

REFERENCES

- Achterbosch, M., Vart, P., van Dijk, L., & van Boven, J. F. M. (2023a). Shared decision making and medication adherence in patients with COPD and/or asthma: the ANANAS study. *Frontiers in Pharmacology*, *14*. <https://doi.org/10.3389/fphar.2023.1283135>
- Achterbosch, M., Vart, P., van Dijk, L., & van Boven, J. F. M. (2023b). Shared decision making and medication adherence in patients with COPD and/or asthma: the ANANAS study. *Frontiers in Pharmacology*, *14*. <https://doi.org/10.3389/fphar.2023.1283135>
- Ahenkora, K., Armah, E., Santuoh, F., Sarpong, T., & Atakro, C. (2019). Patients as strategic partners in hospital settings: Trust, participation, relational value, and loyalty. *Journal of Hospital Administration*, *8*(5), 1. <https://doi.org/10.5430/jha.v8n5p1>
- Alrubaiee, L., & Al-Nazer, N. (2010). Investigate the Impact of Relationship Marketing Orientation on Customer Loyalty: The Customer's Perspective. *International Journal of Marketing Studies*, *2*(1). <https://doi.org/10.5539/ijms.v2n1p155>
- Aremu, T. O., Oluwole, O. E., Adeyinka, K. O., & Schommer, J. C. (2022). Medication Adherence and Compliance: Recipe for Improving Patient Outcomes. *Pharmacy*, *10*(5), 106. <https://doi.org/10.3390/pharmacy10050106>
- Arshad, M., Sriram, S., Khan, S., Gollapalli, P. K., & Albadrani, M. (2024). Mediating role of physician's empathy between physician's communication and patient's satisfaction. *Journal of Family Medicine and Primary Care*, *13*(4), 1530–1534. https://doi.org/10.4103/jfmpe.jfmpe_1615_23
- Arslan, T., Çandereli, Z. Ö., Kitapçı, O. C., Kitapçı, N. Ş., Kiliç Aksu, P., Köksal, L., Özdamar, E. Ö., Yay, M., Ecevit Alpar, Ş., & Mumcu, G. (2022). Do Patient Experiences Have Mediating Roles on Patient Loyalty? *Journal of Patient Experience*, *9*. <https://doi.org/10.1177/23743735221103027>
- Baron, R. M., & 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), 1173–1182. <https://doi.org/10.1037//0022-3514.51.6.1173>
- Berger, R., Bulmash, B., Drori, N., Ben-Assuli, O., & Herstein, R. (2020). The patient–physician relationship: an account of the physician's perspective.

