

DAFTAR PUSTAKA

- Abdullah. (2015). *Metodologi Penelitian Kuantitatif*.
- Alumran, A., Almutawa, H., Alzain, Z., Althumairi, A., & Khalid, N. (n.d.). *Comparing public and private hospitals' service quality*. [https://doi.org/10.1007/s10389-019-01188-9/Published](https://doi.org/10.1007/s10389-019-01188-9)
- Asnawi, A. A., Awang, Z., Afthanorhan, A., Mohamad, M., & Karim, F. (2019). The influence of hospital image and service quality on patients' satisfaction and loyalty. *Management Science Letters*, 9(6), 911–920. <https://doi.org/10.5267/j.msl.2019.2.011>
- Endeshaw, B. (2021). Healthcare service quality-measurement models: a review. In *Journal of Health Research* (Vol. 35, Issue 2, pp. 106–117). Emerald Group Holdings Ltd. <https://doi.org/10.1108/JHR-07-2019-0152>
- Fatima, I., Humayun, A., Iqbal, U., & Shafiq, M. (2019). Dimensions of service quality in healthcare: A systematic review of literature. In *International Journal for Quality in Health Care* (Vol. 31, Issue 1, pp. 11–29). Oxford University Press. <https://doi.org/10.1093/intqhc/mzy125>
- Ferreira, D. C., Vieira, I., Pedro, M. I., Caldas, P., & Varela, M. (2023). Patient Satisfaction with Healthcare Services and the Techniques Used for its Assessment: A Systematic Literature Review and a Bibliometric Analysis. In *Healthcare (Switzerland)* (Vol. 11, Issue 5). MDPI. <https://doi.org/10.3390/healthcare11050639>
- Hair, J. F., Tomas, G., Hult, M., Ringle, C. M., & Sarstedt, M. (2021). *Partial Least Squares Structural Equation Modeling (PLS-SEM) Using R: A workbook*. <https://doi.org/10.1007/978-3-030>
- KhanMohammadi, E., Talaie, H. R., & Azizi, M. (2023). A healthcare service quality assessment model using a fuzzy best-worst method with application to hospitals with in-patient services. *Healthcare Analytics*, 4. <https://doi.org/10.1016/j.health.2023.100241>
- Mahmoud, A. B., Ekwere, T., Fuxman, L., & Meero, A. A. (2019). Assessing Patients' Perception of Health Care Service Quality Offered by COHSASA-Accredited Hospitals in Nigeria. *SAGE Open*, 9(2). <https://doi.org/10.1177/2158244019852480>
- Mundir. (2014). *Metode penelitian kualitatif dan kuantitatif* (Hisbiyatul Hasanah, Ed.). STAIN Jember Press.

- P.J, S., Singh, K., Kokkranikal, J., Bharadwaj, R., Rai, S., & Antony, J. (2023). Service Quality and Customer Satisfaction in Hospitality, Leisure, Sport and Tourism: An Assessment of Research in Web of Science. *Journal of Quality Assurance in Hospitality and Tourism*, 24(1), 24–50. <https://doi.org/10.1080/1528008X.2021.2012735>
- Pratama, V., & Hartini, S. (2020). The Effect of Perception of Health Care Service Quality on Patient Satisfaction and Loyalty in Mother and Child Hospital. *Jurnal Manajemen Teori Dan Terapan| Journal of Theory and Applied Management*, 13(3), 234. <https://doi.org/10.20473/jmtt.v13i3.21139>
- Suhail, P., & Srinivasulu, Y. (2021). Perception of service quality, satisfaction, and behavioral intentions in Ayurveda healthcare. *Journal of Ayurveda and Integrative Medicine*, 12(1), 93–101. <https://doi.org/10.1016/j.jaim.2020.10.011>
- Ulucayli, S., Cek, K., & Oniz, A. (2023). The Effect of Service Quality on Patient Citizenship Behaviors: Evidence from the Health Sector. *Healthcare (Switzerland)*, 11(3). <https://doi.org/10.3390/healthcare11030370>
- Umoke, M. J., Umoke, P. C. I., Nwimo, I. O., Nwalieji, C. A., Onwe, R. N., Emmanuel Ifeanyi, N., & Samson Olaoluwa, A. (2020). Patients' satisfaction with quality of care in general hospitals in Ebonyi State, Nigeria, using SERVQUAL theory. *SAGE Open Medicine*, 8. <https://doi.org/10.1177/2050312120945129>
- Upadhyai, R., Jain, A. K., Roy, H., & Pant, V. (2019). A Review of Healthcare Service Quality Dimensions and their Measurement. *Journal of Health Management*, 21(1), 102–127. <https://doi.org/10.1177/0972063418822583>
- Zaid, A. A., Arqawi, S., Al Shobaki, M. J., Zaid, A. A., Arqawi, S. M., Mwais, R. M. A., & Abu-Naser, S. S. (2020). *The Impact of Total Quality Management and Perceived Service Quality on Patient Satisfaction and Behavior Intention in Palestinian Healthcare Organizations* (Vol. 62). <https://www.researchgate.net/publication/341043587>
- Zubayer, M. (n.d.). *HEALTHCARE SERVICE QUALITY AND IN-PATIENTS' SATISFACTION: AN EMPIRICAL INVESTIGATION ON HEALTHSCAPE'S TANGIBLE QUALITY*. <https://www.researchgate.net/publication/337196838>