

## DAFTAR PUSTAKA

- Aghili, R., Khamseh, M. E., Malek, M., Banikarimi, A. S., Baradaran, H. R., & Ebrahim Valojerdi, A. (2013). Development and validation of diabetes empowerment questionnaire in Iranian people with type 2 diabetes. *International Nursing Review*, 60(2), 267–273. <https://doi.org/10.1111/inr.12007>
- Ajzen & Fishbein, M., I. (1980). *Understanding attitudes and predicting social behavior*. Prentice-Hall.
- Al-edenat, M., & Alhawamdeh, N. (2018). The Mediating Effect of Employee's Loyalty in the Relationship Between Empowerment and Employees' Performance: A Case from Jordanian SMEs. *International Journal of Academic Research in Accounting, Finance and Management Sciences*, 8(8), 90–100.
- Ali, F., Ryu, K., & Hussain, K. (2016). Influence of experiences on memories, satisfaction and behavioral intentions: A study of creative tourism. *Journal of Travel & Tourism Marketing*, 33(1), 85–100.
- Allen, C. T., Machleit, K. A., & Kleine, S. S. (1992). A Comparison of Attitudes and Emotions as Predictors of Behavior at Diverse Levels of Behavioral Experience. *Journal of Consumer Research*, 18(4), 493. <https://doi.org/10.1086/209276>
- Amin, M., & Nasharuddin, S. Z. (2013). Hospital service quality and its effects on patient satisfaction and behavioural intention. *Clinical Governance: An International Journal*, 18(3), 238–254. <https://doi.org/10.1108/CGIJ-05-2012-0016>
- Ammari, N. B., & Bilgihan, A. (2019). Customer retention to mobile telecommunication service providers: the roles of perceived justice and customer loyalty program. *International Journal of Mobile Communications*, 17(1), 82. <https://doi.org/10.1504/IJMC.2019.096518>
- Anderson, R. E. (1973). Consumer dissatisfaction: The effect of disconfirmed expectancy on perceived product performance. *Journal of Marketing Research*, 10(1), 38–44.
- Anderson, R. M., & Funnell, M. M. (2005). Patient empowerment: reflections on the challenge of fostering the adoption of a new paradigm. *Patient Education and Counseling*, 57(2), 153–157. <https://doi.org/10.1016/j.pec.2004.05.008>
- Anderson, R. M., & Funnell, M. M. (2010). Patient empowerment: myths and misconceptions. *Patient Education and Counseling*, 79(3), 277–282.
- Anderson, R. M., Funnell, M. M., Fitzgerald, J. T., & Marrero, D. G. (2000). The Diabetes Empowerment Scale: a measure of psychosocial self-efficacy. *Diabetes Care*, 23(6), 739–743. <https://doi.org/10.2337/diacare.23.6.739>

- Andreea, M., Apulensis, L. R.-A. U., & 2016, undefined. (n.d.). The Degree Of Satisfaction Perceived By Healthcare Services Consumers In State Hospitals-Case Study Emergency County Hospital From Alba Iulia. *Oeconomica.Uab.Ro*. Retrieved December 15, 2022, from <http://www.oeconomica.uab.ro/upload/lucrari/1820161/04.pdf>
- Arkes, H. R., & Catherine Blumer. (1985). The Psychology of Sunk Cost. *Organizational Behavior and Human Decision Processes*, 35, 124–140.
- Asimakopoulou, K., Gilbert, D., Newton, P., & Scambler, S. (2012). Back to basics: Re-examining the role of patient empowerment in diabetes. *Patient Education and Counseling*, 86(3), 281–283. <https://doi.org/10.1016/j.pec.2011.03.017>
- Asnawi, A. A., Awang, Z., Afthanorhan, A., Mohamad, M., & Karim, F. (2019). The influence of hospital image and service quality on patients' satisfaction and loyalty. *Management Science Letters*, 911–920. <https://doi.org/10.5267/j.msl.2019.2.011>
- Assael, H. (1992). *Consumer Behavior and Marketing Action*. MA: Kent.
- Aujoulat, I., d'Hoore, W., & Deccache, A. (2007). Patient empowerment in theory and practice: Polysemy or cacophony? *Patient Education and Counseling*, 66(1), 13–20. <https://doi.org/10.1016/j.pec.2006.09.008>
- Aujoulat, I., Luminet, O., & Deccache, A. (2007). The Perspective of Patients on Their Experience of Powerlessness. *Qualitative Health Research*, 17(6), 772–785. <https://doi.org/10.1177/1049732307302665>
- Aujoulat, I., Marcolongo, R., Bonadiman, L., & Deccache, A. (2008). Reconsidering patient empowerment in chronic illness: A critique of models of self-efficacy and bodily control. *Social Science & Medicine*, 66(5), 1228–1239. <https://doi.org/10.1016/j.socscimed.2007.11.034>
- Aujoulat, I., Young, B., & Salmon, P. (2012). The psychological processes involved in patient empowerment. *Orphanet Journal of Rare Diseases*, 7(Suppl 2), A31. <https://doi.org/10.1186/1750-1172-7-S2-A31>
- Baker, J. (1987). The role of environment in marketing service: The consumer perspective. John A, Czepid et al., Eds, *The Service Challenge: Integrating for Competitive Advantage*, 79–84.
- Barlow, J., Wright, C., Sheasby, J., Turner, A., & Hainsworth, J. (2002). Self-management approaches for people with chronic conditions: a review. *Patient Education and Counseling*, 48(2), 177–187. [https://doi.org/10.1016/S0738-3991\(02\)00032-0](https://doi.org/10.1016/S0738-3991(02)00032-0)
- Barr, P. J., Scholl, I., Bravo, P., Faber, M. J., Elwyn, G., & McAllister, M. (2015a). Assessment of Patient Empowerment - A Systematic Review of Measures. *PLOS ONE*, 10(5), e0126553. <https://doi.org/10.1371/journal.pone.0126553>