- Israel Journal of Health Policy Research*, 9(1), 33.
<https://doi.org/10.1186/s13584-020-00375-4>
- Berkowitz, B. (2016). The Patient Experience and Patient Satisfaction: Measurement of a Complex Dynamic. *OJIN: The Online Journal of Issues in Nursing*, 21(1). <https://doi.org/10.3912/OJIN.Vol21No01Man01>
- Berry, L. L. (1995). Relationship Marketing of Services--Growing Interest, Emerging Perspectives. *Journal of the Academy of Marketing Science*, 23(4), 236–245. <https://doi.org/10.1177/009207039502300402>
- Berry, L. L. ., Shostack, G. Lynn., & Upah, G. D. . (1983). *Emerging perspectives on services marketing*. American Marketing Association.
- Beyene, L. S., Severinsson, E., Hansen, B. S., & Rørtveit, K. (2019). Patients' Experiences of Participating Actively in Shared Decision-Making in Mental Care. *Journal of Patient Experience*, 6(4), 311–317. <https://doi.org/10.1177/2374373518805545>
- Birkhäuser, J., Gaab, J., Kossowsky, J., Hasler, S., Krummenacher, P., Werner, C., & Gerger, H. (2017). Trust in the health care professional and health outcome: A meta-analysis. *PLOS ONE*, 12(2), e0170988. <https://doi.org/10.1371/journal.pone.0170988>
- Blau, P. M. (1964). Justice in Social Exchange. *Sociological Inquiry*, 34(2), 193–206. <https://doi.org/10.1111/j.1475-682X.1964.tb00583.x>
- Byrne, Donn. (1995). *Teaching writing skills*. Longman.
- Carman, K. L., Dardess, P., Maurer, M., Sofaer, S., Adams, K., Bechtel, C., & Sweeney, J. (2013). Patient And Family Engagement: A Framework For Understanding The Elements And Developing Interventions And Policies. *Health Affairs*, 32(2), 223–231. <https://doi.org/10.1377/hlthaff.2012.1133>
- Chaudri, N. A. (2004). Adherence to Long-term Therapies Evidence for ActionWorld Health Organization (WHO). 2003, 216 pages [English]. ISBN 92 4 154599 2. *Annals of Saudi Medicine*, 24(3), 221–222. <https://doi.org/10.5144/0256-4947.2004.221>
- Chen, X., Zhao, W., Yuan, J., Qin, W., Zhang, Y., & Zhang, Y. (2022a). The Relationships Between Patient Experience with Nursing Care, Patient Satisfaction and Patient Loyalty: A Structural Equation Modeling. *Patient Preference and Adherence*, 16, 3173–3183. <https://doi.org/10.2147/PPA.S386294>
- Chen, X., Zhao, W., Yuan, J., Qin, W., Zhang, Y., & Zhang, Y. (2022b). The Relationships Between Patient Experience with Nursing Care, Patient Satisfaction and Patient Loyalty: A Structural Equation Modeling. *Patient*

Preference and Adherence, 16, 3173–3183.
<https://doi.org/10.2147/PPA.S386294>

- Cherop, F., Korir, M., Bagire, V., & Wachira, J. (2022a). Patient loyalty to HIV care in an HIV facility in Eldoret, Kenya: A mediated mediation. *Open Research Africa*, 3, 48. <https://doi.org/10.12688/aasopenres.13121.2>
- Cherop, F., Korir, M., Bagire, V., & Wachira, J. (2022b). Patient loyalty to HIV care in an HIV facility in Eldoret, Kenya: A mediated mediation. *Open Research Africa*, 3, 48. <https://doi.org/10.12688/aasopenres.13121.2>
- CITRA VEONY FINASTIKA. (2019). *ANALISIS PENGARUH CITRA MEREK, NILAI PELANGGAN, DAN PENGALAMAN PELANGGAN TERHADAP KEPUASAN DAN NIAT BERKUNJUNG KEMBALI DI RSGM UNSOED*. https://www.studocu.id/id/document/universitas-jenderal-soedirman/manajemen-sumberdaya-manusia/analisis-pengaruh-citra-merek-nilai-pelanggan-dan-pengalaman-pelanggan-terhadap-kepuasan-dan-niat-berkunjung-kembali-di-rsgm-unsoed/17441287?utm_source=chatgpt.com
- Deniz, S., & Akbolat, M. (2021a). *The Mediating Role of Shared Decision-Making in the Effect of the Patient – Physician Relationship on Compliance With Treatment*. 8, 1–5. <https://doi.org/10.1177/23743735211018066>
- Deniz, S., & Akbolat, M. (2021b). *The Mediating Role of Shared Decision-Making in the Effect of the Patient – Physician Relationship on Compliance With Treatment*. 8, 1–5. <https://doi.org/10.1177/23743735211018066>
- Devi, A. (2022). FAKTOR PENURUNAN ANGKA KUNJUNGAN PASIEN DI RS PADA MASA PANDEMI: SYSTEMATIC REVIEW. *Jurnal Ilmiah Indonesia*, 7(9).
- 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>
- Eigeland, J. A., Moffitt, R. L., Sheeran, N., Loxton, N., & Jones, L. (2025a). Modelling the Associations Between the Physician–Patient Relationship and Patient Outcomes via Self-Determination Theory Variables in Chronic Disease Management. *International Journal of Behavioral Medicine*. <https://doi.org/10.1007/s12529-025-10371-0>
- Eigeland, J. A., Moffitt, R. L., Sheeran, N., Loxton, N., & Jones, L. (2025b). Modelling the Associations Between the Physician–Patient Relationship and Patient Outcomes via Self-Determination Theory Variables in Chronic Disease Management. *International Journal of Behavioral Medicine*. <https://doi.org/10.1007/s12529-025-10371-0>

