

## DAFTAR PUSTAKA

- Agung, A. (2018). *Analisis Pengaruh Harga dan Kualitas Pelayanan Terhadap Kepuasan Konsumen dalam Perspektif Ekonomi Islam*.
- Alaan, Y. (2016). Responsiveness dan Assurance terhadap Customer Satisfaction: Penelitian pada Hotel Selera Bandung. *Jurnal Manajemen*, 15(2), 255–270.
- Anderson, E. W., & Sullivan, M. W. (1993). The Antecedents and Consequences of Customer Satisfaction for Firms. *Marketing Science*, 12(2), 125–143. <https://doi.org/10.1287/mksc.12.2.125>
- Bateson, J. E. G. (1995). *Managing Services Marketing: Text and readings (The Dryden Press Series in Marketing)* (3rd Editio). Harcourt College.
- Becker, J. A. (2014). Examining relationships between hospital inpatient expectations and satisfaction for maximum medicare reimbursement. *Doctoral Study, Walden University, 2013*, 75(2-B(E)), No-Specified. <http://ovidsp.ovid.com/ovidweb.cgi?T=JS&PAGE=reference&D=psyc11&NEWS=N&AN=2014-99160-177>
- Bitner, M. J., Booms, B. H., & Mohr, L. A. (1994). Critical Service Encounters: The Employee's Viewpoint. *Journal of Marketing*, 58(4), 95. <https://doi.org/10.2307/1251919>
- Bitner, M. J., Faranda, W. T., Hubbert, A. R., & Zeithaml, V. A. (1997a). Customer contributions and roles in service delivery. *International Journal of Service Industry Management*, 8(3), 193–205. <https://doi.org/10.1108/09564239710185398>
- Bitner, M. J., Faranda, W. T., Hubbert, A. R., & Zeithaml, V. A. (1997b). Customer contributions and roles in service delivery. *International Journal of Service Industry Management*, 8(3), 193–205. <https://doi.org/10.1108/09564239710185398>
- Boerstler, H., Foster, R., O'Connor, E., O'Brien, J., & Shortell, S. (1996). *implementation of total quality management conventional isdom versus reality*.
- Bowers, M. R., Swan, J. E., & Koehler, W. F. (1994). What attributes determine quality and satisfaction with health care delivery? In *Health Care Management Review* (Vol. 19, Issue 4, pp. 49–55). <https://doi.org/10.1097/00004010-199423000-00006>
- Bowman, W. A. (2014). *Patient Satisfaction: The Effects of Dynamic Interventions on Patient Satisfaction in A Medical Setting*. May.
- Burgers, A., Ruyter, K. de, Keen, C., & Streukens, S. (2000). *Customer expectation dimensions of voice-to-voice service encounters: a scale-development study*. May. <https://doi.org/10.1108/09564230010323642>
- Butarbutar, N., Syah, T. Y. R., & Anindita, R. (2019). the Effect of Service Quality on Customer Satisfaction at Pt Multi Rentalindo: A Case Study of Employees in Kawan Lama West Jakarta. *Russian Journal of Agricultural and Socio-Economic Sciences*, 88(4), 117–125. <https://doi.org/10.18551/rjoas.2019-04.16>
- Cahill, J. (1996). Patient participation: A concept analysis. *Journal of Advanced Nursing*, 24(3), 561–571. <https://doi.org/10.1046/j.1365-2648.1996.22517.x>
- Carpenter, J. M., & Moore, M. (2006). Consumer demographics, store attributes, and retail format choice in the US grocery market. *International Journal of Retail & Distribution Management*, 34(6), 434–452. <https://doi.org/10.1108/09590550610667038>
