

DAFTAR PUSTAKA

Aagja, J. P. dan Garg, R. (2010) 'Measuring perceived service quality for public hospitals (PubHosQual) in the Indian context', *International Journal of Pharmaceutical and Healthcare Marketing*, 4(1), pp. 60–83.

Ab Hamid, M. R., Sami, W. dan Mohmad Sidek, M. H. (2017) 'Discriminant Validity Assessment: Use of Fornell and Larcker criterion versus HTMT Criterion', *Journal of Physics: Conference Series*, 890(1). doi: 10.1088/1742-6596/890/1/012163.

Abdullah, N. A., Andrajati, R. dan Supardi, S. (2010) 'Pengetahuan, sikap dan kebutuhan pengunjung apotek terhadap informasi obat di Kota Depok', *Buletin Penelitian Sistem Kesehatan*, 13(4), pp. 344–352.

Abuosi, A. A. Domfeh, K. A. Abor, J.Y. dan Amponsah, E. N. (2016) 'Health insurance and quality of care: Comparing perceptions of quality between insured and uninsured patients in Ghana's hospitals', *International Journal for Equity in Health*. *International Journal for Equity in Health*, 15(1), pp. 1–11. doi: 10.1186/s12939-016-0365-1.

Adil, A., Syamsun, M. dan Najib, M. (2016) 'Pengaruh Kualitas Pelayanan dan Biaya terhadap Kepuasan dan Loyalitas Pasien RSUD Kota Bogor', *Jurnal Aplikasi Manajemen*, 14(3), pp. 432–441.

Adoyo, B. dan Ondoro, C. (2012) 'The Relationship between Customer Service Quality and Customer Loyalty among Retail Pharmacies in Western Kenya', *Business and Management Review*, 2(3), pp. 11–21. Available at: http://www.businessjournalz.org/articlepdf/BMR_2302may312.pdf.

Afriadi, Y. dan Sihotang, S. (2016) 'Pengaruh Kualitas Layanan, Harga, Dan Fasilitas Terhadap Kepuasan Pasien Rawat Inap', *Jurnal Ilmu dan Riset Manajemen*, 5(6), pp. 1–15. doi: 10.1007/978-1-4939-2453-0_21.

Agustina, R. Dartanto, T. Sitompul, R. Susiloretni, K. A. Suparmi. dan Achadi, E. L. (2019) 'Universal health coverage in Indonesia: concept, progress, and challenges', *The Lancet*, 393(10166), pp. 75–102. doi: 10.1016/S0140-6736(18)31647-7.

Ahmad Zamil, A. M., Areiqat, A. Y. dan Tailakh, W. (2012) 'The Impact of Health Service Quality on Patients' Satisfaction over Private and Public Hospitals in Jordan: A Comparative Study', *International Journal of Marketing Studies*, 4(1), pp. 123–137. doi: 10.5539/ijms.v4n1p123.

Ahmed, S., Manaf, N. H. A. dan Islam, R. (2017) 'Measuring quality performance between public and private hospitals in Malaysia', *International Journal of Quality and Service Sciences*, 9(2). doi: 10.1108/IJQSS-02-2017-0015.

Aiken, L. R. (1980) 'Content Validity and Reliability of Single Items or Questionnaires', *Educational and Psychological Measurement*, 40, pp. 955–959. doi: 10.1177/001316448004000419.

Aiken, L. R. (1985) 'Three Coefficients for Analyzing the Reliability and Validity of Ratings', *Educational and Psychological Measurement*, 45, pp. 131–142. doi: 10.1177/0013164485451012.

Aji, A. dan Sampurno. (2010) *Analisis hubungan antara kualitas pelayanan terhadap kepuasan dan loyalitas pelanggan instalasi farmasi Rumah Sakit Umum Daerah Cilacap*. Universitas Gadjah Mada.

Akbar, M. M. dan Parvez, N. (2009) 'Impact Service Quality, Trust, and Customer Satisfaction on Customers Loyalty', *ABAC Journal*, 29(1), pp. 24–38.

Akyuz, A. M. dan Ayyildiz, H. (2012) 'A Structural Equation Model Test of Patient Satisfaction In The Health Service Organizations In Trabzon City', *International Journal of Economic and Administrative Studies*, 4(8), pp. 47–65.

Aldana, J. M., Piechulek, H. dan Al-sabir, A. (2001) 'Client satisfaction and quality of health care in rural Bangladesh', *Bulletin of the World Health Organization*, 79(6), pp. 512–517.

Alhashem, A. M., Alquraini, H. dan Chowdhury, R. I. (2011) 'Factors influencing patient satisfaction in primary healthcare clinics in Kuwait', *International Journal of Health Care Quality Assurance*, 24(3), pp. 249–262. doi: 10.1108/09526861111116688.

Ali, F. (2015) 'Analysis of the Implementation of the First Level Outpatient Referral Program Participants of the National Health Insurance (JKN) In Siko PHC and PHC Kalumata Ternate 2014', *JIKMU*, 5(2), pp. 221–237. Available at: <http://ejournal.unsrat.ac.id/index.php/jikmu/article/view/7439>.

Allen, C. T., Machleit, K. A. dan Kleine, S. S. (1992) 'A Comparison of Attitudes and Emotions as Predictors of Behavior at Diverse Levels of Behavioral Experience', *Journal of Consumer Research*, 18(4), p. 493. doi: 10.1086/209276.

Alrasheedy, A. A. Hassali, M. A Stewart, K. Kong, D. C. dan Aljadhey, H. (2014) 'Patient knowledge, perceptions, and acceptance of generic medicines: a comprehensive review of the current literature', *Patient Intelligence*, 4(6), pp. 1–29.

Alrubaiee, L. (2011) 'The Mediating Effect of Patient Satisfaction in the Patients ' Perceptions of Healthcare Quality – Patient Trust Relationship', *International Journal of Marketing Studies*, 3(1), pp. 103–127.

Alrubaiee, L. dan Al-Nazer, N. (2010) 'Investigate the Impact of Relationship Marketing Orientation on Customer Loyalty: The Customer's Perspective', *International Journal of Marketing Studies*, 2(1), pp. 155–174. doi: 10.5539/ijms.v2n1p155.

Amin, M. dan Nasharuddin, S. Z. (2013) 'Hospital Service Quality and Its Effects on Patient Satisfaction and Behavioural Intention', *Clinical Governance An International Journal*, 18(3), pp. 238–254. doi: <http://dx.doi.org/10.1108/CGIJ-05-2012-0016>.

Andaleeb, S. S. (1998) 'Determinants of customer satisfaction with hospitals: a managerial model', *International Journal of Health Care Quality Assurance*, 11(6), pp. 181–187. doi: 10.1080/13032917.2011.556221.

Andaleeb, S. S. (2001) 'Service quality perceptions and patient satisfaction: A study of hospitals in a developing country', *Social Science and Medicine*, 52(9), pp. 1359–1370. doi: 10.1016/S0277-9536(00)00235-5.

Anderson, Eugene W. dan Sullivan, M. W. (1993) 'The Antecedents and Consequences of Customer Satisfaction for Firms', *Marketing Science*, 12(2), pp. 125–143. doi: 10.1287/mksc.12.2.125.

Anderson, J. C. dan Gerbing, D. W. (1988) 'Structural Equation Modeling in Practice: A Review and Recommended Two-Step Approach', *Psychological Bulletin*, 103(3), pp. 411–423.

Anderson, L. A. dan Dedrick, R. F. (1990) 'Development of the Trust in Physician scale: A measure to assess interpersonal trust in patient-physician relationships', *Psychological Reports*, 67(3 II), pp. 1091–1100. doi: 10.2466/pr0.67.8.1091-1100.

Anderson, Lynda A. dan Dedrick, R. F. (1990) 'Development Of The Trust In Physician Scale: A Measure To Assess Interpersonal Trust In Patient-Physician Relationships', *Psychological Reports*, 67, pp. 1091–1100.

Andrilia, W. (2016) *Perbedaan Kepuasan Pasien Di Rumah Sakit Negeri Dengan Rumah Sakit Swasta Di Daerah Surakarta*. Universitas Muhammadiyah Surakarta.

Arab, M. Rashidian, A. Pourereza, A. dan Tajvar, M. (2014) 'Developing a Persian inpatient satisfaction questionnaire', *International Journal of Health Care Quality Assurance*, 27(1), pp. 4–14. doi: 10.1108/IJHCQA-10-2011-0059.

Arasli, H., Haktan Ekiz, E. dan Turan Katircioglu, S. (2008) 'Gearing service quality into public and private hospitals in small islands: Empirical evidence from Cyprus', *International Journal of Health Care Quality Assurance*, 21(1), pp. 8–23. doi: 10.1108/09526860810841129.

Arimbawa, E., Suarjana. dan Wijaya, G. (2014) 'Hubungan Pelayanan Kefarmasian dengan Kepuasan Konsumen Menggunakan Jasa Apotik di Kota Denpasar', *Public Health and Preventive Medicine Archive*, 2(2), pp. 198–203.

Ariwidyastuti, C. I., Januraga, P. P. dan Duarsa, D. P. (2016) 'Hubungan antara Responsiveness Pemberi Layanan dengan Kepuasan Pasien di Tiga Klinik Radiografi Konvensional Kota Denpasar', *Public Health and Preventive Medicine Archive*, 4(1), p. 60. doi: 10.15562/phpma.v4i1.58.

Atemifar, A. F., Hosseini, M. H. dan Maymand, M. M. (2016) 'A Model for Customer Loyalty in the Healthcare Centers Case Study Shahid Shooride Medical Center', *Bulletin de la Société Royale des Sciences de Liège*, 85, pp. 1026–1038.

Athanassopoulos, A., Gounari, S. dan Stathakopoulos, V. (2001) 'Behavioural Responses to Customer Satisfaction: an Empirical Study', *European Journal of Marketing*, 35(5), pp. 687–707.

Athavale, A. S. Banahan, B. F. dan Bentley, J. P. (2014) 'Antecedents and Consequences of Pharmacy Loyalty Behavior', *International Journal of Pharmaceutical and Healthcare Marketing*, 9(1), pp. 36–55. doi: 10.1108/IJPHM-02-2013-0003.

Atinga, R. A., Abekah-Nkrumah, G. dan Domfeh, K. A. (2011) 'Managing healthcare quality in Ghana: A necessity of patient satisfaction', *International Journal of Health Care Quality Assurance*, 24(7), pp. 548–563. doi: 10.1108/09526861111160580.

Atkinson, S. dan Haran, D. (2005) 'Individual and district scale determinants of users ' satisfaction with primary health care in developing countries', *Social Science and Medicine*, 60, pp. 501–513. doi: 10.1016/j.socscimed.2004.05.019.

Augusto, J. dan Bastos, R. (2008) 'Pharmacies Customer Satisfaction and Loyalty – A Framework Analysis'. Salamanca: Departamento de Administración y Economía de la Empresa, pp. 1–30.

Aurier, P. dan Goala, G. N. (2010) 'The Differing and Mediating Roles of Trust and Relationship Commitment In Service Relationship Maintenance and Development', *Academy of Marketing Science*, 38, pp. 303–325. doi: 10.1007/s11747-009-0163-z.

Aziz, M. M. Ji, W. dan Masooud, D. I. (2018) 'Patient satisfaction with community pharmacies services: A cross-sectional survey from Punjab; Pakistan', *International Journal of Environmental Research and Public Health*, 15(12). doi: 10.3390/ijerph15122914.

Azizan, N. A. dan Mohamed, B. (2013) 'The effects of preceived service quality on patient satisfaction at a public hospital in state of Pahang', *Asian Journal of Social Sciences and Humanities*, 2(3), pp. 307–323. Available at: [http://www.ajssh.leena-luna.co.jp/AJSSHPDFs/Vol.2\(3\)/AJSSH2013\(2.3-34\).pdf](http://www.ajssh.leena-luna.co.jp/AJSSHPDFs/Vol.2(3)/AJSSH2013(2.3-34).pdf).

Azwar, S. (2012) *Reliabilitas dan Validitas*. 4th edn. Yogyakarta: Pustaka Pelajar.

Babar, Z.-U.-D. Stewart, J. dan Reddy, S. (2010) 'An evaluation of consumers ' knowledge , perceptions and attitudes regarding generic medicines in Auckland', *Pharm World Sci*, 32, pp. 440–448. doi: 10.1007/s11096-010-9402-0.

Babin, B. J. dan Darden, W. R. (1998) 'Negative Emotions in Marketing Research: Affect or Artifact?', *Journal of Business Research*, 42(3), pp. 271–285.

Badri, M. A., Attia, S. dan Ustad, A. M. (2008) 'Healthcare quality and moderators of patient satisfaction: testing for causality', *International Journal of Health Care Quality Assurance*, 22(4), pp. 382–410. doi: 10.1108/09526860910964843.

Bagozzi, R. P. dan Yi, Y. (1991) 'Multitrait-Multimethod Matrices in Consumer Research', *Journal of Consumer Research*, 17(4), pp. 426–439.

Bajramovic, J., Emmerton, L. dan Tett, S. E. (2004) 'Perceptions around concordance - Focus groups and semi-structured interviews conducted with consumers, pharmacists and general practitioners', *Health Expectations*, 7(3), pp. 221–234. doi: 10.1111/j.1369-7625.2004.00280.x.

Baker, J. Parasuraman, A. Grewal, D. dan Voss, G. B. (2002) 'The Influence of Multiple Store Environment Cues on Perceived Merchandise Value and Patronage Intentions', *Journal of Marketing*, 66(April), pp. 120–141.

Baker, R. Lii, M. Gray, D. P. dan Love, M. M. (2003) 'Exploration of the relationship between continuity, trust in regular doctors and patient satisfaction with consultations with family doctors Exploration of the relationship between continuity , trust in regular doctors and patient satisfaction with consu', *Scandinavian Journal of Primary Health Care*, 21(1), pp. 27–32. doi: 10.1080/0283430310000528.

Baker, T. L. dan Taylor, S. A. (1998) 'Patient Satisfaction and Service Quality in the Formation of Customers' Future Purchase Intentions in Competitive Health Service Settings', *Health Marketing Quarterly*, 15(1), pp. 1–15.

Baldwin, A. dan Sohal, A. (2003) 'Service quality factors and outcomes in dental care', *Managing Service Quality*, 13(3), pp. 207–216. doi: 10.1108/09604520310476472.

Baltussen, R. O. B. dan Ye, Y. (2006) 'Quality of Care of Modern Health Services as Perceived by Users and Non-users in Burkina Faso', *International Journal for Quality in Health Care*, 18(1), pp. 30–34.

Bamfo, B. A. (2017) 'Factors influencing the choice of private and public hospitals: empirical evidence from Ghana', *International Journal of Pharmaceutical and Healthcare Marketing*, 11(1).

Bansal, H. S. dan Taylor, S. F. (1999) 'The Service Provider Switching Model (SPSM): A Model of Consumer Switching Behavior in the Services Industry', *Journal of Service Research*, 2(2), pp. 200–218. doi: 10.1177/109467059922007.

Barsky, J. dan Nash, L. (2002) 'Evoking emotion: Affective keys to hotel loyalty', *Cornell Hotel and Restaurant Administration Quarterly*, 43(1), pp. 39–46. doi: 10.1016/S0010-8804(02)80007-6.

Batbaatar, E. Dorjdagva, J. Luvsannyam, A. dan Savino, M. M. (2017) 'Determinants of patient satisfaction: A systematic review', *Perspectives in Public Health*, 137(2), pp. 89–101. doi: 10.1177/1757913916634136.

Batra, R., Ray, M. L. dan Ray, M. L. (1986) 'Affective Responses Mediating Acceptance of Advertising', *Journal of Consumer Research*, 13(2), pp. 234–249.

Bautista, Joy Mari. dan Tangsoc, J. (2016) 'Hospital Service Quality Assessment and Analysis: A Multi-Perspective Approach', *DLSU Business and Economics Review*, 26(1), pp. 30–49.

Beach, M. C. Sugarman, J. dan Johnson, R. L. (2005) 'Do Patients Treated With Dignity Report Higher Satisfaction, Adherence, and Receipt of Preventive Care?', *Annals of Family Medicine*, 03(4), pp. 331–338. doi: 10.1370/afm.328.INTRODUCTION.

Berk-clark, C. Van Den dan Mcguire, J. (2014) 'Trust in Health Care Providers : Factors Predicting Trust among Homeless Veterans over Time', *Journal of Health Care for the Poor and Underserved*, 25(3), pp. 1278–1290.