- Barr, P. J., Scholl, I., Bravo, P., Faber, M. J., Elwyn, G., & McAllister, M. (2015b). Assessment of Patient Empowerment - A Systematic Review of Measures. *PLOS ONE*, *10*(5), e0126553. <https://doi.org/10.1371/journal.pone.0126553>
- Belch, G. E. (1981). An Examination of Comparative and Noncomparative Television Commercials: The Effects of Claim Variation and Repetition on Cognitive Response and Message Acceptance. *Journal of Marketing Research*, *18*(3), 333–349. <https://doi.org/10.1177/002224378101800307>
- Bitner, M. J. (1990). Evaluating service encounters: the effects of physical surroundings and employee responses. *Journal of Marketing*, *54*(2), 69–82.
- Bitner, M. J. (1992). Servicescapes: The impact of physical surroundings on customers and employees. *Journal of Marketing*, *56*(2), 57–71.
- Cacioppo, J. T., & Richard E. Petty. (1985). *Central and Peripheral Routes to Persuasion: The Role of Message Repetition.* In *Psychological Processes and Advertising Effects: Theory, Research and Applications* (Eds. Linda E Alwilt & Andrew A., Eds.). NJ: Lawrence Erlbanm.
- Campbell, S. M., Roland, M. O., & Buetow, S. A. (2000). Defining quality of care. *Social Science & Medicine*, *51*(11), 1611–1625. [https://doi.org/10.1016/S0277-9536\(00\)00057-5](https://doi.org/10.1016/S0277-9536(00)00057-5)
- Cardozo, R. N. (1965). An experimental study of customer effort, expectation, and satisfaction. *Journal of Marketing Research*, 244–249.
- Castro, E. M., van Regenmortel, T., Vanhaecht, K., Sermeus, W., & van Hecke, A. (2016). Patient empowerment, patient participation and patient-centeredness in hospital care: A concept analysis based on a literature review. *Patient Education and Counseling*, *99*(12), 1923–1939. <https://doi.org/10.1016/j.pec.2016.07.026>
- Chang, C., Tseng, T. H., & Woodside, A. G. (2013). Configural algorithms of patient satisfaction, participation in diagnostics, and treatment decisions' influences on hospital loyalty. *Journal of Services Marketing*, *27*(2), 91–103. <https://doi.org/10.1108/08876041311309225/FULL/XML>
- Chatzimarkakis, J. (2010). Why Patients Should Be More Empowered: A European Perspective on Lessons Learned in the Management of Diabetes. *Journal of Diabetes Science and Technology*, *4*(6), 1570–1573. <https://doi.org/10.1177/193229681000400634>
- Chebat, J.-C., & Kollias, P. (2000). The Impact of Empowerment on Customer Contact Employees' Roles in Service Organizations. *Journal of Service Research*, *3*(1), 66–81. <https://doi.org/10.1177/109467050031005>
- Chiang, H.-H., Han, T.-S., & McConville, D. (2018). The attitudinal and behavioral impact of brand-centered human resource management. *International Journal of*

