

## DAFTAR PUSTAKA

- Anjayati, S. (2021). Review artikel: Analisis kualitas pelayanan terhadap kepuasan pasien di puskesmas menggunakan metode Servqual. *Nursing Care and Health Technology Journal (NCHAT)*, 1(1), 31-38.
- Al-Temimi, M., Kidon, M., & Johna, S. (2016). Accreditation council for graduate medical education core competencies at a community teaching hospital: Is there a gap in awareness? *The Permanente Journal*, 20(4), 69-73.
- Aqil, A. D. C. (2020). Studi kepustakaan mengenai kualitas pelayanan terhadap kepuasan pasien rawat jalan di rumah sakit: Literature study of service quality towards patients satisfaction in hospitals. *Jurnal Ilmiah Pamenang*, 2(2), 1-6.
- Allenbaugh, J., Moncure, M., Moss, A., Reed, J. M., Burkholder, K., & Dralle, S. (2019). A brief communication curriculum improves resident and nurse communication skills and patient satisfaction. *Journal of General Internal Medicine*, 34(7), 1167-1173.
- Andaleeb, S. S., Siddiqui, N., & Khandakar, S. (2007). Patient satisfaction with health services in Bangladesh. *Health Policy and Planning*, 22(4), 263-273.
- Arasli, H., Ekiz, E. H., & Katircioglu, S. T. (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), 8- 23.
- Barlian, E. (2016). *Buku kualitatif & kuantitatif*. Sukabina Press.
- Belasen, A., & Belasen, A. T. (2018). Doctor-patient communication: A review and a rationale for using an assessment framework. *Journal of Health Organization and Management*, 32(7), 891-907.
- Biglu, M. H., Nateqy, F., Ghojazadeh, M., & Asgharzadeh, A. (2017). Communication skills of physicians and patients' satisfaction. *Materia Socio Medica*, 29(3), 192.
- Boru, T. (2018). *Research design and methodology*. University of South Africa.

- Burgener, A. M. (2017). Enhancing communication to improve patient safety and to increase patient satisfaction. *Health Care Manager*, 36(3), 238-243.
- Busetto, L., Wolfgang, W., & Gumbinger, C. (2020). How to use and assess qualitative research methods. *Neurological Research and Practice*, 2(4).
- Chahal, H., & Kumari, N. (2010). Development of multidimensional scale for healthcare service quality (HCSQ) in Indian context. *Journal of Indian Business Research*, 2(4), 230-255.
- Chang, C. S., Chen, S. Y., & Lan, Y. T. (2013). Service quality, trust, and patient satisfaction in interpersonal-based medical service encounters. *BMC Health Service Research*, 13(1), 1-9.
- Chin, L. P., & Ahmad, Z. A. (2015). Perceived enjoyment and Malaysian consumers' intention to use a single platform e-payment. *SHS Web of Conferences*, 18, 01009. <https://doi.org/10.1051/shsconf/20151801009>
- Demirgunes, B. K., & Avcilar, M. Y. (2017). The effect of cognitive dissonance on external information search and consumer complaint responses. *International Journal of Business Administration*, 8(2), 57-64.
- Eleuch, A. K. (2011). Healthcare service quality perception in Japan. *International Journal of Health Care Quality Assurance*, 24(6), 417-429.
- Ghozali, I. (2021). *Aplikasi analisis multivariate dengan program IBM SPSS 26 edisi 10*. Badan Penerbit Universitas Diponegoro.
- Gu, L., Zheng, Q., Xu, Z., & Lin, S. (2022). Patient perception of doctor communication skills and patient trust in rural primary health care: The mediating role of health service quality. *BMC Primary Care*, 23(1), 1-10. <https://doi.org/10.1186/s12875-022-01826-4>.
- Hair Jr., J. F., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2014). *Partial least squares structural equation modeling (PLS-SEM): An emerging tool in business research*. *European Business Review*, 26(1), 106-121. <https://doi.org/10.1108/EBR-10-2013-0128>

