

DAFTAR PUSTAKA

- Ahmad, A., Rahman, O., & Khan, M. N. (2017). Exploring the role of website quality and hedonism in the formation of e-satisfaction and e-loyalty: Evidence from internet users in India. *Journal of Research in Interactive Marketing*, 11(3). <https://doi.org/10.1108/JRIM-04-2017-0022>.
- Ajčević, M., Furlanis, G., Naccarato, M., Caruso, P., Polverino, P., Marsich, A., Accardo, A., & Manganotti, P. (2021). e-Health solution for home patient telemonitoring in early post-acute TIA/Minor stroke during COVID-19 pandemic. *International Journal of Medical Informatics*, 152. <https://doi.org/10.1016/j.ijmedinf.2021.104442>
- Alsharif, A. H. (2021). Cross sectional e-health evaluation study for telemedicine and m-health approaches in monitoring covid-19 patients with chronic obstructive pulmonary disease (COPD). *International Journal of Environmental Research and Public Health*, 18(16). <https://doi.org/10.3390/ijerph18168513>
- Ampaw, E. M., Chai, J., Liang, B., Tsai, S. B., & Frempong, J. (2020). Assessment on health care service quality and patients' satisfaction in Ghana. *Kybernetes*, 49(12), 3047–3068. <https://doi.org/10.1108/K-06-2019-0409>
- Andaleeb, J.L., dan W. Wonthke. (1998). Determinants of Customer Satisfaction with Hospitals: a Managerial Model. *International Journal of Health Care Quality Assurance*, Vol.11. No: 181 – 187.
- Anderson, E. W. dan Sullivan, M. W. (1993). The Antecedent and Consequences of Customer Satisfaction for Firm. *Journal of Marketing Science*, Vol. 12, No.2, Spring, h.125.
- Andreassen, Tor Wallin. (1994). Satisfaction, Loyalty and Reputation as Indicators of Customer Orientation in the Public Sector. *International Journal of Public Sector Management*, Vol. 7 No. 2, 1994, pp. 16-34.
- Anisa, N., & Tjhin, V. U. (2023). Factors Affecting Customer Loyalty Moderated by Switching Cost on the Customer Satisfaction of Digital Streaming Services. *Journal of System and Management Sciences*, 13(1), 1–20. <https://doi.org/10.33168/JSMS.2023.0101>
- Apriliani dan Abdillah. (2018). Pengaruh E-Service Quality Terhadap Perceived Value Dan Dampaknya Terhadap Customer Satisfaction (Survei Pada

- Mahasiswa S1 Fakultas Ilmu Administrasi Universitas Brawijaya Yang Melakukan Transaksi Pembelian Online Dengan Website Lazada.co.id). *Jurnal Administrasi Bisnis (JAB)*, Vol. 64 No. 2.
- Armstrong, J., Scott., dan Overton, T., S. (1977). Estimating Nonresponse Bias in Mail Surveys. *Journal of Marketing Research*, 14, 396-402.
- Assauri, Sofjan. (2003). *Ekonomi dan Keuangan Indonesia Volume 50*. USA: Universitas Michigan.
- Aydin, Serkan and Ozer, Ghokan (2005). National Customer Satisfaction Indices: A Implementation in the Turkish Mobile Telephone Market. *Marketing Intellegence & Planning*, Vol.23, No 5.
- Aydin, Serkan, Ozer, Gokhan; dan Arasil, Omer (2005). Customer Loyalty and The Effect of Switching Cost as Moderator Variable (A Case in the Turkish Mobile Phone Market). *Journal of Marketing Intelligence & Planning*, Vol.23, No. 1, h. 89 – 103).
- Bailey and Dandrade. (1995). Employee satisfaction and customer satisfaction equalssustained profitability. *Center for Quality Management Journal*, 4(3): 3-11, Fall
- Bakhri (2016). Pengaruh E-Service Quality terhadap Loyalty Intentions yang dimediasi oleh Variabel Perceivd Value pada Situs Belanja Online Zalora (Studi pada Konsumen di Kota Malang). *Jurnal Ilmiah Mahasiswa Fakultas Ekonomi dan Bisnis*, Vol.6 No.2.
- Baron, R. M., dan Kenny, D. A. (1986). The moderator–mediator variable distinction in social psychological research: Conceptual, strategic, and statistical considerations. *Journal of Personality and Social Psychology*, 51(6), page 1173-1182.
- Beerli, A., Martin, J.D., & Quintana, A. (2004). A Model of Customer Loyalty in the Retail Banking Market. *European Journal of Marketing*, Vol. 38, No. 1/2, pp. 253-275.
- Bendapudi & Berry, L. L. (1997). Customers' Motivations for Maintaining Relationships with Service Provider. *Journal of Retailing*, &73(1): 15 – 37.
- Bezerra de Oliveira, L. A., Gonzaga de Albuquerque, A. P., de Carvalho, R. C., & de Medeiros, D. D. (2022). What determines patient loyalty in health services? An analysis to assist service quality management. *Total Quality*

