

DAFTAR PUSTAKA

- Alligood, MR & Tomey, A.M. (2006). *Nursing Theories and their work*, 7 th edn, Mosby Elsevier, St. Louis, Missouri.
- Anderson, M.A. (2004). Realigning the communication paradigm in nursing case management. *Care Management Journals*, 5(2), 67-72. <http://search.proquest.com/docview/198022513?accountid=50268>
- Andriani (2014). *Hubungan Komunikasi Terapeutik Perawat dengan Kepuasan Pasien Rawat Inap Bedah RSI Ibnu Sina Bukittinggi*. Tesis. Universitas Andalas Padang.
- Andriani, F.(2012). *Faktor-Faktor Mutu Keperawatan yang berhubungan dengan Insiden Keselamatan Pasien di RSUD DR. M.Djamil Padang tahun 2012*. Tesis. Universitas Andalas Padang.
- Anjaryani, W.(2009). *Kepuasan Pasien Rawat Inap Terhadap Pelayanan Perawat di RSUD Tugurejo Semarang*. Tesis tidak dipublikasikan.
- An-Nafi', A.F. (2009). *Pengaruh kenyamanan lingkungan fisik ruang rawat inap kelas III terhadap kepuasan pasien di RSUD Kustati Surakarta*. Skripsi. Universitas Sebelas Maret.
- Anuari. (2012). *Analisis Hubungan Kualitas Pelayanan Keperawatan dengan Kepuasan Pengguna Jasa Kesehatan di Rawat Inap RSUD Solok*. Tesis. Universitas Andalas Padang.
- Ardenny. (2013). *Hubungan Indeks Kepuasan Pasien dengan Pengambilan Keputusan dirawat kembali di RSUD Petala Bumi Pekanbaru*. Tesis. Universitas Andalas Padang.
- Arnold, E and Boggs, K. (2012). *Interpersonal Relationship: Profesional Communication Skill for Nurse*. Philadelphia: JB.Lippincott.
- Asmal, M & Rosyid, H.F. (2012). *Pelatihan Komunikasi Interpersonal untuk Meningkatkan Kualitas Layanan pada Perawat Rumah Sakit Umum*. *Jurnal Intervensi Psikologi*. Vol.4 No. 2 Desember 2012
- Asrin & Maude, P. (2006). *Patient's satisfaction with Nursing Communication (Therapeutic Communication on Adult Medical Surgical Ward at Prof. DR.Margono Soekarjo Hospital of Purwokerto, Central Java, Indonesia*. *The Soedirman Journal of Nursing*, Vol. 1 No.1 Juli.
- Badri, M.A. *et al.* (2008). Healthcare quality and moderators of patient satisfaction: Testing for causality. *International Journal of Health Care Quality Assurance*, 22(4), 382-410.

- Basavanthappa. (2011). *Management of Nursing Service & Education* First Edition. Jaypee.
- Bateman, T. (2011). *Nursing Team Dynamics: Communication, Culture, Collaboration*. Thesis, Canada: Library and Archives.
- Canivet,D.(2014). Improving communication in cancer pain management nursing: A randomized controlled study assessing the efficacy of a communication skills training program. *Supportive Care in Cancer*, 22(12). doi:http://dx.doi.org/10.1007/s00520-014-2357-2
- Carr, *et al.* (2012). Improving Communication Through Accent Modification: Growing the Nursing Workforce. *Journal of Cultural Diversity*, 19(3), 79-84.
- Carruth, *et al.* (1999). The Impact Of Primary and Modular Nursing Delivery System On Perceptions Of Caring Behaviour. *Oncology Nursing Press: Pittsburgh*.
- Chen, Y.M. (2008). Nurse's Work Environment and Satisfaction. <http://proquest.umi.com/>
- Chunlaka, P. (2010). International Patient's Satisfaction Towards Nurse Service Quality at Samitivej Srinakarin Hospital. Bangkok. *Thesis. Masters of Art Business English for International Communication*.
- Covert, B.K (2007). The Effects of Communication and Interpersonal Skill Training on the Job Satisfaction of Certified Nursing Assistant. *Dissertation. Capella University*.
- Crista, S. (2014). *Perbedaan Kepuasan Pasien terhadap Pelayanan Keperawatan di Irina A dengan Irina C RSUP Prof.Dr. R.D. Kandou Manado*.
- Curci, Katherine M. (2009). The Relationship Between Interdisciplinary Practice and Job Satisfaction of Nurse Practitioners. *Dissertation in Nursing. The Pennsylvania State University*.
- Depkes RI (2005). *Indikator Kinerja Rumah Sakit*. Jakarta: Depkes RI
- _____ (2008). *Standar Pelayanan Minimal Rumah Sakit*. Jakarta: Depkes RI
- Desborough, J. (2014). A tool to evaluate patients' experiences of nursing care in australian general practice: Development of the patient enablement and satisfaction survey. *Australian Journal of Primary Health*, 20(2), 209-215. doi:http://dx.doi.org/10.1071/PY12121