- Carr, F. A., Healy, K. M., Villavicencio, A. T., Nelson, E. L., Mason, A., Burneikiene, S., & Hernández, T. D. (2011). Effect on clinical outcomes of patient pain expectancies and preoperative Mental Component Summary scores from the 36-item Short Form Health Survey following anterior cervical discectomy and fusion: Presented at the 2011 Spine Section Meeting Clinical Art. *Journal of Neurosurgery: Spine*, 15(5), 486–490. <https://doi.org/10.3171/2011.6.SPINE11114>

- Chan, K. W., Yim, C. K., & Lam, S. S. K. (2010a). Is customer participation in value creation a double-edged sword? evidence from professional financial services across cultures. *Journal of Marketing*, 74(3), 48–64. <https://doi.org/10.1509/jmkg.74.3.48>
- Chan, K. W., Yim, C. K., & Lam, S. S. K. (2010b). Is customer participation in value creation a double-edged sword? evidence from professional financial services across cultures. *Journal of Marketing*, 74(3), 48–64. <https://doi.org/10.1509/jmkg.74.3.48>
- Cheng, P., & Xue, W. (2013). Does customer participation improve service quality? the moderating effects of customer expertise. *2013 10th International Conference on Service Systems and Service Management - Proceedings of ICSSSM 2013*, 12, 456–461. <https://doi.org/10.1109/ICSSSM.2013.6602524>
- Cheung, Fung ti, T., & Ming, W. (2015). Management Decision news. *Management Decision*, 45(6). <https://doi.org/10.1108/md.2007.00145fab.001>
- Christodoulides, G., & Michaelidou, N. (2011). Shopping motives as antecedents of e-satisfaction and e-loyalty. *Journal of Marketing Management*, 27(1–2), 181–197. <https://doi.org/10.1080/0267257X.2010.489815>
- Cong, N. T., & Mai, N. T. T. (2014). Service Quality and Its Impact on Patient Satisfaction: An Investigation in Vietnamese Public Hospitals. *Journal of Emerging Economies and Islamic Research*, 2(1), 66. <https://doi.org/10.24191/jeeir.v2i1.9136>
- Crawford, M. J., Rutter, D., Manley, C., Weaver, T., Bhui, K., Fulop, N., & Tyrer, P. (2002). Systematic review of involving patients in the planning and development of health care. *British Medical Journal*, 325(7375), 1263–1265. <https://doi.org/10.1136/bmj.325.7375.1263>
- Cynthia, A., & Hall, L. (1996). Customer contributions to quality: A different view of the customer-oriented firm. *Academy of Management Review*, 21(3), 791–824. <https://doi.org/10.5465/AMR.1996.9702100315>
- Dabholkar, P. A. (1985). *How to Improve Perceived Service Quality by Increasing Customer Participation*. 483–484.
- Dong, B., Evans, K. R., & Zou, S. (2008). The effects of customer participation in co-created service recovery. *Journal of the Academy of Marketing Science*, 36(1), 123–137. <https://doi.org/10.1007/s11747-007-0059-8>
- Dong, B., Sivakumar, K., Evans, K. R., & Zou, S. (2015). Effect of Customer Participation on Service Outcomes: The Moderating Role of Participation Readiness. *Journal of Service Research*, 18(2), 160–176. <https://doi.org/10.1177/1094670514551727>
- Dotchin, J. A., & Oakland, J. S. (2006). *Total Quality Management in Part 2: Service Quality*.
- Elizar, C., Indrawati, R., & Syah, T. Y. R. (2020). Service Quality, Customer Satisfaction, Customer Trust, and Customer Loyalty in Service of Paediatric Polyclinic Over Private H Hospital of East Jakarta, Indonesia. *Journal of Multidisciplinary Academic*, 04(02), 105–111.
