

DAFTAR PUSTAKA

- Abdullah, M. S., Toycan, M., & Anwar, K. (2017). The cost readiness of implementing e-learning. *Custos e Agronegocio*, 13(2), 156–175.
- Abdullah, N. N., & Anwar, G. (2021). An Empirical Analysis of Natural Gas as an Alternative Fuel for Internal Transportation. *International Journal of English Literature and Social Sciences*, 6(1), 479–485.
<https://doi.org/10.22161/ijels.61.64>
- Abu-Rumman, A., Mhasnah, A., & Al-Zyout, T. (2021). Direct and indirect effects of TQM on the patients' satisfaction and loyalty in the Jordanian health care sector. *Management Science Letters*, 11, 493–502.
<https://doi.org/10.5267/j.msl.2020.9.018>
- Abu-Rumman Ayman. (2018). Tqm and Competitive Advantage: Experiences Within Amman'S Engineering, Electronics, and It Sectors. *International Journal of Advanced Research in Engineering and Technology (IJARET)*, 11(8), 0–12.
- Adil, A., Syamsun, M., & Najib, M. (2016). *Pengaruh Kualitas Pelayanan dan Biaya terhadap Kepuasan dan Loyalitas Pasien RSUD Kota Bogor*. 432(September).
- Al-Abri, R., & Al-Balushi, A. (2014). Patient satisfaction survey as a tool towards quality improvement. *Oman Medical Journal*, 29(1), 3–7.
<https://doi.org/10.5001/omj.2014.02>

Al-Borie, H. M., & Sheikh Damanhour, A. M. (2013). Patients' satisfaction of service quality in Saudi hospitals: a SERVQUAL analysis. *International Journal of Health Care Quality Assurance*, 26(1), 20–30. <https://doi.org/10.1108/09526861311288613>

Al-Damen, R. (2017). Health Care Service Quality and Its Impact on Patient Satisfaction “Case of Al-Bashir Hospital.” *International Journal of Business and Management*, 12(9), 136. <https://doi.org/10.5539/ijbm.v12n9p136>

Aliyah, N. K., & Ferdinand, T. (2022). ANALISIS PENGARUH SERVICE QUALITY TERHADAP REPURCHASE INTENTION DENGAN CORPORATE IMAGE DAN PRODUCT INVOLVEMENT SEBAGAI VARIABEL INTERVENING (Studi pada Konsumen Larissa Aesthetic Center Cabang Semarang). *Diponegoro Journal of Management*, 11(1), 1–11. <http://ejournal-s1.undip.ac.id/index.php/dbr>

Almutairi, K. M. (2017). Satisfaction of Patients Attending in Primary Healthcare Centers in Riyadh, Saudi Arabia: A Random Cross-Sectional Study. *Journal of Religion and Health*, 56(3), 876–883. <https://doi.org/10.1007/s10943-016-0268-x>

Alwie, A. F. (2017). *Machine Translated by Google ANALYSIS OF SERVICE QUALITY TO SATISFACTION AND LOYALTY OF BPJS HEALTH PARTICIPANTS Anom Adi Wibowo1) Abstract . This study to analyze the influence of the quality of service to client satisfaction BPJS health participants an. IX(3), 54–64.*

- Amin, M., & Nasharuddin, S. Z. (2013). Hospital service quality and its effects on patient satisfaction and behavioural intention. *Clinical Governance*, 18(3), 238–254. <https://doi.org/10.1108/CGIJ-05-2012-0016>
- Andrianti, S., & Marlana, F. (2022). (2022). *Hubungan perilaku caring perawat dengan tingkat kepuasan pasien rawat inap di rumah sakit zainal arifin kota bengkulu. INJECTION: Nursing Journal*, 2(1), 18-30.
- Anggraini Susanti, Amran Razak, N. M. (2021). Pengaruh Kualitas Pelayanan terhadap Kepuasan Pasien Rawat Inap di Rumah Sakit Umum Daerah Labuang Baji Makassar pada Masa Pandemi Covid-19. *An Idea Health Journal*, 1(02), 18–25.
- Anugrahsari, S., Darmadjaja, D., Rosalina, I., & Djasri, H. (2021). Pencapaian Indikator Mutu Nasional di Rumah Sakit Pendidikan. *Journal of Hospital Accreditation*, 03(1), 52–56. <https://jha.mutupelayanankesehatan.net/index.php/JHA/article/view/86>
- Anwar, K. (2016). Comparison between cost leadership and differentiation strategy in agricultural businesses. *Custos e Agronegocio*, 12(2), 212–231.
- Anwar, K., & Ghafoor, C. (2017). Knowledge Management and Organizational Performance: A Study of Private Universities in Kurdistan. *International Journal of Social Sciences & Educational Studies*, 4(2), 53–66. <https://doi.org/10.23918/ijsses.v4i2sip53>
- Arab, M., Ghazi Tabatabaei, S. M., Rashidian, A., Rahimi Forushani, A., & Zarei,