- Devi (2012). *Kepuasan pasien terhadap pelayanan keperawatan di RS Budi Graha Jambi*. Tesis. Universitas Andalas.
- Devito, A. Joseph. (2009). *Komunikasi Antar manusia*. Tangerang : Karisma Publishing Group.
- _____ (2012). *Interpersonal Communication Book*. Hunter College of the City University of New York.
- Donabedian, A. (2005). Evaluating the quality of Medical Care. *Milbank Quarterly*, 83 (4) 691 – 729 <http://dx.doi.org/10.1111/>
- D'Souza, E.,S., & D'Souza, M. S. (2013). Valuing communication for effective nurse leadership in nursing practice. *International Journal of Nursing Care*, 1(2), 63-67. Retrieved from <http://search.proquest.com/docview/1466277362?accountid=50268>
- D'souza, G. N., *et al* (2013). Communication pattern, attitude towards importance of communication and factors affecting communication among nursing graduates working in cardiac units. *International Journal of Nursing Care*, 1(1), 64-67.
- Ellis, R. Gates, R. & Kenwothy,N.(2000). *Komunikasi Interpersonal dalam keperawatan: Teori dan Praktik*. Jakarta: EGC.
- Gibson, *et al*. (2000). *Organisasi Perilaku Stuktur, Proses*. Alih bahasa: Djarkasih. Jakarta : Erlangga
- Gillies, D.A. (2006). *Manajemen Keperawatan: Suatu pendekatan sistem ed. 2*. Terjemahan Illois W.B Saunders Company
- Griffin R. W. (1987). *Management*. Boston: Houghtion M.C
- Griffiths, *et al* (2012). High Quality Care Metrics for Nursing. *National Nursing Research Unit*. King's College London
- Haj, *et al*. (2013). Quality of Care Between Donabedian Models and ISO9001V2008. *International Journal for Quality Research* 7 (1) 17-30
- Hanafi & Richard (2012). *Keterampilan Komunikasi Interpersonal Perawat berpengaruh peningkatan Kepuasan pasien*. Jurnal STIKES.Vol 3. No.2 Desember 2012.
- Hariyati, T.S. (2014). *Perencanaan, Pengembangan dan Utilisasi Tenaga Keperawatan Ed. 1 Cetakan 1*. Jakarta: Rajawali Pers