- Ennew, C. T., & Binks, M. R. (1999). Impact of participative service relationships on quality, satisfaction and retention: An exploratory study. *Journal of Business Research*, 46(2), 121–132. [https://doi.org/10.1016/S0148-2963\(98\)00016-2](https://doi.org/10.1016/S0148-2963(98)00016-2)
- Fadlilah, R., Syah, T. Y. R., Indradewa, R., & Pusaka, S. (2019). the Role of Service Quality and Customer Satisfaction: a Case Study for Applications of Go-Food. *Russian Journal of Agricultural and Socio-Economic Sciences*, 91(7), 263–269. <https://doi.org/10.18551/rjoas.2019-07.30>
- Fodness, D., & Murray, B. (1999). A model of tourist information search behavior. *Journal of Travel Research*, 37(3), 220–230. <https://doi.org/10.1177/004728759903700302>
- Fornell, C., Johnson, M. D., Anderson, E. W., Cha, J., & Bryant, B. E. (1996). The American Customer Satisfaction Index: Nature, purpose, and findings. *Journal of Marketing*, 60(4), 7–18. <https://doi.org/10.2307/1251898>

- Fotiadis, T. (2019). Customer Participation, e-Service Quality, Satisfaction: (e)Service Dominant Logic Trinity. *Journal of Promotion Management*, 25(3), 394–418. <https://doi.org/10.1080/10496491.2019.1557818>
- Grogan, A., Coughlan, M., O' Mahony, B., & Mckee, G. (2012). The development of a patient partnership programme and its impact on quality improvements in a comprehensive haemophilia care service. *Haemophilia*, 18(6), 875–880. <https://doi.org/10.1111/j.1365-2516.2012.02885.x>
- Grönroos, C. (2008). Service logic revisited: Who creates value? And who co-creates? *European Business Review*, 20(4), 298–314. <https://doi.org/10.1108/09555340810886585>
- Hair, J., Black, W., Babin, J. B., & Anderson, E. R. (2014). Multivariate Data Analysis. In *Statistica Neerlandica* (Pearson Ne, Vol. 16, Issue 1). Pearson. <https://doi.org/10.1111/j.1467-9574.1962.tb01184.x>
- Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2014). *Multivariate data analysis*. Prentice Hall International.
- Hair Jr, J., Black, W., Babin, J. B., & Anderson, E. R. (2014). Multivariate Data Analysis. In *Statistica Neerlandica* (Pearson Ne, Vol. 16, Issue 1). Pearson. <https://doi.org/10.1111/j.1467-9574.1962.tb01184.x>
- Halbesleben, J. R. B., & Buckley, M. R. (2004). Managing customers as employees of the firm: new challenges for human resources management. *Personnel Review*, 33(3), 351–372. <https://doi.org/10.1108/00483480410528878>
- Health at a glance\_ Asia Pacific. (2014). *Measuring progress towards Universal Health Coverage*. OECD Publishing.
- Hidayatullah, E. M. S., & Priyanto, S. (2019). *Pengaruh Harapan Dan Persepsi Kualitas Pelayanan Terhadap Kepuasan Pelanggan*.
- Hiidenhovi H1, Nojonen K, L. P. (2002). Measurement of outpatients' views of service qual. *Measurement of Outpatients' Views of Service Quality in a Finnish University Hospital.*, 83(1), 59–67.
- Howard, J. A. (1997). *Consumer Behavior: Application of Theory*. Mc Graw-Hill.
- Kartawidjaja, S., & Syah, T. Y. R. (2016). Pengaruh Kualitas Pelayanan Terhadap Kepuasan Pasien Dengan Moderasi Keterampilan Komunikasi: Studi Kasus Pada Pasien Asuransi Pemerintah Di Rumah Sakit Umum Swasta. *Seminar Nasional Dan Call for Papers "Tantangan Pengembangan Ilmu Akuntansi Inklusi Keuangan, Dan Kontribusinya Terhadap Pembangunan Ekonomi Berkelanjutan,"* 726–736.
- Keh, H. T., & Wei Teo, C. (2001). Retail customers as partial employees in service provision: A conceptual framework. *International Journal of Retail & Distribution Management*, 29(8), 370–378. <https://doi.org/10.1108/09590550110396944>
- Kenten, C., Bowling, A., Lambert, N., Howe, A., & Rowe, G. (2010). A study of patient expectations in a Norfolk general practice. *Health Expectations*, 13(3), 273–284. <https://doi.org/10.1111/j.1369-7625.2010.00603.x>
- Kesehatan, B. (2022). <https://bpjs-kesehatan.go.id>.
- Khairani, T., & Syah, T. Y. R. (2017). Influence of Service Quality on Loyalty of Outpatient Mediated by Relationship Quality in East Jakarta Hospital. *International Journal of Economics, Commerce and Management*, 5(6), 552–564. <http://ijecm.co.uk/>
- Kharisma, D. D. (2020). Social Health Insurance to Protect People: A Case Study of the Impact of Indonesia's National Health Insurance—*Jaminan Kesehatan Nasional* (JKN) Program. *ProQuest Dissertations and Theses, February*, 282. <https://search.proquest.com/docview/2377399777?accountid=17242>
- Kotler, P., & Keller, K. L. (2009). *Manajemen Pemasaran* (B. Sabran, Ed.; 13th ed.). Erlangga Jakarta.
