

## DAFTAR PUSTAKA

- Aaker, A. David. (1997). *Manajemen Ekuitas Merek*, Alih Bahasa: Aris Ananda, Spektrum Mitra Utama, Jakarta.
- Alex, C. (1999). *Identification of Factors Leading to Excessive Waiting Times in an Ambulatory Pharmacy*. *Hosp Pharm*; 34: 707-12.
- Al-haratini, R. (2010). *Optimizing wait time using smart phones as a patient empormernet tool*. California State university, long Beach. Proquest dissertations on theses,45.
- Altschwager, Habel, dan Goodman. (2007). *The Servicescape Response: Do Brand Committed Consumers Respond Differently to the Cellar Door Experience?*
- Anderson, R. E., & Srinivasan, S.S. (2003). *E-satisfaction and e-loyalty: a contingency framework*. *Psychology & Marketing*, 20(2), 123–138.
- Antonides, G., Verhoef, P.C. and Aalst, M. (2002), “Consumer Perception and Evaluation of Waiting Time: A Field Experiment”, *Journal of Consumer Psychology*, Vol. 12, No. 3,pp. 193-202
- Arikunto S. (2006). *Prosedur Penelitian Suatu Pendekatan Praktik*, Ed Revisi VI, Penerbit PT Rineka Cipta, Jakarta
- Assael. (2001). *Consumer Behavior 6th Edition*, Thompson Learning, New York.
- Atmawati, Rustika Dan Wahyuddin. (2007). ”Analisis Pengaruh Kualitas Pelayanan Terhadap Kepuasan Konsumen Pada Matahari Departement Store Di Solo Grand Mall”. *Jurnal Ekonomi Dan Bisnis*. Hal. 1 –12. Universitas Muhammadiyah Surakarta.
- Baker, J. and Cameron, M. (1996). “The effects of the service environment on affect and consumer perception of waiting time: an integrative review and research propositions.” *Academy of Marketing Science Journal* 24(4): 338-349.
- Baker and Cameron, M. (1996). "The Effect of the Service Environment on Effect and Customer Perception of Waiting Time: An Integrative Review and Research propositions," *Journal of the Academy of Marketing Science*, Vol.24, No. 4: 338-349.
- Bitner, M. (1992). “Servicescapes: The impact of physical surroundings on customers and employees”, *Journal of Marketing*, Vol. 56, No. 2, pp. 57-71.
- Bitner, M.J. (1990). “Evaluating service encounters: the effects of physical surroundings and employee responses”, *Journal of Marketing*, Vol. 54 No. 2, pp. 69-82.
- Bolton R and Drew J.H. (1991). “A Multistage Model of Customers’ Assessment of Service Quality and Value.” *Journal of Consumer Research*. 17: 375–384.

- Broadbent, G., Bunt, R. and Jencks, C. (1980). *Signs, Symbols and Architecture*, Wiley, New York, NY. Boo Ho Voon. (2003). *Service Environment of Restaurants: Findings from the Youth Customers*.
- Buzell, R.D. & Gale, B.T. (1987). *The PIMS Principles. Linking Strategy to Performance*, (New York, Free Press).
- Cengiz, E dan Kirkbir. F. (2007). *Customer Perceived Value: The Development of Multiple Item Scale in Hospitals. Problems and Perspectives in Management*. Vol.5. pp. 252-267.
- Cengiz, Ekrem, dan Fazıl Kirkbir. (2007). Customer Perceived Value: The Development of A Multiple Item Scale in Hospitals. *Journal Problems and Perspectives in Management / Volume 5, Issue 3, 2007*.
- Chamacho dan Anderson. (2006). *The Relationship between Patient's Perceived Waiting Time and Office-Based Practice Satisfaction*.
- Chamacho. (2007). *The influence of patient wait time on satisfactori with prime care, BMC Health Services Reserch* 28 Februari 2007.
- Chen, Z. (2003). "Consumers' Value Perception of An e-Store and Its Impact on eStore Loyalty Intention." *Unpublished. PhD dissertation. Purdue University, West Lafayette*.
- Chih-Yun Yang. (2007). *Study On The Interaction Between The Food And Beverage Servicescape And Customer Waiting Experience*
- Committee on Quality Health in America*, tanggal akses 29 September 2015.
- Dansky. (1997). *Patient satisfaction with ambulatory healthcare services: waiting time and filling time. Hospital & Health Services Administration* 1997;42(2):165-177.
- Davis, M. M. and Heineke, J. (1993). "Understanding roles of the customers and the operation for better queue management." *International Journal of Operations and Production Management* 9: 21-34.
- Diaz and Ruíz. (2002). "The consumer's reaction to delay in service." *International Journal of Service Industry Management* 13(2): 118-140.
- Dodds, William B. dan Monroe, Kent B. (1985). *The Effect of Brand and Price Information on Subjective Product Evaluations, Advances in Consumer Research*, Vol.12.
- Dobre, C., Dragomir, A. C., & Milovan-Ciuta .A. M. (2013). *A Marketing Perscpective On The Influences Of Waiting Time And Servicescape On Perceived Value*.
- Dr. Musriha. (2012). *Effect Of Servicescape And Employee Communication Quality On Customer Loyalty Of Mandiri Bank In Surabaya*.