E. (2012). The effect of service quality on patient loyalty: A study of private hospitals in Tehran, Iran. *Iranian Journal of Public Health*, 41(9), 71–77.

Asnawi, A. A., & Awang, Z. Z. (2018). Influence of Hospital Image and Service Quality on Patients' Satisfaction and Their Loyalty Intention. *International Journal of Accounting*, 3(11), 105–118. www.ijafb.com

Azhari, A., Modding, B., Labbase, I., & Plyriadi, A. (2020). The Effect of Quality of Service, Image, and Business Ethics on Satisfaction and Loyalty of Patients in Hospitals in Makassar City. *International Journal of Management Progress*, 1(2), 1–22. <https://doi.org/10.35326/ijmp.v1i2.558>

Aziz, H. M., Othman, B. J., Gardi, B., Ahmed, S. A., Sabir, B. Y., Ismael, N. B., Hamza, P. A., Sorguli, S., Ali, B. J., & Anwar, G. (2021). Employee Commitment: The Relationship between Employee Commitment And Job Satisfaction. *Journal of Humanities and Education Development*, 3(3), 54–66. <https://doi.org/10.22161/jhed.3.3.6>

Bajamal, A. A., Supriyantoro, & Anindita, R. (2020). Pengaruh Kualitas Pelayanan Dan Kepuasan Pasien Terhadap Loyalitas Pasien Rawat Jalan Rumah Sakit dr. Gl. Tobing. *Journal of Hospital Management*, 3(1), 328–334. <http://repository.umsu.ac.id/handle/123456789/8388>

Basoeki, D. Z. W. (2018). Pengaruh Kepercayaan Dan Kepuasan Terhadap Loyalitas Konsumen E-Commerce Tokopedia Mahasiswa S1 Feb Unej. In *Repository.Unej.Ac.Id*. <https://repository.unej.ac.id/handle/123456789/90200>

Bejou, A. (2013). An Empirical Investigation of the Correlates of Satisfaction in Public Schools. *Journal of Relationship Marketing*, 12(4), 243–260. <https://doi.org/10.1080/15332667.2013.846721>

Biscaia, Ana Rita; Rosa, Maria J.; Moura e Sá, Patrícia; Sarrico, C. S. . van der W. (2017). Assessing Customer Satisfaction and Loyalty in the Retail Sector. *International Journal of Quality & Reliability Management International Journal of Bank Marketing Iss International Journal of Contemporary Hospitality Management*, 32(1), 250–269. <http://dx.doi.org/10.1108/IJQRM-05-2013-0075> <http://dx.doi.org/10.1108/IJCHM-06-2013-0254>

Boonlertvanich, K. (2019). Service quality, satisfaction, trust, and loyalty: the moderating role of main-bank and wealth status. *International Journal of Bank Marketing*, 37(1), 278–302. <https://doi.org/10.1108/IJBM-02-2018-0021>

Budiharto, B. (2020). The Impact of Service Quality Dimensions on Patient Satisfaction and Loyalty Using the Modified Servqual Scala at dr. Abdoer Rahem Situbondo Hospital. *The International Seminar Series on Regional Dynamics Proceeding*, 2(1), 01. <https://doi.org/10.19184/issrd.v2i1.17467>

Bunker, M. P., Rajendran, K. N., & Corbin, S. B. (2013). The antecedents of satisfaction for Facebook “likers” and their effect on word-of-mouth. *Marketing Management Journal*, 23(2), 21–34.

