EVALUATING TRUST AND REVISIT INTENTIONS: THE ROLE OF SERVICE QUALITY, PRICE PERCEPTION, AND THERAPEUTIC COMMUNICATION IN SARANGAN MEDICARE CLINIC MALANG

Dwi Andhika Panjarwanto[1*], Damelia Basauli Tambunan[2]
Universitas Ciputra, Indonesia[1,2]

*Corresponding author: dwiandhikapanjarwanto@gmail.com

ABSTRACT

In the rapidly evolving landscape of healthcare, patient retention remains a critical concern for clinics worldwide. Sarangan Medicare Clinic in Malang seeks to understand the key determinants influencing patients' decisions to revisit. However, a research gap exists in the precise understanding of how Service Quality, Price Perception, Therapeutic Communication, and Trust interplay in shaping these intentions. To fill this gap, this study utilizes Structural Equation Modelling Partial Least Square (SEM-PLS), chosen for its capacity to parse intricate relationships between multiple variables efficiently. The findings reveal significant associations between the quality of service, the perception of price fairness, effective therapeutic communication, and the establishment of trust, all converging to shape a patient's intent to return. These insights are not only pivotal for Sarangan Medicare Clinic in Malang but also hold broader implications for similar healthcare institutions striving for patient retention and satisfaction.

Keywords: Service Quality, Price Persecption, Therapeutic Communication, Trust, Revisit Intentions

INTRODUCTION

Healthcare systems globally have evolved over the decades, with constant advancements in medical science, technology, and administrative methodologies (Abubakar et al., 2017; Anjarsari et al., 2018; Daud, 2019). Beyond the technological and medical leaps, patient satisfaction has been established as a key indicator of a healthcare system's success and effectiveness (Arikunto, 2016; Deliana, 2022; Fatmawati, 2016). This satisfaction is influenced not just by the quality of medical care received, but also by the overall experience a patient undergoes throughout their healthcare journey (Fitrah, 2018; Gunawan & Ayuningtiyas, 2018; Jebarus, 2017). This encompasses the efficiency of service, therapeutic communication from healthcare professionals, infrastructural amenities, and even the implementation and utility of digital health tools (Khoiriyah, 2017; Lien et al., 2015; Musiana et al., 2020). At the heart of these changes is the importance of understanding patient trust and their revisit intentions, two key elements that determine a healthcare facility's reputation and long-term sustainability. The Sarangan Medicare Clinic in Malang City serves as a fitting backdrop to study these aspects.

With the surge of information accessibility in the digital age, patients are more informed and, consequently, have higher expectations from healthcare institutions (Nara, 2020; Purwanto, 2021; Raymond et al., 2015). It's no longer sufficient for institutions to merely provide medical care; there's an added imperative to enhance the holistic patient experience. The feedback loop in today's healthcare ecosystem is immediate and impactful, thanks to online reviews and digital health platforms where patients share their experiences (Retnowulan, 2017; Sari & Hayuningtyas, 2020; Transyah & Toni, 2018). This instant feedback mechanism underscores the importance of ensuring positive patient experiences to foster trust, loyalty, and an institution's reputation (Siagian & Cahyono, 2014; Surya Nurhakim et al., 2018; Transyah & Toni, 2018).

Service quality is a pivotal factor in the healthcare domain, influencing the perception of care received and, subsequently, the level of trust developed in patients (Al Ghani et al., 2015; Destari, 2017). Equally, the perception of price, which often represents the value-for-money proposition in patients' minds, can sway trust levels (Lien et al., 2015; Raymond et al., 2015; Siagian & Cahyono, 2014). Beyond these, therapeutic communication stands as a

cornerstone of effective patient care, fostering trust and establishing a rapport between patients and healthcare providers (Nara, 2020; Transyah & Toni, 2018). However, trust, once established, doesn't solely remain as an endpoint. It plays a central role in shaping a patient's revisit intention, impacting the facility's future patient engagements and potential profitability (Abubakar et al., 2017; Daud, 2019)

