

DAFTAR PUSTAKA

- Adzoyi, Paulina N, and Klutse, Comfort Mawuse. 2015. *Servicescape, customer Satisfaction and Loyalty in Ghanaian Hotels*. Jurnal of Tourism, Hospitality and Sports. An Internationa; Peer-reviewed Jornal Vol.10.
- Arief. 2007. *Pemasaran Jasa & Kualitas Pelayanan*. Malang: Bayumedia Publishing.
- Augusty, ferdinand. 2006. *Metode Penelitian Manajemen: Pedoman Penelitian untuk skripsi, Tesis dan Disertasi Ilmu Manajemen*, Semarang : Universitas Diponegoro.
- Cooper, Donald. R, Schindler, Pamela. S. 2006, *Business Research Methods 9th Edition*. McGraw-Hill International Edition.
- Egan, John. 2001. *Relationship Markeing, Exploring Relation Strategies in Marketing*, 1st edition, Prentice Hall.
- Fandi, Tjiptono. 2004. *Manajemen Jasa*. Edisi Pertama. Yogyakarta : Andi Offset.
- Ghozali, Imam dan Fuad. 2005. *Structural Equation Modelling, Teori, Konsep, dan Aplikasi dengan Program Lisrel 8.54*, Semarang: Undip.
- Ghozali, Imam. 2008. *Model Persamaan Struktural Konsep dan Aplikasi dengan Program AMOS 16.0*, Semarang: Undip.
- Ghozali, Imam. 2012. *Aplikasi Analisis Multivariate dengan Program IBM SPSS*, Semarang: UNDIP.
- Hair, et al. 2006. *Multivariate Data Analysis 6th ed*. New Jersey: Pearson Education.
- Hair, J.F., et al. 2010. *Multivariate Data Analysis 7th edition*. New Jersey: Person Education Inc.
- Harris, L.C dan Ezeh, Chris. 2008. *Servicescape and Loyalty Intentions an Empirical Investigation*. *European Journal of Marketing* Vol. 42, No3/4,pp.390-422.
- Hoffman K. Douglas, Scott W. Kelley, and Beth C. Chung. 2003. *A CIT Investigation of ServicescapeFailure and Associated Recovery Strategies*. *Journal of service marketing*, vol 17 No.4

https://id.wikipedia.org/wilo/daftar_rumah_sakit_di_kota_padang

<https://www.pantirapih.or.id/index.php/artikel/rekam-medis/254-undang-undang-rumah-sakit>

<https://www.slideshare.net/melodycguitarista/81558012-permenkes-no340ttgklasifikasirumahsakit1>

Juhari, Hafizah N, Ali H Mohd, Khair Nurhayati. 2014. *The Shopping Mall Servicescape Affection Customer Satisfaction*. 3rd International Conference On Business and Economics Research.

Johnson, Lesley., Karl JJ. Mayer, and Elena Champer. 2004. *Casino Atmospherics from a Customer's perspective: A re-examination*. UNLV Gaming Research & Review Journal Vol.8 Issue 2. Nevada, Las Vegas.

Kartajaya, Hermawan. 2003. *Markplus on Strategy*. Markplus&Co *Membangun Strategi Perusahaan, Jakarta: Gramedia Pustaka Utama*.

Kotler dan Keller. 2009. *Manajemen Pemasaran*. Jilid I. Edisi ke 13. Jakarta : Erlangga.

Lovelock, Christopher, Wirtz, jochen, Mussry, Jacky. 2010. *Pemasaran Jasa-Perspektif Indonesia jilid I*. Jakarta : Erlangga.

Lovelock, Christopher. 2008. *Essentials of Services Marketing*. Pearson Educatopn South Asia Pte Ltd.

Lupiyoadi, Rambat. 2001. *Manajemen Pemasaran Jasa*. Jakarta : PT. Salemba Empat.

Lupiyoadi, Rambat. 2013. *Manajemen Pemasaran Jasa*. Jakarta: Salemba.

Masloman, Mirna, Lamanauw, Bode, dan Trang, Irvan. 2014. *Kualitas Pelayanan dan Servicescape Pengaruhnya Terhadap Kepuasan Konsumen Pada Kentucky Fried Chicken Multivariat Raotana Manado*. Jurnal EMBA Vol2 No.4.

