

The Influence Of Work Discipline, Nurses' Therapeutic Communication And Service Quality On Patient Satisfaction At Mitra Clinic

Cindy Woelandari¹, Ellin Herlina², Bambang Sumardi³, Hartanto Halim⁴

^{1,2,3,4}Sekolah Tinggi Ilmu Ekonomi Cirebon

^{*1}Email: cindyosay@gmail.com, ²Liensumardi@gmail.com,

²bambangsumardi@stiecirebon.ac.id, ³hartantohalim35@gmail.com

ABSTRACT

Submitted: **Purpose of the study** — *To find out how much influence Work Discipline, Nurse Therapeutic Communication and Service Quality partially or simultaneously have on Patient Satisfaction at Mitra Sehat Clinic Cirebon*
01-17,2024

Accepted: **Research method**—*provide This research design uses a quantitative approach with a survey method and this type of research is causal associative research with data analysis techniques using multiple linear regression analysis. The research location was the Mitra Sehat Cirebon Clinic with a population of patients who came to the Mitra Sehat Cirebon Clinic over a period of 6 days from 11-16 September 2023. The sample size was calculated using the Slovin formula, resulting in a sample of 92 people.research method that you employ*
04-11, 2024

Published:
05-20, 2024

Result— *1) There is a partial positive and significant influence of Work Discipline on Patient Satisfaction at the Cirebon Mitra Sehat Clinic, amounting to 62%. 2) There is a partial positive and significant influence of Nurse Therapeutic Communication on Patient Satisfaction at the Cirebon Mitra Sehat Clinic, amounting to 13.5%. 3) There is a partial positive and significant influence of Service Quality on Patient Satisfaction at the Cirebon Mitra Sehat Clinic of 22.6%. 4) There is a simultaneous positive and significant influence of Work Discipline, Nurse Therapeutic Communication and Service Quality on Satisfaction at the Cirebon Mitra Sehat Clinic amounting to 88.5% while the remaining 11.5% is influenced by other factors.*

Conclusion— *It is important to note that while work discipline, nurse therapeutic communication, and service quality were found to have a significant impact on patient satisfaction, there may still be other factors not accounted for in this study that influence patient satisfaction. Further research could explore additional variables and their contributions to patient satisfaction in healthcare settings.*

Keywords: *Work Discipline, Nurse Therapeutic Communication, Service Quality, Patient Satisfaction.*



This work is licensed under a [Attribution 4.0 International \(CC BY 4.0\)](https://creativecommons.org/licenses/by/4.0/)

INTRODUCTION

Patient satisfaction in health services is very important to pay attention to because it can describe the quality of service at the health facility. Knowing patient satisfaction is very useful for the relevant agencies in evaluating programs that are being implemented and being able to find which parts need improvement. Creating patient satisfaction can provide benefits, including harmonious relationships with patient health facilities, encouraging the creation of loyalty from patients, forming word of mouth recommendations that are profitable for health services, improving reputation, and increasing income.

Competition has become increasingly tight lately, requiring service providers to always pamper their customers by providing the best service. Where in meeting patient needs, the best service is the main thing. The service strategy states that every health facility must provide health services that include promotive, preventive, curative and rehabilitative services through minimum service standards that are oriented towards patient satisfaction, so that they can continue to exist, amidst the increasingly strong growth of the health service industry.

Patients as users of health services demand that services be provided in accordance with their rights, namely quality and complete services. It is not uncommon to find patients who complain, feel dissatisfied with what the staff have provided because they are considered inadequate and insensitive to the patient's needs. So it is not impossible that patients' interest in using services at these health facilities will decrease and they will prefer services at other health facilities that can guarantee satisfaction with better service (Herlambang, 2016). Patient satisfaction is included as an indicator of the success of health services. Health care services are products from health facilities that are used to serve patients (Tjiptono, 2012). According to Kotler (2007) satisfaction is a person's feeling of happiness or disappointment that arises after comparing perceptions and the results of a product. A person is said to be satisfied if there is no gap between what he desires and his perception of reality because the minimum desired threshold has been met.

The main characteristic of health facility business activities is services, namely any action or activity that can be offered by one party to another party, which is basically intangible and does not result in any ownership. Production may or may not be associated with a physical product (Kotler, 2002). Ideally, health service facilities are socio-economic institutions, which means institutions that run a sound economic business without abandoning their social principles.

Mitra Sehat Clinic always strives to provide the best service and satisfaction to its patients. However, the results of patient satisfaction are still not optimal, the results of pre-research interviews (22 May 2023) with 20 patients regarding satisfaction obtained the following picture:

Table 1. Results of Pre-research Interviews Regarding Patient Satisfaction.