*Contemporary Hospitality Management*, 30(2), 939–960.  
<https://doi.org/10.1108/IJCHM-02-2016-0103>

Chi, C. G., & Gursoy, D. (2009). Employee satisfaction, customer satisfaction, and financial performance: An empirical examination. *International Journal of Hospitality Management*, 28(2), 245–253.  
<https://doi.org/10.1016/j.ijhm.2008.08.003>

Churchill Jr, G. A., & Surprenant, C. (1982). An investigation into the determinants of customer satisfaction. *Journal of Marketing Research*, 19(4), 491–504.

Clark, M. S., & Alice M. Isen. (1982). *Toward Understanding the Relationship Between Feeling States and Social Behavior In Cognitive Social Psychology*. . Elsevier/North Holland.

Cohen, J. B., & Charles S. Areni. (1991). *Affect and Consumer Behavior.*" In *Handbook of Consumer Behavior*. NJ: PrenticeHall.

Craig Lefebvre, R., & Flora, J. A. (1988). Social marketing and public health intervention. *Health education quarterly*, 15(3), 299-315.

Cunningham, R. M. (1956). Brand loyalty-what, where, how much. *Harvard Business Review*, 34(1), 116–128.

Day, G. S. (1976). *A Two-Dimensional Concept of Brand Loyalty*. 89–89.  
[https://doi.org/10.1007/978-3-642-51565-1\\_26](https://doi.org/10.1007/978-3-642-51565-1_26)

Dede, Y. E., & Sazkaya, M. K. (2018). The Mediating Role of Employee Loyalty between Employee Empowerment and Employee Innovative Behavior: A Study from Teknopark Istanbul. *Journal of the Faculty of Economics and Administrative Sciences*, 8(1), 55–82.

Dick, A. S. (1991). *The Impact of Sunk Costs on Customer Loyalty*.

Dick, A. S., & Basu, K. (1994). Customer Loyalty: Toward an Integrated Conceptual Framework. *Journal of the Academy of Marketing Science*, 22(2), 99–113.  
<https://doi.org/10.1177/0092070394222001>

Dowling, M., Murphy, K., Cooney, A., & Casey, D. (2011a). A concept analysis of empowerment in chronic illness from the perspective of the nurse and the client living with chronic obstructive pulmonary disease. *Journal of Nursing and Healthcare of Chronic Illness*, 3(4), 476–487. <https://doi.org/10.1111/j.1752-9824.2011.01123.x>

Dowling, M., Murphy, K., Cooney, A., & Casey, D. (2011b). A concept analysis of empowerment in chronic illness from the perspective of the nurse and the client living with chronic obstructive pulmonary disease. *Journal of Nursing and Healthcare of Chronic Illness*, 3(4), 476–487. <https://doi.org/10.1111/j.1752-9824.2011.01123.x>