This research aims to explain relationships between service quality, price perception, and therapeutic communication on trust. Moreover, it seeks to understand the subsequent impact of this cultivated trust on the revisit intentions of patients at the Sarangan Medicare Clinic in Malang City. Given the increasing competitiveness in the healthcare sector and the critical nature of trust in medical settings, this study's findings could offer valuable insights for clinics and hospitals aiming to bolster patient loyalty and engagement (Andri & Soewondo, 2018; Fatmawati, 2016; Siagian & Cahyono, 2014).

LITERATURE REVIEW

Service Quality in Healthcare Settings: Service quality in healthcare facilities plays a pivotal role in shaping patients' perceptions and experiences. Various studies have shown that high-quality service directly influences patients' satisfaction levels, trust, and their intent to return to the same facility for future medical needs (Aman-Ullah et al., 2022; Elden & Ismail, 2016; Khoiriyah, 2017; Raymond et al., 2015). Elements of service quality often encompass promptness of care, the competence of medical staff, the cleanliness of the facility, and the overall effectiveness of treatments provided.

Price Perception in Healthcare: The perception of price, or the value-for-money proposition, can significantly impact patients' trust in a healthcare provider. It's not just about the absolute cost but how patients perceive this cost in relation to the quality of service they receive. If patients believe they are getting good value for their money, they are more likely to trust the healthcare facility and consider returning (Lien et al., 2015, 2015; Satria et al., 2020; Sedjati et al., 2017).

Therapeutic Communication: This refers to the purposeful communication strategies healthcare professionals use to support patients mentally and emotionally, in addition to addressing their physical needs (Fardhoni et al., 2021; Nara, 2020; Purwanto, 2021; Transyah & Toni, 2018). Effective therapeutic communication fosters trust, alleviates patient anxieties, and improves overall healthcare outcomes. Its importance in building patient trust cannot be overstated, as communication is often the foundation of the patient-care provider relationship.

Trust in Healthcare: Trust, as conceptualized in the healthcare domain, represents a patient's belief in the reliability, integrity, and competence of the healthcare provider (Abubakar et al., 2017; Akthar et al., 2023; Kurnianingrum & Hidayat, 2020). Several factors influence trust, including previous experiences, service quality, price perceptions, and effective communication. Trust not only affects a patient's current experience but also their future interactions and intentions to revisit a facility.

Revisit Intention: Once trust is cultivated, it heavily influences a patient's intention to return to the same healthcare facility for future needs. Revisit intention is thus an indicator of patient loyalty and satisfaction with their past experiences at the clinic or hospital (Aman-Ullah et al., 2022; Khoiriyah, 2017; Singer et al., 2015)

Below is state of the art of this study:

Table 1. State of the Art

Variables	Author (Year)	Key Findings	Relevance to Current Study
Service Quality	(Anjarsari et al., 2018; Bakri et al., 2022; Damayanti & Kusumawardani, 2020; Khoiriyah, 2017; Kurnianingrum & Hidayat, 2020)	Directly impacts patient satisfaction and trust.	Will assess how service quality at Sarangan Medicare Clinic influences trust.

| Price Perception	(Kurnianingrum & Hidayat, 2020; Kusumawati & Saifudin, 2020; Lien et al., 2015; Retnowulan, 2017; Sedjati et al., 2017, 2017, 2017)	Affects trust levels based on value-for-money proposition.	To understand if price perceptions at Sarangan Medicare Clinic correlate with levels of trust.
Therapeutic Communication	(Kurniawati, 2017; Nara, 2020; Purwanto, 2021; Transyah & Toni, 2018)	Foundation of the patient-care provider relationship, fosters trust.	Exploring its role in building patient trust at Sarangan Medicare Clinic.
Trust in Healthcare	(Kurnianingrum & Hidayat, 2020; Tumbuan et al., 2017)	Influenced by various factors, pivotal for future patient interactions.	Core focus of the study; gauging its influence on revisit intentions.
Revisit Intention	(Akthar et al., 2023; Aman-Ullah et al., 2022; Damayanti & Kusumawardani, 2020; Kurnianingrum & Hidayat, 2020)	Indicator of patient loyalty, influenced heavily by trust.	To understand how trust levels at Sarangan Medicare Clinic subsequently shape the revisit intentions of its patients.