No	Complaint	Number of patients who submitted complaints	Percentage
1	Inaccuracy In Timing	9	45%
2	Give Service	10	50%
3	Lack Of Clarity On Internal Staff	7	35%
4	Provide Health Information	12	60%

(Source: Pre-research interview, 22 May 2023)

From the data above, it can be seen that there are still many patients who are dissatisfied with the service at the Mitra Sehat Clinic, so efforts are needed to improve it. Management review, these matters must be studied, analyzed and efforts to improve them are sought. From the results of a patient satisfaction survey in the 1 year period January - December 2022 for 50 respondents, the results were:

1. The officer's explanation in providing health information is poorly understood. The patient satisfaction level is only 70%.
2. The friendliness and politeness of staff in serving patients needs to be improved. The patient satisfaction level is only 74%.
3. The accuracy and speed of response of officers in providing services is still lacking. The patient satisfaction level is only 70%.
4. Clinic cleanliness and comfort still need to be improved. The patient satisfaction level is only 68%.
5. The officer providing the service did not arrive on time.
1. Based on secondary data from officer absences taken for 3 months, the average total delay is 10%.
6. The clinic waiting room is uncomfortable, hot, narrow so it feels cramped. The patient satisfaction level is only 60%.
7. Narrow parking space. The patient satisfaction level is only 40%.

(Source: Patient Satisfaction Survey for 1 Year Period January – December 2022, Mitra Sehat Clinic Cirebon) From these patient complaints, it is very possible that there will be a decrease in patient visits. From patient visit data for the last three years it can be seen as follows:

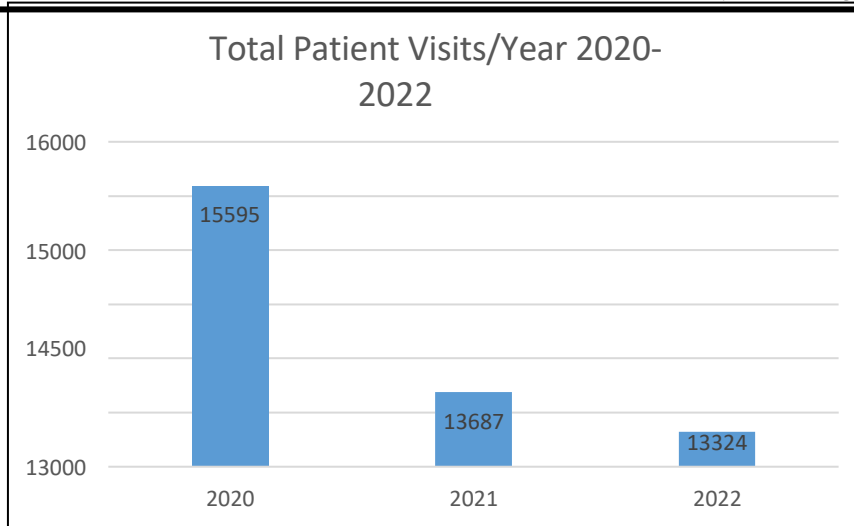


Figure 1. Total Patient Visits/Year
(Source: Cirebon Mitra Sehat Clinic Patient Visit Data)

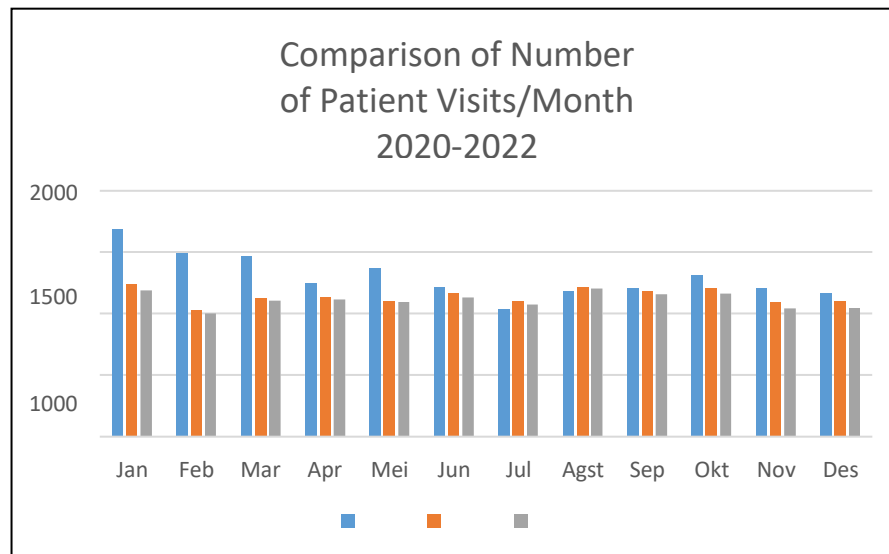


Figure 2. Comparison of the number of patient visits/month 2020-2022
(Source: Cirebon Mitra Sehat Clinic Patient Visit Data)