<http://www.mmaglobal.org/publications/MMJ/MMJ-Issues/2013-Fall/MMJ-2013-Fall-Vol23-Issue2-Bunker-Rasendran-Corbin-pp21-34.pdf>

Dewi, L., Aida, M., & Erni, N. (2022). *Machine Translated by Google Total Quality Management ; Patient Safety Culture ; indicators of patient safety Machine Translated by Google*. 3(3).

Emik Iriyantil, N. Q., & Akhmad Suharto3. (2017). *THE INFLUENCE OF PRICE, PRODUCT QUALITY AND LOCATION TO CUSTOMER LOYALTY THROUGH SATISFACTION AS THE INTERVENING VARIABLE AT THE Noodle dumpling depot JEMBER*. 1–15.

Fatima, T., Malik, S. A., & 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), 1195–1214. <https://doi.org/10.1108/IJQRM-02-2017-0031>

Fitriani, S. (2014). PENGARUH KUALITAS PELAYANAN TERHADAP LOYALITAS MELALUI KEPUASAN PASIEN PENGGUNA BPJS DI RAWAT INAP RSUD Dr. MOEWARDI. *Universita Muhammadiyah Surakarta*, 1(1), 18–19. http://eprints.ums.ac.id/31410/14/2_NASKAH_PUBLIKASI.pdf

Fitroni, A. (2020). *PENGARUH KUALITAS PELAYANAN DAN HARGA TERHADAP KEPUASAN DAN LOYALITAS PASIEN (Studi Kasus pada Pasien Rawat Jalan di Klinik Mabarrot MWCNU Wringinanom, Gresik)*.

Fragouli, E. (2015). "Intellectual Capital & Organizational Advantage: an economic approach to its valuation and measurement." 5(3), 2.

Gabriella Suarez Pratiwi, Adang Bachtiar, P. O. (2022). *IMPLEMENTATION OF TOTAL QUALITY MANAGEMENT IN HOSPITAL BINTARO FAMILY PARTNER*. 7(8.5.2017), 2003–2005.

Gohain, K., Thambiah, S., & Hong, T. C. (2018). Patients Loyalty Framework towards Healthcare Services in Malaysia. *International Journal of Business and Management*, 13(9), 148. <https://doi.org/10.5539/ijbm.v13n9p148>

Gómez, J. G., Martínez Costa, M., & Martínez Lorente, Á. R. (2015). EFQM Excellence Model and TQM: an empirical comparison. *Total Quality Management and Business Excellence*, 28(1–2), 88–103. <https://doi.org/10.1080/14783363.2015.1050167>

Hafifi. (2020). Pengaruh Kualitas Pelayanan Terhadap Loyalitas Mahasiswa Melalui Kepuasan Mahasiswa Di Stkip Panca Sakti Pondok Gede. *Jurnal Manajemen Fe-Ub*, 6(2), 115–137.

Hameed, A. A., & Anwar, K. (2018). Analyzing the Relationship between Intellectual Capital and Organizational Performance: A Study of Selected Private Banks in Kurdistan. *International Journal of Social Sciences & Educational Studies*, 4(4), 39–52. <https://doi.org/10.23918/ijsses.v4i4p39>

Hasan, S., & Putra, A. H. P. K. (2019). Loyalitas Pasien Rumah Sakit Pemerintah: Ditinjau Dari Perspektif Kualitas Layanan, Citra, Nilai Dan Kepuasan.

Jurnal Manajemen Indonesia, 18(3), 184.

<https://doi.org/10.25124/jmi.v18i3.1731>

Haumann, T., Quaiser, B., Wieseke, J., & Rese, M. (2014). Footprints in the sands of time: A comparative analysis of the effectiveness of customer satisfaction and customer-company identification over time. *Journal of Marketing*, 78(6), 78–102. <https://doi.org/10.1509/jm.13.0509>

Hidayah, N., & Arfah, A. (2022). *Quality of service for patient safety in hospitals*. 24(1), 186–194.

