

## DAFTAR PUSTAKA

- Aida, J., Fukai, K., & Watt, R. G. (2021). Global neglect of dental coverage in universal health coverage systems and Japan's broad coverage. *Int Dent J*, 71(6), 454–457. <https://doi.org/10.1016/j.identj.2020.12.027>
- Ajzen, I. (1991). The theory of planned behavior. *Organizational Behavior and Human Decision Processes*, 50(2), 179-211. [https://doi.org/10.1016/0749-5978\(91\)90020-T](https://doi.org/10.1016/0749-5978(91)90020-T)
- Ajzen, I. (2019). “Theory of planned behavior diagram.” <https://people.umass.edu/aizen/tpb.diag.html#null-link>, diakses pada tanggal 20 Mei 2025.
- Akinlotan, M. A., Wei, L., Thornton-Evans, G., Boroumand, S., & Griffin, S. (2024). Delayed oral health care due to cost among US adults with diabetes, 2018-2019. *Journal of the American Dental Association*, 155(11), 926–934. <https://doi.org/10.1016/j.adaj.2024.08.004>
- Akter, S., D'Ambra, J., Ray, P. (2011). An evaluation of PLS based complex models: the roles of power analysis, predictive relevance and GoF index. Dalam *Proceedings of the 17th Americas Conference on Information Systems*, 1-7.
- Akbar, F. H., Krishnan, V., Yusoh, M. P., Senin, M. S., Ismail, A. F., & Abbas, M. S. (2022). Dental tourism in Bali province, Indonesia. *NeuroQuantology*, 20(1), 340–347. <https://doi.org/10.14704/nq.2022.20.1.nq22301>
- AlOmari, F. (2022) The mediating role of hospital image: The impact of care cost and service quality on patient satisfaction. *Journal of Innovation in Business and Economics*, 6(1). doi: 10.22219/jibe.v6i01.18475
- Alkawamleh, S., Ghazali, P. liza ., Afthanorhan , W. M. A. B. W. ., & Rahim, M. Z. B. A. . (2025). The health care services quality impact on patient loyalty mediating by patient satisfaction in Jordan. *Asean International Journal of Business*, 4(2), 156–169. <https://doi.org/10.54099/aijb.v4i2.1196>

- Amor, N. E. H. B., Talbi, D., & Almubrad, A. N. (2018). Impact of health service quality on patient loyalty at King Khalid University Hospital in Riyadh, Saudi Arabia. *Asian Journal of Economics, Business and Accounting*, 6(2), 1–11. <https://doi.org/10.9734/AJEBA/2018/39993>
- Artini, N. W. P., Antara, M., Susrusa, I. K. B., & Ambarawati, I. G. A. A. (2020). Impact of tourism on development in Bali province. *International Journal of Life Sciences*, 4(2), 19-31. <https://doi.org/10.29332/ijls.v4n2.429>
- Asa, G. A., Fauk, N. K., McLean, C., & Ward, P. R. (2024). Medical tourism among Indonesians: a scoping review. *BMC Health Serv Res*, 24(1), 1-11. <https://doi.org/10.1186/S12913-023-10528-1>
- Bougie, R., & Sekaran, U. (2020). *Research methods for business: a skill building approach, 8th edition*. John Wiley & Sons.
- Balkaran, R. L., Osoba, T., & Rafeek, R. (2015). A cross-sectional study of patients' satisfaction with dental care facilities: a survey of adult treatment at the University of the West Indies, School of Dentistry. *West Indian Med J*, 63(5), 490-498. <https://doi.org/10.7727/WIMJ.2013.197>
- Badan Pemeriksa Keuangan. Permenkes No. 76 Tahun 2015. diakses pada tanggal 2 April 2025 dari: <https://peraturan.bpk.go.id/Details/116571/permenkes-no-76-tahun-2015>
- Chomeya, R., (2010) Quality of Psychology Test Between Likert Scale 5 and 6 Points. *Journal of Social Sciences*, 6 (3): 399-403, 2010: <https://thescipub.com/pdf/jssp.2010.399.403.pdf>
- Dental Suite. (2023). “*Dental Tourism: What is it, and should I consider it?*” diakses pada tanggal 4 April 2025 dari: <https://www.nottinghamsmiles.co.uk/blog/dental-tourism-what-is-it-and-should-i-consider-it/>.
- Duc Thanh N, My Anh BT, Xiem CH, Quynh Anh P, Tien PH, Thi Phuong Thanh N, Huu Quang C, Ha VT and Thanh Hung P (2022) Patient Satisfaction With Healthcare Service Quality and Its Associated Factors at One Polyclinic in Hanoi, Vietnam. *Int J Public Health*, 67:1605055. doi: 10.3389/ijph.2022.1605055