- Hawkins, R.J., *et al.* (2012). *Patient Satisfaction with General Anesthesia*. AORN Journal Vol. 96 No.4. Oktober 2012 Published by Elsevier, Inc., on behalf of AORN, Inc <http://dx.doi.org/10.1016/j.aorn.2012.07.015>
- Hawthorne, G., *et al.* (2014). Measuring patient satisfaction with health care treatment using the short assessment of patient satisfaction measure delivered superior and robust satisfaction estimates. *Journal of Clinical Epidemiology*, 67(5), 527-37.
- Hein, E.C. (1980). *Communication in Nursing Practice*. Second Edition. *Littel, Brown and Company Boston*.
- Herlina (2012). *Aplikasi teori kenyamanan pada asuhan keperawatan anak*. Bina Widya Vol. 23 No. 4 pp. 191 – 197.
- Hidayat, T. (2009). *Aspek-Aspek Manajemen Keperawatan yang berpengaruh terhadap Kompetensi Interpersonal Perawat di Rawat Inap RSUD Brigjend H. Hassan Basri Kandangan Kalimantan Selatan*. Tesis. Universitas Diponegoro
- Huber, D.L. (2010). *Leadership and Nursing Care Management Fourth Edition*. *Saunders Elsevier*.
- Idris, E. (2012). *Hubungan Dimensi Mutu Pelayanan dengan Tingkat Kepuasan Pasien di Ruang Rawat Inap RSUD Pariaman Tahun 2012*. Universitas Andalas Padang.
- Imran, S. (2013). Evaluation of communication skills training program for nursing students to develop supportive ward atmosphere during care of patients with cancer. *International Journal of Nursing Education*, 5(1), 222-227. Retrieved from <http://search.proquest.com/docview/1370197447?accountid=50268>
- Irawan, dkk. (2015). *Hubungan antara komunikasi perawat dengan kepuasan pasien terhadap pelayanan keperawatan di Irna Rumah Sakit Muhammadiyah Palembang 2015*. Seminar Nasional Forum Dosen Indonesia 2015. ISSN: 2460-5271.
- Iyer, Pacticia W. (2005). *Dokumentasi Keperawatan: Suatu Pendekatan Proses Keperawatan Edisi 4*. EGC: Jakarta
- Joagum, C. (2008). *Interpersonal Communication between Registered Nurses and Surgical Patients on Admission To Surgical Wards at the Oshakati Intermediate Hospital*. Tesis. The University of Namibia

- Jones, S. M. (2012). *The development of trust in the nurse-patient relationship with hospitalized mexican american patients* (Order No. 3526524). Available from ProQuest Nursing & Allied Health Source. <http://search.proquest.com/docview/1081855372?accountid=50268>
- Kemenkes (2012). *Mutu Pelayanan Keperawatan Klinik*. Bina Pelayanan Medik dan Keperawatan. Jakarta: Kemenkes RI
- Khairani, L.(2010). *Faktor – Faktor yang mempengaruhi kepuasan Pasien Rawat Jalan RSUD Pasaman Barat*.
- Khan, M.M.,*et al.*(2014). Impact of Service Quality on Patient’s Trust: A Case of Health-Care in Pakistan. *Journal of Quality and Technology Management*. Vol. X. Issue I, June 2014. Page 35 – 57.
- Kholidi,M. (2013). *Hubungan Kualitas Pelayanan Keperawatan dengan loyalitas klien di Instalasi Rawat Jalan RS Paru Kabupaten Jember*. Tesis tidak dipublikasikan.
- Kolcaba K. *et al.* (2006). Comfort Theory: A Unifying Framwork to Enhance the Practice Environment. *JONA Vol. 36 Number 11, Pp 538-544 2006. Lippincott William & Wilkins inc.*
- Kolcaba, K. (2003). *Comfort Theory and Practice: A Vision For Holistic Health Care and Research*. New York: *Spinger Publishing Company*.
- Komisi Nasional Etik Penelitian Kesehatan Departemen Kesehatan RI (2007). *Pedoman Nasional Etik Penelitian Kesehatan Suplemen II*. Jakarta: Komisi Nasional Etik Penelitian Kesehatan Depkes RI
- Kozier, *et al* (2004). *Fundamental of Nursing, Concept, Process and Practice*. USA: Pearson Education, Inc
- Krisyanti, dkk. (2014). *Hubungan Komunikasi Interpersonal Perawat dengan Pelayanan Keperawatan di Ruang Rawat Inap RS Panti Waluyo Surakarta*.
- Lalongkoe,M.R. (2013). *Komunikasi Keperawatan: Metode Berbicara Asuhan Keperawatan*. Yogyakarta: Graha Ilmu.
- Laschinger, *et al.* (2005). A Psychometric Analysis of the Patient Satisfaction with Nursing Care Quality Questionnaire (PSNCQQ) An Actionable Approach to Measuring Patient Satisfaction. *Journal Of Nursing Care Quality*. 20 (3) 220 – 230.
- Lestari, Made M.W., *et al.*(2016). *Analisis Faktor – Faktor yang mempengaruhi Kepuasan Pasien Rawat Inap*. e-Journal Bisma Universitas Pendidikan Ganesha Jurusan Manajemen (Volume 4 Tahun 2016).