- Fahlevi, H., Mardaleta, M., Lubis, A. R., & Diantimala, Y. (2022a). Determinants of patient behavioural loyalty on primary health centres: Evidence from a cross-sectional study in Indonesia. *F1000Research*, *11*. <https://doi.org/10.12688/f1000research.110684.2>
- Fahlevi, H., Mardaleta, M., Lubis, A. R., & Diantimala, Y. (2022b). Determinants of patient behavioural loyalty on primary health centres: Evidence from a cross-sectional study in Indonesia. *F1000Research*, *11*. <https://doi.org/10.12688/f1000research.110684.2>
- Febriantoro, J. (2020). Relasi, Interaksi dan Komunikasi Interpersonal Dokter-Pasien dalam Pelayanan Kesehatan. *CoMPHI Journal: Community Medicine and Public Health of Indonesia Journal*, *1*(1), 8–14. <https://doi.org/10.37148/comphijournal.v1i1.3>
- Ferdinand, Augusty. (2000). Structural Equation Modelling dalam Penelitian Manajemen. Semarang: Penerbit Universitas Diponegoro.
- Ferdinand, A. (2002). Structural Equation Modelling Dalam Penelitian Manajemen: Aplikasi Model-model Rumit Dalam Penelitian untuk Tesis Magister dan Disertasi Doktor. (Ed. 2), Semarang: Universitas Diponegoro.
- Fink, L. Dee. (2003). *Creating significant learning experiences : an integrated approach to designing college courses*. Jossey-Bass.
- Fornell, C., & Larcker, D. F. (1981). Structural Equation Models with Unobservable Variables and Measurement Error: Algebra and Statistics. *Journal of Marketing Research*, *18*(3), 382. <https://doi.org/10.2307/3150980>
- Fuehrer, S., Weil, A., Osterberg, L. G., Zulman, D. M., Meunier, M. R., & Schwartz, R. (2024). Building Authentic Connection in the Patient-Physician Relationship. *Journal of Primary Care & Community Health*, *15*. <https://doi.org/10.1177/21501319231225996>
- Galletta, M., Piazza, M. F., Meloni, S. L., Chessa, E., Piras, I., Arnetz, J. E., & D'Aloja, E. (2022). Patient Involvement in Shared Decision-Making: Do Patients Rate Physicians and Nurses Differently? *International Journal of Environmental Research and Public Health*, *19*(21), 14229. <https://doi.org/10.3390/ijerph192114229>
- Gronroos, C. (1990a). Relationship approach to marketing in service contexts: The marketing and organizational behavior interface. *Journal of Business Research*, *20*(1), 3–11. [https://doi.org/10.1016/0148-2963\(90\)90037-E](https://doi.org/10.1016/0148-2963(90)90037-E)