- Ehrlich, H. J. (1969). Attitudes, Behavior, and the Intervening Variables. *American Sociologist*, 4, 29–34.
- El-Adly, M. I., & Eid, R. (2016). An empirical study of the relationship between shopping environment, customer perceived value, satisfaction, and loyalty in the UAE malls context. *Journal of Retailing and Consumer Services*, 31, 217–227.
- Ellynia, E., & Widjaja, A. (2020). The Effect of Service Quality on Patient Loyalty (A Study on Inpatients of Regional Public Hospitals in Jakarta, Indonesia). *International Journal of Advanced Engineering, Management and Science*, 6(1), 41–47. <https://doi.org/10.22161/ijaems.61.7>
- Engel R. D., J. F. and B. (1982). *Consumer behavior*. Dryden Press.
- Esch, B. M., Marian, F., Busato, A., & Heusser, P. (2008). Patient satisfaction with primary care: An observational study comparing anthroposophic and conventional care. *Health and Quality of Life Outcomes*, 6(1), 1–15. <https://doi.org/10.1186/1477-7525-6-74/FIGURES/1>
- Fatima, T., Malik, S. A., & Shabbir, A. (2018). Hospital healthcare service quality, patient satisfaction and loyalty. *International Journal of Quality & Reliability Management*, 35(6), 1195–1214. <https://doi.org/10.1108/IJQRM-02-2017-0031>
- Fazio, R. H. (1990). *Multiple Processes by which Attitudes Guide Behavior: The Mode Model as an Integrative Framework* (pp. 75–109). [https://doi.org/10.1016/S0065-2601\(08\)60318-4](https://doi.org/10.1016/S0065-2601(08)60318-4)
- Fazio, R. H., Powell, M. C., & Williams, C. J. (1989). The Role of Attitude Accessibility in the Attitude-to-Behavior Process. *Journal of Consumer Research*, 16(3), 280–288. <https://doi.org/10.1086/209214>
- Fazio, R. H., Sanbonmatsu, D. M., Powell, M. C., & Kardes, F. R. (1986). On the Automatic Activation of Attitudes. *Journal of Personality and Social Psychology*, 50(2), 229–238. <https://doi.org/10.1037/0022-3514.50.2.229>
- Fazio, R. H., & Zanna, M. P. (1981). Direct Experience And Attitude-Behavior Consistency. *Advances in Experimental Social Psychology*, 14(C), 161–202. [https://doi.org/10.1016/S0065-2601\(08\)60372-X](https://doi.org/10.1016/S0065-2601(08)60372-X)
- Ferdinand, A. (2014). Metode Penelitian Manajemen edisi kelima. *Badan Penerbit Universitas Diponegoro*.
- Feste, C., & Anderson, R. M. (1995). Empowerment: from philosophy to practice. *Patient Education and Counseling*, 26(1–3), 139–144. [https://doi.org/10.1016/0738-3991\(95\)00730-N](https://doi.org/10.1016/0738-3991(95)00730-N)
- Fotoukian, Z., Mohammadi Shahboulaghi, F., Fallahi Khoshknab, M., & Mohammadi, E. (2014). Concept Analysis of Empowerment in Old People with Chronic Diseases

- Using a Hybrid Model. *Asian Nursing Research*, 8(2), 118–127.  
<https://doi.org/10.1016/j.anr.2014.04.002>
- Frey, D. (1986). *Recent Research on Selective Exposure to Information* (pp. 41–80).  
[https://doi.org/10.1016/S0065-2601\(08\)60212-9](https://doi.org/10.1016/S0065-2601(08)60212-9)
- Funnell, M. M., & Anderson, R. M. (2004). Empowerment and Self-Management of Diabetes. *Clinical Diabetes*, 22(3), 123–127.  
<https://doi.org/10.2337/diaclin.22.3.123>
- Furse, D. H., Punj, G. N., & Stewart, D. W. (1984). A Typology of Individual Search Strategies Among Purchasers of New Automobiles. *Journal of Consumer Research*, 10(4), 417. <https://doi.org/10.1086/208980>
- Ghozali, I. (2013). Aplikasi Analisis Multivariate dengan Program IBM SPSS 21 Update PLS. *Edisi Ketujuh. Penerbit Universitas Diponegoro. Semarang.*
- Ghozali, I., & Latan, H. (2014). PARTIAL LEAST SQUARES konsep, metode dan Aplikasi menggunakan program WarpPLS 4.0. *Semarang: Badan Penerbit Universitas Diponegoro.*
- Grace, D., & O’Cass, A. (2005). An examination of the antecedents of repatronage intentions across different retail store formats. *Journal of Retailing and Consumer Services*, 12(4), 227–243. <https://doi.org/10.1016/j.jretconser.2004.08.001>
- Grönroos, C. (1982). An applied service marketing theory. *European Journal of Marketing*, 16(7), 30–41.
- Han, H., & Hyun, S. S. (2017). Impact of hotel-restaurant image and quality of physical-environment, service, and food on satisfaction and intention. *International Journal of Hospitality Management*, 63, 82–92.
- Hendriks, M., & Rademakers, J. (2014). Relationships between patient activation, disease-specific knowledge and health outcomes among people with diabetes; a survey study. *BMC Health Services Research*, 14(1), 393. <https://doi.org/10.1186/1472-6963-14-393>
- Hibbard, J. H., & Mahoney, E. (2010). Toward a theory of patient and consumer activation. *Patient Education and Counseling*, 78(3), 377–381. <https://doi.org/10.1016/j.pec.2009.12.015>
- Holbrook, M. B., & Batra, R. (1987). Assessing the Role of Emotions as Mediators of Consumer Responses to Advertising. *Journal of Consumer Research*, 14(3), 404. <https://doi.org/10.1086/209123>
- Holmström, I., & Röing, M. (2010). The relation between patient-centeredness and patient empowerment: A discussion on concepts. *Patient Education and Counseling*, 79(2), 167–172. <https://doi.org/10.1016/j.pec.2009.08.008>