From the two graphs above, it can be seen that patient visits during the last three years 2020-2022 have decreased, in the comparison graph. The number of patient visits per month in 2020-2022 can be seen to decrease. Reduced patient satisfaction where there is a gap between what is expected and what is obtained results in patients being reluctant to come back and choosing another better place to get health services.

One effort that can be made to increase patient satisfaction is work discipline. Discipline is a condition that causes or encourages employees to act and carry out all activities in accordance with established rules. Farida and Hartono (2016:41) "Good discipline reflects a person's great sense of responsibility for the tasks given to him."

Agustini (2019:81) "work discipline is also the willingness and obedience to behave in accordance with existing regulations in the agency concerned". Relevant research by Melia Andayani (2021) concluded: "There is a significant influence between work discipline on patient satisfaction." Work discipline at the Cirebon Mitra Sehat Clinic is still not optimal, the results of a patient satisfaction survey for the 1 year period January – December 2022 of 50 respondents obtained an overview.

1. The officer providing the service did not arrive on time.

Based on secondary data from officer absences taken for 1 year, the average total delay is 10%.

2. The nurse's response is considered less responsive and takes too long if the patient needs information regarding referrals. The patient satisfaction level is only 70%.

3. Staff errors in patient identification. The patient satisfaction level is only 70%.

(Source: Patient Satisfaction Survey for 1 Year Period January – December 2022, Mitra Sehat Clinic Cirebon).

Apart from work discipline, patient satisfaction is also thought to be influenced by nurses' therapeutic communication. Therapeutic communication is professional communication that leads to the goal of healing the patient. By having good therapeutic communication skills, it will be easier for nurses to establish trusting relationships with patients. Therapeutic communication is one way to build a relationship of mutual trust with patients and provide accurate information to patients (Sarfika Riska et al., 2018).

Communication is not just a tool to talk to clients, but communication between nurses and clients has a therapeutic relationship which aims to foster motivation in the client's healing process. A helper or nurse can help clients overcome the problems they face through communication (Suryani, 2015).

Previous research by Mahendro (2017) concluded "There is an influence of the implementation of nurse therapeutic communication on patient satisfaction". Therapeutic communication at the Cirebon Mitra Sehat Clinic still needs to be improved, based on the results of a 1 year patient satisfaction survey for the period January-December 2022 of 50 respondents, the following data were obtained (Source: Patient Satisfaction Survey for 1 Year Period January – December 2022, Mitra Sehat Clinic Cirebon) :

1. Nurses are unclear in providing the information the patient needs. The patient satisfaction level is only 74%.
2. Nurses who are less informative and do not introduce themselves before taking action. The patient satisfaction level is only 72%.
3. Lack of empathy from nurses towards patients. The patient satisfaction level is only 70%.

Therapeutic communication can prevent legal and ethical problems from occurring, and can provide professional satisfaction in nursing services and improve the image of the nursing profession. Therapeutic communication is aimed at changing patient behavior for the better in order to achieve optimal levels of health.

Apart from work discipline and nurses' therapeutic communication, service quality also influences patient satisfaction. Service quality according to Sarlito (2016) "Service is the feeling (pleasant or unpleasant) experienced by the service recipient when receiving service". Service quality is something that must be really paid attention to in an effort to provide satisfaction to consumers. Previous research by Aziz Abdul, et al (2021) concluded "5 dimensions of service quality have a positive and significant effect on patient satisfaction".

Service quality according to Gaspersz (2017), "the ability of an organization or company to meet or exceed consumer expectations". From this statement the author can conclude that service is an activity to meet customer needs. Relevant research by Abdul Rahman (2022) concluded that "Service quality has a positive and significant effect on patient satisfaction".