Huang, C. H., Wu, H. H., Lee, Y. C., & Li, L. (2019). What Role Does Patient Gratitude Play in the Relationship Between Relationship Quality and Patient Loyalty? *Inquiry (United States)*, 56(1018). <https://doi.org/10.1177/0046958019868324>

Indra SyarifudinJaya, I. (2015). PENGARUH KUALITAS PELAYANAN TERHADAP KEPUASAN PASIEN RAWAT INAP UNIT GEDUNG A-RSCM JAKARTA. *Jurnal Ilmiah Manajemen Fakultas Ekonomi*, 1(Tahun), 37–41.

Irfan, Andi, and A. A. (2021). “PENGARUH KUALITAS LAYANAN TERHADAP KEPUASAN PASIEN BEROBAT DI RUMAH SAKIT BERSALIN PERMATA HATI TAMALANREA MAKASSAR.” *Jurnal Ekonomi Prioritas 1.1* (2021). 1, 1–10.

Juhana, D., Manik, E., Febrinella, C., & Sidharta, I. (2015). Empirical study on

patient satisfaction and patient loyalty on public hospital in Bandung, Indonesia. *International Journal of Applied Business and Economic Research*, 13(6), 4305–4326.

Kamra, V., Singh, H., & Kumar De, K. (2016). Factors affecting patient satisfaction: an exploratory study for quality management in the health-care sector. *Total Quality Management and Business Excellence*, 27(9–10), 1013–1027. <https://doi.org/10.1080/14783363.2015.1057488>

Kasiri, L. A., Guan Cheng, K. T., Sambasivan, M., & Sidin, S. M. (2017). Integration of standardization and customization: Impact on service quality, customer satisfaction, and loyalty. *Journal of Retailing and Consumer Services*, 35(November 2016), 91–97. <https://doi.org/10.1016/j.jretconser.2016.11.007>

Kim, C. E., Shin, J.-S., Lee, J., Lee, Y. J., Kim, M., Choi, A., Park, K. B., Lee, H.-J., & Ha, I.-H. (2017). Quality of medical service, patient satisfaction and loyalty with a focus on interpersonal-based medical service encounters and treatment effectiveness: a cross-sectional multicenter study of complementary and alternative medicine (CAM) hospitals. *BMC Complementary and Alternative Medicine*, 17(1), 1–12. <https://doi.org/10.1186/s12906-017-1691-6>

Laksmidewi, D. (2014). Partisipasi Pelanggan, Anteseden Dan Pengaruhnya Terhadap Kualitas Jasa: Perspektif Service-Dominant Logic. *Jurnal Manajemen*, 11(2), 120–135. <https://doi.org/10.25170/jm.v11i2.824>

Lashgari, M. H., Arefanian, S., Mohammadshahi, A., & Khoshdel, A. R. (2015). Effects of the Total Quality Management Implication on Patient Satisfaction in the Emergency Department of Military Hospitals. *Journal of Archives in Military Medicine*, 3(1), 2–6. <https://doi.org/10.5812/jamm.26952>

Lee, S. M., Lee, D. H., & Olson, D. L. (2013). Health-care quality management using the MBHCP excellence model. *Total Quality Management and Business Excellence*, 24(1–2), 119–137. <https://doi.org/10.1080/14783363.2012.728853>

Luh, N., Indah, M., & Sari, P. (2022). Analisis Penerapan Total Quality Management (QTM) Pada Room At- tendant Housekeeping Di Hotel The Westin Resort & SPA Ubud , Bali Pendahuluan.

Ma'sumah, E. N., & Layaman, L. (2019). Pengaruh Implementasi Sistem Manajemen Mutu ISO 9001:2015 Terhadap Kepuasan Peserta (Pelanggan) Dengan Mediasi Kualitas Layanan. *Esensi: Jurnal Bisnis Dan Manajemen*, 9(1), 69–78. <https://doi.org/10.15408/ess.v9i1.12430>

Mahmud, A., Jusoff, K., & Hadijah, S. T. (2013). The effect of service quality and price on satisfaction and Loyalty of Customer of commercial flight service industry. *World Applied Sciences Journal*, 23(3), 354–359. <https://doi.org/10.5829/idosi.wasj.2013.23.03.13052>

Makanyeza, C., & Mumiriki, D. (2016). Are all customers really the same? Comparing service quality and satisfaction between residential and business telecommunications customers. *Acta Commercii*, 16(1), 1–10.