- Gronroos, C. (1990b). Relationship approach to marketing in service contexts: The marketing and organizational behavior interface. *Journal of Business Research*, 20(1), 3–11. [https://doi.org/10.1016/0148-2963\(90\)90037-E](https://doi.org/10.1016/0148-2963(90)90037-E)
- Gummesson, E. (2004a). Return on relationships (ROR): The value of relationship marketing and CRM in business-to-business contexts. *Journal of Business and Industrial Marketing*, 19(2), 136–148. <https://doi.org/10.1108/08858620410524016>
- Gummesson, E. (2004b). Return on relationships (ROR): The value of relationship marketing and CRM in business-to-business contexts. *Journal of Business and Industrial Marketing*, 19(2), 136–148. <https://doi.org/10.1108/08858620410524016>
- Hair, J. F. . (2010). *Multivariate data analysis : a global perspective*. Pearson Education.
- Handara, P. (2014a). Model Terintegrasi Kepuasan Pasien Pada Rumah Sakit Gigi Dan Mulut Pendidikan (Rsgmp) Di Jakarta. *Jurnal Manajemen Dan Pemasaran Jasa*, 7(2), 63–90. <https://doi.org/10.25105/jmpj.v7i2.799>
- Handara, P. (2014b). Model Terintegrasi Kepuasan Pasien Pada Rumah Sakit Gigi Dan Mulut Pendidikan (Rsgmp) Di Jakarta. *Jurnal Manajemen Dan Pemasaran Jasa*, 7(2), 63–90. <https://doi.org/10.25105/jmpj.v7i2.799>
- Harianto, M. I. F., Wahyudi, B., & Rubini, R. A. (2025a). The Role of Communication and Empathy in Building Emergency Patient Loyalty: A Mediation Study of Doctor-Patient Relationships. *Almana : Jurnal Manajemen Dan Bisnis*, 9(2), 324–336. <https://doi.org/10.36555/almana.v9i2.2882>
- Harianto, M. I. F., Wahyudi, B., & Rubini, R. A. (2025b). The Role of Communication and Empathy in Building Emergency Patient Loyalty: A Mediation Study of Doctor-Patient Relationships. *Almana : Jurnal Manajemen Dan Bisnis*, 9(2), 324–336. <https://doi.org/10.36555/almana.v9i2.2882>
- Haskard Zolnierenk, K. B., & DiMatteo, M. R. (2009). Physician Communication and Patient Adherence to Treatment. *Medical Care*, 47(8), 826–834. <https://doi.org/10.1097/MLR.0b013e31819a5acc>
- Hassan, Z. A., Abdulah, D. M., Saeed, M. S., & Mustafa, Z. R. (2025). Trust in the patient–physician relationship and adherent to treatment in patients in general public hospitals. *Family Medicine and Primary Care Review*, 27(1), 31–38. <https://doi.org/10.5114/fmPCR.2025.146967>

- Hickmann, E., Richter, P., & Schlieter, H. (2022a). All together now – patient engagement, patient empowerment, and associated terms in personal healthcare. *BMC Health Services Research*, 22(1). <https://doi.org/10.1186/s12913-022-08501-5>
- Hickmann, E., Richter, P., & Schlieter, H. (2022b). All together now – patient engagement, patient empowerment, and associated terms in personal healthcare. *BMC Health Services Research*, 22(1). <https://doi.org/10.1186/s12913-022-08501-5>
- Hirata, K., Hatakeyama, Y., Onishi, R., Seto, K., Matsumoto, K., Fujita, S., Nagai, Y., Iida, S., & Hasegawa, T. (2024). Relationship Between Patients’ “Sense of Participation” in Healthcare and Their Satisfaction A Survey of 5 Hospitals. *Inquiry (United States)*, 61. <https://doi.org/10.1177/00469580241278986>
- Hojat, M., Louis, D. Z., Markham, F. W., Wender, R., Rabinowitz, C., & Gonnella, J. S. (2011). Physicians’ Empathy and Clinical Outcomes for Diabetic Patients. *Academic Medicine*, 86(3), 359–364. <https://doi.org/10.1097/ACM.0b013e3182086fe1>
- Innab, A., Kerari, A., Alqahtani, N., Albloushi, M., & Alshammari, A. (2023a). Patient activation, adherence to hypertension treatment plans and blood pressure control in Saudi Arabia: A cross-sectional study. *BMJ Open*, 13(1). <https://doi.org/10.1136/bmjopen-2022-067862>
- Innab, A., Kerari, A., Alqahtani, N., Albloushi, M., & Alshammari, A. (2023b). Patient activation, adherence to hypertension treatment plans and blood pressure control in Saudi Arabia: A cross-sectional study. *BMJ Open*, 13(1). <https://doi.org/10.1136/bmjopen-2022-067862>
- Jacoby, Jacob., & Chestnut, R. W. . (1978). *Brand loyalty : measurement and management*. Wiley.
- Jöreskog, K. G., & Sörbom, D. (1982). Recent Developments in Structural Equation Modeling. *Journal of Marketing Research*, 19(4), 404–416. <https://doi.org/10.1177/002224378201900402>
- Kardas, P., Bennett, B., Borah, B., Burnier, M., Daly, C., Hiligsmann, M., Menditto, E., Peterson, A. M., Slejko, J. F., Tóth, K., Unni, E., & Ágh, T. (2024). Medication non-adherence: reflecting on two decades since WHO adherence report and setting goals for the next twenty years. *Frontiers in Pharmacology*, 15. <https://doi.org/10.3389/fphar.2024.1444012>
- Kementerian Kesehatan Badan Kebijakan Pembangunan Kesehatan. (2024). *Laporan Tematik Survei Kesehatan Indonesia Tahun 2023*.