- Dhama, K., Patthi, B., Singla, A., Gupta, R., Niraj, L. K., Ali, I., Kumar, J. K., & Prasad, M. (2016). Global tourist guide to oral care - a systematic review. *J Clin Diagn Res*, 10(9), 1-4. <https://doi.org/10.7860/JCDR/2016/19438.8408>
- Dwiastuti, S. A. P., & Ratih, I. A. D. K. (2025). Exploration on dental tourism development as a medical tourism in Bali. *Journal of Health and Medical Sciences*, 8(1), 1-6. <https://doi.org/10.31014/AIOR.1994.08.01.334>
- Dwiastuti, S. A. P., Ratih, I. A. D. K., & Kristianto, J. (2023). Pengembangan pemasaran dental tourism sebagai peluang bisnis kesehatan pariwisata di Bali. *Jurnal Health Sains*, 4(1), 45–52. <https://doi.org/10.46799/JHS.V4I1.667>
- Cynthia, C., & Keni, K. (2023). Brand experience, perceived value, and social media marketing to predicate brand loyalty. *International Journal of Application on Economics and Business*, 1(1), 402-408. <https://doi.org/10.24912/ijabeb.11.402-408>
- Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2019). *Multivariate data analysis*. Pearson Education.
- Hair, J. F., Hult, G. T. M., Ringle, C. M., Sarstedt, M., Danks, N. P., & Ray, S. (2021). *Partial least square structural equation modeling (PLS-SEM) using R: a workbook*. Springer.
- Hamid, M. R. A., Sami, W., & Sidek, M. H. M. (2017). Discriminant validity assessment: use of Fornell & Larcker criterion versus HTMT criterion. *Dalam 1st International Conference on Applied & Industrial Mathematics and Statistics*, 1-5. <https://doi.org/10.1088/1742-6596/890/1/012163>
- Malh Indra Sani, Tin Agustina Karnawati, & Widi Dewi Ruspitasari. (2024). The Impact of Service Quality on Customer Loyalty Through Customer Satisfaction of PT Multicom Persada International Jakarta. *Dinasti International Journal of Management Science*, 5(3), 475–485. <https://doi.org/10.31933/dijms.v5i3.2202>
- Jaapar, M., Musa, G., Moghavvemi, S., & Saub, R. (2017). Dental tourism: examining tourist profiles, motivation and satisfaction. *Tour Manag*, 61, 538–552. <https://doi.org/10.1016/J.TOURMAN.2017.02.023>

- Liu S, Li G, Liu N, Hongwei W. (2021) The Impact of Patient Satisfaction on Patient Loyalty with the Mediating Effect of Patient Trust. *Inquiry*. 2 Jan-Dec;58:469580211007221. doi: 10.1177/00469580211007221. PMID: 33834860; PMCID: PMC8040618.
- Malhotra,, N., Nunan, D., & Birks, D. (2017). *Marketing research: an applied approach, 5th edition*. Pearson Education Limited.
- Meesala, A., & Paul, J. (2018). Service quality, consumer satisfaction and loyalty in hospital : thinking for the future. *Journal of Retailing and Consumer Services*, 40, 261–269
- Novitasari, D. (2022). Hospital Quality Service and Patient Satisfaction : How The Role of Service Excellent and Service Quality?. *Journal of Information Systems and Management (JISMA)*, 1(1), 29–36. <https://doi.org/10.4444/jisma.v1i1.255>
- Osterle, A., Diesenreiter, C., Glinsner, B., & Reichel, E. (2021). Inbound and outbound medical travel in Austria. *Journal of Health Organization and Management*, 35(9), 34-49. <https://doi.org/10.1108/JHOM-04-2020-0129>
- Roscoe, J. T. (1975). *Fundamental research statistics for the behavioral sciences, second edition*. Holt, Rinehart and Winston, Inc.
- Setyawan, F. E. B., Supriyanto, S., Ernawaty, E., & Lestari, R. (2020). Understanding patient satisfaction and loyalty in public and private primary health care. *Journal of public health research*, 9(2), 1823. <https://doi.org/10.4081/jphr.2020.1823>
- Sholeh, Moh & Chalidyanto, Djazuly. (2021). The Effect of Service Quality on Loyalty Through Patient Satisfaction in Outpatient of Hospital X, Malang. *JMMR (Jurnal Medicoeticolegal dan Manajemen Rumah Sakit)*. 10. 148-157. [10.18196/jmmr.v10i2.10239](https://doi.org/10.18196/jmmr.v10i2.10239).
- Swathi K S., Barkur,G. , G,Somu. (2023)Assessment of healthcare service quality effect on patient satisfaction and care outcomes: A case study in India. *Cogent Business & Management*, 10(3).<https://doi.org/10.1080/23311975.2023.2264579>
- Supriadi, Al Aufa, B., Nurfikri, A., & Koire, I. I. (2024). Exploring the potential of a multi-level approach to advance the development of the medical tourism industry in Indonesia. *Health Serv Insights*, 17, 1-9. <https://doi.org/10.1177/11786329241245231>

- Trohel, G., Bertaud-Gounot, V., Soler, M., Chauvin, P., & Grimaud, O. (2016). Socio-economic determinants of the need for dental care in adults. *PLoS One*, 11(7), 1-11. <https://doi.org/10.1371/JOURNAL.PONE.0158842>
- Vovk, V., Beztelesna, L., & Pliashko, O. (2021). Identification of factors for the development of medical tourism in the world." *Int J Environ Res Public Health*, 18(21), 1-17. <https://doi.org/10.3390/IJERPH182111205>
- Wilson, N., Keni & Tan, P. H. P. (2021). The role of perceived usefulness and perceived ease of use toward satisfaction and trust which influence computer consumers' loyalty in China. *Gadjah Mada International Journal of Business*, 23(3), 262-294. <https://doi.org/10.22146/gamaijb.32106>
- Wiranata, J. P., & Keni. (2025). Pengaruh kualitas layanan, word of mouth, dan waktu tunggu terhadap kepuasan pasien rawat jalan di rumah sakit swasta tipe B di Jakarta Selatan. *Jurnal Manajemen Bisnis dan Kewirausahaan*, 9(2), 222-236. <https://doi.org/10.24912/jmbk.v9i2.33894>
- Zhong, L., Deng, B., Morrison, A. M., Coca-Stefaniak, J. A., & Yang, L. (2021). Medical, health and wellness tourism research—a review of the literature (1970–2020) and research agenda. *Int J Environ Res Public Health*, 18(20), 1-16. <https://doi.org/10.3390/IJERPH182010875>