<https://doi.org/10.4102/ac.v16i1.348>

Manik, S. (2016). Pengaruh Kualitas Pelayanan Terhadap Kepuasan Pasien pada Rumah Sakit Thursina di Duri. *Jurnal Eko & Bisnis*, 7.

Mardhiyah, D. (2013). Perubahan Perspektif Dominant Logic. *Journal Proceeding FEB UNSOED*, 1–12.

Martínez, P., & Rodríguez del Bosque, I. (2013). CSR and customer loyalty: The roles of trust, customer identification with the company and satisfaction. *International Journal of Hospitality Management*, 35, 89–99. <https://doi.org/10.1016/j.ijhm.2013.05.009>

Mattah, P. A. D., Kwarteng, A. J., & Mensah, J. (2018). Indicators of service quality and satisfaction among graduating students of a higher education institution (HEI) in Ghana. *Higher Education Evaluation and Development*, 12(1), 36–52. <https://doi.org/10.1108/heed-10-2017-0006>

Megawati, F., Putu, N. I., & Antari, U. (2017). *Machine Translated by Google*
LEVEL OF PATIENT SATISFACTION WITH PHARMACEUTICAL SERVICES IN HOSPITAL GENERAL OF THE KLUNGKUNG REGION IN 2016 (PATIENT SATISFACTION LEVEL ON PHARMACEUTICAL SERVICE IN KLUNGKUNG GENERAL HOSPITAL IN 2016) *Machine Translated b.* 3(2), 115–119.

Mira Yosefa Siregar. (2021). ANALISIS PENGARUH TOTAL QUALITY MANAGEMENT MELALUI PENDAMPINGAN KUALITAS DAN

MODEL PEMASARAN PRODUK UKM TERHADAP LOYALITAS KONSUMEN DI OBJEK WISATA PANTAI PANDAN CARITA KABUPATEN TAPANULI TENGAH. *Jurnal Manajemen Tools*, 13(1), 6.

Mongkaren, S. (2013). Fasilitas Dan Kualitas Pelayanan Pengaruhnya Terhadap Kepuasan Pengguna Jasa Rumah Sakit Advent Manado. *Jurnal Riset Ekonomi, Manajemen, Bisnis Dan Akuntansi*, 1(4), 493–503.

Moreno-Rodríguez, J. M., Cabrerizo, F. J., Pérez, I. J., & Martínez, M. A. (2013). A consensus support model based on linguistic information for the initial-self assessment of the EFQM in health care organizations. *Expert Systems with Applications*, 40(8), 2792–2798. <https://doi.org/10.1016/j.eswa.2012.11.011>

Muna, N., Pratiwi, M. R., & Alkhaliq, B. (2020). Loyalty of m-wallet user from a service-dominant logic perspective. *Jurnal Manajemen Dan Pemasaran Jasa*, 13(2), 245–262. <https://doi.org/10.25105/jmpj.v13i2.6727>

Murante, A. M., Seghieri, C., Brown, A., & Nuti, S. (2014). How do hospitalization experience and institutional characteristics influence inpatient satisfaction? A multilevel approach. *International Journal of Health Planning and Management*, 29(3), e247–e260. <https://doi.org/10.1002/hpm.2201>

Nabila, A. (2022). Konsepsi Manajemen, Manajemen Mutu Dan Manajemen Mutu Pendidikan. *Ability: Journal of Education and Social Analysis*, 3(1), 26–34. <https://doi.org/10.52121/alacrity.v2i1.53>