Mitra Sehat Cirebon Clinic always tries to provide good quality service, but patients still don't feel it. This can be seen from the results of a patient satisfaction survey for the 1 year period January – December 2022, of 50 respondents obtained (Source: Patient Satisfaction Survey for 1 Year Period January – December 2022, Mitra Sehat Clinic Cirebon):

1. The clinic waiting room is uncomfortable, hot, narrow so it feels cramped. The patient satisfaction level is only 60%.
2. The waiting room cooler uses a small capacity fan and is dusty. The patient satisfaction level is only 60%.
3. Long registration queue. The patient satisfaction level is only 74%.
4. The narrow toilet space is inadequate for patients who use wheelchairs. The patient satisfaction level is only 60%.
5. Narrow parking space. The patient satisfaction level is only 40%.
6. Pharmacy waiting room which is integrated with the doctor's waiting room.
7. The patient satisfaction level is only 60%.
8. Nurses who are unclear in providing the information the patient needs. The patient satisfaction level is only 74%.
9. Staff errors in patient identification. The patient satisfaction level is only 70%.
10. The nurse's response is considered less responsive and takes too long if the patient needs information regarding referrals. The patient satisfaction level is only 70%.

LITERATURE REVIEW AND HIPOTESYS DEVELOPMENT

Work Discipline:

Work discipline is an important factor in achieving good quality service in the health environment. Work discipline includes compliance with tasks, working hours, work ethics, and effective use of time. Previous research shows that a high level of work discipline can have a positive impact on nurse performance and service quality. In the context of health care, good

work discipline can improve patient care, ensure a smooth treatment process, and create a safe and comfortable environment for patients.

Nurse Therapeutic Communication:

Nurse therapeutic communication is a form of communication that aims to strengthen the relationship between nurses and patients. Therapeutic communication involves active listening, empathy, respect, and the use of language that is easily understood by the patient. Previous research shows that good therapeutic communication between nurses and patients can increase patient satisfaction, adherence to care, and better treatment outcomes. Therapeutic communication can also help build trust and strengthen the relationship between nurses and patients.

Service quality:

The quality of service in health clinics is very important in meeting patient needs and expectations. Quality of service includes aspects such as speed of service, ease of access, accuracy of diagnosis, use of the latest medical technology, and patient safety. Previous research shows that good quality care can increase patient satisfaction, strengthen the patient-physician relationship, and increase patient compliance with recommended treatments.

Framework:

The rationale for this research is based on the relationship between work discipline, nurse therapeutic communication, service quality, and patient satisfaction at the Mitra Sehat Cirebon Clinic. This framework assumes that high work discipline, good nurse therapeutic communication, and high quality of service will contribute to higher levels of patient satisfaction. Therefore, research hypotheses are proposed to test the relationship between these variables.

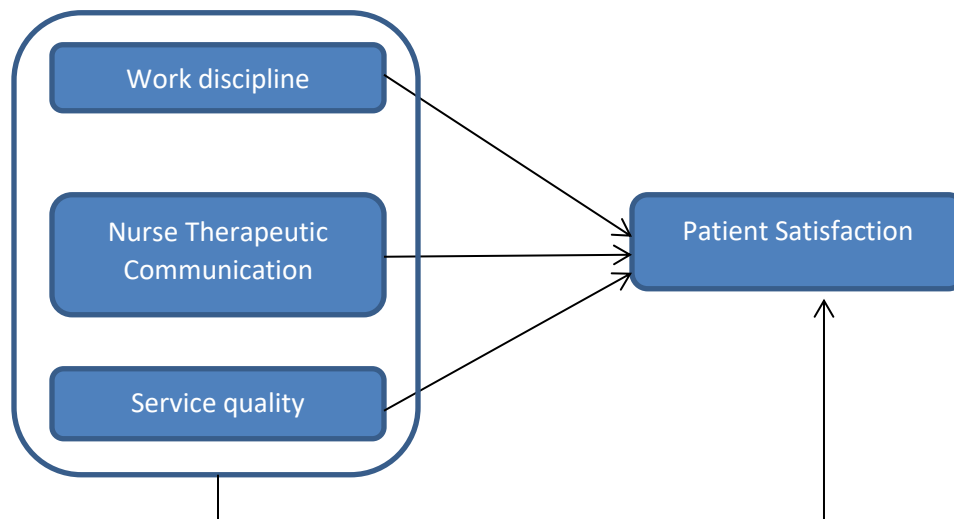


Fig. 1. Research Frameworks

Hypothesis:

Based on the literature review and the framework that has been explained, this research hypothesis can be formulated as follows:

- H₁ : H_a : It is suspected that there is a partial positive and significant influence of Work Discipline on Patient Satisfaction at the Cirebon Mitra Sehat Clinic.
- H₀ : It is suspected that there is no partial positive and significant influence of Work Discipline on Patient Satisfaction at the Cirebon Mitra Sehat Clinic.
- H₂ : H_a : It is suspected that there is a partial positive and significant influence of Nurse Therapeutic Communication on Patient Satisfaction at the Cirebon Mitra Sehat Clinic.
- H₀ : It is suspected that there is no partial positive and significant influence of Nurse Therapeutic Communication on Patient Satisfaction at the Cirebon Mitra Sehat Clinic.
- H₃ : H_a : It is suspected that there is a positive and significant influence on Service Quality
- H₀ : partially on Patient Satisfaction at Mitra Sehat Cirebon Clinic.
- H₄ : H_a : It is suspected that there is no positive and significant influence on quality

METHOD

This research uses a quantitative approach, using the survey method. The population in this study were patients who came to the Cirebon Mitra Sehat Clinic. Based on average data every month, the number of patients is 1183 people. In this research, the author determined the number of samples by using the Slovin formula from Umar (2015), 92 samples were determined. The data analysis methods used in this research include data quality testing, classical assumption testing, and hypothesis testing.

RESULTS AND DISCUSSION

Table 1. Instrument Validity Test Results

No Item	r-Account (<i>Pearson Correlation</i>)				r-table 5 %	Criteria
	Work discipline	Nurse Therapeutic Communication	Service quality	Patient Satisfaction		

1	0.743	0.525	0.757	0.75	0.205	Valid
2	0.778	0.773	0.732	0.793	0.205	Valid
3	0.748	0.783	0.79	0.822	0.205	Valid
4	0.698	0.793	0.85	0.746	0.205	Valid
5	0.659	0.78	0.807	0.793	0.205	Valid
6	0.764	0.694	0.779	0.662	0.205	Valid
7	0.745	0.705	0.836	0.793	0.205	Valid
8		0.636	0.815			Valid
9			0.771			Valid
10			0.776			Valid

Based on the table data above, it can be seen that the significance of all question items is less than 0.05 and the calculated r-value is greater than the r-table, so all research instruments are declared valid and can be used for research.

The reliability test uses the Cronbach's Alpha method with decision making looking at the Cronbach's Alpha value if the value is > 0.06. The research instrument is said to be reliable. Following are the results of the reliability test for each variable.

Table 2. Hasil Uji Reliabilitas

Variable	Reliabilitas (<i>Cronbach's Alpha</i>)	Keterangan
Work Discipline	0.856	Reliabel
Nurse Therapeutic Communication	0.855	Reliabel
Service Quality	0.932	Reliabel
Patient Satisfaction	0.880	Reliabel

Based on the data above, the reliability test results are > 0.06 so that all research variables are reliable and can be used for research.

Normality Test. The statistical test used is the non-parametric Kolmogorov-Smirnov provided that if the significance value is > 0.05, it means the data is normally distributed. From the results of the one sample Kolmogorov-Smirnov test, the significance result was 0.108, which is greater than 0.05, so it can be concluded that the data is normally distributed.

Multicollinearity Test

Decision making in this test is carried out by looking at the tolerance value and VIF (Variance Inflation Factor) where a tolerance value ≥ 0.10 or a VIF value ≤ 10 means that there are no symptoms of multicollinearity.

Table 3. Multicollinearity Test Results

Variable	Tolerance Value	Variance Inflation Factor(VIF) Value
Work Discipline	0.458	2.181
Nurse Therapeutic Communication	0.242	4.134
Service quality	0.324	3.083

Based on the data above, the tolerance value for all variables is ≥ 0.100 and the VIF value ≤ 10 means that there are no symptoms of multicollinearity.

Multiple Linear Regression results obtained from the multiple linear regression equation:

$$Y = -2.459 + 0.581X_1 + 0.147X_2 + 0.316X_3$$

This equation states that the constant value (α) has a negative sign, namely -2.459, meaning that if work discipline, nurse therapeutic communication and service quality are equal to zero (0), then patient satisfaction will decrease.

The regression coefficient value for the work discipline variable (X_1) is 0.581, meaning that work discipline has a positive effect on patient satisfaction. The regression coefficient value for the nurse therapeutic communication variable (X_2) is 0.147, meaning that nurse therapeutic communication has a positive effect on patient satisfaction. The regression coefficient value for the service quality variable (X_3) is 0.316, meaning that service quality has a positive effect on patient satisfaction.