- Lampus, N. S., & Wuisan, D. S. S. (2024a). Correlation between Doctor-Patient Communication with Patient Satisfaction and Loyalty. *Medical Scope Journal*, 6(2), 149–158. <https://doi.org/10.35790/msj.v6i2.53161>
- Lampus, N. S., & Wuisan, D. S. S. (2024b). Correlation between Doctor-Patient Communication with Patient Satisfaction and Loyalty. *Medical Scope Journal*, 6(2), 149–158. <https://doi.org/10.35790/msj.v6i2.53161>
- Lerch, S. P., Hänggi, R., Bussmann, Y., & Lörwald, A. (2024). A model of contributors to a trusting patient-physician relationship: a critical review using a systematic search strategy. *BMC Primary Care*, 25(1), 194. <https://doi.org/10.1186/s12875-024-02435-z>
- Li, P., Qu, Y., Li, M., Downes, P. E., & Wang, G. (2024). The effects of relational human resource management: A moderated mediation model of positive affective climate and collective occupational calling. *Human Resource Management*, 63(4), 673–689. <https://doi.org/10.1002/hrm.22222>
- Lin, Y. H., Guo, J. L., Hsu, H. P., Yang, L. S., Fu, Y. L., & Huang, C. M. (2019a). Does “hospital loyalty” matter? Factors related to the intention of using a mobile app. *Patient Preference and Adherence*, 13, 1283–1294. <https://doi.org/10.2147/PPA.S207031>
- Lin, Y. H., Guo, J. L., Hsu, H. P., Yang, L. S., Fu, Y. L., & Huang, C. M. (2019b). Does “hospital loyalty” matter? Factors related to the intention of using a mobile app. *Patient Preference and Adherence*, 13, 1283–1294. <https://doi.org/10.2147/PPA.S207031>
- Longtin, Y., Sax, H., Leape, L. L., Sheridan, S. E., Donaldson, L., & Pittet, D. (2010). Patient participation: Current knowledge and applicability to patient safety. *Mayo Clinic Proceedings*, 85(1), 53–62. <https://doi.org/10.4065/mcp.2009.0248>
- Marzban, S., Najafi, M., Agolli, A., & Ashrafi, E. (2022). Impact of Patient Engagement on Healthcare Quality: A Scoping Review. *Journal of Patient Experience*, 9. <https://doi.org/10.1177/23743735221125439>
- Mbuwel, D., Ahmed, J., Nwosu, L., & Aigbiremhon, J. (2023a). The Effect of Patient Relationship Management on Patient Loyalty in Buea, Cameroon: Mediating Role of Patient Satisfaction. *Quantitative Economics and Management Studies*, 4(6), 1240–1251. <https://doi.org/10.35877/454ri.qems2265>
- Mbuwel, D., Ahmed, J., Nwosu, L., & Aigbiremhon, J. (2023b). The Effect of Patient Relationship Management on Patient Loyalty in Buea, Cameroon: Mediating Role of Patient Satisfaction. *Quantitative Economics and*