- Howard, J. A., & Sheth, J. N. (1969). *The theory of buyer behavior*. John Wiley & Sons.
- Hussein, A. S. (2018). Effects of Brand Experience on Brand Loyalty in Indonesian Casual Dining Restaurant: Roles of Customer Satisfaction and Brand of Origin. *Tourism and Hospitality Management*, 24(1), 119–132.
- Izogo, E. E. (2017). Customer loyalty in telecom service sector: the role of service quality and customer commitment. *The TQM Journal*, 29(1), 19–36. <https://doi.org/10.1108/TQM-10-2014-0089>
- Jacoby, J., & Chestnut, R. W. (1978). *Brand loyalty: Measurement and management*. John Wiley & Sons Incorporated.
- Jacoby, J., & Kyner, D. B. (1973). Brand Loyalty Vs. Repeat Purchasing Behavior. *Journal of Marketing Research*, 10(1), 1–9. <https://doi.org/10.1177/002224377301000101>
- Jacoby, J., & Robert W. Chestnut. (1978). *Brand Loyalty Measurement and Management*.
- Jeon, S., & Kim, M. (2012). The effect of the servicescape on customers' behavioral intentions in an international airport service environment. *Service Business*, 6(3), 279–295.
- Johnson, B. T., & Eagly, A. H. (1989). Effects of involvement on persuasion: A meta-analysis. *Psychological Bulletin*, 106(2), 290–314. <https://doi.org/10.1037/0033-2909.106.2.290>
- Kahn, B. E., Kalwani, M. U., & Morrison, D. G. (1986). Measuring Variety-Seeking and Reinforcement Behaviors Using Panel Data. *Journal of Marketing Research*, 23(2), 89–100. <https://doi.org/10.1177/002224378602300201>
- Kandampully, J. (2000). The impact of demand fluctuation on the quality of service: a tourism industry example. *The Impact of Demand Fluctuation on the Quality of Service: A Tourism Industry Example*, 10(1), 10–18.
- Kelley, T. and. (1959). *The Social Psychology of Groups*. Wiley.
- Khan, R. U., Salamzadeh, Y., Iqbal, Q., & Yang, S. (2022). The Impact of Customer Relationship Management and Company Reputation on Customer Loyalty: The Mediating Role of Customer Satisfaction. *Journal of Relationship Marketing*, 21(1), 1–26. <https://doi.org/10.1080/15332667.2020.1840904>
- Kim, Y.-K., Cho, C.-H., Ahn, S.-K., Goh, I.-H., & Kim, H.-J. (2008). A study on medical services quality and its influence upon value of care and patient satisfaction – Focusing upon outpatients in a large-sized hospital. *Total Quality Management & Business Excellence*, 19(11), 1155–1171. <https://doi.org/10.1080/14783360802323594>

- Kotler, P. (1973). Atmospherics as a marketing tool. *Journal of Retailing*, 49(4), 48–64.
- Krosnick, J. A. (2016). Attitude Importance and Attitude Accessibility. [Http://Dx.Doi.Org/10.1177/0146167289153002](http://dx.doi.org/10.1177/0146167289153002), 15(3), 297–308. <https://doi.org/10.1177/0146167289153002>
- Lacap, J. P., & Alfonso, K. J. (2022). The Mediating Role of Patient Loyalty on the Relationship Between Satisfaction on Physical Environment and Intention to Recommend. *Asia-Pacific Social Science Review*, 22(2).
- Ladhari, R., Souiden, N., & Dufour, B. (2017). The role of emotions in utilitarian service settings: The effects of emotional satisfaction on product perception and behavioral intentions. *Journal of Retailing and Consumer Services*, 34, 10–18.
- Liu, S., Li, G., Liu, N., & Hongwei, W. (2021). The Impact of Patient Satisfaction on Patient Loyalty with the Mediating Effect of Patient Trust. *INQUIRY: The Journal of Health Care Organization, Provision, and Financing*, 58, 004695802110072. <https://doi.org/10.1177/00469580211007221>
- Locke, E. A. (1967). Relationship of success and expectation to affect on goal-seeking tasks. *Journal of Personality and Social Psychology*, 7(2p1), 125.
- Lutz, R. J., & Winn, P. R. (1974). Developing a Bayesian measure of brand loyalty: A preliminary report. . In *Combined Proceedings (Pp. 104-108)*. Chicago: American Marketing Association., 104–108.
- Mahfud Sholihin, D. R. (2013). *Analisis SEM-PLS dengan WarpPLS 3.0*. Penerbit ANDI.
- Mandler, G. (1976). *Mind and Emotion*. FL: K.rieger.
- Massey, William E, David B. Montgomery, & Donald G. Morrison. (1970). *Stochastic Models of Buyer Behavior*.
- McAllister, M., Dunn, G., Payne, K., Davies, L., & Todd, C. (2012). Patient empowerment: The need to consider it as a measurable patient-reported outcome for chronic conditions. *BMC Health Services Research*, 12(1), 157. <https://doi.org/10.1186/1472-6963-12-157>
- McCorkle, R., Ercolano, E., Lazenby, M., Schulman-Green, D., Schilling, L. S., Lorig, K., & Wagner, E. H. (2011). Self-management: Enabling and empowering patients living with cancer as a chronic illness. *CA: A Cancer Journal for Clinicians*, 61(1), 50–62. <https://doi.org/10.3322/caac.20093>
- Meirovich, G., Brender- Ilan, Y., & Meirovich, A. (2007). Quality of hospital service: the impact of formalization and decentralization. *International Journal of Health Care Quality Assurance*, 20(3), 240–252. <https://doi.org/10.1108/09526860710743372>