Muninjaya, Gede AA. 2011. *Manajemen Mutu Pelayanan Kesehatan*. Jakarta. EGC

Pramita, Cempaka D, DH Achmad Fauzi, Hidayat, Kadarisman. 2015. *Pengaruh Servicescape (Lingkungan Layanan) Terhadap Kepuasan dan Dampaknya Pada Loyalitas Nasabah*. Jurnal Administrasi Bisnis Vol.26 No.2.

- Pratama, Meika Putra, Setyorini, Retno. *Pengaruh Servicescape Terhadap Kepuasan Konsumen Kafe Roti Gempol dan Kopi Anjis Cabang Jalan Begawas Bandung*.
- Rangkuti, Freddy. 2011. *SWOT Balanced Scorcard*. Jakarta: PT Gramedia Pustaka Utama.
- Robinette, Scott. 2001. *Emotion Marketing*. Jakarta: Mc.Grow Hill Book Company.
- Sahangamu, Stefhanie, Mananeke, Lisbeth, dan Sepang Jatje. 2015. *Analisis Kualitas Layanan, Servicescape dan Kepercayaan Terhadap Kepuasan Nasabah Pada PT. Bank Sinarmas Bitung*. Jurnal EMBA Vol.3 No.1.
- Sekaran, Uma. 2003. *Research Methods For Business: A Skill Building Aproach*, New York-USA: John Wiley and Sons, Inc.
- Sekaran, Uma. 2006. *Methodologi Penelitian Untuk Bisnis, Edisi Keempat*. Jakarta: Penerbit Salemba Empat.
- Sekaran, Uma. 2009. *Research MethodsnFor Business*. Jakarta: Salemba Empat.
- Shashikala R, dan Suresh, A.M. 2013. *Building Consumer Loyalty through Servicescape in Shopping Malls*. IOSR Journal of Business and Management Vol 10, Issue 6.
- Sugiyono. 2004. *Statistika untuk penelitian, cetakan keenam*. Bandung: Alfabeta.
- Sugiyono. 2006. *Metode Penelitian Kuantitatif Kualitatif dan R&D*. Bandung: Alfabeta.
- Sugiyono. 2008. *Metode Penelitian Kuantitatif Kualittatis dan R&D*. Bandung: Alfabeta.
- Sumarwan, Ujang. 2011. *Perilaku Konsumen*. Bogor : Ghalia Indonesia.
- Tjiptono, Fandy. 2008. *Strategi Pemasaran edisi 3*, Andi : yogyakarta.
- Tweneboah-Koduah, E., Farley, A.Y.D., 2015. *Relationship between Customer Satisfaction and Customer Loyalty in the Retail Banking Sector of Ghana*. *Int. J. Bus. Manag.* 11,249.
- William G. Zikmund. 2003. *Exploring Marketing Research*. Cornell University: South-Western.

- Rachman, A. 2017. *Analysis of Effect of Physical Evidence and Service Assurance on Customer Satisfaction and Customer loyalty in using Car Rental Service*. IOP Conf. Series: Materials Science and Engineering.
- Raza, Kiran. 2008. *Impact Of Servicescape on Customer Satisfaction*. International Journal of Economics, Business and Social Sciences Volume 1.
- Setya, Yanto Azie. 2011. *Pengaruh Servicescape terhadap Customer Loyalty dengan Customer satisfaction sebagai Variabel Intervening dan Personal Faktor sebagai Variabel Moderating*. Jurnal Ilmiah Niagara, Vol 2 No.1.
- Yazid. 2001. *Pemasaran Jasa: Konsep dan Implementasi*. Edisi Kedua. Yogyakarta: Ekonsia Fakultas Ekonomi UII.
- Zeithaml dan Bitner. 2003. *Service Marketing Integrating Customer Focus Across the Firm, 3rd edition*. Boston. Mc GrowHill/Irwin.
- Zeithaml, V. A and M. J Bitner (diterjemahkan oleh Fandy Tjiptono). 2009. *Services Marketing, Fifth Edition*. Newyork : The McGraw-Hill Companies.