The research results show that the regression coefficient value for work discipline is 0.581, nurses' therapeutic communication is 0.147 and service quality is 0.316, where $0.581 > 0.316 > 0.147$, so work discipline is the variable that has the dominant influence on patient satisfaction.

Coefficient of Determination (R^2)

The coefficient of determination test results obtained an R-square value of 0.889, this means that the influence exerted by the work discipline variables, nurse therapeutic communication and service quality on patient satisfaction was 88.9%, while 11.1% was influenced by other variables.

Hipotesys - t-test

- a) The Effect of Work Discipline on Patient Satisfaction

Based on the table above, the work discipline variable has a significance value of 0.000 which is smaller than 0.05 and the t-calculated value of 11.053 is greater than the t-table value of 1.991. (The t-table value obtained using the formula $\alpha/2; n-k-1$ is 0.025;88). This indicates that the hypothesis is accepted, which means that there is a partial positive and significant influence of work discipline on patient satisfaction at the Cirebon Mitra Sehat Clinic.

b) The Effect of Nurse Therapeutic Communication on Patient Satisfaction

Based on the table above, the nurse's therapeutic communication variable has a significance value of 0.045, which is smaller than 0.05 and the t-count value of 2.034 is greater than the t-table value of 1.991. (The t-table value obtained using the formula $\alpha/2; n-k-1$ is 0.025;88). This indicates that the hypothesis is accepted, which means that there is a partial positive and significant influence of nurse therapeutic communication on patient satisfaction at Mitra Sehat Clinic Cirebon.

c). The Effect of Service Quality on Patient Satisfaction.

Based on the table above, the service quality variable has a significance value of 0.000 which is smaller than 0.05 and the t-count value of 5.056 is greater than the t-table value of 1.991. (The t-table value obtained using the formula $\alpha/2; n-k-1$ is 0.025;88). This indicates that the hypothesis is accepted, which means that there is a partial positive and significant influence of service quality on patient satisfaction at the Cirebon Mitra Sehat Clinic.

CONCLUSION

Based on the results of the analysis and discussion described previously and referring to the hypothesis formulated with a confidence level of 95%, several things can be concluded as follows:

1. There is a partial positive and significant influence of Work Discipline on patient satisfaction at the Cirebon Mitra Sehat Clinic. Where the influence of work discipline has the greatest influence on patient satisfaction, namely 58.1%. It can be concluded that high work discipline, such as being punctual in providing services, has a big impact on the level of patient satisfaction.

2. There is a partial positive and significant influence of Nurse Therapeutic Communication on patient satisfaction at the Cirebon Mitra Sehat Clinic. The influence of nurses' therapeutic communication on patient satisfaction in this study had the smallest influence, namely 14.7%, however, even though it was small, nurses' therapeutic communication also had an influence on patient satisfaction. With good communication, patients feel they are cared for and appreciated.

3. There is a partial positive and significant influence of Service Quality on patient satisfaction at the Cirebon Mitra Sehat Clinic. Service quality on patient satisfaction has an influence of 31.6%, this shows that good service quality has an impact on the level of patient satisfaction.

4. There is a positive and significant influence of Work Discipline, Nurse Therapeutic Communication and Service Quality, simultaneously on Patient Satisfaction at the Cirebon Mitra Sehat Clinic. The magnitude of the positive influence of Work Discipline, Nurse Therapeutic Communication, Service Quality on Patient Satisfaction is 88.9% while the remaining 11.1% is influenced by other factors.