- Mischel, W., Coates, B., & Raskoff, A. (1968). Effects of success and failure on self-gratification. *Journal of Personality and Social Psychology*, 10(4), 381–390. <https://doi.org/10.1037/H0026800>
- Mohd- Any, A. A., Sundramohana, M., & Sarker, M. (2022). Does patient empowerment matter in building loyalty? *International Journal of Consumer Studies*, 46(2), 653–675. <https://doi.org/10.1111/ijcs.12718>
- Moore, W. L., & Lehmann, D. R. (1980). Individual Differences in Search Behavior for a Nondurable. *Journal of Consumer Research*, 7(3), 296. <https://doi.org/10.1086/208817>
- Newman, J. W., & Staelin, R. (1972). Prepurchase Information Seeking for New Cars and Major Household Appliances. *Journal of Marketing Research*, 9(3), 249–257. <https://doi.org/10.1177/002224377200900302>
- Nunnally, J. C., & Bernstein, I. H. (1994). The assessment of reliability. *Psychometric Theory*, 3, 248–292.
- Oh, H. J., & Lee, B. (2012). The Effect of Computer-Mediated Social Support in Online Communities on Patient Empowerment and Doctor–Patient Communication. *Health Communication*, 27(1), 30–41. <https://doi.org/10.1080/10410236.2011.567449>
- Oh, H., & Parks, S. C. (1996). Customer satisfaction and service quality: a critical review of the literature and research implications for the hospitality industry. *Hospitality Research Journal*, 20(3), 35–64.
- Oliva, T. A., Oliver, R. L., & MacMillan, I. C. (1992). A Catastrophe Model for Developing Service Satisfaction Strategies. <https://doi.org/10.1177/002224299205600306>, 56(3), 83–95. <https://doi.org/10.1177/002224299205600306>
- Oliver, R. L. (1977). Effect of expectation and disconfirmation on postexposure product evaluations: An alternative interpretation. *Journal of Applied Psychology*, 62(4), 480.
- Oliver, R. L. (1980). A cognitive model of the antecedents and consequences of satisfaction decisions. *Journal of Marketing Research*, 17(4), 460–469.
- Oliver, R. L. (1992). An Investigation of the Attribute Basis of Emotion and Related Affects in Consumption: Suggestions For a Stage-Specific Satisfaction Framework. *ACR North American Advances*, NA-19. <https://www.acrwebsite.org/volumes/7302/volumes/v19/NA-19/full>
- Oliver, R. L. (1999). Whence Consumer Loyalty? *Journal of Marketing*, 63(4\_suppl1), 33–44. <https://doi.org/10.1177/00222429990634s105>

