

DAFTAR PUSTAKA

- Alfianasari, J., 2010, Pengaruh Komunikasi Pemasaran Terhadap Keputusan Pembelian Kartu Perdana IM3, *Jurnal Capacity STIE AMKOP*, Makasar.
- Amir, A., dan Hanifah, J., 2008, *Etika dan Hukum Kesehatan*, EGC, Jakarta, hal. 20-23.
- Arikunto, S., 2006, *Prosedur Penelitian Suatu Pendekatan Praktek*, 6th ed, Rineka Cipta, Jakarta, hal. 110-113.
- Basrani, B., 2012, *Endodontic Radiology*, 2nd ed., Wiley & Sons, Inc. Oxford, hal. 193.
- Boel, T., 2009, *Dental Radiologi: Prinsip dan Teknik*, USU Press, Medan, hal. 5
- Brent, M.J., Alex, A., Jahangir, M.D., dan Manish K.S., 2013, Patient Satisfaction : An Emerging Health Policy Issue, *Journal of American Academy of Orthopaedic Surgeon*, Vol. 7, hal. 29.
- Budiarto, 2004, *Metodologi Penelitian Kedokteran, Sebuah Pengantar*, EGC, Jakarta, hal. 24.
- Dahlan, M.S., 2010, *Besar Sampel dan Cara Pengambilan Sampel dalam Penelitian Kedokteran dan Kesehatan*, 3rded., Salemba Medika, Jakarta, hal. 72.
- Dahlan, M.S., 2014, Statistik untuk Kedokteran dan Kesehatan: Deskriptif, Bivariat, dan Multivariat, 6th ed., Epidemiologi Indonesia, Jakarta, hal. 224-234.
- DeVon, H.A., Block, M.E., Wright, P., Ernst, D.M., Hayden, S.J., Lazzara, D.J., Savoy, S.M., Polston, E., 2007, Psychometric Toolbox for Testing Validity and Reliability, *Journal of Nursing scholarship*, 39 (2), hal. 155-164.
- DiBiasi, Z., Harkness, E., Ernst, F., Georgiou, A., Kleinjnen, J., 2001, Influence Of Context Effect on Health Outcomes : A Systematic Review, *The Lancet General Medical Journal*, hal. 757-762.
- Dorland, S., 2011, *Illustrated Medical Dictionary*, 32nded, Elsevier Saunders, Philadelphia, hal 686.
- Duffy, F.D., Gordon, G.H., Whelan, G., Cole, K.K., Frankel, R.N., et al., 2004, *Assessing competence in communication and interpersonal skills: the Kalamazo II report*, Acad. Med., hal. 495-507.

- Effendy, O. U., 2009, *Ilmu Komunikasi; Teori dan Praktek*, 22th ed, PT. Remaja Rosdakarya, Bandung, hal. 14,27.
- Gerson, R.F., 2004, *Mengukur Kepuasan Pelanggan*, PPM, Jakarta, hal 25.
- Ghozali, I., 2009, *Aplikasi Analisis Multivariate dengan Program SPSS*, Badan Penerbit Universitas Diponegoro, Semarang, hal. 45
- Glenn, N.D., 2003, Distinguishing age, period, and cohort effects. In J.T. Mortimer & M.J. Shanahan (Eds.), *Handbook of the life course*, Plenum Publishers, New York, hal. 465–476.
- Gove, W.R., Ortega, S.T., dan Style, C.B., 1989, The maturational and role perspectives on aging and self through the adult years : An empirical evaluation, *American Journal of Sociology*, 94(5), 1117–1145
- Grayson, K., Dwamena, F.C., Smith, S., Laird, H., Freilich, L., Smith, R.C., 2015, *A Questionnaire Identifying Four Key Components of Patient Satisfaction With Physician Communication*, Patient Education and Counseling, hal. 3
- Greenberg, C.C., Regenbogen, S.E., Studdert, D.M., 2007, Patterns of Communication Breakdowns Resulting in Injury to Surgical Patient, *Journal of the American College of Surgeons*, hal. 533-540.
- Gunarsa, Singgih, 2008, *Psikologi Perawatan*, Gunung Mulia, Jakarta, hal.90
- Gunderman, R. B., 2006, *Achieving excellence in medical Education*, 2nd ed, Springer, USA, hal. 93
- Haffizurrachman, 2004, Mengukur Kepuasan Suatu Institusi Kesehatan. *Majalah Kedokteran Indonesia*. Vol. 54, No. 7. hal. 283 – 288.
- Hardee, J.T., Kasper, L.K., 2008, Aclinical communication strategy to enhance effectiveness and CAHPS scores : the ALERT model, *Permanente Journal*, hal.70-74.
- Hodges, K., 1998, *Concepts in Nonsurgical Periodontal Therapy*, Delmar, New York, hal. 118.
- Haring, J.I., Jansen, L., 2000, *Dental Radiography*, W. B. Saunders Company, Philadelphia, hal. 56.
- Hayden, A.C., Pichert, J.W., Fawcett, J., Moore, I.N., Hickson, G.B., 2010, Best Practice For Basic And Advanced Sklii In Health Care Service Recovery : A Case Study Of A Re-Admitted Patient, *The Joint Commission International Journal on Quality and Patient Safety*, hal. 310-318.