- Management Studies*, 4(6), 1240–1251.
<https://doi.org/10.35877/454ri.qems2265>
- Mir, T. H. (2023). Adherence Versus Compliance. *HCA Healthcare Journal of Medicine*, 4(2). <https://doi.org/10.36518/2689-0216.1513>
- Mohiuddin, A. K. (2022). Adherence to Medication and Treatment Guidelines: Most Important but Mostly Despised. *Mathews Journal of Pharmaceutical Science*, 6(1). <https://doi.org/10.30654/mjps.10012>
- Morgan, R. M., & Hunt, S. D. (1994). The Commitment-Trust Theory of Relationship Marketing. *Journal of Marketing*, 58(3), 20–38.
<https://doi.org/10.1177/002224299405800302>
- Nahai, F., & Santos, P. J. F. (2024a). Patient Bonding: Going Beyond Sitting and Standing. *Aesthetic Surgery Journal*, 44(3), 344–345.
<https://doi.org/10.1093/asj/sjad355>
- Nahai, F., & Santos, P. J. F. (2024b). Patient Bonding: Going Beyond Sitting and Standing. *Aesthetic Surgery Journal*, 44(3), 344–345.
<https://doi.org/10.1093/asj/sjad355>
- Nguyen, N., & Leblanc, G. (2002). Contact personnel, physical environment and the perceived corporate image of intangible services by new clients. *International Journal of Service Industry Management*, 13(3), 242–262.
<https://doi.org/10.1108/09564230210431965>
- Olaisen, R. H., Schluchter, M. D., Flocke, S. A., Smyth, K. A., Koroukian, S. M., & Stange, K. C. (2020). Assessing the Longitudinal Impact of Physician-Patient Relationship on Functional Health. *The Annals of Family Medicine*, 18(5), 422–429. <https://doi.org/10.1370/afm.2554>
- Phillips-Salimi, C. R., Haase, J. E., & Kooken, W. C. (2012). Connectedness in the context of patient-provider relationships: A concept analysis. *Journal of Advanced Nursing*, 68(1), 230–245. <https://doi.org/10.1111/j.1365-2648.2011.05763.x>
- Rahayu, C. (2023). The Influence of Relationship Marketing on Patient Loyalty Mediated by the Value Co-Creation Behavior of Patients at the Dental and Oral Education Hospital in Jakarta. *Journal of Social Research*, 2(3), 781–802. <https://doi.org/10.55324/josr.v2i3.737>
- Reichheld, F. F., & Sasser, W. E. (1990). Zero defections: quality comes to services. *Harvard Business Review*, 68(5), 105–111.
- Sheth, J. N., & Parvatiyar, A. (1995). Relationship marketing in consumer markets: Antecedents and consequences. *Journal of the Academy of*

Marketing Science: Official Publication of the Academy of Marketing Science, 23(4), 255–271. <https://doi.org/10.1177/009207039502300405>

Singarimbun, Masri., & Effendi, Sofian. (1989). *Metode penelitian survai*. LP3ES.

Sonia, L. (2020). The Effect of Economic Value Added (EVA) and Return on Assets (ROA) on Stock Returns. *Almana : Jurnal Manajemen Dan Bisnis*, 4(3), 441–453. <https://doi.org/10.36555/almana.v4i3.1504>

Souvatzki, E., Katsikidou, M., Arvaniti, A., Plakias, S., Tsiakiri, A., & Samakouri, M. (2024). Trust in Healthcare, Medical Mistrust, and Health Outcomes in Times of Health Crisis: A Narrative Review. *Societies*, 14(12), 269. <https://doi.org/10.3390/soc14120269>

Sugiyono (2019). *Metodelogi Penelitian Kuantitatif dan Kualitatif dan R&D*. Bandung ALFABETA.