Berry, D. C., Gillie, T. dan Banbury, S. (1995) 'What do patients want to know: An empirical approach to explanation generation and validation', *Expert Systems With Applications*, 8(4), pp. 419–428. doi: 10.1016/0957-4174(94)E0033-Q.

Berry, D., Michas, I. dan Bersellini, E. (2002) 'Communicating information about medication side effects: Effects on satisfaction, perceived risk to health, and intention to comply', *Psychology and Health*, 17(3), pp. 247–267. doi: 10.1080/08870440290029520.

Bertakis, K. D., Roter, D. dan Putnam, S. M. (1991) 'The relationship of physician medical interview style to patient satisfaction', *Journal of Family Practice*, 32(2), pp. 175–181.

Berwick, D. M. (2009) 'What "patient-centered" should mean: Confessions of an extremist', *Health Affairs*, 28(4), pp. 555–565. doi: 10.1377/hlthaff.28.4.w555.

Birhanu, Z. Assefa, T. Woldie, M. dan Morankar, S. (2010) 'Determinants of satisfaction with health care provider interactions at health centres in central Ethiopia : a cross sectional study', *BMC Health Services Research*, 10(8), pp. 1–12.

Bitner, M. J. (1990) 'Evaluating Service Encounters: The Effects of Physical Surroundings and Employee Responses', *Journal of Marketing*, 54(2), p. 69. doi: 10.2307/1251871.

Bjertnaes, O. A., Sjetne, I. S. dan Iversen, H. H. (2012) 'Overall patient satisfaction with hospitals: effects of patient-reported experiences and fulfilment of expectations', *BMJ Qual Saf*, 21, pp. 39–46. doi: 10.1136/bmjqs-2011-000137.

Bleich, S. N., Ozaltin, E. dan Murray, C. (2009) 'How does satisfaction with the health-care system relate to patient experience ?', *Bull World Health Organ*, 87, pp. 271–278. doi: 10.2471/BLT.07.050401.

Bloemer, J. M. M. dan Kasper, H. D. P. (1995) 'the Complex Relationship Between Consumer Satisfaction and Brand Loyalty', *Journal of Economic Psychology*, 16(2), pp. 311–329. doi: 10.1016/0167-4870(95)00007-b.

Boshoff, C. dan Gray, B. (2004) 'The relationships between service quality, customer satisfaction and buying intentions in the private hospital industry', *S.Afr.J.Bus.Manage*, 35(4), pp. 27–38.

Bougie, R., Pieters, R. dan Zeelenberg, M. (2003) 'Angry Customers don't Come Back, They Get Back: The Experience and Behavioral Implications of Anger and Dissatisfaction in Services', *Journal of the Academy of Marketing Science*, 31(4), pp. 377–393. doi: 10.1177/0092070303254412.

Bowen, J. T. dan Chen, S. L. (2001) 'The relationship between customer loyalty and customer satisfaction', *International Journal of Contemporary Hospitality Management*, 13(5), pp. 213–217. doi: 10.1108/09596110110395893.

BPS (2016) *Indeks Pembangunan Manusia 2015*. Jakarta.

BPS (2017) *Jumlah rumah sakit menurut Kabupaten Kota di Daerah Istimewa Yogyakarta*, BPS. doi: 10.1037/0022-3514.51.6.1173.

Brady, M. K. dan Cronin, J. (2001) 'Some new thoughts on conceptualizing perceived service quality: A hierarchical approach', *The Journal of Marketing*, 65(3), pp. 34–49. Available at: <http://journals.ama.org/doi/abs/10.1509/jmkg.65.3.34.18334>.

Branch, W. T. dan Malik, T. K. (1993) 'Using "Windows of Opportunities" in Brief Interviews to Understand Patients' Concerns', *The Journal of the American Medical Association*, 269(13), pp. 1667–1668. doi: 10.1001/jama.1993.03500130081036.

Breazeale, M. dan Ponder, N. (2013) 'Get the picture? Visual servicescapes and self-image congruity', *Journal of Business Research*. Elsevier Inc., 66(7), pp. 839–846. doi: 10.1016/j.jbusres.2011.06.009.

Brennan, P. F. (1995) 'Patient Satisfaction and Normative Decision Theory', *Journal of the American Medical Informatics Association*, 2(1), pp. 250–259. doi: 10.1016/j.denabs.2016.02.023.

Briesacher, B. dan Corey, R. (1997) 'Patient Satisfaction with Pharmaceutical Services at Independent and Chain Pharmacies', *Am J Health-Syst Pharm*, 54(1), pp. 531–536.

Budianto, A. (2019) 'Customer Loyalty: Quality of Service', *Journal of management Review*, 3(1), pp. 299–305. Available at: <https://jurnal.unigal.ac.id/index.php/managementreview/article/view/1808/1486>.

Budiman, Suhat. dan Herlina, N. (2010) ‘Hubungan Status Demografi dengan Kepuasan Masyarakat Tentang Pelayanan Jamkesmas di Wilayah Puskesmas Tanjungsari Kabupaten Bogor Tahun 2010’, *Jurnal Kesehatan Kartika*, 27, pp. 1–17. Available at: <http://www.stikesayani.ac.id/publikasi/e-journal/filesx/2010/201004/201004-006.pdf>.

Burnham, T. A., Frels, J. K. dan Mahajan, V. (2003) ‘Consumer switching costs: A typology, antecedents, and consequences’, *Journal of the Academy of Marketing Science*, 31(2), pp. 109–126. doi: 10.1177/0092070302250897.

Buttle, F. (1996) ‘SERVQUAL: review, critique, research agenda’, *European Journal of Marketing*, 30(1), pp. 8–32. doi: 10.1108/03090569610105762.

Camilleri, D. dan Callaghan, M. (1998) ‘Comparing public and private hospital care service quality’, *International Journal of Health Care Quality Assurance*, 11(4), pp. 127–133.

Campbell, D. T. dan Fiske, D. W. (1959) ‘Convergent And Discriminant Validation By The Multitrait-Multimethod Matrix’, *Psychological Bulletin*, 56(2), pp. 81–105.

Carlucci, D., Renna, P. dan Schiuma, G. (2013) ‘Evaluating service quality dimensions as antecedents to outpatient satisfaction using back propagation neural network’, *Health Care Management Science*, 16(1), pp. 37–44. doi: 10.1007/s10729-012-9211-1.

Carman, J. M. (2000) ‘Patient perceptions of service quality: combining the dimensions’, *Journal of Services Marketing*, 14(4), pp. 337–352. doi: 10.1108/08876040010334565.

Caruana, A. (2002) ‘Service loyalty: The effects of service quality and the mediating role of customer satisfaction’, *European Journal of Marketing*, 36(7/8), pp. 811–828. doi: 10.1108/03090560210430818.

Caruana, A., Money, A. H. dan Berthon, P. R. (2000) ‘Service quality and satisfaction – the moderating role of value’, *European Journal of Marketing*, 34(11), pp. 1338–1352. doi: 10.1108/mbe.2001.26705aaf.015.

Casado-Díaz, A. B., Más-Ruiz, F. J. dan Kasper, H. (2007) ‘Explaining satisfaction in double deviation scenarios: The effects of anger and distributive justice’, *International Journal of Bank Marketing*, 25(5), pp. 292–314. doi: 10.1108/02652320710772970.

Castaldo, S. Grosso, M. Mallarini, E. dan Rindone, M. (2016) ‘The Missing Path To Gain Customers Loyalty In Pharmacy Retail: The Role Of The Store In Developing Satisfaction And Trust’, *Research in Social and Administrative Pharmacy*. Elsevier Inc, 12(5), pp. 699–712. doi: 10.1016/j.sapharm.2015.10.001.

Chahal, H. dan Kumari, N. (2010) ‘Development of multidimensional scale for healthcare service quality (HCSQ) in Indian context’, *Journal of Indian Business Research*, 2(4), pp. 230–255. doi: 10.1108/17554191011084157.

Chahal, H. dan Mehta, S. (2013) 'Modeling patient satisfaction construct in the Indian health care context', *International Journal of Pharmaceutical and Healthcare Marketing*, 7(1), pp. 75–92. doi: 10.1108/17506121311315445.

Chahal, H., Sharma, R. dan Gupta, M. (2004) 'Patient Satisfaction in Public Outpatient Health Care Services', *Journal of Health Management*, 6(1), pp. 23–44. doi: 10.1177/097206340400600102.

Chang, C. S. Chen, S. Y. dan Lan, Y. T. (2013) 'Service Quality, Trust, and Patient Satisfaction In Interpersonal-Based Medical Service Encounters', *BMC Health Services Research*. BMC Health Services Research, 13(1), p. 22. doi: 10.1186/1472-6963-13-22.

Chang, W. J. dan Chang, Y. H. (2013) 'Patient Satisfaction Analysis: Identifying Key Drivers and Enhancing Service Quality of Dental Care', *Journal of Dental Sciences*. Elsevier Taiwan LLC, 8(3), pp. 239–247. doi: 10.1016/j.jds.2012.10.006.

Chebat, J., El Hedhli, K. dan Sirgy, M. J. (2009) 'How does shopper-based mall equity generate mall loyalty? A conceptual model and empirical evidence', *Journal of Retailing and Consumer Services*, 16, pp. 50–60. doi: 10.1016/j.jretconser.2008.08.003.

Chebat, J. dan Slusarczyk, W. (2005) 'How emotions mediate the effects of perceived justice on loyalty in service recovery situations: an empirical study', *Journal of Business Research*, 58, pp. 664–673. doi: 10.1016/j.jbusres.2003.09.005.

Chen, K. dan Chen, H. (2014) 'Applying Importance – Performance Analysis with Simple Regression Model and Priority Indices to Assess Hotels', *Journal of Testing and Evaluation*, 42(2), pp. 455–466. doi: 10.1520/JTE20130124.

Cheng, S. H., Yang, M. C. dan Chiang, T. L. (2003) 'Patient satisfaction with and recommendation of a hospital: Effects of interpersonal and technical aspects of hospital care', *International Journal for Quality in Health Care*, 15(4), pp. 345–355. doi: 10.1093/intqhc/mzg045.

Chilgren, A. (2008) 'Managers and the new definition of quality', *Journal of Healthcare Management*, 53(4), pp. 221–229.

Chin, W. W. (1998a) 'Issues and Opinion on Structural Equation Modeling', *Management Information Systems Quarterly*, 22(1), pp. 1–15.

Chin, W. W. (1998b) 'The Partial Least Squares Approach to Structural Equation Modeling', in *Modern Methods for Business Research*. London: Lawrence Erlbaum Associates, pp. 295–336.

Chiu, C.-M. Chang, C. C. Cheng, H. L. dan Fang, Y. H. (2009) *Determinants of customer repurchase intention in online shopping*, *Online Information Review*. doi: 10.1108/14684520910985710.

Choi, B. J. dan Kim, H. S. (2013) 'The impact of outcome quality, interaction quality, and peer-to-peer quality on customer satisfaction with a hospital service', *Managing Service Quality*, 23(3), pp. 188–204. doi: 10.1108/09604521311312228.

Choi, K.-S. Lee, H. Kim, C. dan Lee, S. (2005) 'The Service Quality Dimensions and Patient Satisfaction Relationships in South Korea: Comparisons Across Gender, Age and Types of Service', *Journal of Services Marketing*, 19(3), pp. 140–149. doi: 10.1108/08876040510596812.

Choi, K. S. Cho, W. H. Lee, S. Lee, H. dan Kim, C. (2004) 'The relationships among quality, value, satisfaction and behavioral intention in health care provider choice: A South Korean study', *Journal of Business Research*, 57(8), pp. 913–921. doi: 10.1016/S0148-2963(02)00293-X.

Chou, J. S. Kim, C. Kuo, Y. C. dan Ou, N. C. (2011) 'Deploying effective service strategy in the operations stage of high-speed rail', *Transportation Research*. Elsevier Ltd, 47(4), pp. 507–519. doi: 10.1016/j.tre.2010.12.004.

Chow, A. Mayer, E. K. Darzi, A. W. dan Athanasiou, T. (2009) 'Patient-reported outcome measures: The importance of patient satisfaction in surgery', *Surgery*, 146(3), pp. 435–443. doi: 10.1016/j.surg.2009.03.019.

Chu, R. (2002) 'Stated-importance versus derived-importance customer satisfaction measurement', *Journal of Services Marketing*, 16(4), pp. 285–301. doi: 10.1108/08876040210433202.

Clark, J. A. dan Mishler, E. G. (1992) 'Attending to patients' stories: reframing the clinical task', *Sociology of Health and Illness*, 14(3), pp. 344–372.

Clemes, M. Gan, C. Kao, T. H. dan Choong, (2008) 'An empirical analysis of customer satisfaction in international air travel', *Innovative Marketing*, 4(2), pp. 49–62. Available at: <https://orcid.org/0000-0002-5618-1651>.

Coenen, C. dan Felten, D. W. (2013) 'FM Servicebarometer: monitoring customer perception of service performance', *Journal of Facilities Management*, 11(3), pp. 266–278.

Connelly, L. M. (2008) 'Pilot studies', *MedSurg Nursing*, 17(6), pp. 411–412.

Cooper, D. R. dan Schindler, P. S. (2011) *Business Research Methods*. Eleventh E, *Management Learning*. Eleventh E. New York: The McGraw-Hill. doi: 10.1177/13505076080390050804.

Coulehan JL, Platt, F. dan Egner, B. (2001) "'Let Me See If I Have This Right...": Words That Help Build Empathy', *Annals of Internal Medicine*, 135(3), pp. 221–227.

Creswell, J. W. (2009) *Research Design.pdf*. Third. California: Sage Publication.

Cronin, J. J. dan Taylor, S. A. (1992) 'Measuring Service Quality: A Reexamination and Extension', *Journal of Marketing*, 56(3), pp. 55–68.

Cronin, J. J. dan Brady MK, H. G. (2000) 'The effects of service quality, perceived value and customer satisfaction on behavioral intentions', *Journal of Retailing*, 76(2), pp. 193–218. doi: 10.1300/J150v06n04_04.

Crow, R. Gage, H. Hampson, S. Hart, J. dan Kimber, A (2002) 'The measurement of satisfaction with healthcare: implications for practice from a systematic review of the literature HTA Health Technology Assessment NHS Randamp;D HTA Programme Executive summary', *Health Technology Assessment*, 6(32).

Cunningham, L. (1991) *The Quality Connection in Health Care*. San Francisco: Jossey-Bass Inc., Publishers.

Curry, A. dan Sinclair, E. (2002) 'Assessing the quality of physiotherapy services using Servqual', *International Journal of Health Care Quality Assurance*, 15(5), pp. 197–205. doi: 10.1108/09526860210437412.

Dabholkar, P. (1995) 'A Contingency Framework For Predicting Causality Between Customer Satisfaction and Service Quality', *Advances in Consumer Research*, 22, pp. 101–108.

Dabholkar, P. A., Thorpe, D. I. dan Rentz, J. O. (1996) 'A measure of service quality for retail stores: Scale development and validation', *Journal of the Academy of Marketing Science*, 24(1), pp. 3–16. doi: 10.1007/bf02893933.

Danaher, P. J. dan Haddrell, V. (1996) 'A comparison of question scales used for measuring customer satisfaction', *International Journal of Service Industry Management*, 7(4), pp. 4–26. doi: 10.1108/09564239610129922.

Das, J. dan Hammer, J. (2007) 'Money for nothing: The dire straits of medical practice in Delhi, India', *Journal of Development Economics*, 83, pp. 1–36. doi: 10.1016/j.jdeveco.2006.05.004.

Databoks (2018) *Berapa Peserta Jaminan Kesehatan Nasional?*, *BPJS Kesehatan*. Available at: <https://databoks.katadata.co.id/datapublish/2018/10/30/berapa-peserta-jaminan-kesehatan-nasional> (Accessed: 3 March 2020).

David, D., Hariyanti, T. dan Widayanti Lestari, E. (2014) 'Hubungan Keterlambatan Kedatangan Dokter terhadap Kepuasan Pasien di Instalasi Rawat Jalan', *Jurnal Kedokteran Brawijaya*, 28(1), pp. 31–35. doi: 10.21776/ub.jkb.2014.028.01.19.

Davis, L. L. (1992) 'Instrument review: Getting the most from a panel of experts', *Applied Nursing Research*, 5(4), pp. 194–197. doi: 10.1016/S0897-1897(05)80008-4.

