med Educ Online*, 18(1), pp. 1-3.
- Ware JE, Synder MK, Wright WR, *et al.* 1983. Defining and Measuring Patient Satisfaction with Medical Care. *Eval Program Plann*, 6(3-4), pp. 247-263.
- WHO. 2006. *Quality of Care : a Process for Making Strategic Choices in Health System*. Geneva: World Health Organization.
- WHO. 2008. *A Framework for Measuring Responsiveness*. Geneva: World Health Organization.
- Wright G, Causey S, Dienemann J, *et al.* 2013. Patient Satisfaction With Nursing Care in an Urban and Suburban Emergency Dpartment. *J Nurs Adm*, 43(10), pp. 502-508.
- Xie Z & Or C. 2017. Associations Between Waiting Times, Service Times, and Patient Satisfaction in an Endocrinology Outpatient Department. *Inquiry*, Volume 54, pp. 1-10.
- Xin H, Kilgore ML & Sen BP. 2017. Is Access to and Use of Primary Care Practices that Patients Perceive ad Having Essential Qualities of a Patient-Centered Medical Home Associated With Positive Patient Experience?. *J Healthc Qual*, 39(1), pp. 4-14.
- Yancy WS, Macpherson DS, Hanusa BH, *et al.* 2001. Patient Satisfaction in Resident and Attending Ambulatory Care Clinics. *J Gen Intern Med*, 16(11), pp. 755-762.



Zhang M, Brennen SK, Carter CT, et al. 2015. Patient-reported Treatment Satisfaction and Choice of Dosing Frequency With Biologic Treatment for Moderate to Severe Plaque Psoriasis. *Dove Press*, Volume 9, pp. 777-784.

Ziaei H, Katibeh M, Eskandari A, et al. 2011. Determinants of Patient Satisfaction with Ophthalmic Services. *BMC Res Notes*, Volume 4, p. 7.