RESEARCH METHODS

This study is a quantitative research focusing on the explanation and understanding of causal relationships between variables. The methodology for data collection in the study was the survey method, conducted at Sarangan Medicare in Malang City in December 2022. To process the collected data, two software tools were used: SPSS for Windows and Smart Partial Least Square (PLS) (Ghozali & Latan, 2015; Ringle et al., 2015). The former aids in descriptive statistical analysis of responses, while the latter is instrumental for inferential statistical analysis, such as path analysis, hypothesis testing, and research instrument testing.

This research highlights several operational definitions:

1. **Revisit Intention**: Intent to return, derived from post-purchase behavior (Kurnianingrum & Hidayat, 2020).
   a. Indicators: Trust in the Place, Comfortable Service, Intention to Revisit
   b. Scale: Likert
2. **Trust**: Recognition where the trustee believes the beneficiary will consider the grantor's benefit and interest (Kurnianingrum & Hidayat, 2020)..
   a. Indicators: Benevolence, Integrity, Competence
   b. Scale: Likert
3. **Service Quality**: Comparison of service relating to product, service, humans, and processes to meet consumer expectations (Lee & Kim, 2017).
   a. Indicators: Tangible, Reliability, Responsiveness, Assurance, Empathy
   b. Scale: Likert
4. **Price Perception**: Estimation of value, generally money, sacrificed to obtain a product or service (Krisdayanto et al., 2018).
   a. Indicators: Price Affordability, Price Suitability with Service, Price Suitability with Benefits, Price Reduction, Price Competitiveness
   b. Scale: Likert
5. **Therapeutic Communication**: Crucial in health services, it is intentional and professional communication to direct patient behavior and relationships positively (Mubyl & Latief, 2019).
   a. Indicators: Attending Skill, Respect, Empathy, Responsiveness
   b. Scale: Likert

Below is research framework for this study
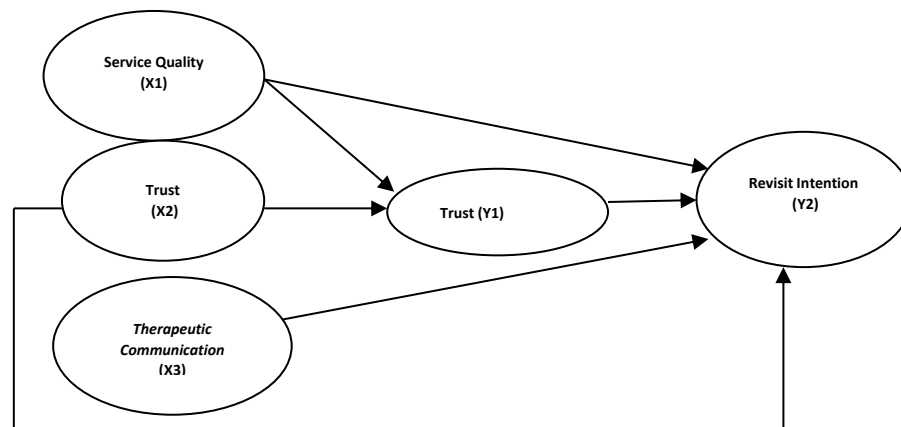
Figure 1. Research Framework

The study focuses on patients at Sarangan Medicare in Malang City. The total patient count was 3,573. The sample consisted of individuals with specific criteria like visiting at least twice, having chronic diseases, or undergoing a Medical Check-Up. A total of between 95 to 190 respondents were selected for the study based on the established guidelines. The primary data collection technique was the scale, specifically the Likert scale, which measures attitudes, opinions, and perceptions. The research variables were gauged through two types of data, i.e qualitative data that presented in words, including descriptions of research objects like company history, vision, and mission. The second measurements used quantitative Data which directly measurable or calculable data, primarily the results of the research questionnaires. Sources of the data included both primary (directly from respondents' answers) and secondary sources (literature, journals, and other relevant documents).