Departemen Kesehatan (2014) *Peraturan Menteri Kesehatan Republik Indonesia Nomor 58 Tahun 2014 Standar Pelayanan Kefarmasian di Rumah Sakit*.

Derksen, F., Bensing, J. dan Lagro-Janssen, A. (2013) 'Effectiveness of empathy in general practice: A systematic review', *British Journal of General Practice*, 63(606), pp. 76–84. doi: 10.3399/bjgp13X660814.

Devoe, J., Wallace, L. dan Fryer, G. (2016) 'Patient Age Influences Perceptions About Health Care Communication', *Family Medicine*, 41(2), pp. 126–133.

Diamantopoulos, A. dan Winklhofer, H. M. (2001) 'Index construction with formative indicators: An alternative to scale development', *Journal of Marketing Research*, 38(2), pp. 269–277. doi: 10.1509/jmkr.38.2.269.18845.

Dick, A. S. dan Basu, K. (1994) 'Customer loyalty: Toward an integrated conceptual framework', *Journal of the Academy of Marketing Science*, 22(2), pp. 99–113. doi: 10.1177/0092070394222001.

Donabedian, A. (1988) 'The Quality of Care: How Can It Be Assessed?', *The Journal of the American Medical Association*, 260(12), pp. 1743–1748. doi: 10.1001/jama.1989.03420080065026.

Doney, M. dan Cannon, J. P. (1997) 'Trust Examination of the Nature of in Buyer-Seller Relationship for assistance', *Journal of Marketing*, 61(2), pp. 35–51.

Duan, C. dan Hill, C. E. (1996) 'The Current State of Empathy Research', *Journal of Counseling Psychology*, 43(3), pp. 261–274. doi: 10.1037/0022-0167.43.3.261.

Duggirala, M., Rajendran, C. dan Anantharaman, R. (2008) 'Patient-Perceived Dimensions of Total Quality Service in Healthcare', *Benchmarking: An International Journal*, 15(5), pp. 560–583. doi: 10.1108/14635770810903150.

Dwyer, R. F., Schurr, P. dan Oh, S. (1987) 'Buyer-Seller Developing Relationships', *American Journal of Marketing*, Vol. 51, No. 2 (Apr., 1987), pp. 11–27, 51(2), pp. 11–27. doi: 10.2307/1251126.

Edwardson, M. (1998a) 'Measuring Consumer Emotions In Service Encounters: An Exploratory Analysis', *Australasian Journal of Market Research*, 6(2), pp. 34–38. doi: 10.1017/CBO9781107415324.004.

Eggert, A. dan Ulaga, W. (2002) 'Customer perceived value: A substitute for satisfaction in business markets?', *Journal of Business and Industrial Marketing*, 17(2–3), pp. 107–118. doi: 10.1108/08858620210419754.

Eisingerich, A. B. dan Rubera, G. (2010) 'Drivers of brand commitment: A cross-national investigation', *Journal of International Marketing*, 18(2), pp. 64–79. doi: 10.1509/jimk.18.2.64.

Eninurkhatun, B., Suryoputro, A. dan Fatmasari, E. (2017) 'Analisis Tingkat Kepuasan Pasien Terhadap Kualitas Pelayanan Rawat Jalan di Puskesmas Duren dan Puskesmas Bergas Kabupaten Semarang Tahun 2017', *Jurnal Kesehatan Masyarakat*, 5(4), pp. 33–42. doi: 10.1017/CBO9781107415324.004.

Entwistle, V. A. dan Quick, O. (2006) 'Trust in the context of patient safety problems', *Journal of Health, Organisation and Management*, 20(5), pp. 397–416. doi: 10.1108/14777260610701786.

Epstein, R. M. Franks, P. Shields, C. G. Meldrum, S. C. Miller, K. N. Campbell, T. L. dan Fiscella, K. (2005) 'Patient-Centered Communication and Diagnostic Testing', *Annals of Family Medicine*, 3(5), pp. 415–421. doi: 10.1370/afm.348.INTRODUCTION.

Fahriani, A. A. (2019) 'Hubungan antara Persepsi Pasien Terhadap Obat Generik dengan Pengalaman Kesembuhan, Kepuasan, dan Kunjungan Kembali (Studi Observasional di Puskesmas Liang Anggang Tahun 2013)', 53(9), pp. 1–7. doi: 10.1017/CBO9781107415324.004.

Falk, R., Miller, F. dan B, N. (1992) *A Primer for Soft Modeling*. Ohio: University of Akron Press. Available at: http://books.google.com/books/about/A_Primer_for_Soft_Modeling.html?id=3CFrQgAACAAJ.

Falk, T., Hammerschmidt, M. dan Schepers, J. J. L. (2010) 'The service quality-satisfaction link revisited: Exploring asymmetries and dynamics', *Journal of the Academy of Marketing Science*, 38(3), pp. 288–302. doi: 10.1007/s11747-009-0152-2.

Farley, J. U. (1964) 'Why Does "Brand Loyalty" Vary over Products?', *Journal of Marketing Research*, 1(4), pp. 9–14. doi: 10.2307/3150371.

Fatima, T., Malik, S. A. dan Shabbir, A. (2018) 'Hospital healthcare service quality, patient satisfaction and loyalty: An investigation in context of private healthcare systems', *International Journal of Quality and Reliability Management*, 35(6), pp. 1195–1214. doi: 10.1108/IJQRM-02-2017-0031.

Firdaus, O. M. dan Samadhi, T. M. A. A. (2014) 'Conceptual model for reducing outpatient care waiting times in teaching hospital in Indonesia', in *International Conference on Management of Innovation and Technology*. Bandung: IEEE, pp. 317–320. doi: 10.1109/ICMIT.2014.6942445.

Flocke, S. A., Miller, W. L. dan Crabtree, B. F. (2002) 'Relationships between physician practice style, patient satisfaction, and attributes of primary care', *Journal of Family Practice*, 51(10), pp. 835–840.

Fornell, C. (1992) 'A National Customer Satisfaction Barometer: The Swedish Experience', *Journal of Marketing*, 56(1), pp. 6–21.

Fornell, C. Johnson, M. D. Anderson, E. W. dan Cha, J. (1996) 'The American Customer Satisfaction Index: Nature, purpose, and findings', *Journal of Marketing*, 60(4), pp. 7–18. doi: 10.2307/1251898.

Fornell, C. dan Larcker, D. F. (1981) 'Evaluating Structural Equation Models with Unobservable Variables and Measurement Error', *Journal of Marketing Research*, 18(1), pp. 39–50.

Fornell, C. dan Wernerfelt, B. (1987) 'Defensive Marketing Strategy by Customer Complaint Management: A Theoretical Analysis', *Journal of Marketing Research*, 24(4), p. 337. doi: 10.2307/3151381.

Fourianalistyawati, E. (2012) 'Komunikasi yang Relevan dan Efektif Antara Dokter dan Pasien', *Journal Psikogenesis*, 1(1), pp. 82–87. Available at: <http://academicjournal.yarsi.ac.id/index.php/Jurnal-Online-Psikogenesis/article/view/37/pdf>.

Fournier, S. (1998) 'Consumers and Their Brands: Developing Relationship Theory in Consumer Research', *Journal of Consumer Research*, 24(4), pp. 343–353. doi: 10.1086/209515.

Frankel, R. M. (1995) 'Emotion and the Physician-Patient Relationship', *Motivation and Emotion*, 19(3), pp. 163–173.

Friesner, D. A. N. Nuefelder, D. Raisor, J. dan Bozman, C. S. (2009) 'How to Improve Patient Satisfaction When Patients Are Already Satisfied: A Continuous Process-Improvement Approach', *Hospital Topics*, 87(1), pp. 24–41.

Ganesan (1994) 'Determinants of Long Term Orientation in Buyer Seller Relationship', *Omega: The International Journal of Management Science*, 58(2), pp. 725–737.

Garbarino, E. dan Johnson, M. S. (1999) 'The different roles of satisfaction, trust, and commitment in customer relationships', *Journal of Marketing*, 63(2), pp. 70–87. doi: 10.2307/1251946.

Garratt, A. M. Bjaertnes, A. Krogstad, U. dan Gulbrandsen, P. (2005) 'The OutPatient Experiences Questionnaire (OPEQ): data quality, reliability, and validity in patients attending 52 Norwegian hospitals', *Qual Saf Health Care*, 14, pp. 433–437. doi: 10.1136/qshc.2005.014423.

Garson, D. (2013) *Validity and Reliability*. Asheboro: Statistical Publishing Associates.

Gasquet, I. Villeminot, S. Estaquio, C. dan Durie U. X. (2004) 'Construction of a questionnaire measuring outpatients' opinion of quality of hospital consultation departments', *Health and Quality of Life Outcomes*, 2(1), pp. 1–12. doi: 10.1186/1477-7525-2-43.

Gaur, S. S. Xu, Y. Quazi, A. dan Nandi, S. (2011) 'Relational impact of service providers' interaction behavior in healthcare', *Managing Service Quality*, 21(1), pp. 67–87. doi: 10.1108/09604521111100252.

Gede Mahatma Yuda Bakti, I. dan Sumaedi, S. (2013) 'An analysis of library customer loyalty: The role of service quality and customer satisfaction, a case study in Indonesia', *Library Management*, 34(6/7), pp. 397–414. doi: 10.1108/LM-05-2012-0025.

Gefen, D. (2000) 'E-commerce: The role of familiarity and trust', *Omega*, 28(6), pp. 725–737. doi: 10.1016/S0305-0483(00)00021-9.

Gelbrich, K. (2010) 'Anger, frustration, and helplessness after service failure: coping strategies and effective informational support', *Journal of the Academy of Marketing Science*, 38(5), pp. 567–585. doi: 10.1007/s11747-009-0169-6.

Geyskens, I., Steenkamp, J.-B. E. M. dan Kumar, N. (1999) 'Meta-Analysis of Channel Satisfaction in Marketing Relationships', *Journal of Marketing Research*, 36(2), pp. 223–238.

Ghozali, I. dan Latan, H. (2015) *Partial Least Squares: Konsep, Teknik dan Aplikasi*. Semarang: Badan Penerbit UNDIP.

Gilbert, F. W. dan Warren, W. E. (1995) 'Psychographic constructs and demographic segments', *Psychology and Marketing*, 12(3), pp. 223–237. doi: 10.1002/mar.4220120306.

Gilly, M. C. dan Zeithaml, V. A. (1985) 'The Elderly Consumer and Adoption of Technologies', *Journal of Consumer Research*, 12(3), pp. 353–357. doi: 10.1177/1362361397012012.

Goel, S., Sharma, D. dan Singh, A. (2013) 'Development and Validation of a Patient Satisfaction Questionnaire for Outpatients Attending Health Centres in North Indian Cities', *Journal of Health Services Research and Policy*, 0(0), pp. 1–9. doi: 10.1177/1355819613508381.

Gourley, G. K. Gourley, D. F. Rigolisi, E. Reed, P. dan Solomon, D. K. (2001) 'Development and Validation of the Pharmaceutical Care Satisfaction Questionnaire', *The American Journal Of Managed Care*, 7(5), pp. 461–466.

Griffin, J. (2002) *Customer loyalty: How to Earn It, How to Keep It, Airline Business*. San Francisco: Wiley Imprint. doi: 10.3139/9783446452848.013.

Gronroos, C. (1984) 'A Service Quality Model and Its Marketing Implications', *European Journal of Marketing*, 18(4), pp. 36–44. doi: 10.1108/EUM0000000004784.

Grönroos, C. (1982) 'An Applied Service Marketing Theory', *European Journal of Marketing*, 16(7), pp. 30–41. doi: <http://dx.doi.org/10.1108/EUM0000000004859>.

Grönroos, C (1982) *Strategic Management and Marketing in the Service Sector*. Stockholm: Swedish School of Economics and Business Administration (Forskningsrapporter (Svenska handelshögskolan (Helsinki, Finland))). Available at: https://books.google.co.id/books?id=KSJ_AAAACAAJ.

Grönroos, C. (2000) *Service Management and Marketing: A Customer Relationship Management Approach*. Second Edi. California: Wiley. doi: 10.1108/EUM0000000004874.

Gulliford, M. Munoz, J. F. Morgan, M. Hughes, D. dan Gibson, B. (2002) ‘What does “access to health care” mean?’, *Journal of Health Services Research and Policy*, 7(3), pp. 186–188.

Hair, J. Ringle, C. M. dan Sarstedt, M. (2014) *Partial Least Squares Structural Equation Modeling (PLS-SEM)*. California: Sage Publication.

Hair, J. F. Black, W. C. Babin, B. J. dan Anderson, R. E. (2009) *Multivariate Data Analysis*. Seventh Ed. Prentice Hall.

Hair, J. F. Sarstedt, M. Ringle, C. M. dan Mena, J. A. (2012) ‘An assessment of the use of partial least squares structural equation modeling in marketing research’, *Academy of Marketing Science*, 40, pp. 414–433. doi: 10.1007/s11747-011-0261-6.

Hair, J. F. J. Sarstedt, M. Hopkins, L. dan Kuppel, W. (2014) ‘Partial least squares structural equation modeling (PLS-SEM) An emerging tool in business research’, *European Business Review*, 26(2), pp. 106–121. doi: 10.1108/EBR-10-2013-0128.

Hair, J. F., Ringle, C. M. dan Sarstedt, M. (2013) ‘Partial Least Squares Structural Equation Modeling: Rigorous Applications, Better Results and Higher Acceptance’, *Long Range Planning*, 46, pp. 1–12. doi: 10.1016/j.lrp.2013.01.001.

Hakim, L. (2013) *Pelayanan kesehatan paling banyak diadakan di DIY, Ombudsman Daerah Istimewa Yogyakarta*. Available at: <https://ombudsman.jogjapro.go.id/pelayanan-kesehatan-paling-banyak-diadukan-di-diy/> (Accessed: 23 February 2020).

Hall, J. A. dan Dornan, M. C. (1990) ‘Patient sociodemographic characteristics as predictors of satisfaction with medical care: A meta-analysis’, *Social Science and Medicine*, 30(7), pp. 811–818. doi: 10.1016/0277-9536(90)90205-7.

Hall, J. A., Milburn, M. A. dan Epstein, A. M. (1993) ‘A Causal Model of Health Status and Satisfaction with Medical Care’, *Medical Care*, 31(1), pp. 84–94.

Hall, M. . (2005) ‘The importance of trust for ethics, law and public policy’, *Cambridge Quarterly of Healthcare Ethics*, 14(2), pp. 156–67.

Hall, M. A. dan Dugan, E. (2001) ‘Trust in Physicians and Medical Institutions: What Is It, Can It Be Measured, and Does It Matter?’, *The Milbank Quarterly*, 79(4), pp. 613–639.

Hallowell, R. (1996) ‘The relationships of customer satisfaction, customer loyalty, and profitability: an empirical study’, *International Journal of Service Industry Management*, 7(4), pp. 27–42. doi: 10.1108/09564239610129931.

Halstead, D. dan Page, T. J. (1992) ‘The effects of satisfaction and complaining behavior on consumer repurchase intentions’, *Journal of Consumer Satisfaction, Dissatisfaction and Complaining Behavior*, pp. 1–11.

Handayani, P. Hidayanto, A. N. Sandhyaduhita, P. I. dan Kasiyah. (2015) 'Strategic hospital services quality analysis in Indonesia', *Expert Systems with Applications*. Elsevier Ltd, 42(6), pp. 3067–3078. doi: 10.1016/j.eswa.2014.11.065.

Hanggraningrum, M. D., Hariyanti, T. dan Rudijanto, A. (2017) 'The Effect of Service Quality on Outpatient Satisfaction of Dr. Soegiri General Hospital Lamongan', *Jurnal Aplikasi Manajemen*, 15(4), pp. 643–650.

Hapsari, I., Sudirman, I. dan Vita, K. Y. (2007) 'Pengaruh kualitas pelayanan informasi obat terhadap kepuasan peserta ASKES rawat jalan di Rumah Sakit Umum Daerah Purbalingga', *Pharmacy*, 5(2), pp. 90–99.

Hasin, M. A. A., Seeluangsawat, R. dan Shareef, M. A. (2001) 'Statistical measures of customer satisfaction for health care quality assurance: A case study', *International Journal of Health Care Quality Assurance*, 14(1), pp. 6–14. doi: 10.1108/09526860110366214.

