

DAFTAR PUSTAKA

- Chung-His, Yu, Hsiu-Chen Chang, dan Gow-Liang Huang, 2006, A Study of Service Quality, Customer Satisfaction and Loyalty in Taiwanese Leisure Industry, *The Journal of Academy of Business*, Cambridge* Vol. 9 *Num.1.
- Firdaus, Fidela Firwan dan Arlina Dewi, 2015, Evaluasi Kualitas Pelayanan terhadap Kepuasan Pasien Rawat Jalan Peserta BPJS di RSUD Panembahan Senopati Bantul, Journal.Umy.Ac.Id/Index.Php/Mrs/Article/View/690, Vo.4, No.2.
- Jamal, A., & Anastasiadou, K., 2009, Investigating the Effects of Service Quality Dimensions and Expertise on Loyalty, *European Journal of Marketing*, Vol. 43, 3/4, 398-420.
- Kotler P. & Garry Amstrong. 2008. *Principles of Marketing* 12th edition Prentice Hall Inter-national by Pearson Education.
- Krowinski, William J, Steiber SR, 1996, Measuring and Managing Patient Satisfaction, American Hospital Publishing Inc.
- Latu, Tavite M., dan Andre M. Everett, 2000, *Review of Satisfaction Research and Measurement Approaches*, Department of Conservation, Wellington, New Zealand.
- Lee H, Lee Y, Yoo D, 2000, 'The determinants of perceived service quality and its relationship with satisfaction', *Journal of Services Marketing*, Vol. 14 Iss: 3, pp.217 – 23.
- Martilla, J. A. dan John C. James, 1977, Importance-Performance Analysis, *Journal of Marketing*, Vol. 41, No. 1 pp. 77-79.
- Mintzberg, Henry, 2007. *The Structuring of Organizations: a Synthesis of the Research*, Prentice-Hall, Inc., Englewood Cliff, N.J.
- Muhammad, Aminudin, J. M. L Umboh, Ardiansa A. T Tucunan, 2014, Hubungan antara Kualitas Pelayanan Kesehatan Rawat Jalan dengan Tingkat Kepuasan Pasien Peserta Jaminan Kesehatan Nasional di

Puskesmas Siko Ternate, *Publikasi Penelitian*, Pascasarjana Universitas Sam Ratulangi.

Mulyadi, Mohammad. 2014. Sosialisasi Ketentuan Jaminan Sosial 2014. *Jurnal Kesejahteran Sosial*. Vol. VI. No. 02/II/P3DI/Januari.

Parasuraman A, VA Zeithaml, & LL Berry, 1996, A Conceptual Model of Service Quality and Its Implications for Future Research, *Journal of Marketing*, 49; 41-50.

Parasuraman, Zeithaml, and Berry, 1985, A Conceptual Model of Service Quality and Its Implications for Future Research, *Journal of Marketing*, Volume 49, Fall 1985, 41 – 50.

Rahayu, Sri, 2005, *SPSS Versi 12.00, Dalam Riset*, Alfabeta, Bandung.

Rangkuti, Freddy. 2009. *Measuring Customer Satisfaction*. Cetakan Ketiga. Jakarta:PT. Gramedia Pustaka Utama.

Ruslan, Rosady, 2004, *Metode Penelitian Public Relations dan Komunikasi*, PT. Raja Grafindo Persada, Jakarta.

Santoso, Singgih, 2005, *Menguasai Statistik di Era Informasi*, PT. Elek Media Komputindo, Jakarta.

Suska, V. I Made Suska, N. Budiarta R. M., Gd. Astawa Diputra, 2013, Analisis Kualitas Pelayanan Pas Bandara Internasional Ngurah Rai dengan Menggunakan Model Servqual, *Jurnal Spektran*, Vo.11, No.1.

Sugiyono, 2010, *Metode Penelitian Bisnis*, Penerbit Alfabeta, Bandung.

Tjiptono, Fandy, 1997, *Strategi Pemasaran*, Andi Offset, Yogyakarta.

Zeithaml A, Valerie A, Parasuraman, Leonard LB, 1990, 'Delivering Quality Service - Balancing Customer Perceptions and Expectations', New York, The Free Press.

Kompas.com/baca/2016/06/20/Menyandarkan-Harapan-pada-BPJS-Kesehatan.