- Nadiri, H., & Hussain, K. (2016). Zone of tolerance for healthcare services: A diagnostic model of public and private hospital service quality. *Argumenta Oeconomica*, 37(2), 245–280. <https://doi.org/10.15611/aoe.2016.2.10>
- Naufalia, S., Darmawan, D., Jahroni, J., Anjanarko, T. S., Munir, M., & Arifin, S. (2022). Pengaruh Quality of Work Life, Total Kualitas Manajemen dan Stres Kerja terhadap Loyalitas Karyawan. *Journal of Trends Economics and Accounting Research*, 2(4), 114–120. <https://doi.org/10.47065/jtear.v2i4.281>
- Nazaruddin, J. (2017). Analisis Pengaruh Kualitas Pelayanan Kesehatan terhadap Kepuasan dan loyalitas pasien RSUD Tgk. Chick Ditiro Sigli Kab. Pidie Provinsi Aceh. *Jurnal Ilmu Kebencanaan (JIKA)*, 4(2), 59–64.
- Nguyen, T. L. H., & Nagase, K. (2019). The influence of total quality management on customer satisfaction. *International Journal of Healthcare Management*, 12(4), 277–285. <https://doi.org/10.1080/20479700.2019.1647378>
- Noor Hazilah, Abd Manaf, and S. N. P. (2019). Patient Satisfaction as An Indicator of Service Quality In Malaysian Public Hospitals. *The Asian Journal of Quality*.
- Nurrahmi, M., & Al-fikri, H. (2018). *QUALITY OF SERVICE IMPACT ON SATISFACTION AND*. XV(2), 60–72.
- Oktaria Syur'an, N., & Ruf, M. '. (2020). SEIKO: Journal of Management & Business The Effect Of Service Quality To Patient Loyalty With Satisfaction

As Mediation: Study Of Health Bpjs Users In Installation Of Unand Hospital. *Journal.Stieamkop.Ac.Id*, 3(3), 353–363.
<https://www.journal.stieamkop.ac.id/index.php/seiko/article/view/768>

Pasalli', A., & Patattan, A. A. (2021). Hubungan Mutu Pelayanan Kesehatan Dengan Kepuasan Pasien Di Rumah Sakit Fatima Makale Di Era New Normal. *Jurnal Keperawatan Florence Nightingale*, 4(1), 14–19.
<https://doi.org/10.52774/jkfn.v4i1.57>

Pekkaya, M., Pulat İmamoğlu, Ö., & Koca, H. (2019). Evaluation of healthcare service quality via Servqual scale: An application on a hospital. *International Journal of Healthcare Management*, 12(4), 340–347.
<https://doi.org/10.1080/20479700.2017.1389474>

Pollack, B. L. (2014). Why Do Consumers Stay When Things Are Bad and Leave When Things Are Good? *Journal of Relationship Marketing*, 13(3), 191–206. <https://doi.org/10.1080/15332667.2014.939016>

Psomas, E. L., & Jaca, C. (2016). The impact of total quality management on service company performance: evidence from Spain. *International Journal of Quality and Reliability Management*, 33(3), 380–398.
<https://doi.org/10.1108/IJQRM-07-2014-0090>

Purba, L., Halim, E. H., & Widayatsari, A. (2021). Pengaruh Kualitas Pelayanan, Kepercayaan Terhadap Kepuasan dan Loyalitas Pasien Rawat Jalan di Poliklinik Bedah Saraf RSUD dr. Doris Sylvanus Palangkaraya. *Jurnal Ekonomi KIAMAT*, 32(2), 1–16.

Purnama, S. (2022). The Effect Of Service Quality On Inpatient Satisfaction At X Hospital. *Management Studies and Entrepreneurship Journal*, 3(1), 53–59.
<http://journal.yrpiiku.com/index.php/msej>

Rahim A. Ganiyu. (2017). *CUSTOMER SATISFACTION AND LOYALTY: A STUDY OF INTERRELATIONSHIPS AND EFFECTS IN NIGERIAN DOMESTIC AIRLINE INDUSTRY. II*(1), 1–23.

Rahman, M. K., Bhuiyan, M. A., & Zailani, S. (2021). Healthcare services: Patient satisfaction and loyalty lessons from islamic friendly hospitals. *Patient Preference and Adherence*, 15, 2633–2646.
<https://doi.org/10.2147/PPA.S333595>

Ratnawati, A., Mislal Cokrohadisumarto, W. bin, & Kholis, N. (2020). Improving the satisfaction and loyalty of BPJS healthcare in Indonesia: a Sharia perspective. *Journal of Islamic Marketing*, 12(7), 1316–1338.
<https://doi.org/10.1108/JIMA-01-2020-0005>

Rebelo, T., & Gomes, A. D. (2017). Is organizational learning culture a good bet?: An analysis of its impact on organizational profitability and customer satisfaction. *Academia Revista Latinoamericana de Administracion*, 30(3), 328–343.