Havlena, W. J. dan Holbrook, M. B. (1986) 'The Varieties of Consumption Experience: Comparing Two Typologies of Emotion in Consumer Behavior', *Journal of Consumer Research*, 13(3), p. 394. doi: 10.1086/209078.

Haynes, S.N., Richard, D.C.S. dan Kubany, E. S. (1995) 'Content Validity in Psychological Assessment: A Functional Approach to Concepts and Methods', *Psychological Assessment*, pp. 238–247.

Helmawati, T. dan Handayani, S. D. (2014) 'Pengaruh Kualitas Layanan terhadap Minat Kunjungan Ulang yang dimediasi oleh Kepuasan Pasien di Klinik Rumah Zakat Yogyakarta', *Jurnal Medicoeticolegal dan Manajemen Rumah Sakit*, 3(1), pp. 1–15.

Henseler, J., Ringle, C. M. dan Sarstedt, M. (2014) 'A new criterion for assessing discriminant validity in variance-based structural equation modeling', *Journal of the Academy of Marketing Science*, 43(1), pp. 115–135. doi: 10.1007/s11747-014-0403-8.

Henseler, J., Ringle, C. M. dan Sinkovics, R. R. (2009) 'The Use of Partial Least Squares Path Modeling in International Marketing', *Advances in International Marketing*, 20, pp. 277–319. doi: 10.1108/S1474-7979(2009)0000020014.

Henseler, J. dan Sarstedt, M. (2013) 'Goodness-of-fit indices for partial least squares path modeling', *Computational Statistics*, 28(2), pp. 565–580. doi: 10.1007/s00180-012-0317-1.

Heskett, J. L. Jones, T. O. Loveman, G. W. dan Sasser, W. E. (2008) 'Putting the service - Profit chain to work', *Harvard Business Review*, 86(7–8), pp. 1–13. doi: 10.1037/e459772008-014.

Hetharie, J. A. (2012) 'Peran Emosi Positif sebagai Mediator Stimulus Lingkungan Toko dan Faktor Sosial terhadap Impulse Buying Tendency pada Matahari Departement Store Kota Ambon', *Jurnal Aplikasi Manajemen*, 10(4), pp. 890–898.

Hidayati, A. N., Suryawati, C. dan Sriatmi, A. (2014) 'Analisis Hubungan Karakteristik Pasien dengan Kepuasan Pelayanan Rawat Jalan Semarang Eye Center (SEC) Rumah Sakit Islam Sultan Agung Semarang', *Jurnal Kesehatan Masyarakat*, 2(1), pp. 9–14.

Hirschman, E. C. dan Holbrook, M. B. (1982) 'Hedonic Consumption: Emerging Concepts, Methods and Propositions', *Journal of Marketing*, 46(Summer), pp. 92–101.

Hojat, M. Louis, D. Z. Markham, F. W. dan Wender, R. (2011) 'Physicians' empathy and clinical outcomes for diabetic patients', *Academic Medicine*, 86(3), pp. 359–364. doi: 10.1097/ACM.0b013e3182086fe1.

Holbrook, M. B. dan Hirschman, E. C. (1982) 'The Experiential Aspects of Consumption: Consumer Fantasies, Feelings, and Fun', *The Journal of Consumer Research*, 9(2), pp. 132–140.

Homburg, C. dan Giering, A. (2001) 'Personal characteristics as moderators of the relationship between customer satisfaction and loyalty—an empirical analysis', *Psychology and Marketing*, 18(1), pp. 43–66. doi: 10.1002/1520-6793(200101)18:1<43::AID-MAR3>3.0.CO;2-I.

Hooper, J. dan Longworth, P. (2002) *Health Needs Assessment Workbook*. London: Health Development Agency.

Horvat, N. dan Kos, M. (2010) 'Development and Initial Validation of a Patient Satisfaction With Pharmacy Performance Questionnaire', *Evaluation and the Health Professions*, 33(2), pp. 197–215. doi: 10.1177/0163278710361924.

Hsieh, Y. C. dan Hiang, S. T. (2004) 'A Study of the Impacts of Service Quality on Relationship Quality in Search-Experience-Credence Services', *Total Quality Management and Business Excellence*, 15(1), pp. 43–58. doi: 10.1080/1478336032000149090.

Hu, H. Cheng, C. C. Chiu, S. I. dan Hong, F. Y (2011) 'A study of customer satisfaction, customer loyalty and quality attributes in Taiwan's medical service industry', *African Journal of Business Management*, 5(1), pp. 187–195. doi: 10.5897/AJBM10.951.

Hubley, A. M. (2014) 'Discriminant Validity', in *Encyclopedia of Quality of Life and Well-Being Research*. Dordrecht: Springer.

Hudak, P. L. dan Wright, J. G. (2000) 'The Characteristics of Patient Satisfaction Measures', *Spine*, 25(24), pp. 3167–3177. doi: 10.1097/00007632-200012150-00012.

Hulka, B. S. Kuper, L. L. dan Daly, M. B. (1975) 'Correlates of Satisfaction and Dissatisfaction with Medical Care: A Community Perspective Frederic Schoen Published by: Lippincott Williams and Wilkins Stable URL: <https://www.jstor.org/stable/3763362> Correlates of Satisfaction and Dissatisfaction with M', *Medical Care*, 13(8), pp. 648–658.

Hussein, A. . (2015) *Penelitian Bisnis dan Manajemen Menggunakan PLS (smart-PLS 3.0)*. Malang: Universitas Brawijaya.

Igbinovia, M. E. (2007) *The Perceived Benefits of Generic Versus Branded Medicines*.

Indarwati, M. dan Phuoc, P. T. (2018) 'Evaluation of Administrative Service Quality Towards JKN Patient Satisfaction', *Jurnal Kesehatan Masyarakat*, 14(1), pp. 41–48.

Indonesia, K. K. (2006) *Komunikasi Efektif Dokter-Pasien, Konsil Kedokteran Indonesia*.

Iosifescua, A. Halm, E. A. McGinn, T. Siu, A. L. dan Federman, A. D. (2009) 'Beliefs about generic drugs among elderly adults in hospital- based primary care practices', *Patient Educ Couns*, 73(2), pp. 377–383. doi: 10.1016/j.pec.2008.07.012.Beliefs.

Izard, C. E. (1992) 'Basic Emotions, Relations Among Emotions, and Emotion-Cognition Relations', *Psychological Review*, 99(3), pp. 561–565.

Jackson, J., Chamberlin, J. dan Kroenke, K. (2001) 'Predictors of patient satisfaction', *Social Science and Medicine*, 52, pp. 609–620.

Jaipaul, C. K. dan Rosenthal, G. E. (2001) 'Are Older Patients More Satisfied With Hospital Care Than Younger Patients?', pp. 23–30.

Jani, D. dan Han, H. (2011) 'Investigating the key factors affecting behavioral intentions: Evidence from a full-service restaurant setting', *International Journal of Contemporary Hospitality Management*, 23(7), pp. 1000–1018. doi: 10.1108/095961111111167579.

Jaturapatporn, D. Hathirat, S. Manataweewat, B. Dellau, A. C. dan Leelaharattanarak, S. (2006) 'Reliability and validity of a Thai version of the General Practice Assessment Questionnaire (GPAQ)', *Journal of the Medical Association of Thailand*, 89(9), pp. 1491–1496.

Jen, W., Tu, R. dan Lu, T. (2011) 'Managing passenger behavioral intention: An integrated framework for service quality, satisfaction, perceived value, and switching barriers', *Transportation*, 38(2), pp. 321–342. doi: 10.1007/s11116-010-9306-9.

Jha, A. K. Orav, E. J. Zheng, J. dan Epstein, A. M. (2008) 'Patients' perception of hospital care in the United States', *New England Journal of Medicine*, 359(18), pp. 1921–1931. doi: 10.1056/NEJMsa0804116.

Joffe, S. Manocchia, M. Weeks, J. C. dan Cleary, P. D. (2003) 'What do patients value in their hospital care? An empirical perspective on autonomy centred bioethics', *Journal of Medical Ethics*, 29(2), pp. 103–108. doi: 10.1136/jme.29.2.103.

Jogiyanto (2016) *Pedoman Survei Kuesioner*. Yogyakarta: BPF.

John, D. R. dan Cole, C. A. (1986) 'Age Differences in Information Processing: Understanding Deficits in Young and Elderly Consumers', *Journal of Consumer Research*, 13(3), pp. 297–315. doi: 10.1086/209070.

Johnson, M. D. Gustafsson, A. Andreassen, T. W. Lervik, L. dan Cha, J. (2001) 'The Evolution and Future of National Customer Satisfaction Index Models', *Journal of Economic Psychology*, 22(2), pp. 217–245. doi: 10.1016/S0167-4870(01)00030-7.

Jones, T. O. (1996) 'Why satisfied customers defect', *Journal of Management in Engineering*, 12(6), pp. 5–13. doi: 10.1061/(ASCE)0742-597X(1996)12:6(11.2).

Jones, T. O. dan Sasser, W. E. (1995) 'Why Satisfied Customers Defect', *Harvard Business Review*, 73, pp. 88–99.

Juhana, D. Manik, E. Febrinella, C. dan Sidharta, I. (2015) 'Empirical study on patient satisfaction and patient loyalty on public hospital in Bandung, Indonesia', *IJABER*, 13(6), pp. 4305–4326.

Jung, H. P. Baerveldt, C. Olesen, F. Grol, R. dan Wensing, M. (2003) 'Patient characteristics as predictors of primary health care preferences: a systematic literature analysis', *Health Expectations*, 6, pp. 160–181.

Kamei, M. Teshima, K. Fukushima, N. dan Nakamura, T. (2001) 'Investigation of Patients' Demand for Community Pharmacies: Relationship Between Pharmacy Services and Patient Satisfaction', *Yakugaku Zasshi*, 121(3), pp. 215–220. doi: 10.1248/yakushi.121.215.

Kandampully, J. dan Suhartanto, D. (2000) 'Customer loyalty in the hotel industry: The role of customer satisfaction and image', *International Journal of Contemporary Hospitality Management*, 12(6), pp. 346–351. doi: 10.1108/09596110010342559.

Kane, R. L., Maciejewski, M. dan Finch, M. (1997) 'The Relationship of Patient Satisfaction with Care and Clinical Outcomes', *Medical Care*, 35(7), pp. 714–730. doi: 10.1097/00005650-199707000-00005.

Kang, G. dan James, J. (2004) 'Service quality dimensions: an examination of Gronroos's service quality model', *Managing Service Quality*, 14(4), pp. 266–277. doi: 10.1108/09604520410546806.

Kantsperger, R. dan Kunz, W. H. (2010) 'Consumer trust in service companies: a multiple mediating analysis', *Managing Service Quality: An International Journal*, 20(1), pp. 4–25. doi: 10.1108/09604521011011603.

Kao, A. C. Green. D. C. Zaslavsky, A. M. Koplan, J. P. dan Cleary, P. D. (1998) 'The Relationship Between Method of Physician Payment and Patient Trust', *JAMA*, 280(19), pp. 1708–1714.

Kapustiak dan Ling (2000) 'Evaluation of patient waiting times at an academic ophthalmology clinic', *Journal of Medical Practice Management*, 15(5), pp. 228–

233. Available at:
<http://ovidsp.ovid.com/ovidweb.cgi?T=JSandPAGE=referenceandD=emed5andNEWS=NandAN=2000117030>.

Karassavidou, E., Glaveli, N. dan Papadopoulos, C. T. (2009) 'Quality in NHS hospitals: no one knows better than patients', *Measuring Business Excellence*, 13(1), pp. 34–46. doi: 10.1108/13683040910943036.

Kartikasari, D., Dewanto, A. dan S, M. S. (2014) 'Developing Hospital Service Quality Assessment Instrument', *Jurnal Kedokteran Brawijaya*, 28(1), pp. 1–7.

Kassim, N. dan Asiah Abdullah, nor (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 and Logistics*, 22(3), pp. 351–371. doi: 10.1108/13555851011062269.

Karthikeyan, M., Dahlmann-Noor, A.H., Gupta, N. dan Vivian, A.J. (2007), "The cataract service satisfaction tool: development and validation of a new tool to assess patient satisfaction with cataract services", *Clinical Governance: An International Journal*, Vol. 12 No. 4, pp. 249-259.

Keating, N. L. Green, D. C. Kao, A. C. Gazmararian, J. A. Wu, V. Y. dan Cleary, P. D. (2002) 'How are patients' specific ambulatory care experiences related to trust, satisfaction, and considering changing physicians?', *Journal of General Internal Medicine*, 17(1), pp. 29–39. doi: 10.1046/j.1525-1497.2002.10209.x.

Kellogg, D. L. (2000) 'A customer contact measurement model: an extension', *International Journal of Service Industry Management*, 11(1), pp. 26–44. doi: 10.1108/09564230010310277.

Kemenkumham (2009) *Undang-Undang Republik Indonesia Nomor 36 Tahun 2009 Tentang Kesehatan*, Kemenkumham. Indonesia. doi: 10.7202/1016404ar.

Kemenpan (2017) *Peraturan Menteri Pendayagunaan Aparatur Negara Dan Reformasi Birokrasi Republik Indonesia Nomor 14 Tahun 2017 Tentang Pedoman Penyusunan Survei Kepuasan Masyarakat Unit Penyelenggara Pelayanan Publik, Pedoman Penyusunan Survei Kepuasan Masyarakat Unit Penyelenggara Pelayanan Publik*.

Kennedy, G. D., Tevis, S. E. dan Kent, K. C. (2014) 'Is there a relationship between patient satisfaction and favorable outcomes?', *Annals of Surgery*, 260(4), pp. 592–600. doi: 10.1097/SLA.0000000000000932.

Kenny, D. (1995) 'Determinants of patient satisfaction with the medical consultation', *Psychology and Health*, 10, pp. 427–437.

Kesehatan, K. (2009) *Rumah Sakit*. Indonesia.

Kesehatan, K. (2014) *Klasifikasi dan Perizinan Rumah Sakit*. Indonesia.

Keshtkaran, A. Heidari, A. Keshtkaran, V. dan Taft V, A. A. (2012) 'Satisfaction of outpatients referring to teaching hospitals clinics in Shiraz', *Payesh*, 11(4), pp. 459–465.

Kesmawan, A. P. dan Mutiarin, D. (2014) 'Implementasi Kebijakan Badan Penyelenggara Jaminan Sosial (BPJS) Kesehatan di Kabupaten Bantul Daerah Istimewa Yogyakarta', *Jurnal Ilmu Pemerintahan dan Kebijakan Publik*, 1(3), pp. 505–547. Available at: <http://repository.unhas.ac.id/bitstream/handle/123456789/19811/SKRIPSI LENGKAP.pdf?sequence=1>.

Kessler, D. P. dan Mylod, D. (2011) 'Does patient satisfaction affect patient loyalty?', *International Journal of Health Care Quality Assurance*, 24(4), pp. 266–273. doi: 10.1108/09526861111125570.

Khamis, K. dan Njau, B. (2014) 'Patients' level of satisfaction on quality of health care at Mwananyamala hospital in Dar es Salaam, Tanzania', *BMC Health Services Research*, 14(1), pp. 1–8. doi: 10.1186/1472-6963-14-400.

Khan, M. M. dan Khan, A. H. (2014) 'Impact of service quality on customer satisfaction and customer loyalty: Evidence from banking sector', *Pakistan Journal of Commerce and Social Sciences*, 8(2), pp. 331–354.

Kholid, Z., Syahlani, S. P. dan Satibi (2012) 'Pengaruh Kualitas Pelayanan Terhadap Kepuasan Dan Loyalitas Pasien Rawat Inap: Kajian Empirik Rumah Sakit Islam Fatimah Cilacap', *Jurnal Manajemen dan Pelayanan Farmasi*, 2(4), pp. 225–230.

Khudair, I. F. dan Hanssens, Y. I. (2010) 'Evaluation of patients' knowledge on warfarin in outpatient anticoagulation clinics in a teaching hospital in Qatar', *Saudi Med J*, 31(6), pp. 672–677.

Khudair dan Raza (2013) 'Measuring Patients' Satisfaction with Pharmaceutical Services at a Public Hospital in Qatar.', *International journal of health care quality assurance*, 26(5), pp. 398–419. doi: 10.1108/IJHCQA-03-2011-0025.