- Kotler, P., 2007, *Manajemen Pemasaran : Analisis Perencanaan Implementasi dan Kontrol*. 12thed, PT. INDEKS, Jakarta, hal.56.
- Kotler, P., dan Kevin, L. K, 2008, *Manajemen Pemasaran*, 12thed, Index, St. Louis, hal. 161.
- Machfoedz, I., 2007, *Metodologi Penelitian: Bidang Kesehatan, Keperawatan , dan Kebidanan*, Fitramaya, Yogyakarta. hal.
- Marschner, L., Pannasch, S., Schulz, J., Graupner, S.T., 2015, Social communication with virtual agents : the effects of body and gaze directions on attention and emotional responding in human observers. *International Journal of Pshychophysial*, hal. 85-92.
- Mulyana, D., 2004, *Ilmu Komunikasi: Suatu Pengantar*, PT Remaja Rosdakarya, Bandung, hal. 34.
- Muninjaya, G., 2011, *Manajemen Mutu Pelayanan Kesehatan*, 3thed, Penerbit Buku Kedokteran, EGC, hal. 121-130.
- Mursyida, R.F., Mawarni, A., Agushybana, F., 2012, Kepuasan Ibu Hamil dan Persepsi Kualitas Pelayanan *Antenatal Care* di Puskesmas Tanjung Kabupaten Sampang Madura, *Media Kesehatan Masyarakat Indonesia*, Volume 11 (2): 174-181.
- Notoatmodjo, S. 2010. *Metodologi Penelitian Kesehatan*. Jakarta : PT Rineka Cipta, hal. 78
- Nurachmah, E., 2005, *Asuhan Keperawatan Bermutu di Rumah Sakit*, diunduh melalui [http : / www. fikui. or. id](http://www.fikui.or.id). pada 08 November 2015
- Nursalam, 2007, *Metode Penelitian Ilmu Keperawatan ; Pendekatan Praktis*, 4thed, Salemba Medika, Jakarta, hal. 62-68.
- Oktavia, Nova, 2015, *Sistematika Penulisan Karya Ilmiah*, 1th ed., Deepublish, Yogyakarta, hal. 41-48.
- Octavia, A.S., dan Anwar, A., 2012, Analisis Kepuasan Pasien Rawat Inap Bangsal Jantung di RSUD Raden Mattaher Jambi. *Jurnal Manajemen Universitas Jambi*, 4(35).
- Otani, K., Waterman, B., Faulkner, K.M., Boslaugh, S., Burroughs, T.E., Dunagan, W.C., 2009, Patient Satisfaction : Focusing on Excellent, *Journal of Health Management*, Vol. 54. HAL.93-103.