- Ouschan, R., Sweeney, J. C., & Johnson, L. W. (2000). Dimensions of Patient Empowerment. *Health Marketing Quarterly*, 18(1–2), 99–114. [https://doi.org/10.1300/J026v18n01\\_08](https://doi.org/10.1300/J026v18n01_08)
- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1985). A conceptual model of service quality and its implications for future research. *The Journal of Marketing*, 41–50.
- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1988). Servqual: A multiple-item scale for measuring consumer perc. *Journal of Retailing*, 64(1), 12.
- Piper, S. (2010). Patient empowerment: Emancipatory or technological practice? *Patient Education and Counseling*, 79(2), 173–177. <https://doi.org/10.1016/j.pec.2009.09.032>
- Polese, F., Tartaglione, A. M., & Cavacece, Y. (2016). *Patient empowerment for healthcare service quality improvements: a value co-creation view*. 385–397.
- Porter, M. E. (1980). *Competitive Strategy: Techniques for Analyzing Industries and Competitors*. Macmillan.
- Powers, T. L., & Bendall, D. (2004). Improving Health Outcomes Through Patient Empowerment. *Journal of Hospital Marketing & Public Relations*, 15(1), 45–59. [https://doi.org/10.1300/J375v15n01\\_05](https://doi.org/10.1300/J375v15n01_05)
- Putu, I. M. A. M., Suyatna, N., & Indiani, Y. L. P. (2018). The Effect Of Service Quality On Patient Loyalty Mediated By Patient Satisfaction In Bali Siloam Hospital. *Jagadhita: :Jurnal Ekonomi & Bisnis*, 5(1), 1–7.
- Ratchford, B. T. (1980). The Value of Information for Selected Appliances. *Journal of Marketing Research*, 17(1), 14–25. <https://doi.org/10.1177/002224378001700102>
- Rostami, M., Ahmadian, L., Jahani, Y., & Niknafs, A. (2019). The effect of patient satisfaction with academic hospitals on their loyalty. *The International Journal of Health Planning and Management*, 34(1). <https://doi.org/10.1002/hpm.2685>
- Roy A. Carr-Hill. (1992). The measurement of patient satisfaction. *Journal of Public Health*. <https://doi.org/10.1093/oxfordjournals.pubmed.a042739>
- Rundle- Thiele, S., & Bennett, R. (2001). A brand for all seasons? A discussion of brand loyalty approaches and their applicability for different markets. *Journal of Product & Brand Management*, 10(1), 25–37. <https://doi.org/10.1108/10610420110382803>
- Ryu, K., Han, H., & Kim, T.-H. (2008). The relationships among overall quick-casual restaurant image, perceived value, customer satisfaction, and behavioral intentions. *International Journal of Hospitality Management*, 27(3), 459–469.
- Ryu, K., Lee, H.-R., & Gon Kim, W. (2012). The influence of the quality of the physical environment, food, and service on restaurant image, customer perceived value,

- customer satisfaction, and behavioral intentions. *International Journal of Contemporary Hospitality Management*, 24(2), 200–223.
- Salmon, P., & Hall, G. M. (2004). Patient Empowerment or the Emperor's New Clothes. *Journal of the Royal Society of Medicine*, 97(2), 53–56. <https://doi.org/10.1177/014107680409700202>
- Schulz, P. J., & Nakamoto, K. (2013). Health literacy and patient empowerment in health communication: The importance of separating conjoined twins. *Patient Education and Counseling*, 90(1), 4–11. <https://doi.org/10.1016/j.pec.2012.09.006>
- Setyorini, C. H. E., Gunawan, H., Betan, A., Kadir, I., Syamsu, A. S. I., Yusriadi, & Misnawati. (2021). Increased Patient Satisfaction and Loyalty in terms of Facility Aspects and Health Worker Performance. *Proceedings of the 11th Annual International Conference on Industrial Engineering and Operations Management*, 6314–6321.
- Sherif, Carolyn W, Merrilea Kelley, Lewis H. Rogers, J., Gian Sarup, & Bennett I. Tittler. (1973). Personal involvement, social judgment, and action. *Journal of Personality and Social Psychology*, 27(3), 311–328. <https://doi.org/10.1037/H0034948>
- Sherif, C. W., & Carl I. Hovland. (1961). *Social Judgment: Assimilation and Contrast Effects in Communication and Attitude Change*. CT: Yale University Press.
- Sherif, M., & Hovland, C. I. (1961). *Social judgment: Assimilation and contrast effects in communication and attitude change*.
- Shie, A.-J., Huang, Y.-F., Li, G.-Y., Lyu, W.-Y., Yang, M., Dai, Y.-Y., Su, Z.-H., & Wu, Y. J. (2022). Exploring the Relationship Between Hospital Service Quality, Patient Trust, and Loyalty From a Service Encounter Perspective in Elderly With Chronic Diseases. *Frontiers in Public Health*, 10. <https://doi.org/10.3389/fpubh.2022.876266>
- Shieh, J.-I., Wu, H.-H., & Huang, K.-K. (2010). A DEMATEL method in identifying key success factors of hospital service quality. *Knowledge-Based Systems*, 23(3), 277–282. <https://doi.org/10.1016/j.knosys.2010.01.013>
- Sirgy, M. J., & Samli, A. C. (1985). A path analytic model of store loyalty involving self-concept, store image, geographic loyalty, and socioeconomic status. *Journal of the Academy of Marketing Science* 1985 13:3, 13(3), 265–291. <https://doi.org/10.1007/BF02729950>
- Small, N., Bower, P., Chew-Graham, C. A., Whalley, D., & Protheroe, J. (2013). Patient empowerment in long-term conditions: development and preliminary testing of a new measure. *BMC Health Services Research*, 13(1), 263. <https://doi.org/10.1186/1472-6963-13-263>