- Management and Business Excellence*, 33(11–12), 1403–1421.
<https://doi.org/10.1080/14783363.2021.1960500>
- Bhattacharjee, A. (2001). Understanding information systems continuance: An expectation-confirmation model. *MIS Quarterly*, 25(3), 351–370.
- Bloemer, J., Ruyter, K. and Wetzels, M. (1998). On the relationship between perceived service quality, service loyalty and switching costs. *International Journal of Industry Management*, Vol. 9 No. 5, pp. 436-53.
- Bolton, Ruth N., et al. (2013). Understanding Generation Y and Their Use of Social Media: A Review and Research Agenda. *Journal of Service Management*, 24(3), 245-267.
- Boulding, William, Ajai Kalra, Ricahar Staelan, And Zeithaml. (1993, A Dynamic Process Model of Service Quality from Expectation To Behavioral Intentions. *Journal of Marketing Research*.
- Burnham, T., Frels, J.K. and Mahajan, V. (2003). Consumer switching costs: a typology, antecedents, and consequences. *Journal Academy of Marketing Science*, Vol. 31 No. 2, pp. 109-26.
- Caballero-Galilea, M., Martínez-Miguel, E., Fernández Gonzalo, J. C., Saiz de la Cuesta Abbad, R., & Rubio Alonso, M. (2022). Digitized Prenatal Newsletter: Impact on Obstetric Patient Satisfaction and Loyalty. *International Journal of Environmental Research and Public Health*, 19(5).
<https://doi.org/10.3390/ijerph19052773>
- Chang (2009). The impact of e-service quality, customer satisfaction and loyalty on e-marketing: Moderating effect of perceived value. *Total Quality Management & Business Excellence*, Vol. 20:4, 423-443.
- Cheung, K.L., Klooster, P.M., Smit, C., Vries, H., dan Pieterse, M.E. (2017). The impact of non-response bias due to sampling in public health studies: A comparison of voluntary versus mandatory recruitment in a Dutch national survey on adolescent health. *BMC Public Health*, 17, page 276. DOI 10.1186/s12889-017-4189-8
- Chuah, S. H. W., Marimuthu, M., Kandampully, J., & Bilgihan, A. (2017). What drives Gen Y loyalty? Understanding the mediated moderating roles of switching costs and alternative attractiveness in the value-satisfaction-

- loyalty chain. *Journal of Retailing and Consumer Services*, 36, 124–136.
<https://doi.org/10.1016/j.jretconser.2017.01.010>
- Cronin, J. Joseph, Brady Michael. K and Hult. G. Thomas, M. (2000). Assesing The Effects of Quality, Value, and Customer Satisfaction on Consumer Behavioral Intentions in Service Enviromnets. *Journal of Retaiilling*, Vol. 76: 193-218.
- Davis, F. D. (1989). Perceived usefulness, perceived ease of use, and user acceptance of information technology. *MIS Quarterly*, 13(3), 319–340.
- De Rosis, S., & Barsanti, S. (2016). Patient satisfaction, e-health and the evolution of the patient–general practitioner relationship: Evidence from an Italian survey. *Health Policy*, 120(11), 1279–1292.
<https://doi.org/10.1016/j.healthpol.2016.09.012>
- Debholkar, P. A. Thrope, D. I. And Rentz, J. O. (1996). A Measure of Service Quality for Retail Stores Scale Development and Validation. *Journal of the Academy of Marketing Science*, Vol. 24. No. 1, Winter: 3-16.
- Deepika, Singh, S. V. P., Singh, S., & Rajak, B. K. (2023). Study of e-services quality and customer loyalty: a moderated mediation model of perceived switching cost and e-satisfaction. *International Journal of Business Information Systems*, 43(4), 528–541.
<https://doi.org/10.1504/IJBIS.2023.132805>
- Departeman Kesehatan RI. (2004). *Buku Pedoman Upaya Peningkatan Mutu Pelayanan Rumah Sakit*. Jakarta: Depkes RI.
- Dick, A.S. and Basu, K. (1994). Customer loyalty: toward an integrated conceptual framework. *Journal Academy of Marketing Science*, Vol. 22 No. 2, pp. 99-113.
- Djuang, H. W. (2005). Analisis Faktor-Faktor Penghambat Klinik Praktek Dokter Spesialis di Rumah Sakit Methodist Medan. *Tesis*. PPs USU Medan.
- El-Manstrly, D. (2016). An Improved Understanding of the Moderator Effects of Switching Costs Types on the Relationships Between Customer-Perceived Value, Trust, and Customer Loyalty. *In Developments in Marketing Science: Proceedings of the Academy of Marketing Science* (pp. 227–228).
https://doi.org/10.1007/978-3-319-19428-8_59
- El-Manstrly. (2016). *Enhancing Customer loyalty: Critical Switching cost factors*.

