DAFTAR PUSTAKA

[1] Agresti, A. 1990. *Categorical Data Analysis*. New York: John Wiley Sons, Inc.

[2] Agresti, A dan Hitchcock, D.B. 2005. Bayesian inference for categorical data analysis. *Statistical Methods & Applications*. Vol 14(3). pp 297-330.

[3] Bain, L.J dan Engelhardt, M. 1992. *Introduction to Probability and Mathematical Statistics*. United States of America: Brooks/Cole.

[4] Box, G.E.P dan Tiao, G.C. 1973. *Bayesian Inference in Statistical Analysis*. Addision Wesley Company. Inc: Philippines.

[5] Chang, E.K. Shin, J.S. Lee, J. Lee, Y.J. Kim, M. Choi, A. Park, K.B. Lee, H dan Ha, I. 2017. Quality of medical service, patientsatisfaction and loyalty with a focus on interpersonal-based medicalservice encounters and treatmenteffectiveness: a cross-sectionalmulticenter study of complementary and alternative medicine (CAM) hospitals. *BMC Complem Altern M*. Vol 17(1). pp 174186.

[6] Choi, K. Lee, H. Kim, C dan Lee, S. 2005. The service quality dimensions and patient satisfaction relationship in South Korea: Comparisons across gender, age, and types of service. *The Journal of Services Marketing*. Vol 19(3). pp 140-149.

[7] Efron, B dan Tibshirani, J. R. 1993. *An Introduction to the Bootstrap.* New York: Champman and Hall, Inc.

[8] Faris, S.A. 2014. The impact of service quality perception on patient satisfaction in Government Hospitals in Southern Saudi Arabia. *Saudi Med J.* Vol 35(10). pp 1271-1273.

[9] Francesc, M. Francisco, J.J. Pilar, E dan Elena, D.B. 2013. Is patient satisfaction and perceived service quality with musculoskeletal rehabilitation determined by patient experiences?. *Clinical Rehabilitation.* Vol 27(6). pp 555-564.

[10] Grönroos, C. 1984. A Service Quality Model and Its Marketing Implications. *European Journal of Marketing.* Vol 18(4). pp 36-44.

[11] Hogg, V.H dan Allen, T.G. 1965. *Introduction to Mathematical Statistics Fifth Edition.* New Jersey: Prentice Hall Inc.

[12] Hosmer, D.W dan Lemeshow, S. 2000. *Applied Logistic Regression.* New York: John Wiley Sons, Inc.

[13] Kocherginsky, M. 2003. Extension of the Markov Chain Marginal Bootstrap. PhD Thesis, University of Illinois Urbana-Champaign.

[14] Kotler, P dan Gary A. 2001. *Prinsip-prinsip Pemasaran*: Erlangga. Jakarta

[15] Nguyen, T.C dan Nguyen, T.T.M. 2014. Service Quality and Its Impact on Patient Satisfaction: An Investigation in Vietnamese Public Hospitals. *Journal of Emerging Economies and Islamic Research*. Vol 2(1).

[16] Notoadmodjo, S. 2010. *Metodologi Penelitian Kesehatan*. Jakarta: Rineka Cipta

[17] Ntzoufras, I. 1973. *Bayessian Modelling Using WinBugs*. Greece: Department of Statistics Athens University of Economics and Bussines.

[18] Parasuraman, A dan Berry L.L. 1985. A Conceptual Model of Service Quality and Its Implication for Future Research. *Journal of Marketing*. Vol 49(4). pp 41-50.

[19] Parasuraman, A. Zeithaml, V.A dan Berry, L.L. 1988. SERVQUAL: a Multiple-item Scale for Measuring Consumer Perceptions of Service Quality. *Journal of Retailing*. Vol 64(1). pp 12-40.

[20] Simamora, B. 2005. *Analisis Multivariat Pemasaran*. Jakarta: PT Gramedia Pustaka Utama.

[21] Tucker, H.A. 1965. *Probablity and Mathematical Statistics*. New York: Academic Press Inc.

[22] Walpole, R.E dan Myers R.H. 1995. *Ilmu Peluang dan Statistika untuk Insinyur dan Ilmuwan Edisi ke-4*. Alih bahasa oleh Sembiring, Bandung: R.K. ITB Bandung.