Ricca, R., & Antonio, F. (2021). The Effect of Quality Care on Patient Loyalty Mediated with Patient Satisfaction and Moderated by Age and Gender (Study in Outpatients at a Private Hospital). *International Journal of Applied Business and International Management*, 6(2), 96–112.

<https://doi.org/10.32535/ijabim.v6i2.1026>

Ritna Rahmawati Dewi. (2016). THE INFLUENCE OF SERVICE QUALITY ON PATIENT LOYALTY OF BPJS USERS WITH PATIENT SATISFACTION AS INTERVENING. *Of Resource Management Economics*, 18.

Rizq, Z. (2019). PENGARUH KUALITAS PELAYANAN TERHADAP LOYALITAS PELANGGAN DENGAN KEPERCAYAAN DAN KEPUASAN SEBAGAI VARIABEL MEDIASI. 8(5), 55.

Rudiansyah, Sarsint rini Putra, S. (2017). Analisis Pelaksanaan Peran, Fungsi dan Wewenang Governing Body di Rumah Sakit Islam NU Demak. *Jurnal Manajemen Kesehatan Indonesia*, 5(2), 119–130.
<https://doi.org/10.14710/jmki.5.2.2017.119-130>

RUSDianto. (2020). Moderasi Perlindungan Konsumen Berbasis Syariah Terhadap Kepuasan Dan Loyalitas Nasabah Perbankan Syariah. 1, 105–112.

Sadeh, E. (2017). Interrelationships among quality enablers, service quality, patients' satisfaction and loyalty in hospitals. *TQM Journal*, 29(1), 101–117.
<https://doi.org/10.1108/TQM-02-2015-0032>

Sadeh, E., & Garkaz, M. (2015). Explaining the mediating role of service quality between quality management enablers and students' satisfaction in higher education institutes: the perception of managers. *Total Quality Management*

and Business Excellence, 26(11–12), 1335–1356.

<https://doi.org/10.1080/14783363.2014.931065>

Sains, U., Al, I., & Warrahmah, M. (2022). *MUTU PELAYANAN KESEHATAN Elsa Sahara Dina, Mutmainnah, Darliana Darwis*. 1(2), 50–66.

Samaan Almsalam. (2014). The Effects of Customer Expectation and Perceived Service Quality on Customer Satisfaction. *Journal of Applied Business Research*, 31(4), 1425–1436. <https://doi.org/10.19030/jabr.v31i4.9328>

Setianingsih, A., & Susanti, A. S. (2021). Pengaruh Kualitas Pelayanan Kesehatan Terhadap Kepuasan Pasien Di Rumah Sakit “S.” *Menara Medika*, 4(1), 22–27.

Setianingsih, T. (2019). ANALISIS PENERAPAN MODEL EFQM DALAM MENILAI MANAJEMEN MUTU PUSKESMAS di 8 PROPINSI DI INDONESIA. *Jurnal Ilmiah Kesehatan Institut Medika Drg. Suherman*, 1(1).

Shabbir, A., Malik, S. A., & Malik, S. A. (2016). Measuring patients’ healthcare service quality perceptions, satisfaction, and loyalty in public and private sector hospitals in Pakistan. *International Journal of Quality and Reliability Management*, 33(5), 538–557. <https://doi.org/10.1108/IJQRM-06-2014-0074>

Shroff, N. (2019). *TQM Indicators Implemented by Teachers of the Primary School* (Issue January 2019). Springer Singapore. <https://doi.org/10.1007/978-981-13-0872-7>

Simanjuntak, M., Putri, N. E., Yuliati, L. N., & Sabri, M. F. (2020). Enhancing

customer retention using customer relationship management approach in car loan business. *Cogent Business and Management*, 7(1).
<https://doi.org/10.1080/23311975.2020.1738200>

Sinambela, E. A., & Ernawati, E. (2021). Analysis of the Role of Experience, Ability and Motivation on Employee Performance. *Journal of Social Science Studies (JOS3)*, 1(2), 69–74. <https://doi.org/10.56348/jos3.v1i2.13>