- Evanschitzky, H., Stan, V., & Nagengast, L. (2022). Strengthening the satisfaction loyalty link: the role of relational switching costs. *Marketing Letters*, 33(2), 293–310. <https://doi.org/10.1007/s11002-021-09590-8>
- Fatima, Johra Kayeser dan Mohammed Abdur Razzaque. (2014). Quality Paper Service Quality And Satisfaction In The Banking Sector. *International Journal of Quality & Reliability Management*, Vol. 31 No. 4, 2014 pp. 367-379.
- 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>
- Faza, Hilman dan Ibnu Widiyanto. (2016). Studi Minat Mereferensikan Dalam Jasa Travel Umroh. *Diponegoro Journal of Management*, Volume 5, Nomor 1, Tahun 2016, Halaman 1-15 ISSN (Online): 2337-3792.
- Ferdinand, A. (2002). *Structural Equation Modeling dalam Penelitian Manajemen Aplikasi Model – Model Rumit dalam Penelitian Untuk Tesis S-2 dan Disertasi S-3*. Semarang: Badan Penerbit Universitas Diponegoro.
- Ferguson, Ronald James. (1999). Techniques Assessing Service Management Effectiveness in a health Resort: Impications of Technical and Functional Quality. *An International Journal*, Vol. 9 Iss 1 pp. 58 – 65.
- Fidhiani dan Setiyaningrum. (2020). Studi tentang Faktor-Faktor Penentu Customer Loyalty pada Grab food: Investigasi atas Perceived Value, Customer Satisfaction, dan Switching Cost. *Ekonomi Bisnis*, Volume 25 Nomor 2 | Halaman 120-132.
- Fornell, C., Johnson, M.D., Anderson, E.W., Cha,J and Bryant B.E. (1996). The American Customer Satisfaction Index: Nature, Purpose, and Findings. *Journal of Marketing*, Vol. 60, October, pp. 7-18.
- Gaspers, V. (1997). *Manajemen Kualitas Dalam Industri Jasa*. Jakarta: Gramedia Pustaka Utama.
- George, A., & Sahadevan, J. (2019). A Conceptual Framework of Antecedents of Service Loyalty in Health Care: Patients’ Perspective. *IIM Kozhikode*

- Society and Management Review*, 8(1), 50–59.
<https://doi.org/10.1177/2277975218812952>
- Ghozali, Imam. (2014). *Konsep Dan Aplikasi Dengan Program Amos 22.0*. Semarang: Universitas Diponegoro.
- Grewal, R., Cote, J.A. and Baumgartner, H. (2004). Multicollinearity and Measurement Error in Structural Equation Models: Implication for Theory Testing. *Marketing Science*, 23, 519-529.
<http://dx.doi.org/10.1287/mksc.1040.0070>
- Griffin, Jill. (2000). *Customer Loyalty, How To Earn It, How To Keep It*. New York: Lexington Book.
- Griffin, Jill. (2003). *Customer Loyalty: menumbuhkan dan memperthankan kesetiaan pelanggan*. Jakarta: Erlangga.
- Gronroos, C. (1990). A Service Relationship Approach to Marketing in Service Contacts: The Marketing and Organizational Behavior Interface. *Journal of Bussiness Research*, Vol. 20:3-11.
- Gudono. (2016). *Analisis Datan Multivariat*. Yogyakarta: BPFE.
- Guo, Y., Zhou, Y., Xing, X., & Li, X. (2020). Exploring the relationship between service quality of private hospitals and patient loyalty from the perspective of health service. *Iranian Journal of Public Health*, 49(6), 1097–1105.
<https://doi.org/10.18502/ijph.v49i6.3361>
- Ha, M. T., Nguyen, G. Do, & Doan, B. S. (2023). Understanding the mediating effect of switching costs on service value, quality, satisfaction, and loyalty. *Humanities and Social Sciences Communications*, 10(1).
<https://doi.org/10.1057/s41599-023-01797-6>
- Hadi, N. U., Aslam, N., & Gulzar, A. (2019). Sustainable service quality and customer loyalty: The role of customer satisfaction and switching costs in the Pakistan cellphone industry. *Sustainability (Switzerland)*, 11(8).
<https://doi.org/10.3390/su11082408>
- Hagtvedt, Henrik, & Patrick Vargas. (2019). Aesthetic Value and Consumer Choice. *Journal of Consumer Psychology*, 29(3), 536-556.
- Haidt, Jonathan. (2012). *The Righteous Mind: Why Good People are Divided by Politics and Religion*. New York: Pantheon Books.