RESULT AND DISCUSSION

The research examines the influence of service quality, perceived price, and therapeutic communication on trust and revisit intentions, considering trust as an intervening variable. Here are the calculated model, table summary and the findings:
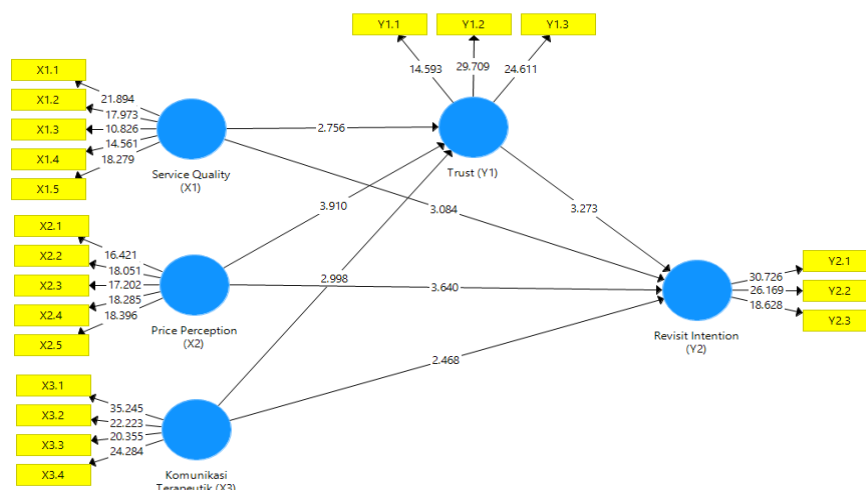
Figure 2. Inner and Outer Model Result

Above model indicate the inner and outer model using bootstrapping method in smart PLS. below is the result of each effect between varables:

	Original Sample (O)	T Statistics (|O/STDEV|)	P Values
Service Quality (X1) -> Trust (Y1)	0,271	2,756	0,006
Price perception (X2) -> Trust (Y1)	0,346	3,910	0,000

Therapeutic Communication (X3) -> Trust (Y1)	0,241	2,998	0,003
Trust (Y1) -> Revisit Intention (Y2)	0,273	3,273	0,001
Service Quality (X1) -> Revisit Intention (Y2)	0,260	3,084	0,002
Price perception (X2) -> Revisit Intention (Y2)	0,245	3,640	0,000
Therapeutic Communication (X3) -> Revisit Intention (Y2)	0,167	2,468	0,014

From the result we can conclude that the highest effect is Price Perception on Trust and Revisit Intention. Compared to service quality's effect on trust, perceived price has a stronger influence on trust, as indicated by its higher T-statistic value and lower P-value. Kurnianingrum (2020) and Ramdhani (2022) confirms the significant influence of price perception on trust. After that, Trust play vital role to Revisit Intention as explained in several prior research (Akthar et al., 2023; Kurnianingrum & Hidayat, 2020). On the other hand, Therapeutic Communication (Kurniawati, 2017; Tumbuan et al., 2017) also has higher effect on Trust and Revisit Intention (Tumbuan et al., 2017), and after that comes Service Quality (Kurnianingrum & Hidayat, 2020).