Szabó, R. M., Buzás, N., Braunitzer, G., Shedlin, M. G., & Antal, M. Á. (2023). Factors Influencing Patient Satisfaction and Loyalty as Perceived by Dentists and Their Patients. *Dentistry Journal*, 11(9). <https://doi.org/10.3390/dj11090203>

Thom, D. H., Hall, M. A., & Pawlson, L. G. (2004). Measuring Patients' Trust In Physicians When Assessing Quality Of Care. *Health Affairs*, 23(4), 124–132. <https://doi.org/10.1377/hlthaff.23.4.124>

Thummak, S., Uppor, W., & Wannarit, L. O. (2023). Patient compliance: A concept analysis. *Belitung Nursing Journal*, 9(5), 421–427. <https://doi.org/10.33546/bnj.2807>

Tsany Saadi, M., & Junadi, P. (2024). Factors Associated with Outpatient Loyalty in Hospital: Systematic Literature Review. *Eduvest - Journal of Universal Studies*, 4(9), 7901–7913. <https://doi.org/10.59188/eduvest.v4i9.1347>

Unal, O., Akbolat, M., & Amarat, M. (2018a). The influence of patient-physician communication on physician loyalty and hospital loyalty of the patient. *Pakistan Journal of Medical Sciences*, 34(4), 999–1003. <https://doi.org/10.12669/pjms.344.15136>

Unal, O., Akbolat, M., & Amarat, M. (2018b). The influence of patient-physician communication on physician loyalty and hospital loyalty of the patient. *Pakistan Journal of Medical Sciences*, 34(4), 999–1003. <https://doi.org/10.12669/pjms.344.15136>

- Utami, D. T., Ahmad, H., Hilmy, M. R., & Rumah, A. (2020). Faktor Penentu Loyalitas Pasien di Rumah Sakit. *Journal of Hospital Management ISSN*, 3(2), 2615–8337.
- Wang, Y., Liu, C., & Wang, P. (2023). Patient satisfaction impact indicators from a psychosocial perspective. *Frontiers in Public Health*, 11. <https://doi.org/10.3389/fpubh.2023.1103819>
- Wening Putri Susanti¹, D. N. (2021). *Kajian Literatur Faktor-Faktor yang Mempengaruhi Partisipasi Pasien*. 4(1), 62–73.
- Wollny, A., Löffler, C., Drewelow, E., Altiner, A., Helbig, C., Daubmann, A., Wegscheider, K., Löscher, S., Pentzek, M., Wilm, S., Feldmeier, G., & Santos, S. (2021). Shared decision making and patient-centeredness for patients with poorly controlled type 2 diabetes mellitus in primary care—results of the cluster-randomised controlled DEBATE trial. *BMC Family Practice*, 22(1), 93. <https://doi.org/10.1186/s12875-021-01436-6>
- Wu, Q., Jin, Z., & Wang, P. (2022). The Relationship Between the Physician-Patient Relationship, Physician Empathy, and Patient Trust. *Journal of General Internal Medicine*, 37(6), 1388–1393. <https://doi.org/10.1007/s11606-021-07008-9>
- Yağar, F., Sungur, C., & Dökme Yağar, S. (2025). The Relationship among Patient Satisfaction, Patient Loyalty, and Compliance with Treatment. *Hospital Topics*, 103(3), 145–154. <https://doi.org/10.1080/00185868.2023.2266551>
- Zhang, L., Wang, B., & Fu, C. (2025). The effect of patient participation on trust in primary health care physicians among patients with chronic diseases: the mediating role of perceived value. *Frontiers in Public Health*, 13(May), 1–10. <https://doi.org/10.3389/fpubh.2025.1586123>