- Kotler, P., 2000, *ManajemenPemasaran*, 1st ed, PT. Prenhalindo, Jakarta, hal 25.
- Pohan, I., 2006, *Jaminan Mutu Layanan Kesehatan*, EGC, Jakarta, hal. 48.
- Potter, P.A., dan Perry, A.G., 2009, *Fundamental Keperawatan*, 7th ed, Salemba Medika, Jakarta, hal. 126.
- Quigley, D.D., Elliott, M.N., Farley, D.A., Burkhart, Q., Skootsky, S.A., Hays, R.D., 2013, Specialties Differ In Which Aspect Of Doctor Communication Predict Overall Physician Ratings, *Journal of General Internal Medicine*, hal. 447-454.
- Quon, E.C., McGrath J.J., 2015, Community, Family, and Subjective Socioeconomic Status : Relative Status and Adolescent Health. *Journal of American Psychological Association*, Vol 34(6), Jun 2015, hal. 591-601
- Rachmandani, A.S., dan Sampurnomo, P.P., 2010, Peran Ikatan Apoteker Indonesia (IAI) Dalam Upaya Pelaksanaan Standar Pelayanan Kefarmasian di Apotek di Daerah Istimewa Yogyakarta. *Jurnal Manajemen dan pelayanan Farmasi*, Volume 1 Nomor 2, hal. 113-110
- Rahmat, J., 2005, *Psikologi Komunikasi*, Rineka Cipta, Jakarta, hal. 55
- Raz, A.E., and Fadlon, J., 2006, *We Came to Talk with People behind the disease ,Communication and Control in Medical Education*, Springer Science, London, hal. 55-75.
- Richard, K., 1998, Patient Satisfaction With Healthcare, *Journal of General Internal Medicine*, Vol. 13, hal. 280-282.
- Sanusi, R., 2005, Beberapa Uji Validitas dan reabilitas pada Instrumen Penelitian, hal. 113-116. Diunduh melalui
<http://repository.usu.ac.id/bitstream/123456789/18868/1/ikm/-okt2005-9%20%286%29.pdf> pada 27 Oktober 2015.
- Scarfe, W. C. dan Farman, A. G., 2007, Cone Beam Computed Tomography: a Paradigm Shift for Clinical Dentistry, *Aust. Dent. Pract.*, July/August: 92-100.
- Scott, J., 2012, Utilizing AIEDT and OTHER Tool to Increase Patient Satisfaction Score, *Radiology Management Journal*, hal. 29-33.
- Sekaran, U., 2006, *Metode Penelitian Bisnis*, Salemba Empat, Jakarta, hal. 43.

- Sudijono, Anas, 2008, *Pengantar evaluasi pendidikan*, PT. Raja Grafindo Persada, Jakarta, hal. 35.
- Sugiyono, 2014, *Metode Penelitian Pendidikan : Pendekatan Kuantitatif, Kualitatif dan R&D*, Cet. ke-20, Penerbit Alfabeta, Bandung, hal. 120-121.
- Supranto, J., 2011, *Pengukuran Tingkat kepuasan untuk Meningkatkan Pangsa Pasar*, PT. Rineka Cipta, Jakarta, hal. 34
- Teutsch, C., 2003, Patient-Doctor Communication, *Journal of Clinical Medicine*, hal. 1115-1145.
- Thomson, E., dan Johnson, O., 2014, *Essentials of Dental Radiography*, 9thed, Pearson New International Edition, USA, hal 145-150.
- Tjiptono, F., 2008, *Pemasaran Strategi*, Cet. Pertama, Penerbit Andi, Yogyakarta, hal. 54-58.
- Travaline, J.M., Ruchinskas, R., Gilbert, D., Alonzo, D., 2005, Patient-Physician Communication Why and How, *Journal of American Osteopathic Association*, Vol.105, hal. 13-18.
- Walton, R.E., 2008, *Prinsip & Praktik Ilmu Endodontik* (terj.), EGC, Jakarta, hal. 151-153.
- Whaites, E., 2007, *Essentials of Dental Radiography and Radiology*, churchill Livingstone, United Kingdom, hal 157.
- Whaite, S.C., dan Pharoah, M.J., 2009, *Oral Radiology Principles and Interpretation*, 6thed, Mosby Elsevier, St. Louis, hal. 226.
- White, S.C., and Pharoah, M.J., 2009, *Oral Radiology Principles and Interpretation*, 7thed, Elsevier Mosby, Canada, hal. 146.
- Widiyanto, J., 2012, *SPSS for Windows*, FKIP Universitas Muhammadiyah Surakarta, Surakarta, hal. 34-37.
- Wiggins, M.N., Coker, K., and Hicks, E.K., 2009, *Patient perceptions of Professionalism: Implications for residency Education*, Medical Education, hal. 28-33.

- Wijayanti, L.P., 2009, Analisa Faktor Penentu Tingkat Kepuasan Pasien di Rumah Sakit PKU Muhammadiyah Bantul, *Jurnal Kedokteran dan Kesehatan Indonesia*, Vol. 7(2). 2015, hal. 56.
- Wira, D., Suarjana, Wijaya, G., 2014, Hubungan antara Persepsi Daya Tanggap dan Persepsi Empati dengan Kepuasan Pasien di RSUD Wangaya Denpasar, *Public Health and Preventive Medicine Archive*, Vol. 2(2), hal. 150-155.
- Yang, Y., dan Land, K. C., 2008, Age–period–cohort analysis of repeated cross-section surveys : Fixed or random effects?, *Sociological Methods and Research*, hal. 297–326.