Further, the mediation effect of trust in the relationship between service quality, perceived price, therapeutic communication, and revisit intention was analyzed. The findings reveal that trust significantly mediates the relationship between service quality and revisit intention, a concept supported by Deliana (Deliana, 2022). Similarly, trust acts as a mediator between price perception and revisit intention, as highlighted by studies like those from Idris (Akthar et al., 2023) and Hadiwijaya (Akthar et al., 2023) Finally, trust has been found to mediate the relationship between therapeutic communication and revisit intention, reinforcing the comprehensive influence of trust across different domains and echoing the conclusions drawn by Kurniawan (2021).

CONCLUSIONS AND PRACTICAL IMPLICATION

The study highlights that among service quality, perceived price, and therapeutic communication, perceived price has the strongest influence on trust, followed by therapeutic communication and service quality. Both perceived price and therapeutic communication exert equal indirect effects on revisit intentions through trust. For healthcare providers, ensuring perceived price fairness, effective therapeutic communication, and consistent service quality is crucial to foster trust and promote patient revisits.

As for the limitations, this study faced constraints due to the limited time available for completion, especially given the large sample requirement. Specifically, the research subjects were patients who are generally busy and sensitive. Additionally, data gathered through questionnaires may not always reflect the true opinions of respondents. This discrepancy can arise from varied interpretations, assumptions, and understandings among participants. Other factors, such as the respondent's honesty and possible distractions, also influenced the accuracy of the questionnaire responses.

REFERENCES

Abubakar, A. M., Ilkan, M., Meshall Al-Tal, R., & Eluwole, K. K. (2017). eWOM, revisit intention, destination trust and gender. In Journal of Hospitality and Tourism Management (Vol. 31, pp. 220–227). Elsevier BV. https://doi.org/10.1016/j.jhtm.2016.12.005

Akthar, N., Nayak, S., & P, Y. P. (2023). A cross-sectional study on exploring the antecedents of patient's revisit intention: Mediating role of trust in the hospital among patients in India. In *F1000Research* (Vol. 12, pp. 75–75). F1000 Research Ltd. https://doi.org/10.12688/f1000research.128220.2

Al Ghani, H., Istikmal, I., & Munadi, R. (2015). Analisis Performansi Transmisi Multimedia Pada Jaringan Wireless Ad Hoc. *eProceedings of Engineering*, *2*(3). (

Aman-Ullah, A., Ali, A., Mehmood, W., Fareed, M., & Aman-Ullah, A. (2022). Corporate social responsibility and patient's intention to revisit: A serial mediation study witnessing the healthcare sector. In *Environmental Science and Pollution Research* (Vol. 30, Issue 8, pp. 22078–22088). Springer Science and Business Media LLC. https://doi.org/10.1007/s11356-022-23760-9

Andri, L. P., & Soewondo, P. (2018). *Nurses' Perception of Patient Safety Culture in the Hospital Accreditation Era: A Literature Review |.* https://knepublishing.com/index.php/Kne-Life/article/view/3558/7450

Anjarsari, G. E., Sri Suprapti, N. W., & Sukaatmadja, I. P. G. (2018). PENGARUH KUALITAS MAKANAN, KUALITAS LAYANAN, DAN LINGKUNGAN FISIK RESTORAN TERHADAP KEPUASAN SERTA NIAT BERPERILAKU. In E-Jurnal Ekonomi dan Bisnis Universitas Udayana (p. 1347). Universitas Udayana. https://doi.org/10.24843/eeb.2018.v07.i05.p05

Arikunto, S. (2016). Prosedur Penelitian Suatu Pendekatan Praktik. Rineka Cipta.

Bakri, A. A. M., Ahri, R. A., & Batara, A. S. . (2022). Pengaruh Kualitas Pelayanan Terhadap Minat Berkunjung Kembali Pasien Melalui Kepuasan Pasien Rawat Inap . *Journal of Muslim Community Health*, *3*(4), 1-15. https://doi.org/10.52103/jmch.v3i4.1170

Damayanti, A. A. M., & Kusumawardani, K. A. (2020). *Predicting the Revisit Intention at Private Hospitals Mediated by Perceived Kualitas pelayanan and Satisfaction*.