REFERENCES

- Aziz, Abdul, dkk. 2021. Influence of Clinical Pathway Implementation on The Outcome of Drug Rehabilitation Program Service. Open Access Journal of Biogeneric Science and Research. ISSN 2692-1081.
- Alya, Noor, dkk. 2021. Analisis Pengaruh Kompetensi dan Kedisiplinan Tenaga Kesehatan Terhadap Kepuasan Pasien Rawat Inap Puskesmas Jasinga Kabupaten Bogor Jawa Barat. Jurnal Ilmiah Ilmu Administrasi. Volume 4, No. 1. eISSN 2622-0253.
- Andayani, Melia. 2021. Pengaruh Kualitas Pelayanan Dan Disiplin Kerja Terhadap Kepuasan Pasien Rawat Inap Pada Rumah Sakit Umum Daerah Kabupaten Lahat. Jurnal Manajemen dan Bisnis. Volume 6, No. 1.
- Engkus. 2019. Pengaruh Kualitas Pelayanan Terhadap Kepuasan Pasien di Puskesmas Cibitung Kabupaten Sukabumi. Jurnal Governansi. Volume 5, No. 2. pISSN 2442-3971, eISSN 2549-7138.
- Fatmi, Ajeng, dkk. 2023. Pengaruh Komunikasi Terapeutik Perawat Terhadap Kepuasan dan Loyalitas Pasien di Rumah Sakit. The Indonesian Journal of Health Promotion. Volume 6, No. 1. ISSN 2597-6052.
- Jenitha, Kiky, dkk. 2018. Pengaruh Kualitas Pelayanan Terhadap Kepuasan Pasien RSUD Surya Husada di Denpasar. E-Jurnal Manajemen Unud. Volume 7. No. 5. ISSN 2302-8912.
- Kartika, Ina. 2020. Pengaruh Kualitas Pelayanan Terhadap Kepuasan Pasien di Puskesmas Urug Kecamatan Kawalu Kota Tasikmalaya. Jurnal Ilmiah Ilmu Administrasi Negara. Volume 7, No. 4. eISSN 2514-2945.
- Kosnan, Wilhelmina. 2019. Pengaruh Kualitas Pelayanan Terhadap Kepuasan Pasien Rawat Inap Di Rumah Sakit Umum Daerah Kabupaten Merauke. Jurnal Ekonomi, Bisnis dan Akuntansi (JEBA). Volume 21, No. 4.
- Kusumawardhani, Oktavy Budi. 2019. Analisis Pengaruh Komunikasi Terapeutik Perawat Terhadap Kepuasan Pasien di Rawat Jalan RSUD Karanganyar. ISSN 2685-1474.
- Maryati, dkk. 2021. Pengaruh Kualitas Pelayanan Kesehatan, Karakteristik Individu Perawat dan Disiplin Kerja Perawat Terhadap Kepuasan Pasien di Puskesmas Madello Kabupaten Barru. Amkop Management Accounting Review (AMAR). Volume 1, No. 1.

-
- Prasetyo, Mahendro. 2017. Pengaruh Komunikasi Terapeutik Perawat Terhadap Kepuasan Pasien di Rawat Jalan RSUD Jogja. Jurnal Medicoeticolegal dan Manajemen Rumah Sakit. Volume 6. No. 1. pISSN 2088-2831, eISSN 2541-6715.
- Parasuraman. 2008. A Multiple Item Scale for Measuring Consumer Perceptions of Service Quality. Journal of Retailing Volume 64.
- Rachman, Syamridho. 2020. Pengaruh Komunikasi Terapeutik Terhadap Kepuasan Pasien di Instalasi Rawat Inap RSUD Bangkinang. JOM Fisip. Volume 7. Edisi 2.
- Rahman, Abdul. 2022. Pengaruh Kualitas Pelayanan Terhadap Kepuasan Pasien Rawat Jalan Pada Rumah Sakit Ibu Dan Anak An Nisa Kota Jambi. Diakses dari <http://repository.unbari.ac.id/1113/> tanggal 5 Juni 2023.
- Sutopo, Eko. 2019. Pengaruh Manajemen Mutu dan Kualitas Pelayanan Terhadap Kepuasan Pasien Rawat Inap di RSUD Kabupaten Karanganyar. Edunomika. Volume 3, No. 1.
- Utami, Sedya Susilasih, dkk. 2023. Analisis Pengaruh Komunikasi Terapeutik dengan Tingkat Kepuasan Pasien Gigi pada Tindakan Gigi dan Mulut di Poli Gigi RSU Anna Medika Madura Tahun 2022. JMCH. Volume 4, No. 2. eISSN 2774-4590.
- Yasmine, Farah, dkk. 2022. Nurse's Therapeutic Communication and Its Effect on Hospitalized Patients's Satisfaction.
- Yunanto, Yogi. 2016. Analisis Pengaruh Kualitas Pelayanan dan Disiplin Kerja Karyawan Terhadap Kepuasan Pasien di PT. Askes Kediri. Jurnal Ekonomi Universitas Kediri. Volume 1, No. 1. pISSN 2502-9304, eISSN 2581-2157.
- Agustini, Fauzia. 2019. Strategi Manajemen Sumber Daya Manusia. Medan: UISU Press
- Anderson, R. Joanna, dkk. 2009. Equity in Health Service, Empherical Analysis in Social Policy. Cambridge: Mass Ballinger Publishing Company.
- Ansory, H. A. F., & Indrasari, M. 2018. Manajemen Sumber Daya Manusia. Sidoarjo: Indomedia Pustaka.
- Crosby B, Philip. 1979. Quality is Free. First Edition. United States: McGraw Hill. Deming E. 1982. Quality, Productivity, and Competitive position. Third Edition. United States: McGraw Hill.
- Farida, U., Hartono. 2016. Manajemen Sumber Daya Manusia. Ponorogo: Universitas Muhammadiyah Ponorogo.
- Garvin D.A.. 1995, Kualitas Produk : Alat Strategi yang Penting, Free Press.
- Gaspersz, Vincent. 2017. Manajemen Kualitas Penerapan Konsep-konsep Kualitas dalam Manajemen Bisnis Total. Jakarta: PT. Gramedia Pustaka Utama.