- Kotler, P., Wong, V., Saunders, J., & Armstrong, G. (1996). Principles of Marketing. In *The Economic Journal* (4th ed., Vol. 38, Issue 151). <https://doi.org/10.2307/2224326>

- Kulsum, U., & Syah, T. Y. R. (2018). The Effect of Service Quality on The Patient Satisfaction. *International Journal of Modern Trends in Engineering & Research*, 5(6), 34–36. <https://doi.org/10.21884/ijmter.2018.5167.hztsj>
- Lewis, B. R., & Mitchell, V. W. (2006). *Defining and Measuring the Quality of Customer Service*.
- Lim, P. C., & Tang, N. K. H. (2000). A study of patients' expectations and satisfaction in Singapore hospitals. *International Journal of Health Care Quality Assurance*, 13(7), 290–299. <https://doi.org/10.1108/09526860010378735>
- Lin, D. J., Sheu, I. C., Pai, J. Y., Bair, A., Hung, C. Y., Yeh, Y. H., & Chou, M. J. (2009). Measuring patient's expectation and the perception of quality in LASIK services. *Health and Quality of Life Outcomes*, 7, 1–8. <https://doi.org/10.1186/1477-7525-7-63>
- Linder-Pelz, S. (1982). Social psychological determinants of patient satisfaction: A test of five hypotheses. *Social Science and Medicine*, 16(5), 583–589. [https://doi.org/10.1016/0277-9536\(82\)90312-4](https://doi.org/10.1016/0277-9536(82)90312-4)
- Lončarić, D., Prodam, M. P., & Bagarić, L. (2018). *The Relationship Between Tourism Experience Co-Creation, Life Satisfaction and Behavioural Intentions*. 4(4), 1–14.
- Looper, M., van Weert, J. C. M., Schouten, B. C., Bolle, S., Belgers, E. H. J., Eddes, E. H., & Smets, E. M. A. (2021). The influence of online health information seeking before a consultation on anxiety, satisfaction, and information recall, mediated by patient participation: Field study. *Journal of Medical Internet Research*, 23(7), 1–18. <https://doi.org/10.2196/23670>
- Lovelock, C., & Wirtz, J. (2007). *Services Marketing: People, Technology, Strategy*.
- Maisy, L. M., Syah, T. Y. R., & Anindita, R. (2019). Influence of Service Quality and Customer Satisfaction on Customer Loyalty in Restaurants of the Tangerang Area. *Russian Journal of Agricultural and Socio-Economic Sciences*, 92(8), 142–147. <https://doi.org/10.18551/rjoas.2019-08.15>
- Mardiani, I. E., & Syah, T. Y. R. (2015). Influence of granularity to precision moderated by the expertise of communicator: A study of consumer behavior in tailor industry. *International Journal of Applied Business and Economic Research*, 13(7), 5323–5340.
- McGeedy, D., Kujala, J., & Ilvonen, K. (2008). The impact of patient-physician web messaging on healthcare service provision. *International Journal of Medical Informatics*, 77(1), 17–23. <https://doi.org/10.1016/j.ijmedinf.2006.11.004>
- Medicine, N. L. of. (2013). *National Library of Medicine Programs and Services FY2013*.
- Miaoulis, G., Gutman, J., & Snow, M. M. (2009). Closing the gap: The patient-physician disconnect. *Health Marketing Quarterly*, 26(1), 56–68. <https://doi.org/10.1080/07359680802473547>
- Mills, P. K., & Morris, J. H. (1986). Clients as “Partial” Employees of Service Organizations: Role Development in Client Participation. *Academy of Management Review*, 11(4), 726–735. <https://doi.org/10.5465/amr.1986.4283916>
- Ng, I. C. L., & Vargo, S. L. (2018). Service-dominant (S-D) logic, service ecosystems and institutions: bridging theory and practice. *Journal of Service Management*, 29(4), 518–520. <https://doi.org/10.1108/JOSM-07-2018-412>
- Noyes, R. W., Levy, M. I., Chase, C. L., & Udry, J. R. (1974). Expectation fulfillment as a measure of patient satisfaction. *American Journal of Obstetrics and Gynecology*, 118(6), 809–814.