Daud, M. (2019). *Efektivitas Pelatihan Trust Building Untuk Meningkatkan Kualitas Team Member Exchange* [(Doctoral dissertation,]. Universitas Mercu Buana Yogyakarta.

Deliana, N. . (2022). Pengaruh Kualitas Website dan Kualitas Layanan Terhadap Minat Beli Ulang Melalui Kepuasan dan Kepercayaan Konsumen Shopee. *Jurnal Indonesia Sosial Teknologi*, *3*(03), 358–369. https://doi.org/10.59141/jist.v3i03.377

Destari, F. (2017). Meningkatkan Intention to Revisit Melalui Keunikan Jasa Pariwisata & Destination Image. *J-MKLI (Jurnal Manajemen Dan Kearifan Lokal Indonesia), 1*(1), 44-58. doi:10.26805/jmkli.v1i1.4

Elden, N. M. K., & Ismail, A. (2016). The Importance of Medication Errors Reporting in Improving the Quality of Clinical Care Services. *Global Journal of Health Science*, *8*(8), 243–251. https://doi.org/10.5539/gjhs.v8n8p243

Fardhoni, Sedjati, R. S., & Permana, I. S. (2021). Pengaruh Pelayanan Keperawatan, Dan Kinerja Perawat Terhadap Kepuasan Pasien di Ruang Sanur-Kuta Rumah Sakit Sumber Kasih Cirebon. *Jurnal Keperawatan BSI*, *9*(1), 10-17. Retrieved from https://ejurnal.ars.ac.id/index.php/keperawatan/article/view/494

Fatmawati, T. (2016). Pengaruh Mutu Pelayanan Dokter Terhadap Loyalitas Pasien di {RS} {PKU} Muhammadiyah Bantul. *Jurnal Medicoeticolegal Dan Manajemen Rumah Sakit*, *5*(2). https://doi.org/10.18196/jmmr.5120

Fitrah, M. (2018). *Metodologi Penelitian: Penelitian Kualitatif, Tindakan Kelas & Studi Kasus*. CV Jejak (Jejak Publisher.

Ghozali, I., & Latan, H. (2015). *Partial Least Squares: Konsep, Teknik dan Aplikasi Menggunakan Program SmartPLS 3.0*. Badan Penerbit Undip. https://openlibrary.telkomuniversity.ac.id/home/catalog/id/117046/slug/partial-least-squares-konsep-teknik-dan-aplikasi-menggunakan-program-smartpls-3-0-2-e-.html

Gunawan, H., & Ayuningtiyas, K. (2018). PENGARUH KEPERCAYAAN, KEMUDAHAN DAN KUALITAS INFORMASI TERHADAP KEPUTUSAN PEMBELIAN DARING DI APLIKASI BUKALAPAK PADA MAHASISWA POLITEKNIK NEGERI BATAM. *Journal of Applied Business Administration*, *2*(1), 152-165. https://doi.org/10.30871/jaba.v2i1.763

Chrispinus H. Jebarus. (2017). DIMENSI TEOLOGIS KOMUNIKASI TERAPEUTIK. In Jurnal Pendidikan dan Kebudayaan Missio (Vol. 9, Issue 2, pp. 128–137). Universitas Katolik Indonesia Santu Paulus. https://doi.org/10.36928/jpkm.v9i2.125

Khoiriyah, S. I. M. (2017). *Pengaruh Kualitas pelayanan Terhadap Revisit Intention Dengan Satisfaction Sebagai Mediasi (Studi Pada Pengunjung Tempat Wisata Banyu Biru di Kabupaten Magetan* [(Doctoral dissertation,]. Universitas Brawijaya.