- Henry, S. G., Fuhrel-Forbis, A., Rogers, M. A. M., & Eggly, S. (2012). Association between nonverbal communication during clinical interactions and outcomes: A systematic review and meta-analysis. *Patient Education and Counseling*, 86(3), 297-315. <https://doi.org/10.1016/j.pec.2011.07.006>.
- Hodsdon, A., Smith, N. A., & Story, D. A. (2020). Preoperative communication between anaesthetists and patients with obesity regarding perioperative risks and weight management: A structured narrative review. *Perioperative Medicine*, 9(1), 1-13.
- Irawan, H. (2009). *10 prinsip kepuasan pelanggan*. Jakarta: Elex Media Komputindo.
- Imran, I., Yulihastri, Y., Almasdi, A., & Syavardie, Y. (2021). Dampak kualitas pelayanan terhadap kepuasan pasien puskesmas. *Jurnal Penelitian Dan Pengembangan Sains Dan Humaniora*, 5(3), 389-396.
- Janssen, S. M., & Lagro-Janssen, A. L. M. (2012). Physician's gender, communication style, patient preferences and patient satisfaction in gynecology and obstetrics: A systematic review. *Patient Education and Counseling*, 89(2), 221-226. <https://doi.org/10.1016/j.pec.2012.06.034>.
- Jayesh, P., & Renuka, G. (2010). Measuring perceived service quality for public hospitals (PubHosQual) in the Indian context. *International Journal of Pharmaceutical and Healthcare Marketing*, 4(1), 60-83.
- Jin, C., Wang, C., Zhu, X., & Zhu, L. (2022). The impact on healthcare service quality and patients satisfaction via adopting mobile health technology: An empirical study in a public ophthalmologic hospital in China. *Healthcare*, 7(10), 1-10. <https://doi.org/10.21203/rs.3.rs-1850727/v1>.
- Kebede, B. G., Abreha, S. K., & Asfaw, Z. G. (2020). Communicative challenges among physicians, patients, and family caregivers in cancer care: An exploratory qualitative study in Ethiopia. *PLOS ONE*, 15(3), 1-16.
- Kotler, P., & Armstrong, G. (2016). *Principles of marketing* (15th ed.). Pearson Education Pvt. Ltd.
- Kuncoro, M. (2013). *Metode riset untuk bisnis dan ekonomi*. Erlangga.

- Legar, F., Graham, I. D., O'Connor, A. M., & Giguere, A. (2012). Patients' perceptions of sharing in decisions: A systematic review of interventions to enhance shared decision making in routine clinical practice. *Patient*, 5(1), 1-19.
- Magesh, R. (2010). A study on quality of service as a tool for enhancement of customer satisfaction in banks. *Global Journal of Finance and Management*, 2(1), 123-133.
- Makahiking, M., Maramis, F. R., & Rumayar, A. A. (2020). Hubungan antara komunikasi dokter-pasien dengan kepuasan pasien rawat inap di RSUD Kota Bitung. *KESMAS*, 9(4), 1-10.
- Matsuoka, K., Ishikawa, H., & Oshima, K. (2021). Physician–patient communication affects patient satisfaction in treatment decision-making: A structural equation modelling analysis of a web-based survey in patients with ulcerative colitis. *Journal of Gastroenterology*, 56(9), 843-855. <https://doi.org/10.1007/s00535-021-01811-1>.
- McCabe, R., & Healey, P. G. T. (2018). Miscommunication in doctor–patient communication. *Topics in Cognitive Science*, 10(2), 409-424.
- McFarland, D. C., Bernacki, R. E., Yeung, H., Jaiswal, S., Nipp, R., & Jackson, V. A. (2017). Does hospital size affect patient satisfaction? *Quality Management in Health Care*, 26(4), 205-209.
- Mosahab, R., Mahamad, O., & Ramayah, T. (2010). Service quality, customer satisfaction and loyalty: A test of mediation. *International Journal of Business and Management*, 3(4), 80-85.
- Ndendo, R. T., & Gunadarma, U. (2007). Analisa kepuasan mahasiswa terhadap PSMA online pada Universitas Gunadarma. *Jurnal Processing PESAT*, 2(1), 1-8.
- Neupane, R. (2014). Relationships between customer satisfaction and business performance in Lloyds bank UK: A case study. *International Journal of Social Sciences and Management*, 1(2), 19-37.
- Neupane, R., & Devkota, M. (2017). Evaluation of the impacts of service quality

dimensions on patient/customer satisfaction: A study of private hospitals in Nepal. *International Journal of Social Sciences and Management*, 4(3), 165-176.