- O'Connor, S. J., Shewchuk, R. M., & Bowers, M. R. (1992). A model of service quality perceptions and health care consumer behavior. *Journal of Hospital Marketing*, 6(1), 69–92. [https://doi.org/10.1300/J043v06n01\\_06](https://doi.org/10.1300/J043v06n01_06)
- Parasuraman, A. A., Zeithaml, V. A., & Berry, L. L. (1991). Refinement and reassessment of the SERVQUAL instrument. *Journal of Retailing*, 67(4), 420–450.

- Parasuraman, Zeithaml, V. A., & Berry, L. L. (1988). Servqual. In *Wiley Encyclopedia of Management* (pp. 1–1). <https://doi.org/10.1002/9781118785317.weom090654>
- Paul, P. J., & Jerry, O. (2005). *Customer Behavior and Marketing Strategy*.
- Plott, C. R., & Zeiler, K. (2005). The willingness to pay - Willingness to accept gap, the “Endowment effect,” subject misconceptions, and experimental procedures for eliciting valuations: Reply. *American Economic Review*, *101*(2), 1012–1028. <https://doi.org/10.1257/aer.101.2.1012>
- Prahalad, C. K., & Ramaswamy, V. (2000). *Co-Opting Customer Competence*. *Harvard Business Review*, 79–87.
- Pusat, B. K. (2015). Pahami Lebih Dalam tentang Sistem Rujukan Berjenjang dan Pola Pembayaran BPJS Kesehatan ke Faskes. *Departemen Komunikasi Dan Hubungan Masyarakat*, *151*, 10–17. <https://doi.org/10.1145/3132847.3132886>
- Quader, M. S. (2009). Manager and patient perceptions of a quality outpatient service: measuring the gap. *Journal of Services Research*, *9*(1), 109–137.
- Rahman, H. (2013). Customer Satisfaction and Loyalty: A Case Study from the Banking Sector. *Central European Business Review*, *2*(4), 15–23. <https://doi.org/10.18267/j.cebr.60>
- Rahman, M., Hossain, I., & Adetunji, R. R. (2019). An Examination of the Effects of Customer Expectation, Perceived Quality, and Customer Satisfaction on Customer Loyalty: A Case Study on KFC Restaurant Marzan. *International Journal of Supply Chain Management*, *8*(1), 654–663.
- Ribbink, D., Riel, A. C. R. van, Liljander, V., & Streukens, S. (2002). *Comfort your online customer: quality, trust and loyalty on the internet*. 446–456. <https://doi.org/10.1108/09604520410569784>
- Rofik, A., & Syah, T. Y. R. (2020). The effect of fuel mix, moderated by Indonesia crude price and foreign exchange, and power losses on profitability of PT PLN (PERSERO). *International Journal of Energy Economics and Policy*, *10*(4), 377–383. <https://doi.org/10.32479/ijeep.9575>
- Rozenblum, R., Lisby, M., Hockey, P. M., Levizion-Korach, O., Salzberg, C. A., Lipsitz, S., & Bates, D. W. (2011). Uncovering the blind spot of patient satisfaction: An international survey. *BMJ Quality and Safety*, *20*(11), 959–965. <https://doi.org/10.1136/bmjqs-2011-000306>
- Saulina, A. R., & Syah, T. Y. R. (2018). How Service Quality Influence of Satisfaction and Trust Towards Consumer Loyalty in Starbucks Coffee Indonesia. *Iarjset*, *5*(10), 11–19. <https://doi.org/10.17148/iarjset.2018.5102>
- Setyanto, N. W. (2012). Peningkatan Kualitas Pelayanan Nasabah BPJS Kesehatan. *Hukum Bisnis*, *26*.