Kim, Y. K. Cho, C. H. Ahn, S. K. Goh, I. H. dan Kim, H. J. (2008) 'A study on medical services quality and its influence upon value of care and patient satisfaction-Focusing upon outpatients in a large-sized hospital', *Total Quality Management and Business Excellence*, 19(11), pp. 1155–1171. doi: 10.1080/14783360802323594.

Kleefstra, S. M. Kool, R. B. Veldkamp, C. M. Meer, A. C. dan Mens, M. A. (2010) 'A core questionnaire for the assessment of patient satisfaction in academic hospitals in the Netherlands: Development and first results in a nationwide study', *Quality and Safety in Health Care*, 19(5). doi: 10.1136/qshc.2008.030825.

Kondasani, R. K. R. dan Panda, R. K. (2015) 'Customer Perceived Service Quality, Satisfaction And Loyalty In Indian Private Healthcare', *International Journal of Health Care Quality Assurance*, 28(5), pp. 452–467. doi: 10.1108/IJHCQA-01-2015-0008.

Kosasih, C. A. (2018) *Hubungan Antara Waktu Tunggu Pelayanan dan Ketersediaan Obat terhadap Kepuasan Pasien di Puskesmas Loa Janan Kabupaten Kutai Kartanegara Tahun 2018*. Universitas Muhammadiyah Kalimantan Timur. doi: 10.1017/CBO9781107415324.004.

Kotler, P. dan Keller, K. L. (2012) *Marketing Management*. 14th edn. New Jersey: Prentice Hall.

Kramer, R. M. (1999) 'Trust and distrust in organizations: Emerging perspectives, enduring questions', *Annual Review of Psychology*, 50, pp. 569–598. doi: 10.1146/annurev.psych.50.1.569.

Kraska, R. A., Weigand, M. dan Geraedts, M. (2017) 'Associations between hospital characteristics and patient satisfaction in Germany', *Health Expectations*, 20, pp. 593–600. doi: 10.1111/hex.12485.

Kreuger, L. W. dan Neuman, W. L. (2006) *Social work Research Methods: Qualitative and Quantitative applications*. 1st ed. Boston and New York: Pearson and Allyn Bacon.

Krishna, R., Jandavath, N. dan Byram, A. (2016) 'Healthcare service quality effect on patient satisfaction and behavioural intentions in corporate hospitals in India', *International Journal of Pharmaceutical and Healthcare Marketing*, 10(1), pp. 48–74. doi: 10.1108/IJPHM-07-2014-0043.

Krishnan, S. dan Olshavsky, R. (1995) 'The Dual Role of Emotions in Consumer Satisfaction/Dissatisfaction', *Advances in Consumer Research*, 22, pp. 454–460.

Kuingu, Y., Indar dan Syafar, M. (2015) *Pengaruh Faktor Pelayanan Farmasi Terhadap Keputusan Beli Obat Ulang Pasien Rawat Jalan Di Instalasi Farmasi Rsud Undata Palu*. Makasar.

Kumar., Naveen, P. Jacob. Anil. Thota. dan Smruthi. (2014) 'Impact of healthcare marketing and branding on hospital services', *International Journal of Research Foundation of Hospital and Healthcare Administration*, 2(1), pp. 19–24.

Kuo, Y. and Wu, C. (2012) 'Satisfaction and post-purchase intentions with service recovery of online shopping websites: Perspectives on perceived justice and emotions', *International Journal of Information Management*. Elsevier Ltd, 32(2), pp. 127–138. doi: 10.1016/j.ijinfomgt.2011.09.001.

Kusumaningrum, A. dan Azinar, M. (2018) 'Kepesertaan Masyarakat dalam Jaminan Kesehatan Nasional Secara Mandiri', *Higeia Journal of Public Health Research and Development*, 1(3), pp. 84–94.

Lai, W. T. dan Chen, C. F. (2011) 'Behavioral intentions of public transit passengers-The roles of service quality, perceived value, satisfaction and involvement', *Transport Policy*. Elsevier, 18(2), pp. 318–325. doi: 10.1016/j.tranpol.2010.09.003.

Laine, C. dan Davidoff, F. (1996) 'Patient-centered medicine: A professional evolution', *Journal of the American Medical Association*, 275(2), pp. 152–156. doi: 10.1001/jama.275.2.152.

Lang, J. R. dan Fullerton, S. D. (1992) 'The components of satisfaction with outpatient pharmacy services', *Health Marketing Quarterly*, 10(1–2), pp. 142–154. doi: 10.1300/J026v10n01_11.

Larson, L., Rovers, J. dan Mackeigan, L. (2002) 'Patient Satisfaction With Pharmaceutical Care: Update of a Validated Instrument Patient', *Journal of the American Pharmaceutical Association*, 42(1), pp. 44–50.

Laurah, L. dan Arsyad, L. (2012) *Pengaruh nilai pelanggan dan kepuasan pelanggan terhadap loyalitas pelanggan pada klinik perawatan kulit dan kecantikan*. Universitas Gadjah Mada.

Laverie, D., Kleine, R. dan Kleine, S. S. (1993) 'Linking emotions and values in consumption experiences: An exploratory study', *Advances in Consumer Research*, 20(2), pp. 70–75.

Le, N. Growth, W. Tomini, S. M. dan Tomini, F. (2019) *Health insurance and patient satisfaction: Evidence from the poorest regions of Vietnam*. Maastricht. doi: 10.1111/j.1467-629x.1984.tb00054.x.

Le, T. (2019) *The implications of health insurance for the labour market and patient satisfaction with medical care in Vietnam*. doi: 10.26481/dis.20190925nl.

Lee, H., Lee, Y. dan Yoo, D. (2000) 'The Determinants of Perceived Service Quality and its Relationship with Satisfaction', *Journal of Services Marketing*, 4(3), pp. 217–231.

Lee, J. (2005) 'Measuring Service Quality in a Medical Setting in a Developing Country: The Applicability of SERVQUAL', *Services Marketing Quarterly*, 27(2), pp. 1–14. doi: 10.1300/J396v27n02.

Lee, M. dan Cunningham, L. F. (2001) 'A cost/benefit approach to understanding service loyalty', *Journal of Services Marketing*, 15(2), pp. 113–130. doi: 10.1108/08876040110387917.

Lee, T. (2005) 'The Impact of Perceptions of Interactivity on Customer Trust and Transaction Intentions in Mobile Commerce', *Journal of Electronic Commerce Research*, 6(3), pp. 165–180.

Lee, Y. Lee, C. K. Lee, S. K. dan Babin, B. J. (2008) 'Festivalscapes and patrons' emotions, satisfaction, and loyalty', *Journal of Business Research*, 61, pp. 56–64. doi: 10.1016/j.jbusres.2006.05.009.

Lehtinen, U. dan Lehtinen, J. R. (1982) *Service Quality: a Study of Quality Dimensions*. Service Management Institute.

Leisen, B. dan Hyman, M. R. (2004) ‘Antecedents and Consequences of Trust in a Service Provider The Case of Primary Care Physicians’, *Journal of Business Research*, 57, pp. 990–999. doi: 10.1016/S0148-2963(02)00343-0.

Leisen Pollack, B. (2008) ‘The nature of the service quality and satisfaction relationship: Empirical evidence for the existence of satisfiers and dissatisfiers’, *Managing Service Quality: An International Journal*, 18(6), pp. 537–558. doi: 10.1108/09604520810920059.

Lestari, T. R. P. (2010) ‘Pelayanan Rumah Sakit bagi Masyarakat Miskin (Studi Kasus di Enam Wilayah Indonesia)’, *Jurnal Kesehatan Masyarakat Nasional*, 5(1), pp. 9–16. Available at: <https://media.neliti.com/media/publications/39638-ID-pelayanan-rumah-sakit-bagi-masyarakat-miskin-studi-kasus-di-enam-wilayah-indones.pdf>.

Levy, P. S. dan Lemeshow, S. (2008) *Sampling of Populations Methods and Applications*. New Jersey: John Wiley and Sons, Inc. doi: 10.1080/00401706.2000.10486086.

Lewis, B. R. (1991) ‘Service quality: An international comparison of bank customers’ expectations and perceptions’, *Journal of Marketing Management*, 7(1), pp. 47–62. doi: 10.1080/0267257X.1991.9964139.

Li, S. J., Huang, Y. Y. dan Yang, M. M. (2011) ‘How satisfaction modifies the strength of the influence of perceived service quality on behavioral intentions’, *Leadership in Health Services*, 24(2), pp. 91–105. doi: 10.1108/17511871111125675.

Lien, C., Wu, J. J. Chen, Y. H. dan Wang, C. J. (2014) ‘Trust Transfer and The Effect of Service Quality on Trust in the Healthcare Industry’, *Managing Service Quality*, 24(4), pp. 399–416. doi: 10.1108/MSQ-11-2013-0255.

Lilford, R. J., Brown, C. A. dan Nicholl, J. (2007) ‘Use of process measures to monitor the quality of clinical practice’, *British Medical Journal*, 335(7621), pp. 648–650. doi: 10.1136/bmj.39317.641296.ad.

Liljander, V. dan Strandvik, T. (1997) ‘Emotions in service satisfaction’, *International Journal of Service Industry Management*, 8(2), pp. 148–169.

Lin, H. dan Wang, Y. (2006) ‘An examination of the determinants of customer loyalty in mobile commerce contexts’, 43, pp. 271–282. doi: 10.1016/j.im.2005.08.001.

Listiani, I. (2017) *Hubungan Tingkat Pendidikan dan Penghasilan Pasien dengan Persepsi Pasien Tentang Mutu Pelayanan Kesehatan di Puskesmas Baki Kabupaten Sukoharjo*. Universitas Muhammadiyah Surakarta.

Liu, C. Marchewka, J. T. Lu, J. dan Yu, C. S. (2005) 'Beyond concern a privacy trust behavioral intention model of electronic commerce', *Information and Management*, 42, pp. 289–304. doi: 10.1016/j.im.2004.01.003.

Maabuat, C. L. L., Maramis, F. R. R. dan Sondakh, R. C. (2013) *Hubungan Antara Pengetahuan dan Tingkat Pendidikan Dengan Tingkat Kepuasan Pasien Jaminan Kesehatan Masyarakat di Puskesmas Wawonasa Kecamatan Singkil Manado Tahun 2013*. Universitas Sam Ratulangi Manado.

Mackeigan, L. dan Larson, L. (1989) 'Development and Validation of an Instrument to Measure Patient Satisfaction with Pharmacy Services', *Medical Care*, 27(5), pp. 522–536.

Maharani, D. N., Mukaddas, A. dan Indriyani (2016) 'The analysis of patient satisfaction impact towards the quality of prescription service in dispensary of pharmacy installation in public hospital of Luwuk, Banggai regency', *Galenika Journal of Pharmacy*, 2(2), pp. 111–117.

Mahendradata, Y. Trisnantoro, L. Listyadewi, S. Soewondo, P. Harimurti, P. Prawira, J. dan Mathias, T. (2017) *The Republic of Indonesia Health System Review, Health Systems in Transition*.

Malhotra, N. dan Baalbaki, U. (1994) 'A Comparative Evaluation of the Dimensions of Service Quality between Developed and Developing Countries', *International Services Marketing*, 11(2), pp. 5–15.

Malhotra, N. K. dan McCort, J. D. (2001) 'A cross-cultural comparison of behavioral intention models - Theoretical consideration and an empirical investigation', *International Marketing Review*, 18(3), pp. 235–269. doi: 10.1108/02651330110396505.

Manaf, N. H. A. (2006) 'Patient Satisfaction in Outpatient Clinics of Malaysian Public Hospitals: An Empirical Analysis', *IIUM Journal of Economics and Management*, 14(1), pp. 81–110. Available at: <http://www.iiu.edu.my/enmjournal/>.

Mantra, I. B. (2000) *Demografi umum*. Yogyakarta: Pustaka Pelajar.

Manurung, L. P. (2010) *Analisis Hubungan Tingkat Kepuasan Pasien Rawat Jalan Terhadap Pelayanan Instalasi Farmasi Dengan Minat Pasien Menebus Kembali Resep Obat di Instalasi Farmasi RSUD Budhi Asih Tahun 2010*. Universitas Indonesia.

Margaritis, E., Katharaki, M. and Katharakis, G. (2012) 'Exceeding parents' expectations in Ear-Nose-Throat outpatient facilities: The development and analysis of a questionnaire', *Evaluation and Program Planning*. Elsevier Ltd, 35(2), pp. 246–255. doi: 10.1016/j.evalprogplan.2011.10.002.

Marhenta, Y., Satibi and Wiedyaningsih, C. (2018) 'Pengaruh Tingkat Kualitas Pelayanan BPJS dan Karakteristik Pasien Terhadap Kepuasan Pasien di Fasilitas Kesehatan Tingkat Pertama', *Jurnal Manajemen dan Pelayanan Farmasi*, 8(1), pp. 18–23.

Martilla, J. A. dan James, J. C. (1977) 'Importance-Performance Analysis', *Journal of Marketing*, 41(1), pp. 77–79.

Martin, D. O'Neill, M. Hubbard, S. dan Palmer, A. (2008) 'The role of emotion in explaining consumer satisfaction and future behavioural intention', *Journal of Services Marketing*, 22(3), pp. 224–236. doi: 10.1108/08876040810871183.

Mattila, A. dan Ro, H. (2008) 'Discrete Negative Emotions and Customer Dissatisfaction Responses in a Casual Restaurant Setting', *Journal of Hospitality and Tourism Research*, 32, pp. 89–107. doi: 10.1177/1096348007309570.

Mayer, R. C., Davis, J. H. dan Schoorman, F. D. (1995) 'An Integrative Model of Organizational Trust', *The Academy of Management Review*, 20(3), pp. 709–734.

Mboi, N. (2015) 'Indonesia: On the way to universal health care', *Health Systems and Reform*, 1(2), p. :91-97. doi: 10.1080/23288604.2015.1020642.

Mechanic, D. dan Schlesinger, M. (1996) 'The Impact of Managed Care on Patients ' Trust in Medical Care and Their Physicians', *JAMA*, 275(21), pp. 1693–1697.

Meesala, A. dan Paul, J. (2016) 'Service Quality, Consumer Satisfaction and Loyalty in Hospitals: Thinking for The Future', *Journal of Retailing and Consumer Services*. Elsevier, pp. 1–9. doi: 10.1016/j.jretconser.2016.10.011.

Micuda, D. dan Cruceru, G. (2010) 'Testing SERVQUAL dimensions on the Romanian banking sector', in *Proceedings of the International Conference on Risk Management, Assessment and Mitigation, RIMA '10*, pp. 329–334.

Mishra, K. J. dan Li, C. (2008) 'Relationship marketing in fortune 500 U.S. and Chinese web sites', *Journal of Relationship Marketing*, 7(1), pp. 29–43. doi: 10.1080/15332660802067882.

Mishra, P., Pandey, C. M., Singh, U., Gupta, A., Sahu, C., dan Keshri, A. (2019). Descriptive statistics and normality tests for statistical data. *Annals of cardiac anaesthesia*, 22(1), 67.

Mittal, B. dan Lassar, W. M. (1998) 'Why do customers switch ? The dynamics of satisfaction versus loyalty', *Journal of Services Marketing*, 12(3), pp. 177–194.

Mittal, V. dan Kamakura, W. A. (2001) 'Intent , Satisfaction , Repurchase the Repurchase Behavior : Investigating of Customer Moderating Effect', *Journal of Marketing Research*, 38(1), pp. 131–142.

Mittal, V., Ross, T. dan Baldasare, M. (1998) 'The Asymmetric Impact of Negative and Positive Attribute-Level Performance on Overall Satisfaction and Repurchase Intentions', *Journal of Marketing*, 62(1), pp. 33–47.

Mohd, A. dan Chakravarty, A. (2014) 'Patient satisfaction with services of the outpatient department', *Medical Journal Armed Forces India*, 70(3), pp. 237–242. doi: 10.1016/j.mjafi.2013.06.010.

Mohiuddin, A. K. (2019) 'Pharmacist-Patient Relationship : Commitment to Care', *International Journal of Hospital Pharmacy*, 4(33), pp. 1–3.

Moliner, M. A. (2009) 'Loyalty, perceived value and relationship quality in healthcare services', *Journal of Service Management*, 20(1), pp. 76–97. doi: 10.1108/09564230910936869.

Montol, S., Maramis, F. dan Engkeng, S. (2014) *Hubungan Antara Status Demografi Dengan Kepuasan Dalam Pelayanan Pasien Jamkesmas Di Wilayah Kerja Puskesmas Ratahan Kabupaten Minahasa Tenggara*. Universitas Sam Ratulangi.