- Machfoedz, M. (2009). *Komunikasi Keperawatan (Komunikasi Terapeutik)*. Granbika: Yogyakarta.
- Manalu, J.S. (2014). *Pengaruh Komunikasi Interpersonal terhadap Kinerja Perawat Ruang Rawat Inap RSUD DR Djasamen Saragih Pematangsiantar*. Tesis. Universitas Sumatera Utara Medan.
- McCarthy, *et al.*(2014). Integrating psychology with interpersonal communication skills in undergraduate nursing education: Addressing the challenges. *Nurse Education in Practice*, 14(3), 227-32. doi:<http://dx.doi.org/10.1016/j.nepr.2014.01.008>
- McNamara, S. A. (2011). The future of nursing and patient safety: The nurse's role. *AORN Journal* 93 (5). www.aornjournal.org.
- Mirawati (2014). *Hubungan Komunikasi Interpersonal Perawat dengan Kepuasan Pasien Rawat Inap di Ruang Cempaka RSUD AW Sjahranie Samarinda*. E-Journal Psikologi, 2014, 2 (1): 100 – 114. [Ejournal.psikologi.fisip-unmul.ac.id](http://ejournal.psikologi.fisip-unmul.ac.id)
- Mundakir (2006). *Komunikasi Keperawatan Aplikasi dalam Pelayanan*. Yogyakarta: Graha Ilmu.
- Naidu, A. (2009). Factors affecting patient satisfaction and healthcare quality. *International Journal of Health Care Quality Assurance*, 22(4). <http://dx.doi.org/10.1108/09526860910964834>
- NANDA International (2012). *Diagnosis Keperawatan: Definisi dan Klasifikasi 2012 – 2014*. Jakarta: EGC
- Ndambuki, J. (2013). The Level of Patients Satisfaction and Perception on Quality of Nursing Service in the Renal Unit, Kenyatta National Hospital Nairobi, Kenya. *Open Journal of Nursing*, 2013,3,186-194. *Published Online June 2013* (<http://www.scirp.org/journal/ojn/>)
- Ndu, A. (2013). Nursing: Communication skills in practice. *Nurse Education in Practice*, 13(6) doi:<http://dx.doi.org/10.1016/j.nepr.2013.05.005>
- Negarandeh, *et al.*(2014). Impact of regular nursing rounds on patient satisfaction with nursing care. *Asian Nursing Research*, 8(4), 282-285. doi:<http://dx.doi.org/10.1016/j.anr.2014.10.005>
- Notoatmodjo,S. (2010). *Metodologi Penelitian Kesehatan*. Jakarta: Rineka Cipta.
- Nurhayati (2014). *Faktor Responsiveness terhadap Kepuasan Pasien di Pelayanan Kesehatan Ibu dan Anak (KIA)*. Jurnal Health Quality Vol.4 No.2 Mei 2014 Hal 77- 141

Nursalam. (2015). *Manajemen Keperawatan: Aplikasi dalam praktik Keperawatan Profesional. Edisi 5*. Jakarta: Salemba Medika.

Oni, Cathy C. (2012). Patient Satisfaction with Nurse.

Oroh, *et al.* (2014). *Faktor-faktor yang berhubungan dengan tingkat kepuasan pasien rawat inap terhadap pelayanan keperawatan di ruang Interna RSUD Noongan Manado*.

Papastavrou, E., *et al.* (2014). Linking patient satisfaction with nursing care: The case of care rationing - a correlational study. *BMC Nursing*, 13, 26. doi:<http://dx.doi.org/10.1186/1472-6955-13-26>

Parasuraman, *et al.* (1988). Servqual: A Multiple-item scale for Measuring Consumer Perception of Service Quality” *Journal of Retailing*.

_____ (1985). A Conceptual Model Service Quality and Its Implications for Future Research. *Journal of Marketing Vo.49 (1985) 41-50*.

Perkins, L. D. (2010). *Nurse managers transform nursing: A study of leadership behaviors and the relationship to leadership training and employee satisfaction*(Order No. 3398695). Available from ProQuest Health Management; ProQuest Nursing & Allied Health Source.