Krisdayanto, I., Haryono, A. T., & Gagah, E. (2018). Analisis pengaruh harga, kualitas pelayanan, fasilitas, dan lokasi terhadap kepuasan konsumen di i cafe lina putra net bandungan. *Journal of Management*, *4*(4).

Kurnianingrum, A. F., & Hidayat, A. (2020). The Influence of Service Quality and Price Perception on Cunsumer Trust and Revisit Intention at Beauty Care Clinic in Indonesia. In Archives of Business Research (Vol. 8, Issue 6, pp. 268–281). Scholar Publishing. https://doi.org/10.14738/abr.86.8489

Kurniawan Hartono, I., Kharisma Della, T., Aprisari Kawi, Y., Permana, I. S., Hidayat, T., & Mahardiko, R. (2021). Users' Intentions and Behaviors Toward Portable Scanner Application – Do Education and Employment Background Moderates the Effect of UTAUT Main Theory? *Journal of Physics: Conference Series*, *1803*(1), 012034. https://doi.org/10.1088/1742-6596/1803/1/012034

Kurniawati, A. L. (2017). Hubungan antara mutu pelayanan kesehatan dan komunikasi terapeutik dengan minat kunjung kembali pasien di poliklinik penyakit dalam (studi observasi di rsud panglima sebaya kabupaten paser. *Jurnal Publikasi Kesehatan Masyarakat Indonesia*, *2*(3).

Kusumawati, D., & Saifudin, S. (2020). Pengaruh Persepsi Harga Dan Kepercayaan Terhadap Minat Beli Secara Online Saat Pandemi Covid-19 Pada Masyarakat Millenia Di Jawa Tengah. *JAB (Jurnal Akuntansi & Bisnis*, *6*(01).

Lee, S., & Kim, E.-K. (2017). The Effects of Korean Medical Service Quality and Satisfaction on Revisit Intention of the United Arab Emirates Government Sponsored Patients. In Asian Nursing Research (Vol. 11, Issue 2, pp. 142–149). Elsevier BV. https://doi.org/10.1016/j.anr.2017.05.008

Lien, C.-H., Wen, M.-J., Huang, L.-C., & Wu, K.-L. (2015). Online hotel booking: The effects of brand image, price, trust and value on purchase intentions. In Asia Pacific Management Review (Vol. 20, Issue 4, pp. 210–218). Elsevier BV. https://doi.org/10.1016/j.apmrv.2015.03.005

Mubyl, M., & Latief, F. (2019). PERANAN INDIKATOR-INDIKATOR KETERAMPILAN KOMUNIKASI TERAPEUTIK DALAM MEMPREDIKSI KEPUASAN KERJA PERAWAT RSJ NEGERI DI MAKASSAR. In Bongaya Journal for Research in Management (BJRM) (Vol. 2, Issue 2, pp. 2–22). STIEM Bongaya. https://doi.org/10.37888/bjrm.v2i2.174

Musiana, M., Udani, G., & Febriaty, S. (2020). Peningkatan Komunikasi Efektif Dalam Pelayanan Kesehatan di Puskesmas Kedaton. In Jurnal Pengabdian Kesehatan Beguai Jejama (Vol. 1, Issue 1). Politeknik Kesehatan Tanjungkarang. https://doi.org/10.26630/jpk.v1i1.25

Nara, M. (2020). Komunikasi Terapeutik Dalam Asuhan Keperawatan Di Ruangan Rawat Inap Kelas III RSUD Prof. Dr. W.Z. Johannes Kupang. *Jurnal Communio : Jurnal Jurusan Ilmu Komunikasi*, *9*(1), 1489-1506. https://doi.org/10.35508/jikom.v9i1.2309

Purwanto, E. (2021). Pengaruh Komunikasi Terapeutik Perawat Terhadap Kepuasan Pasien Pada Instalasi Rawat Inap Rumah Sakit Dr. In *H. Chasan Boesoirie Kota Ternate= The Effect Of Nurse Terapeutic Communications On Patient Satisfaction In Inpatient Installation Of Dr. H*. Chasan Boesoerie Hospitals, Ternate City (Doctoral dissertation, Universitas Hasanuddin.