Moorman, C., Deshpande, R. dan Zaltman, G. (1993) 'Factors Affecting Trust in Market Research Relationships', *Journal of Marketing*, 57(1), pp. 81–101. Available at: <http://www.jstor.org/stable/1252059>.

Moosazadeh, M., Nekoei-moghadam, M. dan Amiresmaili, M. (2013) 'Determining the Level of Hospitalized Patients Satisfaction of Hospitals: A Systematic Review and Meta-Analysis', *Journal of Hospital*, 12(1), pp. 77–88.

Moreira, A. C. dan Silva, P. M. (2015) 'The trust-commitment challenge in service quality-loyalty relationships', *International Journal of Health Care Quality Assurance*, 28(3), pp. 253–266. doi: 10.1108/IJHCQA-02-2014-0017.

Morgan, R. M. dan Hunt, S. D. (1994) 'The Commitment-Trust Theory of Relationship Marketing', *Journal of Marketing*, 58(3), p. 20. doi: 10.2307/1252308.

Mowen, J. C. dan Minor, M. (2002) *Perilaku Konsumen*. Edited by D. K. Yahya. Jakarta: Erlangga.

Mukaka, M. M. (2012) 'Statistics corner: A guide to appropriate use of correlation coefficient in medical research', *Malawi Medical Journal*, 24(3), pp. 69–71.

Murphy, G. B. dan Blessinger, A. A. (2003) 'Perceptions of no-name recognition business to consumer e-commerce trustworthiness: The effectiveness of potential influence tactics', *Journal of High Technology Management Research*, 14(1), pp. 71–92. doi: 10.1016/S1047-8310(03)00005-1.

Mustofa, A. dan Dewi, A. (2018) 'Analisis Kebijakan Regionalisasi Rujukan terhadap Jumlah Kunjungan dan Kepuasan Peserta Jaminan Kesehatan Nasional', *Journal of Health Studies*, 2(1), pp. 1–11. doi: 10.31101/jhes.429.

Mzee, A. (2013) *Assessment of the Impact of Social Health Insurance Benefit on Customer Satisfaction: The Case of National Social Security Fund*. Mzumbe University.

Nabbuye-Sekandi, J. Makumbi, F. E. Kasangaki, A. Kizza, I. B. Tugumisirize, J. Nshimye, E. dan Mbabali, S. (2011) 'Patient satisfaction with services in outpatient clinics at Mulago hospital, Uganda', *International Journal for Quality in Health Care*, 23(5), pp. 516–523. doi: 10.1093/intqhc/mzr040.

Nadiyah, H., Subirman, S. dan Lusiana S, D. (2017) ‘Faktor-Faktor yang Berhubungan dengan Kepesertaan Program JKN di Wilayah Kerja Puskesmas Remaja Kota Samarinda’, *Jurnal Kebijakan Kesehatan Indonesia*, 6(2), pp. 66–72. doi: 10.22146/JKKI.V6I2.28931.

Naidu, A. (2009) ‘Factors affecting patient satisfaction and healthcare quality’, *International Journal of Health Care Quality Assurance*, 22(4), pp. 366–381. doi: 10.1108/09526860910964834.

Nair, K. Dolovich, L. Cassels, A. McCornack, J. Levine, M. Gray, J. Mann, K. dan Burns, S. (2002) ‘Focus group study of patient and clinician perspectives’, *Canadian Family Physician*, 48, pp. 104–110.

Naughton, C. A. (2018) ‘Patient-Centered Communication’, *Pharmacy*, 6(18), pp. 1–8. doi: 10.3390/pharmacy6010018.

Needleman, J. Buerhaus, P. I. Mattke, S. Stewart, dan M. Zelevinsky, K. (2003) ‘Measuring Hospital Quality: Can Medicare Data Substitute for All-Payer Data?’, *Methods*, 38(6), pp. 1487–1506.

Nita, Y. Athijah, U. Wijaya, I. N. Ilahi, R. K. dan Hermawati, M. (2008) ‘Kinerja Apotek dan Harapan Pasien terhadap Pemberian Informasi Obat pada Pelayanan Swamedikasi di beberapa Apotek di Surabaya’, *Majalah Farmasi Airlangga*, 6(2), pp. 53–56.

Nketiah-Amponsah, E. dan Hiemenz, U. (2009) ‘Determinants of Consumer Satisfaction of Health Care in Ghana: Does Choice of Health Care Provider Matter?’, *Global Journal of Health Science*, 1(2), p. P50.

Norfolk, T., Birdi, K. dan Walsh, D. (2007) ‘The role of empathy in establishing rapport in the consultation: A new model’, *Medical Education*, 41(7), pp. 690–697. doi: 10.1111/j.1365-2923.2007.02789.x.

Nsiah-Boateng, E. Boadi, F. A. Adjei, F. X. dan Aikins, M. (2018) ‘Knowledge and satisfaction of health insurance clients: a cross-sectional study in a tertiary hospital in Ghana’, *Journal of Public Health*. *Journal of Public Health*, 27(6), pp. 713–721. doi: 10.1007/s10389-018-1000-y.

Nugroho, A. (2012) ‘Faktor-faktor yang mempengaruhi intellectual capital disclosure (ICD)’, *Accounting Analysis Journal*, 1(2), pp. 1–11.

Nunnally, J. C. dan Bernstein, I. H. (1994) *Psychometric Theory*. Third Edit. Chicago: McGraw-Hill Inc.

Nur Fiqhi Utami, A. dan Mutiarin, D. (2017) ‘Evaluasi Program Jaminan Kesehatan Nasional Pada Fasilitas Kesehatan Tingkat I Kabupaten Sleman Tahun 2016’, *Journal of Governance and Public Policy*, 4(1), pp. 39–70. doi: 10.18196/jgpp.4171.

Nurbaity, A. (2009) 'Pengaruh harga (price) dan kualitas pelayanan (service quality) terhadap kepuasan pasien rawat inap di rsu deli medan', *Jurnal Manajemen Bisnis*, 2(1), pp. 21–24.

O'Connor, S. J., Trinh, H. Q. dan Shewchuk, R. M. (2000) 'Perceptual gaps in understanding patient expectations for health care service quality', *Health Care Management Review*, 25(2), pp. 7–23. doi: 10.1097/00004010-200004000-00002.

O'Connor, S., Shewchuk, R. dan Carney, L. W. (1994) 'Physicians' perceptions of patient service quality expectations fall short of reality', *Journal of Health Care Marketing*, 14(2), pp. 32–39.

Oliver, R. L. (1980) 'A Cognitive Model of the Antecedents and Consequences of Satisfaction Decisions', *Journal of Marketing Research*, 17(4), pp. 460–469.

Oliver, R. L. (1993) 'Cognitive, Affective, and Attribute Bases of the Satisfaction Response', *Journal of Consumer Research*, 20(3), p. 418. doi: 10.1086/209358.

Oliver, Richard L (1999) 'Whence Consumer Loyalty?', *Journal of Marketing*, 63, pp. 33–44.

Oliver, R., Rust, R. T. dan Varki, S. (1997) 'Customer Delight: Foundations, Findings, and Managerial Insight', *Journal of Retailing*, 73(3), pp. 311–336.

Otani, K., Kurz, Richard S., Burroughs, T. E. dan Waterman, B. (2003) 'Reconsidering models of patient satisfaction and behavioral intentions', *Health Care Management Review*, 28(1), pp. 7–20. doi: 10.1097/00004010-200301000-00002.

Otani, K., Kurz, R. S. dan Barney, S. M. (2004) 'The Impact of Nursing Care and Other Healthcare Attributes on Hospitalized Patient Satisfaction and Behavioral Intentions', *Journal of Healthcare Management*, 4(9), pp. 181–197.

Ozawa, S. dan Sripad, P. (2013) 'How do you measure trust in the health system? A systematic review of the literature', *Social Science and Medicine*. Elsevier Ltd, 91, pp. 10–14. doi: 10.1016/j.socscimed.2013.05.005.

Padma, P., Rajendran, C. dan Lokachari, P. S. (2010) 'Service Quality and its Impact on Customer Satisfaction in Indian Hospitals', *Benchmarking: An International Journal*, 17(6), pp. 807–841. doi: 10.1108/14635771011089746.

Padma, P., Rajendran, C. dan Sai, L. P. (2009) 'A conceptual framework of service quality in healthcare: Perspectives of Indian patients and their attendants', *Benchmarking: An International Journal*, 16(2), pp. 157–191. doi: 10.1108/14635770910948213.

Pakdil, F. dan Harwood, T. N. (2007) 'Patient Satisfaction in a Preoperative Assessment Clinic: An Analysis Using SERVQUAL Dimensions', *Total Quality Management and amp; Business Excellence*, 16(1), pp. 15–30. doi: 10.1080/1478336042000255622.

Palmatier, R. W. Dant, R. P. Grewal, D. dan Evans, K. R. (2006) 'Factors Influencing the Effectiveness of Relationship Marketing: A Meta Analysis', *Journal of Marketing*, 70(October), pp. 136–153.

Panjakajornsak, V. (2007) 'Investigating Relationships Between Patient Satisfaction, Patient Loyalty And Hospital Performance In Thailand', *Journal of Management*, 5(1), pp. 1–16.

Panvelkar, P. N., Saini, B. dan Armour, C. (2009) 'Measurement of Patient Satisfaction with Community Pharmacy: a Review', *Pharm World Sci*, 38(454), pp. 525–537. doi: 10.1007/s11096-009-9311-2.

Parasuraman, A., Zeithaml, V. A. dan Berry, L. L. (1985) 'A Conceptual Model of Service Quality and Its Implications for Future Research', *Journal of Marketing*, 49(4), pp. 41–50.

Parasuraman, A., Zeithaml, V. A. dan Berry, L. L. (1988) 'SERVQUAL: A Multiple-Item Scale for Measuring Consumer Perceptions of Service Quality', *Journal of Retailing*, 64(1), pp. 12–40.

Parasuraman, A., Zeithaml, V. A. dan Berry, L. L. (1994) 'Alternative Scales for Measuring Service Quality: A Comparative Assessment Based on Psychometric and Diagnostic Criteria', *Journal of Retailing*, 70(3), pp. 201–230.

Park, E. J., Kim, E. Y. dan Forney, J. C. (2006) 'A structural model of fashion-oriented impulse buying behavior', *Journal of Fashion Marketing and Management*, 10(4), pp. 433–446. doi: 10.1108/13612020610701965.

Patawayati, P. Zain, D. Setiawan, M. dan Rahayu, M. (2013) 'Patient Satisfaction, Trust and Commitment: Mediator of Service Quality and Its Impact on Loyalty (An Empirical Study in Southeast Sulawesi Public Hospitals)', *IOSR Journal of Business and Management*, 7(6), pp. 1–14. doi: 10.9790/487x-0760114.

Pearson, S. D. dan Raeke, L. H. (2000) 'Patients' Trust in Physicians: Many Theories, Few Measures, and Little Data', *Journal of General Internal Medicine*, 15, pp. 509–513.

Penchansky, R. dan Thomas, J. W. (1981) 'The concept of access: Definition and relationship to consumer satisfaction', *Medical Care*, 19(2), pp. 127–140. doi: 10.1097/00005650-198102000-00001.

Peyrot, M., Cooper, P. D. dan Schnapf, D. (1993) 'Consumer satisfaction and perceived quality of outpatient health services', *Journal of Health Care Marketing*, 13(1), pp. 24–33.

Pisgin, A. dan Atesoglu, I. (2005) 'The Effects Of Customer Satisfaction and Switching Costs On Customer Loyalty In Health Care', *Journal of Business research Turk*, 7(4), pp. 251–271.

Platonova, E. A. dan Shewchuk, R. M. (2008) 'Understanding Patient Satisfaction, Trust, Loyalty to Primary Care Physicians', *Medical Care Research And Review*, 65(6), pp. 696–712.

Podsakoff, P. M. Mackenzie, S. B. Lee, J. Y. dan Podsakoff, N. (2003) 'Common Method Biases in Behavioral Research: A Critical Review of the Literature and Recommended Remedies', 88(5), pp. 879–903. doi: 10.1037/0021-9010.88.5.879.

Pouragha, B. dan Zarei, E. (2016) 'The Effect of Outpatient Service Quality on Patient Satisfaction in Teaching Hospitals in Iran', *Materia Socio Medica*, 28(1), p. 21. doi: 10.5455/msm.2016.28.21-25.

Prabowo, P., Pamudji, G. dan Satibi (2016) 'Analisis Faktor-Faktor yang Mempengaruhi Ketersediaan Obat di Era JKN pada Rumah Sakit Umum Daerah Dr. Soedono Madiun', *Jurnal Manajemen dan Pelayanan Farmasi*, 6(3), pp. 213–218.

Prajogo, D. I. dan Sohal, A. S. (2001) 'TQM and innovation: a literature review and research framework', *Technovation*, 21, pp. 539–558.

Prakash, B. (2010) 'Patient Satisfaction', *Journal of Cutaneous and Aesthetic Surgery*, 3(3), pp. 151–155. doi: 10.4103/0974-2077.74491.

Press, I. (2006) *Patient Satisfaction: Understanding and Managing the Experience of Care*. Second. Chicago: Health Administration Press.

Pribadi, P. Kristina, S. A. Syahlani, S. P. dan Satibi. (2019) 'The empirical test of pharmacist-patient relationship model in hospital pharmacy practice: indonesia context', *Research Journal of Pharmacy and Technology*, 12(10), pp. 4623–4627. doi: 10.5958/0974-360X.2019.00795.9.

Priporas, C. V., Laspa, C. dan Kamenidou, I. (2008) 'Patient satisfaction measurement for in-hospital services: A pilot study in Greece', *Journal of Medical Marketing*, 8(4), pp. 325–340. doi: 10.1057/jmm.2008.21.

Puspitasari, H. P., Aslani, P. dan Krass, I. (2010) 'Pharmacists' and consumers' viewpoints on counselling on prescription medicines in Australian community pharmacies', *International Journal of Pharmacy Practice*, 18(4), pp. 202–208. doi: 10.1111/j.2042-7174.2010.00041.x.

Rahma, P. A. (2012) *Akreditasi Rumah Sakit, Pengakuan Atas Kualitas Layanan, Mutu Pelayanan Kesehatan*. Available at: <https://www.mutupelayanankesehatan.net/index.php/component/content/article/19-headline/151>.

Rahman, M. Shahidullah, M. Shahiduzzaman, M. dan Rashid, H. A. (2002) 'Quality of health care from patient perspectives', *Bangladesh Med. Res. Counc. Build*, 28(3), pp. 87–96.

Rahmqvist, M. (2001) 'Patient satisfaction in relation to age, health status and other background factors: a model for comparisons of care units', *International Journal of Quality in Health Care*, 13(5), pp. 385–390.

Rahmqvist, M. dan Bara, A. (2010) 'Patient characteristics and quality dimensions related to patient satisfaction', *International Journal for Quality in Health Care*, 22(2), pp. 86–92.

Rai, A. K. dan Medha, S. (2013) 'The Antecedents of Customer Loyalty: An Empirical Investigation in Life Insurance Context', *Journal of Competitiveness*, 5(2), pp. 139–163. doi: 10.7441/joc.2013.02.10.

Rakhmawati, T. Sumaedi, S. Bakti, I. M. Astrini, M. J. Yarmen, M. Widiati, T. dan Sekar. D.C. (2013) 'Developing a Service Quality Measurement Model of Public Health Center in Indonesia', *Management Science and Engineering*, 7(2), pp. 1–15. doi: 10.3968/j.mse.1913035X20130702.1718.

Ramli, A. H. dan Sjahrudin, H. (2015) 'Building Patient Loyalty in Healthcare Services', *International Review of Management and Business Research*, 4(2), pp. 391–401.

Ramsaran, F. (2005) 'Identifying health care quality attributes', *Journal of Health and Human Service Administration*, 27(4), pp. 428–443.

Rao, K. D., Peters, D. H. dan Bandeen-roche, K. (2006) 'Towards patient-centered health services in India — a scale to measure patient perceptions of quality', *International Journal for Quality in Health Care*, 18(6), pp. 414–421.

Raposo, M., Alves, H. dan Duarte, P. A. (2013) 'Dimensions of service quality and satisfaction in healthcare: A patient's satisfaction index', *Service Business*, 3, pp. 85–100. doi: 10.1007/s11628-008-0055-1.