Smith, Jeffery; Anderson, Sidney; Fox, Gavin; Brown, Steve; Hill, A. (2017). A quality system's impact on the service experience. *International Journal of Operations & Production Management International Journal of Operations & Production Management Iss International Journal of Operations & Production Management*, 35(7), 282–315.
<http://dx.doi.org/10.1108/IJOPM-03-2014-0143>
<http://dx.doi.org/10.1108/IJOPM-04-2013-0182>
<http://dx.doi.org/10.1108/IJOPM-08-2012-0315>

Soumokil, Y., Syafar, M., & Yusuf, A. (2021). Analisis Kepuasan Pasien Di Rumah Sakit Umum Daerah Piru. *Jurnal Ilmiah Kesehatan Sandi Husada*, 10(2), 543–551. <https://doi.org/10.35816/jiskh.v10i2.645>

Sri Hartini. (2020). *THE EFFECT OF PERCEPTION OF HALTH CARE SERVICE QUALITY ON PATIENT SATISFACTION AND*. 13(3), 234–253.

Sudodo, Y. (2017). Pengaruh Manajemen Mutu Layanan Terhadap Kepuasan Peserta Didik. *Jurnal Ekonomi Dan Bisnis Indonesia*, 2(1), 39–43.
<https://doi.org/10.37673/jebi.v2i1.51>

Sugiono, E., Nurwulandari, A., & Khairina, F. (2021). The Effect of Promotion Mix on Sales Performance Mediated by Customer Loyalty at Paul Bakery Kota Kasablanka Jakarta. *ENDLESS: International Journal of Future Studies*, 4(1), 93–111. <https://doi.org/10.54783/endless.v4i1.47>

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>

Sulistiyowati, R., & Rum, M. (2021). Strategi Pemasaran dengan Perspektif Dominant Logic pada Agrotawon Wisata Petik Madu Lawang Malang. *Agriscience*, 2(2), 381–396. <https://doi.org/10.21107/agriscience.v2i2.11677>

Susanto, & Nuryakin. (2018). How do service quality and satisfaction enhancing customer loyalty in Indonesia hospital? *Quality - Access to Success*, 19(167), 73–79.

Sutopo, E., Sudarwati, S., & Istiqomah, I. (2019). Pengaruh Manajemen Mutu Dan Kualitas Pelayanan Terhadap Kepuasan Pasien Rawat Inap Di Rsud Kabupaten Karanganyar. *Jurnal Ilmiah Edunomika*, 3(01), 159–167. <https://doi.org/10.29040/jie.v3i01.451>

Tabrani, M., Amin, M., & Nizam, A. (2018). Trust, commitment, customer intimacy and customer loyalty in Islamic banking relationships. *International Journal of Bank Marketing*, 36(5), 823–848. <https://doi.org/10.1108/IJBM-03-2017-0054>

Taqdees, F., Sahahab Alam, M., & Shabbir, A. (2018). Hospital Healthcare Service Quality , Patient Satisfaction and Patient Loyalty : An Investigation in context of Private Healthcare Systems of Pakistan. *International Journal of Quality & Reliability Management*, 35(6), 1195–1214.

Wahju, H., Fipiana, I., & Lusia, V. (2021). *Analysis of Patient Satisfaction on the Quality of General Services at the Clinic Cipinang Jakarta with Servqual Method*. 9(2), 102–111.

Zaid1, A. A., Arqawi2, S. M., Mwais3, R. M. A., Shobaki4, M. J. Al, & Samy S. Abu-Naser5. (2020). The Impact of Total Quality Management and Perceived Service Quality on Patient Satisfaction and Behavior Intention in Palestinian Healthcare Organizations. *2020 Advances in Science and Engineering Technology International Conferences, ASET 2022, April*. <https://doi.org/10.1109/ASET53988.2022.9734872>

Zárraga-Rodríguez, M., & Alvarez, M. J. (2013). Exploring the links between information capability and the EFQM business excellence model: The case of Basque Country Quality award winners. *Total Quality Management and Business Excellence*, 24(5–6), 539–560. <https://doi.org/10.1080/14783363.2013.776760>

Zhang, D., Linderman, K., & Schroeder, R. G. (2014). Customizing quality management practices: A conceptual and measurement framework. *Decision Sciences*, 45(1), 81–114. <https://doi.org/10.1111/dec.12059>