-
- Ghozali, Imam. 2018. Aplikasi Analisis Multivariate dengan Program IBM SPSS 25. Semarang: Badan Penerbit Universitas Diponegoro.
- Herlambang, Susatyo. 2016. Manajemen Pelayanan Kesehatan Rumah Sakit. Yogyakarta: Gosyen Publishing.
- Kotler, K. L. 2016. Manajemen Pemasaran. Edisi 12. Jakarta: PT Indeks. Lovelock Chistopher, Wirtz. 2016. Pemasaran Jasa, Edisi 7. Jakarta: Erlangga. Lupiyoadi, R. 2013. Manajemen Pemasaran Jasa. Jakarta: Salemba Empat.
- Machfoedz, I. 2009. Metodologi Penelitian Bidang Kesehatan, Keperawatan, Kebidanan, Kedokteran. Yogyakarta: Fitramaya.
- Mangkunegara, Anwar Prabu. 2020. Manajemen Sumber Daya Manusia Perusahaan. Edisi 14. Bandung: PT Remaja Rosdakarya.
- Muninjaya. 2014. Manajemen Kesehatan. Jakarta: EGC.
- Nadeak, Bernadetha. 2020. Manajemen Sumber Daya Manusia Pendidikan Era Industri 4.0. Jakarta: Uki Press.
- Nasution. 2015. Manajemen Mutu Terpadu. Jakarta: Ghalia Indonesia. Pohan. 2017. Jaminan Mutu Layanan Kesehatan. Jakarta: EGC.
- Restu Melinda, dkk. 2022. Komunikasi Terapeutik Dalam Kesehatan. Yogyakarta: Rizmedia Pustaka Indonesia.
- Sarfika, dkk. 2018. Komunikasi Terapeutik dalam Keperawatan. Padang: Andalas University Press.
- Sarlito. 2016. Dasar-dasar Organisasi dan Manajemen. Jakarta: Ghalia Indonesia.
- Setyowati, Ati. 2022. Pengaruh Etika Kerja, Kinerja Tenaga Kesehatan dan Kualitas Pelayanan Terhadap Kepuasan Pasien Rawat Inap di Rumah Sakit Sumber Hurip Kabupaten Cirebon. Tesis. Cirebon : STIE.
- Sinambela, Poltak. 2019. Manajemen Kinerja Pengelolaan Pengukuran, dan Implikasi Kinerja. Depok: Raja Grafindo Persada.
- Singarimbun, Masri S. & Sofian Efeffendi, 2016. Metode Penelitian Survey. Jakarta: LP3ES.
- Singodimedjo, M. 2002. Manajemen Sumber Daya Manusia. Surabaya: SMMAS. Sugiyono. 2019. Metodologi Penelitian Kuantitatif dan Kualitatif dan R&D. Bandung: Alfabet.
- Suryani. 2015. Komunikasi Terapeutik Teori dan Praktik. Edisi 2. Yogyakarta: EGC.
- Sutopo dan Adi Suryanto. 2016. Pelayanan Prima. Jakarta: Lembaga Administrasi Negara Republik Indonesia.
- Sutrisno, 2019. Manajemen Sumber Daya Manusia. Edisi 11. Jakarta: Prananda Media Group.

Ijptono, Fandi. 2016. Manajemen Jasa. Yogyakarta: Andi Offset.

Tjiptono, Fandi. 2018. Pemasaran Jasa, Prinsip, Penerapan, Penelitian. Edisi 1. Yogyakarta : Andi Offset.

Tjiptono, Fandi. 2014. Service, Quality & Satisfaction. Edisi 3. Yogyakarta: Andi Offset.

Umar. 2015. Metodologi Penelitian Kualitatif versus Kuantitatif. Yogyakarta: Pustaka.

Uripni. 2002. Komunikasi Kebidanan. Yogyakarta: EGC.

Yamit, Zulian. 2014. Manajemen Kualitas, Produk & Jasa. Yogyakarta: Ekonisia.