Rashid, W. E. W. dan Jusoff, H. K. (2009) 'Service quality in health care setting', *International Journal of Health Care Quality Assurance*, 22(5), pp. 471–482. doi: 10.1108/09526860910975580.

Rattu, P., Warouw, H. dan Hamel, R. S. (2015) 'Perbedaan Kualitas Pelayanan Keperawatan Terhadap Pasien Penerima Bantuan Iuran dan Pasien Bukan Penerima Bantuan Iuran', *E-Jurnal Keperawatan*, 3(1), pp. 1–7.

Reichheld, F. F. dan Sasser, W. E. (1990) 'Zero defections: Quality comes to services', *Harvard business review*, pp. 105–111. Available at: http://matlesioux.free.fr/Cours/HKU/Courses/CSIS0404/Lecture1/Module1_3_Zero_Defections_-_Quality_Comes_to_Services.pdf.

Reidenbach, R. E. dan Sandifer-Smallwood, B. (1990) 'Exploring perceptions of hospital operations by a modified SERVQUAL approach', *Journal of Health Care Marketing*, 10(4), pp. 47–55.

Retnaningtyas, S., Utami, W. E. dan Hasyim, M. (2016) 'Persepsi Pasien terhadap Bauran Pemasaran Rumah Sakit dan Pilihan Rumah Sakit', *Jurnal Kedokteran Brawijaya*, 29(3), pp. 305–309. doi: 10.21776/ub.jkb.2016.029.03.12.

Reynolds, W. J. dan Scott, B. (1999) 'Empathy: A crucial component of the helping relationship', *Journal of Psychiatric and Mental Health Nursing*, 6(5), pp. 363–370. doi: 10.1046/j.1365-2850.1999.00228.x.

Richard, S., Lisa, E. dan Frank, D. (2005) 'Managing Primary Care Using Patient Satisfaction Measures', *Journal of Healthcare Management*, 50(5), p. 311325.

Riegelsberger, J., Sasse, M. A. dan McCarthy, J. D. (2003) 'The researcher's dilemma: Evaluating trust in computer-mediated communication', *International Journal of Human Computer Studies*, 58(6), pp. 759–781. doi: 10.1016/S1071-5819(03)00042-9.

Rini, T. dan Lestari, P. (2010) 'Pelayanan Rumah Sakit bagi Masyarakat Miskin', *Jurnal Kesehatan Masyarakat Nasional*, 5(1), p. 2010.

Robinson, J. H. Callister, L. C. Berry, J. A. dan Dearing, K. A. (2008) 'Patient-centered care and adherence: Definitions and applications to improve outcomes', *Journal of the American Academy of Nurse Practitioners*, 20(12), pp. 600–607. doi: 10.1111/j.1745-7599.2008.00360.x.

Roos, I., Friman, M. dan Edvardsson, B. (2009) 'Emotions and stability in telecom-customer relationships', *Journal of Service Management*, 20(2), pp. 192–208. doi: 10.1108/09564230910952771.

Rose, R. C., Abdul, M. dan Ng, K. L. (2004) 'Hospital service quality: a managerial challenge', *International Journal of Health Care Quality Assurance*, 17(3), pp. 146–159. doi: 10.1108/09526860410532784.

Roumie, C. L. Greevy, R. Wallston, K. A. Elasy, T. A. Kaltenbach, L. dan Kotter, K. (2011) 'Patient centered primary care is associated with patient hypertension medication adherence', *Journal of Behavioral Medicine*, 34(4), pp. 244–253. doi: 10.1007/s10865-010-9304-6.

Rourke, N. O. dan Hatcher, L. (2013) *A Step-by-Step Approach to Using SAS for Factor Analysis and Structural Equation Modeling*. Second Edi. North Carolina: SAS Institute Inc.

Rowley, J. dan Dawes, J. (1999) 'Customer loyalty - a Relevant Concept for Libraries?', *Library Management*, 20(6), pp. 345–351. doi: 10.1108/01435129910280474.

Rust, A. J. dan Zahorik, R. T. (1993) 'Customer Satisfaction, Customer Retention, and Market Share', *Journal of Retailing*, 69(2), pp. 145–156.

Rust, C. R. T. dan Oliver, R. L. (1994) 'Service Quality: New Directions in Theory and Practice', in *Service Quality: Insights and Managerial Implications from the Frontier*. Toronto: Sage Publication, pp. 1–21. doi: 10.4135/9781452229102.

Sa'adah, E., Hariyanto, T. dan Rohman, F. (2015) 'Pengaruh Mutu Pelayanan Farmasi terhadap Kepuasan dan Loyalitas Pasien Rawat Jalan dengan Cara Bayar Tunai', *Jurnal Aplikasi Manajemen*, 13(1), pp. 65–76.

Safran, G. D. Montgomery, J. E. Chang, H. Murphy, J. dan Rogers, W. (2001) 'Switching Doctors: Predictors of Voluntary Disenrollment from a Primary Physician's Practice', *Journal of Family Practice*, p. 130.

Sanchez-Franco, M. J. (2009) 'The Moderating Effects of Involvement on the Relationships Between Satisfaction, Trust and Commitment in e-Banking', *Journal of Interactive Marketing*. Elsevier Inc., 23, pp. 247–258. doi: 10.1016/j.intmar.2009.04.007.

Sangadji, E. dan Sopiah (2013) *Perilaku Konsumen: Pendekatan Praktis*. Yogyakarta: Andi Offset.

Sankar, P. Moran, S. Merz, J. F. dan Jones, N. L (2003) 'Patient perspectives on medical confidentiality: A review of the literature', *Journal of General Internal Medicine*, 18(8), pp. 659–669. doi: 10.1046/j.1525-1497.2003.20823.x.

Saputra, M. Marlinae, L. Rahman, F. dan Rosadi, D. (2015) 'Program Jaminan Kesehatan Nasional dari Aspek Sumber Daya Manusia Pelaksana Pelayanan Kesehatan', *Jurnal Kesehatan Masyarakat*, 11(1), pp. 32–42.

Sari, D. P. (2018) 'Hubungan antara Karakteristik Demografi Masyarakat dengan Kepuasan Pelayan BPJS di Puskesmas Bringin', in *Prosiding Nasional SMIKNAS*. Surakarta: APIKES Citra Medika, pp. 145–150.

Satibi. Ayu, D. Stefanie, S. dan Dyana, P. (2015) 'Factors Affecting Patient Satisfaction in JKN System : Study on Patient Characteristics, JKN Services, and Pharmacy Services', *Indonesian J. Pharm*, 26(4), pp. 233–240. doi: 10.14499/indonesianjpharm26iss4pp233.

Schaninger, C. M. dan Sciglimpaglia, D. (1981) 'The Influence of Cognitive Personality Traits and Demographics on Consumer Information Acquisition', *Journal of Consumer Research*, 8(2), pp. 208–216. doi: 10.1086/208857.

Scherer, K. R. (2005) 'What are emotions? And how can they be measured?', *Social Science Information*, 44(4), pp. 695–729. doi: 10.1177/0539018405058216.

Schers, H. Webster, S. Hoogen, H. Avery, A. Grol, R. dan Bosch, W. (2002) 'Continuity of care in general practice: a survey of patients' views', *British Journal of General Practice*, 52(June), pp. 459–462.

Schoefer, K. (2010) 'Cultural Moderation in the Formation of Recovery Satisfaction Judgments: A Cognitive-Affective Perspective', *Journal of Service Research*, 13(1), pp. 52–66. doi: 10.1177/1094670509346728.

Schoenfelder, T., Klewer, J. dan Kugler, J. (2010) 'Factors Associated with Patient Satisfaction in Surgery: The Role of Patients' Perceptions of Received Care, Visit Characteristics, and Demographic Variables', *Journal of Surgical Research*.

Elsevier Inc, 164(1), pp. e53–e59. doi: 10.1016/j.jss.2010.08.001.

Schoenfelder, T., Klewer, J. dan Kugler, J. (2011) ‘Determinants of patient satisfaction: a study among 39 hospitals in an in-patient setting in Germany’, *International Journal for Quality in Health Care*, 23(5), pp. 503–509.

Schommer, J. (2003) ‘Patient Satisfaction’, in *Pharmacoeconomics and Outcomes: Applications to Patient Care*. Second. Kansas: American College of Clinical Pharmacy.

Schommer, J. C. dan Kucukarslan, S. N. (1997) ‘Measuring Patient Satisfaction with Pharmaceutical Services’, *American Journal of Health-System Pharmacy*. ASHP, 54(23), pp. 2721–2732.

Sekaran, U. dan Bougie, R. (2016) *Research Methods for Business*. Seventh Ed. Chichester: John Wiley and Sons Ltd. doi: 10.1017/CBO9781107415324.004.

Shapiro, J. (2002) ‘How Do Physicians Teach Empathy in the Primary Care Setting?’, *Academic Medicine*, 77(4), pp. 323–329.

Sharma, N. dan Patterson, P. G. (1999) ‘The impact of communication effectiveness and service quality on relationship commitment in consumer, professional services’, *Journal of Services Marketing*, 13(2), pp. 151–170. doi: 10.1108/08876049910266059.

Sheth, J. N., Mittal, B. dan Newman, B. (1999) *Customer Behavior: Consumer behavior and beyond*. New York: The Dryden Press.

Sheth, J. dan Parvatiyar, A. (1995) ‘Relationship marketing in consumer market: antecedents and consequences’, *Journal of the Academy of Marketing Sciences*, 23(4), pp. 255–271.

Shi, L. (2007) *Managing Human Resources in Health Care Organizations*. Ontario: Jones and Bartlett Publishers. doi: 10.1097/00005110-197812000-00007.

Shirley, E. D. dan Sanders, D. O. (2013) ‘Patient Satisfaction: Implications and Predictors of Success’, *Journal of Bone and Joint Surgery*, 95(10), pp. 1–4. doi: 10.2106/JBJS.L.01048.

Singh, J. dan Sirdeshmukh, D. (2000) ‘Agency and Trust Mechanisms in Consumer Satisfaction and Loyalty Judgments’, *Journal of the Academy of Marketing Science*, 28(1), pp. 150–167.

Sirdeshmukh, D., Singh, J. dan Sabol, B. (2002) ‘Consumer Trust, Value, and Loyalty in Relational Exchanges’, *Journal of Marketing*, 66(1), pp. 15–37. doi: 10.1509/jmkg.66.1.15.18449.

Siswati, S. (2015) ‘Quality of Health Services with BPJS Patient Satisfaction in Inpatient of General Hospital of Makassar City’, *Media Kesehatan Masyarakat Indonesia*, 11(3), pp. 174–183.

Sitzia, J. (1999) 'How valid and reliable are patient satisfaction data ? An analysis of 195 studies', *International Journal for Quality in Health Care*, 11(4), pp. 319–328.

Slama, M. E. dan Tashchian, A. (1985) 'Selected Socioeconomic and Demographic Characteristics Associated with Purchasing Involvement', *Journal of Marketing*, 49(1), pp. 72–82. doi: 10.2307/1251177.

Smith, C. A. dan Lazarus, R. S. (1993) 'Appraisal Components, Core Relational Themes, and the Emotions Appraisal Components, Core Relational Themes, and the Emotions', *Cognition and Emotion*, 7(3/4), pp. 233–269. doi: 10.1080/02699939308409189.

Smith, J. dan Baltes, P. B. (1990) 'Wisdom-Related Knowledge: Age/Cohort Differences in Response to Life-Planning Problems', *Developmental Psychology*, 26(3), pp. 494–505.

Sondari, A. dan Raharjo, B. B. (2017) 'Tingkat Kepuasan Pasien Rawat Jalan Peserta Jaminan Kesehatan Nasional (JKN)', *Higeia Journal of Public Health Research and Development*, 1(1), pp. 15–21.

Sower, V. Duffy, J. Kilbourne, W. dan Kohers, G. (1998) *The dimensions of service quality for hospitals: development and use of the KQCAH scale*. Texas.

Spence, M. T. dan Brucks, M. (1997) 'The moderating effects of problem characteristics on experts' and novices' judgments', *Journal of Marketing Research*, 34(2), pp. 233–247. doi: 10.2307/3151861.

Spiro, H. (2009) 'Commentary: The practice of empathy', *Academic Medicine*, 84(9), pp. 1177–1179. doi: 10.1097/ACM.0b013e3181b18934.

Spreng, R. A. dan Chiou, J. S. (2002) 'A cross-cultural assessment of the satisfaction formation process', *European Journal of Marketing*, 36(7), pp. 829–839. doi: <http://dx.doi.org/10.1108/MRR-09-2015-0216>.

Sreenivas, T. dan Babu, N. S. (2012) 'A Study On Patient Satisfaction in Hospitals', *Int. J. Mgmt Res. and Bus. Strat.*, 1(1), pp. 101–118.

Stefan, M., Redjeki, S. dan Susilo, W. (2014) *Hubungan Karakteristik Pasien dengan Kepuasan Pasien Terhadap Mutu Pelayanan Kesehatan di Puskesmas Kecamatan Pesangrahan Jakarta Selatan 2013*. STIK Sint Carolus Jakarta.

De Stefanie, M. Gemmel, P. Vlerick, P. Rijk, P. V. dan Dierckx, R. (2002) 'Patients' and personnel's perceptions of service quality and patient satisfaction in nuclear medicine', *European Journal of Nuclear Medicine*, 29(9), pp. 1109–1117. doi: 10.1007/s00259-002-0869-3.

Stein, M. Fleishman, J. Mor, V. dan Dresser, M. (1993) 'Factors associated with patient satisfaction among symptomatic HIV-infected persons', *Medical Care*, 31(2), pp. 182–188.

Stewart, M. Brown, J. B. Donner, A. Mcwhinney, I. L. dan Owates, J. (2000) 'The Impact of Patient-Centered Care on Outcomes', *The Journal of Family Practicemily Practice*, 49(9), pp. 1–12.

Strizhakova, Y., Tsarenko, Y. dan Ruth, J. A. (2012) "'I'm Mad and I Can't Get That Service Failure Off My Mind": Coping and Rumination as Mediators of Anger Effects on Customer Intentions', *Journal of Service Research*, 15(4), pp. 1–16. doi: 10.1177/1094670512443999.

Subari, E. D., Djuhaeni, H. dan Wiwaha, G. (2014) *Analisis Faktor-Faktor Yang Memengaruhi Intensi Menjadi Peserta Mandiri Jaminan Kesehatan Pada Masyarakat Kota Cirebon*. Universitas Padjajaran.

Suchman, L. Markakis, K. Beckman, H. B. dan Frankel, R. (1997) 'A Model of Empathic Communication in the Medical Interview', *Journal of the American Medical Association*, 277(8), pp. 678–682.

Sulayman, M., Indarini dan Ernawati, E. (2012) 'Pengaruh Dimensi Service Quality Terhadap Customer Satisfaction Serta Pengaruh Customer Satisfaction dan Trust Terhadap Customer Loyalty BCA di Surabaya', *Jurnal Ilmiah Mahasiswa Universitas Surabaya*, 1(1), pp. 1–23. Available at: <http://journal.ubaya.ac.id/index.php/jimus/article/view/75>.

Sumaedi, S. Bakti, I. M. Rakhmawati, T. Astrini, N. J. dan Yarmen, M. (2015) 'Patient Loyalty Model: An Extended Theory of Planned Behavior Perspective (A Case Study in Bogor, Indonesia)', *Leadership in Health Services*, 28(3), pp. 245–258. doi: 10.1108/LHS-03-2014-0021.

Sumaedi, S. Bakti, I. M. Rakhmawati, T. Astrini, N. J. Widiyanti, T. dan Yarmen, M. (2016) 'Indonesian Public Healthcare Service Institution's Patient Satisfaction Barometer (IPHSI-PSB)', *International Journal of Productivity and Performance Management*, 65(1), pp. 25–41. doi: 10.1108/IJPPM-07-2014-0112.

Sumarwan, U. (2002) *Perilaku Konsumen: Teori dan Penerapannya*. Bogor: Ghalia Indonesia.

Sureshchandar, G. S., Rajendran, C. dan Anantharaman, R. (2002) 'Determinants of quality : a confirmatory factor analysis approach', *Journal of Services Marketing*, 16(1), pp. 9–34. doi: 10.1108/08876040210419398.