- Hair J.F., Black W.C., Babin B.J., Anderson R.E. (2018). *Multivariate Data Analysis*. Eight Edition. England: Pearson Education Limited.
- Hair J.F., Hult G.T., Ringle C.M., Sarstedt M. (2017). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)*. Second Edition. Los Angeles: SAGE Publications, Inc.
- Harazneh, I., Adaileh, M. J., Thbeitat, A., Afaneh, S., Khanfar, S., Harasis, A. A., & Elrehail, H. (2020). The impact of quality of services and satisfaction on customer loyalty: The moderate role of switching costs. *Management Science Letters*, 10(8), 1843–1856. <https://doi.org/10.5267/j.msl.2019.12.034>
- Hauser, John, R. (1986). Competitive Price and Positioning Strategies. *Marketing Science*, Vol. 7 No.1, Winter 1988.
- Hayes, A.F. (2017). *Introduction to Mediation, Moderation, and Conditional Process Analysis A Regression-Based Approach*. New York: Guilford Press.
- Hellier, Philip, K. (2003). Customer Repurchase Intention A general Structural Equation Model. *European Journal of Marketing*, Vol. 37 No. 11/12 2003.
- Hofstede, Geert, & Gert Jan Hofstede. (2015). *Cultures and Organizations: Software of the Mind*. New York: McGraw-Hill Education.
- Hume, Margee and Mort, Gillian Sullivan. (2010). The Consequence of Appraisal Emotion, Service Quality, Perceived Value and Customer Satisfaction on Repurchase Intent in the Performing Arts. *Journal of Services Marketing*, 24/2 (2010).
- Hume, Margee. (2008). Understanding Core and Peripheral Service Quality in Customer Repurchase of the Performing Arts. *Managing Service Quality*, Vol. 18 No. 4, 2008.
- Husein, Umar. (2000). *Metodologi Penelitian, Aplikasi dalam Pemasaran*. Jakarta: PT. Gramedia Pustaka Utama.
- Jay, H. And Render, B. (2011). *Operations Management*, Sixth Edition. New Jersey: Prentice Hall.
- Johnson. (1966). *The Theory and Management of system*. New York: McGraw-Hill.

- Jones, M.A., Mothersbaugh, D.L. and Beatty, S.E. (2000). Switching barriers and repurchase intentions in services. *Journal of Retailing*, Vol. 76 No. 2, pp. 259-74.
- Jordan, P.J., Troth, A.C. (2019). Common method bias in applied settings: The dilemma of researching in organizations. *Australian Journal of Management*, 1–12.
<https://journals.sagepub.com/doi/10.1177/0312896219871976>
- Kaur, H., & Soch, H. (2018). Satisfaction, trust and loyalty: investigating the mediating effects of commitment, switching costs and corporate image. *Journal of Asia Business Studies*, 12(4), 361–380.
<https://doi.org/10.1108/JABS-08-2015-0119>
- Keiningham. (2006). *The Role of Customer Delight in Achieving Loyalty*, (Online). ([www. Ipsosloyalty.com](http://www.Ipsosloyalty.com)).
- Kotler, and Keller. (2006). *Marketing Management*, Edisi 12. New Jersey: Pearson Prentice Hall.
- Kotler, Philip. (2000). *Marketing Management*, The Milenium Edition. New Jersey: Printice Hall Inc.
- Kunadi dan Wuisan. (2021). Pengaruh E-Service Quality Dan Food Quality Terhadap Customer Loyalty Pengguna Gofood Indonesia Yang Dimediasi Oleh Perceived Value Dan Customer Satisfaction. *Jurnal Ilmiah Manajemen Bisnis Dan Inovasi Universitas Sam Ratulangi (Jmbi Unsrat)*, Vol.8 No.1 Januari-April 2021, Hal. 141-162.
- Lasser, W, M., Manolis, Chris, Winsor, Robert, D., *Service quality perspectives and Satisfaction in Private Banking. The International Journal of bank Marketing*, Vol.18, Iss.4, page 181.
- Lee, Jonathan; Lee, Janghyuk; dan Feick, Lawrence (2001). The Impack of Switching Cost on The Customer Satisfaction-Loyalty Link: Mobile Phone Service in France. *Journal of Service Marketing*, Vol. 15, No. 1, h.35-48.
- Lestari, Puji, T.R. (2010). Hospital Services for The Poor (Case Study in Six Areas of Indonesia. *Jurnal Kesehatan Masyarakat Nasional*, Vol.5, No.1.
- Liljander. (2000). Impact of Customer Preconsumption Mood on the Evaluation of Employee Behavior in Service Encounters. *Psychology and Marketing*, Vol. 19 No. 10, pp. 837-60.