- Shaon, K. I., & Rahman, H. (2015). A Theoretical Review of CRM Effects on Customer Satisfaction and Loyalty. *Central European Business Review*, *4*(1), 23–36. <https://doi.org/10.18267/j.cebr.108>
- Spreng, R. A., & Mackoy, R. D. (1996). An empirical examination of a model of perceived service quality and satisfaction. *Journal of Retailing*, *72*(2), 201–214. [https://doi.org/10.1016/S0022-4359\(96\)90014-7](https://doi.org/10.1016/S0022-4359(96)90014-7)
- Subawa, K. A., & Telagawathi, N. L. W. S. (2021). Pengaruh harapan pelanggan kualitas pelayanan terhadap kepuasan pelanggan pada PDAM Kabupaten Buleleng. *Bisma: Jurnal Manajemen*, *7*.
- Sureshchandar, G. S., Rajendran, C., & Anantharaman, R. (2002). *The relationship between service quality and customer satisfaction ± a factor specific approach*. *16*(4), 363–379. <https://doi.org/10.1108/08876040210433248>
- Syah, T. Y. R. (2014). Pengaruh Partisipasi Konsumen Terhadap Kualitas Relasional Dengan Moderasi Implicit Self-Theories: Sebuah Studi Dalam Industri Jasa Tailor. *Jurnal Ekonomi*, *5*, 88–98.

- Syah, T. Y. R., Munthe, R. M., Dewanto, D., & Roespinoedji, R. (2021). The Moderating Effects of Risk and Subjective Norm Perception Towards Consumers' Trust and Online Purchase Intention. *Review of International Geographical Education Online*, 11(6), 1268–1279. <https://doi.org/10.48047/rigeo.11.06.142>
- Taylor, S. A., & Baker, T. L. (1994). An assessment of the relationship between service quality and customer satisfaction in the formation of consumers' purchase intentions. *Journal of Retailing*, 70(2), 163–178. [https://doi.org/10.1016/0022-4359\(94\)90013-2](https://doi.org/10.1016/0022-4359(94)90013-2)
- Tjiptono. (2016). *Service Management: Mewujudkan Pelayanan Prima* (A. Offset, Ed.). Undang-Undang Republik Indonesia Nomor 24 Tahun 2011 tentang Badan Penyelenggara Jaminan Sosial. (n.d.).
- Undang-Undang Republik Indonesia Nomor 40 Tahun 2004 tentang Sistem Jaminan Sosial Nasional. (n.d.).
- Vargo, S. L., & Lusch, R. F. (2004). Evolving To a New Dominant Logic Of Markteing. *Journal of Marketing*, 68(January), 1–17.
- Vargo, S. L., & Lusch, R. F. (2010). From Repeat Patronage to Value Co-creation in Service Ecosystems: A Transcending Conceptualization of Relationship. *Journal of Business Market Management*, 4(4), 169–179. <https://doi.org/10.1007/s12087-010-0046-0>
- Woodside, A. G., Frey, L. L., & Daly, R. T. (1989). Linking service quality, customer satisfaction, and behavioral intention. *Journal of Health Care Marketing*, 9(4), 5–17.
- Yang, A. J. F., Huang, Y. C., & Chen, Y. J. (2019). The importance of customer participation for high-contact services: evidence from a real estate agency. *Total Quality Management and Business Excellence*, 30(7–8), 831–847. <https://doi.org/10.1080/14783363.2017.1341814>
- Ye, J., Rust, G., Fry-Johnson, Y., & Strothers, H. (2010). E-mail in patient-provider communication: A systematic review. *Patient Education and Counseling*, 80(2), 266–273. <https://doi.org/10.1016/j.pec.2009.09.038>
- Yi, Y., & Gong, T. (2013). Customer value co-creation behavior: Scale development and validation. *Journal of Business Research*, 66(9), 1279–1284. <https://doi.org/10.1016/j.jbusres.2012.02.026>
- Yu, L. (2005). *The Great Expectations Effect*. MIT Sloan Management Review.
- Zeithaml, V. A., & Berry, L. L. (1993). *the Nature and Determinants of Consumer Expectations of Service*. Pdf. 1–12.
- Zeithaml, V. A., Parasuraman, A., & Berry, L. L. (1990). *Delivering quality service: balancing customer perceptions and expectations* (T. F. Press, Ed.). New York: Free Press.