- Smith, R. E., & Swinyard, W. R. (1980). Attitude-Behavior Consistency: The Impact of Product Trial versus Advertising. *Https://Doi.Org/10.1177/002224378302000304*, 20(3), 257–267. <https://doi.org/10.1177/002224378302000304>
- Smith, R. E., & Swinyard, W. R. (1983). Attitude-Behavior Consistency: The Impact of Product Trial versus Advertising. *Https://Doi.Org/10.1177/002224378302000304*, 20(3), 257–267. <https://doi.org/10.1177/002224378302000304>
- Suliyanto, D. (2011). *Ekonometrika Terapan: Teori dan Aplikasi dengan SPSS. Penerbit Andi: Yogyakarta.*
- Tartaglione, A. M., Cavacece, Y., Cassia, F., & Russo, G. (2018). The excellence of patient-centered healthcare. *The TQM Journal*, 30(2), 153–167. <https://doi.org/10.1108/TQM-11-2017-0138>
- Tellis, G. J. (1988). Advertising Exposure, Loyalty, and Brand Purchase: A Two-Stage Model of Choice. *Journal of Marketing Research*, 25(2), 134–144. <https://doi.org/10.1177/002224378802500202>
- Teng, C.-I., Hsu, K.-H., Chien, R.-C., & Chang, H.-Y. (2007). Influence of Personality on Care Quality of Hospital Nurses. *Journal of Nursing Care Quality*, 22(4), 358–364. <https://doi.org/10.1097/01.NCQ.0000290418.35016.0c>
- Tesser, A., & Conlee, M. C. (1975). Some effects of time and thought on attitude polarization. *Journal of Personality and Social Psychology*, 31(2), 262–270. <https://doi.org/10.1037/h0076292>
- Umar, H. (2002). *Riset pemasaran dan perilaku konsumen. Jakarta: PT Gramedia Pustaka Utama.*
- Westbrook, R. A. (1987). Product/Consumption-Based Affective Responses and Postpurchase Processes. *Journal of Marketing Research*, 24(3), 258–270. <https://doi.org/10.1177/002224378702400302>
- Wicker, A. W. (1969). Attitudes versus Actions: The Relationship of Verbal and Overt Behavioral Responses to Attitude Objects. *Journal of Social Issues*, 25(4), 41–78. <https://doi.org/10.1111/J.1540-4560.1969.TB00619.X>
- Wolfe, A. (2001). Institute of Medicine Report: Crossing the Quality Chasm: A New Health Care System for the 21st Century. *Policy, Politics, & Nursing Practice*, 2(3), 233–235. <https://doi.org/10.1177/152715440100200312>
- Woodruff, R. B., Cadotte, E. R., & Jenkins, R. L. (1983). Modeling consumer satisfaction processes using experience-based norms. *Journal of Marketing Research*, 20(3), 296–304.
- Wood, W. (1982). Retrieval of attitude-relevant information from memory: Effects on susceptibility to persuasion and on intrinsic motivation. *Journal of Personality and Social Psychology*, 42(5), 798–810. <https://doi.org/10.1037/0022-3514.42.5.798>

Yeh, M. Y., Wu, S. C., & Tung, T. H. (2018). The relation between patient education, patient empowerment and patient satisfaction: A cross-sectional-comparison study. *Applied Nursing Research*, 39, 11–17. <https://doi.org/10.1016/J.APNR.2017.10.008>

Zajonc, R. B. (1980). Feeling and thinking: Preferences need no inferences. *American Psychologist*, 35(2), 151–175. <https://doi.org/10.1037/0003-066X.35.2.151>