Peterson,S.J. dan Bredow,T.S. (2004). *Midle Ranges Theories Application to Nursing Research*. Philadelphia: *Lippincott Williams & Wilkin*

Potter,PA & Perry,A.G.(2006). *Fundamental Of Nursing : Concept, Process and Practice*. St Louis: Mosby Year Book.

_____ (2009). *Fundamental Of Nursing : Concept, Process and Practice*. 7 th Edition. Singapore: Mosby Year Book. Alih Bahasa: Adriana Ferderika. Jakarta: Salemba Medika.

PPNI Indonesia. (2005). *Standar Kompetensi Perawat Indonesia*. dari PPNI Indonesia website: <http://www.inna-ppni.or.id>

Priansa, D.J (2010). *Manajemen Sumber Daya Manusia dalam Organisasi Publik dan Bisnis*. Bandung : Alfabeta.

Profil Rumah Sakit Umum Daerah Petala Bumi Provinsi Riau

Purdy (2011). Effects of Work Environments on Nursing and Patient Outcomes, *Western University. Electronic Thesis and Dissertation Repository*.

- Putra, C.S. (2013). *Faktor-Faktor yang berhubungan dengan dimensi Mutu Pelayanan keperawatan di Instalasi Anak RSUP DR. M.Djamil Padang*. Tesis. Universitas Andalas Padang
- Priyanto, A. (2009). *Komunikasi dan Konseling : Aplikasi dalam Sarana Pelayanan Kesehatan*. Jakarta: Salemba Medika.
- Rachmawatie (2006). *Pengaruh Pelatihan Keterampilan Sosial Terhadap Efektifitas Komunikasi Interpersonal pada Remaja*. Yogyakarta : UII
- Rahmawati. dkk. (2014). *Kenyamanan Pasien Pre Operasi di Ruang Rawat Inap Bedah Marwah RSU Haji Surabaya*. Critical & Medical Journal Vol.3 NO 1. Oktober 2014.
- Rahmawati & Purwanti (2008). *Hubungan Komunikasi Perawat –Dokter dengan Stres Kerja Perawat di Instalasi Rawat Inap RSUD Sragen*. Jurnal Berita Ilmu Keperawatan Vol. 1 No. 3 September 2008: 107 – 112.
- Rajeswari, T. (2011). *A Study to Asses Patient’s Satisfaction with Quality of Nursing Care. Project Report. Sree Chitra Tirunal Intitute For Medical Science and Technology*. Diakses tanggal 15 April 2016 <http://dspace.sctimst.ac.in/jspui/bitstream/123456789/1607/1/481.pdf>
- Rattu, P. dkk. (2015). *Perbedaan Kualitas Pelayanan Keperawatan terhadap Pasien Penerima Bantuan Iuran dan Pasien Bukan Penerima Bantuan Iuran di RSUP Prof.Dr.R.D.Kandau Manado*. E-journal Keperawatan. (e-Kp) Volume 3. Nomor 1 Februari 2015.
- Riyadi & Yuniarti (2012). *Hubungan Motivasi Kerja dan Lama Kerja Perawat dengan Penerapan Komunikasi Terapeutik pada Klien di Rumah Sakit PKU Muhammadiyah Kotagede Yogyakarta*.
- Sahin, B., *et al.*(2007). Factors affecting inpatient satisfaction: Structural equation modeling. *Journal of Medical Systems*, 31(1), 9-16.
- Sandra, R. (2014). *Hubungan Komunikasi Terapeutik Perawat dengan Kepuasan Pasien di Instalasi Rawat Inap Non Bedah RSUP dr. M. Djamil Padang Tahun 2013*. Jurnal Keperawatan. STIKES Syedza Saintika Padang.
- Sanders,T.C.(2009). *Assessing the differences of demographic variables on patient satisfaction with nursing communication* (Order No. 3382735). Available from ProQuest Health Management; ProQuest Nursing & Allied Health Source. (305176523). Retrieved from <http://search.proquest.com/docview/305176523?accountid=50268>