Ramdhani, L. D. (2022). *Pengaruh Costumer Trust Dan Persepsi harga Terhadap Purchase Intention Dan Perception Of Value Sebagai Variabel Intervening* [(Doctoral dissertation,]. Universitas Muhammadiyah Surakarta.

Paul Raymond, C., Hatane, S., & Hutabarat, J. (2015). Analisis Kualitas Sumber Daya Manusia, Kualitas Pelayanan, Kinerja Organisasi, Kepercayaan Masyarakat Dan Kepuasan Masyarakat (Studi Kasus: Dinas Kependudukan Dan Catatan Sipil Kabupaten Nabire). *JURNAL TEKNOLOGI DAN MANAJEMEN INDUSTRI*, *1*(1), 1 - 8. Retrieved from https://ejournal.itn.ac.id/index.php/jtmi/article/view/103

Retnowulan, J. (2017). Pengaruh kualitas produk dan persepsi harga terhadap Minat beli Smartphone Xiaomi. *Cakrawala-Jurnal Humaniora*, *17*(2), 139–145.

Ringle, C. M., Wende, S., & Becker, J.-M. (2015). *SmartPLS* [Computer software]. SmartPLS GmbH. https://www.smartpls.com/documentation/getting-started/cite

Sari, R., & Hayuningtyas, R. Y. (2020). PERANCANGAN SISTEM INFORMASI PENCATATAN GIZI BALITA DENGAN METODE FORWARD CHAINING. *EVOLUSI : Jurnal Sains Dan Manajemen*, *8*(2). https://doi.org/10.31294/EVOLUSI.V8I2.8747

Satria, M. R. G., Harini, C., & Hasiholan, L. B. (2020). Influence Of Products, Prices, Promotions, And Brand Image On Purchase Decisions On Daihatsu Xenia Mpv Car In Semarang City. *Journal of Management*, *6*(2).

Sedjati, R. S., Permana, I. S., & Pertiwi, W. (2017). Effects of price and economic factors on the demand of private cars in Jakarta Indonesia. *International Journal of Civil Engineering and Technology*, *8*(8), 724–730.

Siagian, H., & Cahyono, E. (2014). ANALISIS WEBSITE QUALITY, TRUST DAN LOYALTY PELANGGAN ONLINE SHOP. *Jurnal Manajemen Pemasaran*, *8*(2), 55-61. https://doi.org/10.9744/pemasaran.8.2.55-61

Singer, S. J., Benzer, J. K., & Hamdan, S. U. (2015). Improving health care quality and safety: The role of collective learning. *Journal of Healthcare Leadership*, *7*, 91–107. https://doi.org/10.2147/JHL.S70115

Nurhakim, A. S., Suparno, O., & Nurrochmat, D. R. (2018). Pengembangan Model Bisnis Dan Strategi Pelayanan Kesehatan XYZ. In Jurnal Aplikasi Bisnis dan Manajemen. Graduate Program of Management and Business, Bogor Agricultural University. https://doi.org/10.17358/jabm.4.2.251

Transyah, C. H., & Toni, J. (2018). HUBUNGAN PENERAPAN KOMUNIKASI TERAPEUTIK PERAWAT DENGAN KEPUASAN PASIEN. In Jurnal Endurance (Vol. 3, Issue 1, p. 88). Lembaga Layanan Pendidikan Tinggi - LLDIKTI - Wilayah X. https://doi.org/10.22216/jen.v3i1.2487

Tumbuan, F. C., Mulyadi, N., & Kallo, V. (2017). Hubungan komunikasi terapeutik perawat dengan tingkat kepercayaan keluarga pasien di Intensive Care Unit (Icu) Rsu Gmim Kalooran Amurang. *Jurnal Keperawatan*, *5*(1).