- Lovelock H. C. And Wright L. K. (2005). *Manajemen Pemasaran Jasa*. Edisi Bahasa Indonesia. Jakarta, Gramedia.
- Lovelock, Christopher. (1992). *Managing Service: Marketing, Operations and Human Resources*. London: Prentice-Hall Internasional, Inc.
- MacStravic. (1997). Loyalty of Hospital Patients: A Vital Marketing Objective. *Health Care Management Rev*, Vol. 12, No. 2: 23 – 30.
- Malhotra, Naresh K dan David F. Briks. (2007). *Marketing Research: An Applied Approach*. England: Peason Education Limited.
- Marley.K.A, Collier.D.A, Goldstein.S.M. (2004). The Role of Clinical and Process Quality in Acheiving Patients Satisfaction in Hospitals. *Decisions Sciences*, Vol.35 No.3:349 – 369.
- Matos, Celso Augusto de. (2009). The different roles of switching costs on the satisfaction-loyalty relationship. *International Journal of Bank Marketing*, Vol. 27 (7), pp. 506-523.
- Matos, Celso Augusto de. (2009). The different roles of switching costs on the satisfaction-loyalty relationship. *International Journal of Bank Marketing*, Vol. 27 No. 7, 2009 pp. 506-523.
- McDougall, Gordon H.G dan Terrence Levesque. (2000). Customer Satisfaction With Services: Putting Perceived Value Into The Equation. *Journal of Services Marketing*, VOL. 14 NO. 5 2000, pp. 392-410.
- McKinley, C., Limbu, Y., & Ganesan, P. (2022). Examining the Impact of E-Health Literacy on Indian Adults' Patient Satisfaction: An Investigation of Intervening Communication Processes. *International Journal of Society, Culture and Language*, 10(1), 58–70. <https://doi.org/10.22034/ijscsl.2022.527739.2149>
- Meesala, Appalayya & Justin Paul. (2016). Service quality, consumer satisfaction and loyalty in hospitals: Thinking for the future. *Journal of Retailing and Consumer Services*, (2016).
- Mital and Lasser. (1993). Why do Customer Switch? The Dynamics of Satisfaction Versus Loyalty. *The Journal of Service Marketing*, Vol. 12 No. 3: 177 – 194.

- Mowen, C John dan Michael Minor. (2002). *Perilaku Konsumen*, Edisi Kelima. Jakarta: Penerbit Erlangga.
- Mu'ah, Purwanti, I., Sulton, M., & Arifin, M. S. (2020). The impact of supply chain management in service quality dimension on patient perception and hospital performance: Switching cost as a moderation. *International Journal of Supply Chain Management*, 9(1), 615–625. https://api.elsevier.com/content/abstract/scopus_id/85080926554
- Mu'ah. (2012). Pengaruh kualitas layanan terhadap appraisal emotion, perceived value, kepuasan pasien, switching cost, dan loyalitas pasien rumah sakit swasta di Surabaya. *Disertasi*. Surabaya: Universitas Airlangga.
- Nasution, M. N. (2005). *Manajemen Mutu Terpadu: Total Quality Management*, Edisi Kedua. Bogor: Ghalia Indonesia.
- Nazir, Moh. (2009). *Metode Penelitian*. Jakarta: Ghalia Indonesia.
- Ng, K. S. P., Wong, J. W. C., Xie, D., & Zhu, J. (2023). From the attributes of smart tourism technologies to loyalty and WOM via user satisfaction: the moderating role of switching costs. *Kybernetes*, 52(8), 2868–2885. <https://doi.org/10.1108/K-09-2021-0840>
- Ngo, V. M., & Pavelková, D. (2017). Moderating and mediating effects of switching costs on the relationship between service value, customer satisfaction and customer loyalty: Investigation of retail banking in Vietnam. *Journal of International Studies*, 10(1), 9–33. <https://doi.org/10.14254/2071-8330.2017/10-1/1>
- Ngo, V. M., Phan, Q. P. T., Van Nguyen, N., & Vu, H. M. (2019). The mediating effects of switching costs on the relationship between service quality, customer satisfaction and customer loyalty: A study in retail banking industry in Vietnam. *International Journal of Supply Chain Management*, 8(2), 389–393. https://api.elsevier.com/content/abstract/scopus_id/85064974209
- Nguyen, D. T., Pham, V. T., Tran, D. M., & Pham, D. B. T. (2020). Impact of service quality, customer satisfaction and switching costs on customer loyalty. *Journal of Asian Finance, Economics and Business*, 7(8), 395–405. <https://doi.org/10.13106/JAFEB.2020.VOL7.NO8.395>