- Santrock (2002). *Life-span development (perkembangan masa hidup) jilid 2* Jakarta : Erlangga.
- Sareong, dkk. (2013). *Faktor yang berhubungan dengan Kepuasan Pasien Rawat Jalan di Puskesmas Rantepao Kabupaten Toraja Utara*.
- Senarath, U., et al. (2013). Patient satisfaction with nursing care and related hospital services at the national hospital of Sri Lanka. *Leadership in Health Services*, 26(1). <http://dx.doi.org/10.1108/17511871311291732>
- Siti, dkk. (2016). *Komunikasi terapeutik perawat berhubungan dengan Kepuasan pasien*. *Jurnal Ners dan Kebidanan Indonesia*. DOI : <http://dx.doi.org/10.21927/jkni.2016>. 4(1). 30-34
- Stuart, G.W. & Laraia, M.T. (2001). *Principles and practice of Psychiatric nursing. Seventh Edition*. St. Louis: Mosby Inc
- Suciati (2015). *Komunikasi Interpersonal. Sebuah Tinjauan Psikologis dan Perspektif Islam*. Buku Litera: Yogyakarta
- Suhaimi. (2012). *Hubungan Komunikasi Perawat dan Karakteristik pasien dengan Kepuasan Pasien di Unit Rawat Jalan RS Ibnu Sina Bukittinggi*. Tesis. Universitas Sayalab Padang.
- Sumijatun. (2011). *Membudayakan Etika dalam Praktik Keperawatan*. Jakarta: Salemba Medika.
- Suntara, D. A. (2015). *Hubungan Dimensi Service Quality dengan kualitas pelayanan terhadap pelayanan pasien di ruang rawat inap RS Harapan Bunda Batam*. Tesis tidak dipublikasikan.
- Supriyanto S., Wulsayari R.D (2011). *Manajemen Mutu Pelayanan Kesehatan: Percetakan Pohon Cahaya*.
- Suryani. (2015). *Komunikasi Terapeutik: Teori & Praktik*, Ed.2. EGC: Jakarta.
- Sya'diyah, H. (2013). *Komunikasi Keperawatan (Communication Games Application) Edisi Pertama*. Graha Ilmu: Yogyakarta
- Swansburg, R.C. & Swansburg, R.J. (1999). *Introductory Management and Leadership for Nurses*. Canada : Jones and Barlett Publishers.
- _____ (2001). *Pengembangan Staf Keperawatan: Suatu Komponen Pengembangan Sumber Daya Manusia*. Alih bahasa: Agung Waluyo. Jakarta: EGC.

- Tamilselvi. (2014). A Cross Sectional Study to Measure Patients Perception Of Quality Of Nursing Care at Medical Wards. *Niite University Journal of Health Science* (NUJHS) Vol. 4. No. 1 March 2014.
- Triwibowo dan Hanim (2011). *Kepuasan Pasien di Ruang Rawat Inap RSI Hasanah Mojokerto*.
- Vaughans, B. (2013). *Keperawatan Dasar*. Yogyakarta: Rapha Publishing.
- Videbeck, S.L. (2008). *Buku Ajar Keperawatan Jiwa*. Jakarta: EGC
- Violesia, E.B. (2014). *Pengaruh Warna Ruang Kerja terhadap Kenyamanan Dosen Psikologi*. Medan : Fakultas Psikologi USU
- Voyce, *et al.* (2015). A Donabedian Model of the Quality of Nursing Care from Nurse Perspectives in a Portugese Hospital: A Pilot Study. *Journal of Nursing Measurement*. Vol. 23 Number 3, 2015. Springer Publishing Company.
- Wanjau, *et al.* (2012). Factors Affecting Provision of Service Quality ini the Public Health Sector: A Case Of Kenyatta National Hospital. *International Journal of Humanities and Social Science*. Vol 2. No.13 Juli 2012.
- Whitehead, Weiss & Tappen (2010). *Essential of Nursing Leadership and Management* fifth edition. Philadelphia : F.A. Davis Company.
- Wilson, *et al* (2009). *Pain and Comfort Management*.
- Wilson, L., & Kolcaba,K. (2004). Practical Application of Comfort Theory in the Perianesthesia Setting. *Journal Of PeriAnesthesia Nursing* Vol 19. No. 3 2004 pp 64-173. American Society of PeriAnesthesia Nurse
- Zen, Pribadi. (2013). *Panduan Komunikasi Efektif untuk Bekal Keperawatan Profesional*. D-Medika: Yogyakarta.