Notoatmodjo, S. (2018). *Metodologi penelitian ilmu kesehatan*. Rineka Cipta.

Oliveira, V. C., Ferreira, P. H., & Maher, C. G. (2012). Communication that values patient autonomy is associated with satisfaction with care: A systematic review. *Journal of Physiotherapy*, 58(4), 215-229. [https://doi.org/10.1016/S1836-9553\(12\)70123-6](https://doi.org/10.1016/S1836-9553(12)70123-6).

Parasuraman, A. (2014). *The behavioral consequences of service quality*. New Jersey: Prentice-Hall.

Nur'aeni, R., & Simanjorang, A. (2020). Pengaruh mutu pelayanan terhadap kepuasan pasien rawat inap di Rumah Sakit Izza Karawang. *Journal of Healthcare Technology and Medicine*, 6(2), 1097-1111.

Rantung, N. G., Kepel, B. J., Lumunon, T. H., Surya, W. S., & Waworuntu, M. Y. (2022). Pengaruh komunikasi verbal dan non-verbal antara dokter-pasien terhadap kepuasan pasien di pelayanan rawat inap RSUD Anugerah Tomohon. *Prepotif: Jurnal Kesehatan Masyarakat*, 6(3), 2038-2049.

Riyadi, M. H., Widyanti, R., & Anhar, D. (2020). Pengaruh komunikasi interpersonal dokter-pasien dan kualitas pelayanan terhadap tingkat kepuasan pasien di Poliklinik RSUD Dr. H. Moch. Ansari Saleh Banjarmasin. *Al-Kalam: Jurnal Komunikasi, Bisnis, dan Manajemen*, 7(1), 55-71.

Sasmita, A. W., Fitriani, A. D., & Fitria, A. (2024). Analisis komunikasi dokter terhadap kepuasan pasien di ruang rawat inap Rumah Sakit Umum Daerah Batubara tahun 2021. *Jurnal Kesehatan dan Fisioterapi*, 54-60.

Schwartz, R., Aslam, M., Mehra, S., & Walton, M. (2021). Physician empathy according to physicians: A multi-specialty qualitative analysis. *Patient Education and Counseling*, 104(10), 2425-2431. <https://doi.org/10.1016/j.pec.2021.07.024>.

Sugiyono. (2019). *Metode penelitian kuantitatif, kualitatif, dan R&D*. Alfabeta.

- Suki, N. M., & Lian, J. C. C. (2011). Do patients' perceptions exceed their expectations in private healthcare settings? *International Journal of HealthCare Quality Assurance*, 24(1), 42-56.
- Świątoniowska-Lonc, N., Polański, J., Tański, W., & Jankowska-Polańska, B. (2020). Impact of satisfaction with physician–patient communication on self-care and adherence in patients with hypertension: Cross-sectional study. *BMC Health Services Research*, 20(1), 1-9.
- Tjiptono, F., & Chandra, G. (2016). *Service, quality & satisfaction*. Andi Publisher.
- Trigueros, R., & Fransisco, J. H. (2017). *Qualitative and quantitative research instrument*. Universidad de El Salvador.
- Tubbs, S. L., & Moss, S. (2007). *Human communication: Principles and contexts*. New York: McGraw-Hill Higher Education.
- Uitterhoeve, R. J., Vernooij, M., Litjens, M., de Mulder, C., van Achterberg, T., & Bensing, J. (2010). The effect of communication skills training on patient outcomes in cancer care: A systematic review of the literature. *European Journal of Cancer Care*, 19(4), 442-457.
- Wijayanti, S. H. (2008). *Structural equation modeling dengan LISREL 8.8*. Graha Ilmu.
- Wong, E. L. Y., Coulter, A., Cheung, A. W. L., Yam, C. H. K., Yeoh, E. K., & Griffiths, S. (2011). A population-based survey using PPE-15: Relationship of care aspects to patient satisfaction in Hong Kong. *International Journal for Quality in Health Care*, 23(4), 390-396.
- Yusuf, A. (2021). Pengaruh kualitas pelayanan dokter, fasilitas rawat jalan, dan pelayanan farmasi terhadap kepuasan pasien di Rumah Sakit Gunung Jati Cirebon. *Tunas Medika Jurnal Kedokteran & Kesehatan*, 7(1), 1-10.