- Nguyen, N. X., Tran, K., & Nguyen, T. A. (2021). Impact of service quality on in-patients' satisfaction, perceived value, and customer loyalty: A mixed-methods study from a developing country. *Patient Preference and Adherence*, 15, 2523–2538. <https://doi.org/10.2147/PPA.S333586>
- Nguyen, T. L. H., & Nagase, K. (2021). Patient satisfaction and loyalty to the healthcare organization. *International Journal of Pharmaceutical and Healthcare Marketing*, 15(4), 496–515. <https://doi.org/10.1108/IJPHM-02-2020-0011>
- Oliver, R. L. (1980). A cognitive model of the antecedents and consequences of satisfaction decisions. *Journal of Marketing Research*, 17(4), 460–469.
- Oliver, Richard L. (1997). *Satisfaction: A Behavioral Perspective on the Consumer*. Boston: Irwin/McGraw-Hill.
- Özer, L., Başgöze, P., & Karahan, A. (2017). The association between perceived value and patient loyalty in public university hospitals in Turkey. *Total Quality Management and Business Excellence*, 28(7–8), 782–800. <https://doi.org/10.1080/14783363.2015.1124723>
- Parasuraman, A, Valerie A. Zeithaml dan Leonardo L. Berry. (1985) Conceptual Model Of Service Quality and its Implications for Future Research. *Journal of Marketing*, 12(9).
- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1988). SERVQUAL: A multiple-item scale for measuring consumer perceptions of service quality. *Journal of Retailing*, 64(1), 12–40.
- Park, Jun-Gi., Cheulhyun CHO, dan Jungwoo Lee. (2013). Exploring the Roles of Core and Peripheral Service Qualities in IT Services with Implications for Future Smart Work. *International Journal of Advancements in Computing Technology (IJACT)*: Volume 5.
- Park, Jun-Gi., Cheulhyun CHO, dan Jungwoo Lee. (2013). Exploring the Roles of Core and Peripheral Service Qualities in IT Services with Implications for Future Smart Work. *International Journal of Advancements in Computing Technology (IJACT)*, Volume 5.
- Perwira. (2016). Pengaruh E-Service Quality Dan Perceived Value Terhadap Kepuasan Pelanggan Dan Loyalitas Pelanggan (Survei Pada Mahasiswa S1 Universitas Brawijaya Yang Melakukan Transaksi Pembelian Online

- Dengan Mobile Application Tokopedia). *Jurnal Administrasi Bisnis (JAB)*, Vol. 38 No.2.
- Ping. R. (1993). The Effects of Satisfaction and Structural Contains on Retailer Exiting, Voice Loyalty, Opportunism, and Neglect. *Journal of Retailing*, 69(3), 320 - 352.
- Podsakoff, N. P., MacKenzie, S.B., Lee, J-Y, and Podsakoff, N.P. (2003). Common method biases in behavioral research: A critical review of the literature and recommended remedies. *Journal of Applied Psychology*, 88, 879-903.
- Podsakoff, P.M., Mackenzie, S.B. and Podsakoff, N.P. (2012). Sources of Method Bias in Social Science Research and Recommendations on How to Control It. *Annual Review of Psychology*, 63, 539-569. <http://dx.doi.org/10.1146/annurev-psych-120710-100452>
- Prabowo. (2012). Pengaruh Corporate Image, Customer Perceived Value dan Satisfaction pada Customer Loyalty dengan Variabel Switching Cost sebagai Variabel Moderasi (Studi pada Forum Jual Beli (FJB). *Disertasi*. Surakarta: UNS.
- Puspitasari, Fitria. (2013). Analisis Pengaruh Kualitas Yanaan Inti dan Kualitas Layanan Peripheral Terhadap Kepuasan Nasabah. *Disertasi*. Semarang: UNDIP.
- Putri. Nurdiana Eka, Abdul Hakim, dan M. Makmur. (2015). Pengaruh Motivasi Kerja Dan Kemampuan Kerja Terhadap Komitmen Organisasional Dan Kinerja Pegawai. *ISSN. 2442-6962* Vol. 4, No. 1.
- Rahi dan Ghani. (2016). Internet Banking, Customer Perceived Value and Loyalty: The Role of Switching Costs. *J Account Mark*, 5:4.
- Rahmalia dan Chan. (2019). Pengaruh Service Quality Dan E-Service Quality Terhadap Customer Satisfaction Yang Dimediasi Oleh Perceived Value Pada Pelanggan Pt Tiki Jalur Nugraha Ekakurir (Jne) Di Kota Banda Aceh. *Jurnal Manajemen dan Inovasi*, Vol. 10, No. 1.
- Ranaweera, Chatura; Prabhu, Jaideep (2003). The Influence of Satisfaction, trust and switching barrier on customer retention in contnous purchasing setting. *International Journal of Service Industry Management*, Vol.14, No 4.