Sutrisna, E., Ekawati, M. D. dan Yulianti, T. (2008) 'Tingkat Kepuasan Pasien Rawat Jalan Terhadap Kualitas Pelayanan di Apotek Instalasi Farmasi Rumah Sakit Umum Daerah Sragen', *Pharmacon*, 9(2), pp. 57–67.

Sutrisno, Brahmasari, I. A. dan Panjaitan, H. (2016) 'The Influence of Service Quality, and Customer Relationship Management (CRM) of Patient Satisfaction, Brand Image, Trust, and Patient Loyalty on Indonesian National Army Level II Hospitals', *International Journal of Business and Management Invention*, 5(5), pp. 30–44.

Swan, J. E. dan Bowers, M. R. (1998) 'Services quality and satisfaction: the process of people doing things together', *Journal of Services Marketin*, 12(1), pp. 59–72.

Szymanski, D. M. dan Henard, D. H. (2001) 'Customer Satisfaction: A Meta Analysis of the Empirical Evidence', *Journal of the Academy of Marketing Science*, 29(1), pp. 16–35. doi: 10.1177/07399863870092005.

Takashima, K. Wada, K. Tra, T. T. dan Smith, D. R. (2017) 'A review of Vietnam's healthcare reform through the Direction of Healthcare Activities (DOHA)', *Environmental Health and Preventive Medicine*. *Environmental Health and Preventive Medicine*, 22(1), pp. 1–7. doi: 10.1186/s12199-017-0682-z.

Tam, J. L. M. (2012) 'Linking Perceived Service Quality to Relational Outcomes in a Chinese Context', *Journal of International Consumer Marketing*, 24(1–2), pp. 7–23. doi: 10.1080/08961530.2012.650136.

Taner, T. dan Antony, J. (2006) 'Comparing public and private hospital care service quality in Turkey', *Leadership in Health Services*, 19(3), pp. 1–10. doi: 10.1108/13660750610664991.

Tang, L. (2011) 'The influences of patient's trust in medical service and attitude towards health policy on patient's overall satisfaction with medical service and sub satisfaction in China', *BMC Public Health*, 472, pp. 1–8.

Tanner, A. E., Ranti, L. dan Lolo, W. A. (2015) 'Evaluasi Pelaksanaan Pelayanan Resep Obat Generik Pada Pasien Bpjs Rawat Jalan Di RSUP. Prof. Dr. R.D. Kandou Manado Periode Januari-Juni 2014', *Pharmacon*, 4(4), pp. 58–64.

Tarn, D. M. Paterniti, D. A. Williams, B. R. Cipri, C. S dan Wenger, N. S. (2009) 'Which providers should communicate which critical information about a new medication? Patient, pharmacist, and physician perspectives', *Journal of the American Geriatrics Society*, 57(3), pp. 462–469. doi: 10.1111/j.1532-5415.2008.02133.x.

Tenenhaus, M., Amato, S. dan Vinzi, V. E. (2004) 'A global goodness-of-fit index for PLS structural equation modeling', in *In Proceedings of the XLII SIS Scientific Meeting*. Padova: CLEUP, pp. 739–742.

Thom, D. H., Ribisl, K. M., Stewart, A. L., Luke, D. A., Care, S. M., et. al. (1999) 'Further Validation and Reliability Testing of the Trust in Physician Scale', *Medical Care*, 37(5), pp. 510–517.

Thom, D. H. dan Campbell, B. (1997) 'Patient-physician trust: an exploratory study', *Journal of Family Practice*, p. 169.

Tomes, A. E. dan Peng Ng, S. C. (1995) 'Service quality in hospital care: The development of an in-patient questionnaire', *International Journal of Health Care Quality Assurance*, 8(3), pp. 25–33. doi: 10.1108/09526869510089255.

Tran, B. X. Nguyen, L. H. Nong, V. M. dan Nguyen, C. T (2016) 'Health status and health service utilization in remote and mountainous areas in Vietnam', *Health and Quality of Life Outcomes*. Health and Quality of Life Outcomes, 14(1), pp. 1–9. doi: 10.1186/s12955-016-0485-8.

Trochim, W. M. K. dan Donnelly, J. P. (2001) *Research Methods Knowledge Base*. Second Edi. Cincinnati: Atomic Dog Publishing.

Tso, I. F., Ng, S. M. dan Chan, C. L. W. (2006) 'The development and validation of the concise outpatient department user satisfaction scale', *International Journal for Quality in Health Care*, 18(4), pp. 275–280. doi: 10.1093/intqhc/mzl022.

Tucker, J. L. dan Adams, S. R. (2001) 'Incorporating patients' assessments of satisfaction and quality: An integrative model of patients' evaluations of their care', *Managing Service Quality: An International Journal*, 11(4), pp. 272–287. doi: 10.1108/EUM0000000005611.

Twigg, M. J. Bhattacharya, D. Clark, A. Patel, R. dan Rogers, H. (2016) 'What do patients need to know? A study to assess patients' satisfaction with information about medicines', *International Journal of Pharmacy Practice*, 24(4), pp. 229–236. doi: 10.1111/ijpp.12252.

Tzeng, H. M. dan Yin, C. Y. (2008) 'Patient satisfaction versus quality', *Nursing Ethics*, 15(1), pp. 121–124. doi: 10.1177/0969733007080210.

Victoor, A. Delnoij, D. M. Friele, R. D. dan Rademakers, J. J. (2012) 'Determinants of patient choice of healthcare providers: a scoping review', *BMC Health Services Research*, 12(272), pp. 1–16.

Vinagre, H. dan Neves, J. (2010) 'Emotional predictors of consumer's satisfaction with healthcare public services', *International Journal of Health Care*, 23(2), pp. 209–227. doi: 10.1108/09526861011017111.

Vinagre, M. H. dan Neves, J. (2008) 'The influence of service quality and patients' emotions on satisfaction', *International Journal of Health Care Quality Assurance*, 21(1), pp. 87–103. doi: 10.1108/09526860810841183.

Vinzi, V. E. Chin, W. W. Henseler, J. dan Wang, H.. (2010) *Handbook of Partial Least Squares: Concepts, Methods and Applications*, Springer Handbooks. Berlin: Springer Handbooks of Computational Statistics. doi: 10.1007/978-3-540-32827-8.

Voon, B. H. Abdullah, F. Lee, N. dan Kueh, K. (2014) 'Developing a HospiSE scale for hospital service excellence', *International Journal of Quality and Reliability Management*, 31(3), pp. 261–280.

Vuong, Q. H. (2015) 'Be rich or don't be sick: estimating Vietnamese patients' risk of falling into destitution', *SpringerPlus*. Springer International Publishing, 4(529), pp. 1–31. doi: 10.1186/s40064-015-1279-x.

Wahyuni, T., Yanis, A. dan Erly (2013) ‘Hubungan Komunikasi Dokter – Pasien Terhadap Kepuasan Pasien Berobat Di Poliklinik RSUP DR. M. Djamil Padang’, *Jurnal Kesehatan Andalas*, 2(3), pp. 175–177.

Ware, J. E. Snyder, M. K. Wright, W. R. dan Davies, A. R. (1983) ‘Defining and measuring patient satisfaction with medical care’, *Evaluation and Program Planning*, 6(3–4), pp. 247–263. doi: 10.1016/0149-7189(83)90005-8.

Weaver, M. Patrick, D. L. Markson, L. E. Martin, D. dan Frederick, I. (1997) ‘Issues in the measurement of satisfaction with treatment.’, *The American Journal Of Managed Care* *ournal of managed care*, 3(4), pp. 579–594.

Wei, J. Shen, L. Yang, H. B. Qin, J. B. Huang, W. dan Zhang, J. J. (2015) ‘Development and validation of a Chinese outpatient satisfaction questionnaire : evidence from 46 public general hospitals and 5151 outpatients’, *The Royal Society for Public Health*, 29, pp. 1523–1529. doi: 10.1016/j.puhe.2015.03.004.

Weinman, J. (2001) ‘Doctor – Patient Interaction : Psychosocial Aspects’, in *International Encyclopedia of the Social and Behavioral Sciences*. Yunani: IGI Global, pp. 3816–3821.

Wen, C. H., Lan, L. W. dan Cheng, H. L. (2005) ‘Structural Equation Modeling to Determine Passenger Loyalty Toward Intercity Bus Services’, *Journal of Transportation Research Board*, 1927, pp. 249–255. doi: 10.3141/1927-28.

Wensing, M. dan Elwyn, G. (2003) ‘Methods for incorporating patients’ views in health care’, *BMJ*, 326(19), pp. 877–879.

Westbrook, R. A. dan Oliver, R. L. (1991) ‘The Dimensionality of Consumption Emotion Patterns and Consumer Satisfaction’, *Journal of Consumer Research*, 18(1), p. 84. doi: 10.1086/209243.

Wetzels, M., De Ruyter, K. dan Van Birgelen, M. (1998) ‘Marketing service relationships: The role of commitment’, *Journal of Business and Industrial Marketing*, 13(5), pp. 406–423. doi: 10.1108/08858629810226708.

White, C. dan Yu, Y. T. (2005) ‘Satisfaction emotions and consumer behavioral intentions’, *Journal of Services Marketing*, 19(6), pp. 411–420. doi: 10.1108/08876040510620184.

Widhiastuti, I. A. P. (2015) *Hubungan Faktor Sosiodemografi, Persepsi dan Sosialisasi dengan Kepesertaan Pasien Rawat Jalan dalam Program Jaminan Kesehatan Nasional Secara Mandiri di Puskesmas I Denpasar Timur*. Universitas Udayana.

Widiastuti, N. M., Nopiyani, N. M. S. dan Karmaya, I. N. M. (2015) ‘Difference in Satisfaction Levels of National Health Insurance Patients at Four Types of First Level Health Facilities’, *Public Health and Preventive Medicine Archive*, 3(2), pp. 119–125. doi: 10.15562/phpma.v3i2.102.

Wildan, M. Yuswadi, H. Wahono, P. dan Puspitaningtyas, Z (2015) ‘Mengukur Kualitas Kinerja Pelayanan Publik (Program Jaminan Kesehatan Nasional) dengan Survei Kepuasan Pasien’, *Jurnal Strategi dan Bisnis*, 3(1), pp. 19–44. Available at: [http://repository.unej.ac.id/bitstream/handle/123456789/65672/Ainul Latifah-101810401034.pdf?sequence=1](http://repository.unej.ac.id/bitstream/handle/123456789/65672/Ainul_Latifah-101810401034.pdf?sequence=1).

Wilson, D. T. (1995) ‘An Integrated Model of Buyer-Seller Relationships’, *Journal of the Academy of Marketing Science*, 23(4), pp. 335–345.

Winda, S. (2018) ‘Formularium Nasional (FORNAS) Obat Sebagai Upaya Pencegahan Korupsi dalam Tata Kelola Obat Jaminan Kesehatan Nasional (JKN)’, *Integritas*, 4(2), pp. 177–206.

Wolters, M. (2017) ‘Exploring the concept of patient centred communication for the pharmacy practice’, *International Journal of Clinical Pharmacy*. Springer International Publishing, 39(6), pp. 1145–1156. doi: 10.1007/s11096-017-0508-5.

Wong, A. (2004) ‘The role of emotional satisfaction in service encounters’, *Managing Service Quality*, 14(5), pp. 365–376. doi: 10.1108/09604520410557976.

Wong, A. dan Sohal, A. (2002) ‘An examination of the relationship between trust, commitment and relationship quality’, *International Journal of Retail and Distribution Management*, 30(1), pp. 34–50. doi: 10.1108/09590550210415248.

Woodside, A., Frey, L. dan Daly, R. T. (1989) ‘Linking Service Quality, Customer Satisfaction, And Behavioral Intention’, *Journal of Health Care Marketing*, 9(4), pp. 5–17.

Worley, M. M. Schommer, J.C. Brown, L. M. dan Hadsall, R. S. (2007) ‘Pharmacists’ and patients’ roles in the pharmacist-patient relationship: Are pharmacists and patients reading from the same relationship script?’, *Research in Social and Administrative Pharmacy*, 3, pp. 47–69. doi: 10.1016/j.sapharm.2006.03.003.

Wu, C.-C. (2011) ‘The Impact of Hospital Brand Image on Service Quality, Patient Satisfaction and Loyalty’, *African Journal of Business Management*, 5(12), pp. 4873–4882. doi: 10.5897/AJBM10.1347.

Wu, J. Desarbo, W.S. Chen, P. J. dan Fu, Y. Y. (2006) ‘A latent structure factor analytic approach for customer satisfaction measurement’, *Marketing Letters*, 17(3), pp. 221–238. doi: 10.1007/s11002-006-7638-1.

Wu, J. Zhang, S. Chen, H. Lin, Y. dan Dong, X. (2016) ‘Patient Satisfaction with Community Health Service Centers as Gatekeepers and the Influencing Factors: A Cross-Sectional Study in Shenzhen, China’, *PLoS ONE*, 11(8), pp. 1–9. doi: 10.1371/journal.pone.0161683.

Xesfingi, S. dan Vozikis, A. (2016) ‘Health Services Quality and Patient Satisfaction: A Review of the Literature’, in *Effective Methods for Modern Healthcare Service Quality and Evaluation*. Yunani: IGI Global, pp. 1–15. doi: 10.4018/978-1-4666-9961-8.ch001.

Xiao, H. dan Barber, J. P. (2008) 'The effect of perceived health status on patient satisfaction', *Value in Health*, 11(4), pp. 719–725. doi: 10.1111/j.1524-4733.2007.00294.x.

Yaghmale, F. (2003) 'Content validity and its estimation', *Journal of Medical Education*, 3(1), pp. 25–27. doi: 10.1002/pfi.4180010512.

Yi, Y. (1990) 'A Critical Review of Consumer Satisfaction', in *Review of Marketing*, pp. 68–123.

Yoo, C., Park, J. dan MacInnis, D. (1998) 'Effects of Store Characteristics and In-Store Emotional Experiences on Store Attitude', *Journal of Business Research*, 42, pp. 253–263.

Young, G. J., Meterko, M. dan Desai, K. R. (2000) 'Patient satisfaction with hospital care: Effects of demographic and institutional characteristics', *Medical Care*, 38(3), pp. 325–334. doi: 10.1097/00005650-200003000-00009.

Yousafzai, S. Y., Pallister, J. G. dan Foxall, G. R. (2003) 'A proposed model of e-trust for electronic banking', *Technovation*, 23(11), pp. 847–860. doi: 10.1016/S0166-4972(03)00130-5.

Yu, Y. T. dan Dean, A. (2001) 'The contribution of emotional satisfaction to consumer loyalty', *International Journal of Service Industry Management*, 12(3), pp. 234–250.

Zarei, E. (2015) 'Service quality of hospital outpatient departments: patients' perspective', *International Journal of Health Care Quality Assurance*, 28(8), pp. 778–790. doi: 10.1108/IJHCQA-09-2014-0097.

Zeelenberg, M. dan Pieters, R. (2004) 'Beyond valence in customer dissatisfaction: A review and new findings on behavioral responses to regret and disappointment in failed services', *Journal of Business Research*, 57(4), pp. 445–455. doi: 10.1016/S0148-2963(02)00278-3.

Zeithaml, V. A. (1985) 'The New Demographics and Market Fragmentation', *Journal of Marketing*, 49(3), pp. 64–75. doi: 10.2307/1251616.

Zeithaml, V. A., Berry, L. dan Parasuraman, A. (1996) 'The Behavioral Consequences of Service Quality', *Journal of Marketing*, 60(April), pp. 31–46.

Zhao, J., Zhang, M. dan Kong, Q. (2010) 'The effect of service fairness on service quality, customer satisfaction and customer loyalty', in *International Conference on Management and Service Science*. IEEE, pp. 1–4. doi: 10.1109/ICMSS.2010.5577163.

Zhou, W. One, Q. Q. Liu, C. Y. Feng, X. L. dan Shang, S. M. (2017) 'Determinants of patient loyalty to healthcare providers : An integrative review', 29(May), pp. 442–449. doi: 10.1093/intqhc/mzx058.

Zifko-Baliga, G. dan Krampf, R. (1997) 'Managing Perceptions of Hospital Quality', *Marketing Health Services*, 17(1), pp. 28–35.

Zineldin, M. (2006) ‘The quality of health care and patient satisfaction: an exploratory investigation of the 5Qs model at some Egyptian and Jordanian medical clinics.’, *International journal of health care quality assurance*, 19(1), pp. 60–92. doi: 10.1108/09526860610642609.