

DAFTAR PUSTAKA

- Anderson, E. W., Fornell, C., & Mazvanchery, S. K. (2004). Customer Satisfaction and Shareholder Value. *Journal of Marketing*, 68(4), 172–185. <https://doi.org/10.1509/jmkg.68.4.172.42723>
- Ariska, N., & Handayani, M. (2019). Analisis Tingkat Kepuasan Pasien Rawat Inap Rumah Sakit Bangli Medika Canti Ditinjau Dari Kualitas Pelayanan. *Jurnal Manajemen Dan Bisnis Equilibrium*, 5, 17–30. https://doi.org/10.47329/jurnal_mbe.v5i1.322
- Bleyer, A. J. (2022). Factors that lead to dialysis as the preferred treatment modality for patients with chronic kidney disease. *Current Opinion in Nephrology and Hypertension*, 31(2). https://journals.lww.com/co-nephrolhypertens/fulltext/2022/03000/factors_that_lead_to_dialysis_as_the_preferred.9.aspx
- Chavin, K. D., Baliga, P. K., Srinivas, T. R., & Taber, D. J. (2014). Association Between Patient Satisfaction and Outcomes in Kidney Transplant. *American Journal of Medical Quality*. <https://doi.org/10.1177/1062860613519163>
- Etikan, I., Musa, S. A., & Alkassim, R. S. (2015). Comparison of Convenience Sampling and Purposive Sampling. *American Journal of Theoretical and Applied Statistics*, 5(1), 1–4. <https://doi.org/10.11648/j.ajtas.20160501.11>
- Grönroos, C. (1984). A Service Quality Model and its Marketing Implications. *European Journal of Marketing*, 18(4), 36–44. <https://doi.org/10.1108/EUM0000000004784>
- Grönroos, C. (2007). *Service Management and Marketing - Customer Management in Service Competition*.
- Hall, M., Elliott, K. M., & Stiles, G. W. (1993). Hospital Patient Satisfaction. *Journal of Hospital Marketing*. https://doi.org/10.1300/j043v07n02_08
- Haywood-Farmer, J., & Ian Stuart, F. (1990). An Instrument to Measure the ‘Degree of Professionalism’ in a Professional Service. *The Service Industries Journal*, 10(2), 336–347. <https://doi.org/10.1080/02642069000000034>
- Kang, M., & Park, S. (2016). *Study of SMEs Business Performance in Korea & China: Using Importance Performance Analysis*. <https://doi.org/10.14257/astl.2016.126.16>
- Komunitas Pasien Cuci Darah Indonesia. (2023). *TRANSPLANTASI GINJAL Perkembangan Teknik Operasi Pada Donor & Resipien*. www.youtube.com. <https://www.youtube.com/watch?v=obRJy-cL-7M&t=1s>
- Kotler & Keller. (2012). *Marketing Management* (14th Edition). Pearson Education, Inc.
- Lee, D., & Kim, K. K. (2017). Assessing healthcare service quality: a comparative study of patient treatment types. *International Journal of Quality Innovation*, 3(1). <https://doi.org/10.1186/s40887-016-0010-5>
- Maesaroh, M., Waluyo, A., & Jumaiyah, W. (2020). Faktor-Faktor Yang Berhubungan Dengan Terjadinya Fatigue Pada Pasien Hemodialisis. *Syntax Literate Jurnal Ilmiah Indonesia*. <https://doi.org/10.36418/syntax-literate.v5i4.1074>
- Mochtar, C. A., Alfarissi, F., Soeroto, A. A., Hamid, A. R. A. H., Wahyudi, I., Marbun, M. B., Rodjani, A., Susalit, E., & Rasyid, N. (2017). Milestones of Kidney Transplantation in Indonesia. *Medical Journal of Indonesia*. <https://doi.org/10.13181/mji.v26i3.1770>
- Nugroho, E. (2018). *Prinsip-prinsip menyusun kuesioner*.
- Oliver, R. L. (1997). Satisfaction : a behavioral perspective on the consumer. In *McGraw-Hill series in marketing TA - TT -*. Irwin/McGraw-Hill Boston, Mass. <https://doi.org/LK> - <https://worldcat.org/title/464610967>
- Palys, T. (2008). *Purposive Sampling* (L. M. G. (Ed.) T. S. E. of Q. R. M. In, Ed.). Sage. [https://www.sfu.ca/~palys/Purposive sampling.pdf](https://www.sfu.ca/~palys/Purposive%20sampling.pdf)

- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1985). A Conceptual Model of Service Quality and Its Implications for Future Research. *Journal of Marketing*, 49(4), 41–50. <https://doi.org/10.2307/1251430>
- Parasuraman Valerie Zeithaml, A. A., Professor of Retailing, F., & Studies, M. (1988). *SERVQUAL: A Multiple-Item Scale for Measuring Consumer Perceptions of Service Quality* LEONARD L. BERRY (Vol. 64).
- Prasmasiwi, S., & Hidayat, M. T. (2022). Peran Orang Tua Dalam Menumbuhkan Bakat Peserta Didik Di Sekolah Dasar. *Jurnal Basicedu*. <https://doi.org/10.31004/basicedu.v6i4.3139>
- Prisnamurti, F. H., Ghinorawa, T., & Tranggono, U. (2021). Cost-Effectiveness of Hemodialysis, Peritoneal Dialysis and Kidney Transplantation at Dr Sadjito General Hospital in 2018-2020. *Indonesia Journal of Biomedical Science*. <https://doi.org/10.15562/ijbs.v15i2.345>
- Ribeiro Soriano, D. (2002). Customers' expectations factors in restaurants. *International Journal of Quality & Reliability Management*, 19(8/9), 1055–1067. <https://doi.org/10.1108/02656710210438122>
- Setyawan, Y. (2023). Pemantauan Paska Transplantasi Ginjal. *E-CliniC*, 11(2), 246–254. <https://doi.org/10.35790/ecl.v11i2.47631>
- Sinaga, C. R., & Leswana, N. F. (2022). Evaluasi Tingkat Kepuasan Pasien Terhadap Pelayanan Kefarmasian Di Apotek X. *Journal of Pharmaceutical and Sciences*. <https://doi.org/10.36490/journal-jps.com.v5i1.106>
- Sinollah, M., & Masruroh, M. (2019). PENGUKURAN KUALITAS PELAYANAN (Servqual – Parasuraman) DALAM MEMBENTUK KEPUASAN PELANGGAN SEHINGGA TERCIPTA LOYALITAS PELANGGAN. *DIALEKTIKA : Jurnal Ekonomi Dan Ilmu Sosial*, 4, 45. <https://doi.org/10.36636/dialektika.v4i1.285>
- Sugiyono. (2017). Sugiyono, Metode Penelitian Kuantitatif, Kualitatif dan R&D, (Bandung: Alfabeta, 2017). Cet-25, h. 38. In *Metode Penelitian Kuantitatif, kualitatif dan R&D*.
- Supit, T., Nugroho, E. A., Santosa, A., Soedarso, M. A., Daniswara, N., & Addin, S. R. (2019). Kidney Transplantation in Indonesia: An Update. *Asian Journal of Urology*. <https://doi.org/10.1016/j.ajur.2019.02.003>
- Ulfah, M., Trenggonowati, D. L., Arina, F., Ferdinant, P. F., & Sonda, A. (2022). Peningkatan kualitas pelayanan kesehatan menggunakan metode Servqual dan Lean healthcare. *Journal Industrial Servicess*, 8(1), 38. <https://doi.org/10.36055/jiss.v8i1.14443>
- Universitas Indonesia. (2023). *Pengembangan Transplantasi Ginjal sebagai Model Pengembangan Kesehatan*. www.Ui.Ac.Id. <https://www.ui.ac.id/pengembangan-transplantasi-ginjal-sebagai-model-pengembangan-kesehatan/>