- Rashid, Wan Edura Wan dan Hj. Kamaruzaman Jusoff. (2009). Service Quality In Health Care Setting. *International Journal of Health Care Quality Assurance* Vol. 22 No. 5, 2009 pp. 471-482.
- Rokhim, Abdul. (2016). The Effect of Core Service Quality and Peripheral Service Quality on Customer Satisfaction. *Masters Thesis*. Semarang: Diponegoro University.
- Sari dan Triyaningsih. (2015). Pengaruh Perceived Value Terhadap Behavioral Intentions Melalui Kepuasan Konsumen Sebagai Variabel Mediasi Di Restoran Mr. Pancake Solo Paragon Life Style Mall. *Jurnal Ekonomi dan Kewirausahaan*, Vol. 15 No. 3: 304 – 313
- Sariyoni, Eming. (2003). The Influence of the Primary Helth Service Quality of Puskesmas on The Patient`s Loyalty. *Thesis*. Program Megister Manajemen Universitas Padjadjaran.
- Saura, Irene Gil., David Servera France´s., Gloria Berenguer Contrı, dan Mari´a Fuentes Blasco. (2008). Logistics Service Quality: A New Way To Loyalty. *Industrial Management & Data Systems*, Vol. 108 No. 5, 2008 pp. 650-668.
- Sedgwick P. (2014). *Non-response bias versus response bias*, *BMJ*; 348:g2573-g2573.
- Selnes, Fred (1993). An Examination of the Effect of Product Performance on Brand Reputation, Satisfaction and Loyalty. *European Journal of Marketing*, Vol.27, No 9.
- 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>
- Solimun, Fernandes A.A.R, dan Nurjannah. (2017). *Metode Statistika Multivariat Pemodelan Persamaan Struktural (SEM)*. Cetakan Kedua. Malang: Penerbit Universitas Brawijaya Press.
- Sudiyono, Agus Wahyu. (2011). Pengaruh kualitas pelayanan inti, kualitas jaringan, kualitas pelayanan dengan nilai tambah, dan kepuasan pelanggan terhadap loyalitas pelanggan warnet IBIGNET. *Tesis*. UNDIP Semarang.
- Sugiyono. (2007). *Metode Penelitian Administrasi*. Bandung: Alfabeta

- Suryawati C. (2006). Penyusunan indikator kepuasan pasien rawat inap rumah sakit di Provinsi Jawa Tengah. *Jurnal Manajemen Pelayanan Kesehatan*, 09(4).
- Szymanski, D.M. and Henard, D.H. (2001). Customer satisfaction: a meta analysis of the empirical evidence. *Journal Academy of Marketing Science*, Vol. 29 No. 1, pp. 16-35
- Tański, W. (2021). The role of clinical activity, loneliness, and satisfaction with e-health services as factors affecting quality of life in patients with rheumatoid arthritis during the sars-cov-2 pandemic. *Psychology Research and Behavior Management*, 14, 1581–1590. <https://doi.org/10.2147/PRBM.S332141>
- Tjiptono, Fandy. (2005). *Pemasaran Jasa*, Edisi Pertama, Cetakan Pertama. Jakarta: Bayumedia Publishing.
- Upadhyay, S., Weech-Maldonado, R., Lemak, C. H., Stephenson, A., Mehta, T., & Smith, D. G. (2020). Resource-based view on safety culture's influence on hospital performance: The moderating role of electronic health record implementation. *Health Care Management Review*, 45(3), 207–216. <https://doi.org/10.1097/HMR.0000000000000217>
- Vanniarajan, T, Gurunathan, P. (2009). Service Quality and Customer Loyalty in Cellular Service Market: An Application of 'Sem'. *Journal of Marketing & Communication*, Vol. 5 Issue 2.
- Vanniarajan, T., dan Gurunathan, P. (2009). Service Quality and Customer Loyalty in Cellular Service Market: An Application of 'Sem. *Journal of Marketing & Communication*, Vol. 5 Issue 2.
- Vimla, V., & Taneja, U. (2021). Brand image to loyalty through perceived service quality and patient satisfaction: A conceptual framework. *Health Services Management Research*, 34(4), 250–257. <https://doi.org/10.1177/0951484820962303>
- Viswanathan, P., & Gupta, G. (2020). Quality-satisfaction-loyalty linkage and switching costs: Findings in the context of online life insurance. *International Journal of Business Excellence*, 21(1), 1–16. <https://doi.org/10.1504/IJBEX.2020.106932>
- Wang, H. Lin, M., Yin, B., He, Y. (2021). Understanding the Impact of Core and Peripheral Services on Customer Satisfaction in Health and Fitness Clubs:

- An Application of the PZB Model. *International Journal of Environmental Research and Public Health*, 13(8), 79–97. DOI: 10.3390/ijerph18157939.
- Wartiningsih, M., Supriyanto, S., Widati, S., Ernawaty, E., & Lestari, R. (2020). Health promoting hospital: A practical strategy to improve patient loyalty in public sector. *Journal of Public Health Research*, 9(2), 165–168. <https://doi.org/10.4081/jphr.2020.1832>
- Wijayanti, Ari. (2008). Strategi Meningkatkan Loyalitas Melalui Kepuasan Pelanggan (Studi Kasus: Produk Kartu Seluler Prabayar Mentari-Indosat Wilayah Semarang). *Tesis*. Semarang, Universitas Diponegoro.
- Wu, J. H., Kao, H. Y., & Sambamurthy, V. (2016). The integration effort and E-health compatibility effect and the mediating role of E-health synergy on hospital performance. *International Journal of Information Management*, 36(6), 1288–1300. <https://doi.org/10.1016/j.ijinfomgt.2016.09.002>
- Yanamandram, V. and White, L. (2006). Switching barriers in business-to-business services: a qualitative study. *International Journal of Service Industry Management*, Vol. 17 No. 2, pp. 158-92.
- Yanez, B. R., Buitrago, D., Buscemi, J., Iacobelli, F., Adler, R. F., Corden, M. E., Perez-Tamayo, A., Guitelman, J., & Penedo, F. J. (2018). Study design and protocol for My Guide: An e-health intervention to improve patient-centered outcomes among Hispanic breast cancer survivors. *Contemporary Clinical Trials*, 65, 61–68. <https://doi.org/10.1016/j.cct.2017.11.018>
- Yang, C. C., & Chao, C. C. (2017). How relationship marketing, switching costs, and service quality impact customer satisfaction and loyalty in Taiwan's airfreight forwarding industry? *Transportmetrica A: Transport Science*, 13(8), 679–707. <https://doi.org/10.1080/23249935.2017.1321696>
- Yang, K. F., Yang, H. W., Ho, H. N., & Liao, T. W. (2021). Creating Customer Loyalty in MUJI to Boost Customer Satisfaction with Service Quality Take Switching Cost as the Moderator. In *ACM International Conference Proceeding Series* (pp. 89–94). <https://doi.org/10.1145/3474880.3474890>
- Zand, A., Nguyen, A., Reynolds, C., Khandadash, A., Esrailian, E., & Hommes, D. (2021). Patient experience and satisfaction with an e-health care management application for inflammatory bowel diseases. *International Journal of Environmental Research and Public Health*, 18(22). <https://doi.org/10.3390/ijerph182211747>

- Zehir. (2014). E-S-Quality, Perceived Value and Loyalty Intentions Relationships in Internet Retailers. *Procedia - Social and Behavioral Sciences*, 150:1071 – 1079.
- Zeithaml dan Bitner (2000). *Service Marketing Integrating Customer Across The Firm 2 ed.* Baston, Mc Graw Hill.
- Zhao, X., Lynch, J. G., & Chen, Q. (2010). Reconsidering Baron and Kenny: Myths and truths about mediation analysis. *Journal of Consumer Research*, 37, 197–206.