- Fabian Camacho, MS. (2003). *The Relationship between Patient's Perceived Waiting Time and Office-Based Practice Satisfaction*.
- Ferdinand. (2006). *Metode Penelitian Manajemen*. Semarang: Badan Penerbit Universitas Diponegoro.
- Fredereca dan Chairy. (2010). Pengaruh Psikologi Konsumen Terhadap Keputusan Pembelian Kembali Smartphone Blackberry. *Jurnal Manajemen Teori dan Terapan Tahun 3, No. 2, Hal.128-143*.
- Habersam, M. dan Piper, M. (2003). *Exploring Intellectual Capital in Hospitals: Two Qualitative Case Studies in Italy and Austria*. *European Accounting Review*, 12 (4).
- Hair, J.F., Black, W.C., Babin, B.J., & Anderson, R.E. (2010). *Multivariate Data Analysis. Seventh Edition*. Prentice Hall, Upper Saddle River, New Jersey.
- Hansen, H., B.M. Samuelsen and P.R. Silseth, (2008). *Customer perceived value in B-t-B service relationships: Investigating the importance of corporate reputation*. *Ind. Market. Manag.*, 37: 206-217.
- Heinonen K. (2004). Reconceptualizing customer perceived value – the value of time and place , *Managing Service Quality* , vol. 14,Nos 2/3, pp. 205-215.
- Hightower Jr, R., & Shariat, M. (2009). *Servicescapes Hierarchial Factor Structure Model*. *Global Review of Business and Economic Research* , 5 (2), 375-398.
- Hightower Jr, R., & Shariat, M. (2009). *Servicescapes Hierarchial Factor Structure Model*. *Global Review of Business and Economic Research* , 5 (2), 375-398.
- Hightower, R. (2003). "Framework for Managing the Servicescape: A Sustainable Competitive Advantage," *The Marketing Management Journal*, Vol. 13, issue 2 (Fall 2003): 84-95.
- Ho Hsu, Tsuen, Feng-Chuan Pan, dan Kuo-Chien Chang. (2004). *Using Fuzzy Logic In The Evaluation Of Customer Perceived Value On Healthcare Services*. MCDM, Whistler, B. C. Canada August 6-11, 2004.
- Hossain, Md. Pavel. (2006). *A Relational Study On Perceived Value, Brand Preference, Customer Satisfaction, And Repurchase Intention In ContextOf Akij Textile Mills Ltd In Bangladesh*.
- [https://www.utwente.nl/health/en/proces-en-logistiek/proces\\_en\\_logistiek/wachttijden-korter/](https://www.utwente.nl/health/en/proces-en-logistiek/proces_en_logistiek/wachttijden-korter/), diakses tanggal 1 oktober 2015.
- Hui, M. K. and Tse, K. D. (1996). "What to tell consumers in waits of different lengths: an integrative model of service evaluation." *Journal of Marketing*, 60(2): 81-90.
- Hurriyati, Ratih. (2005). *Bauran Pemasaran dan Loyalitas*. Bandung: Alfabeta.

- Isen, A., and Shalcker, T. (1982). "The effect of feeling state on evaluation of positive, neutral and negative stimuli: When you "accentuate the positive" do you "eliminate the negative?." *Social Psychology Quarterly*, 45:58-63.
- Jantrania, S. –Wilson D.T. (1999). *An exploratory study of value relationship*, In: McLoughlin D. and Horan C. Eds. Proceedings of the 15th Annual IMP Conference, University of Dublin.
- Juanim. (2004). *Analisis Jalur dalam Riset Pemasaran*, Bandung : Universitas Pasundan.
- Kainth, J.S. dan Verma, H.V. (2011). *Consumer Perceived Value: Construct Apprehension and its Evolution*. *Journal of Advanced Social Research* 1, pp. 20-57.
- Keillor, Bruce. D., Hult, Thomas.GM, and Destan K. (2004). "A Study of The Service Encounter In Eight Countries," *Journal of International Marketing*, Vol. 12, No. 1 (September 2004): 9-35.
- Kostecki, M. (1996). "Waiting lines as a marketing issue." *European Management Journal* 14 (3): 295-303.
- Kotler & Keller. (2009). *Manajemen Pemasaran*. Edisi 13 Jilid 1. Jakarta: Prenhallindo
- Kotler & Keller. (2009). *Manajemen pemasaran*, Edisi 13 Jilid 2. Jakarta
- Kotler, P & Armstrong, P. (2009). *Dasar-dasar Pemasaran*. Jilid 1. Jakarta: PT Indeks.
- Lacobucci, D. and Swartz, T. A. (2000). *Handbook of Services Marketing and Management*. London: Sage Publications.
- Lifang, Peng, Shuyi and Liang. (2007). *The Effects Of Consumer Perceived Value On Purchase Intention In E-Commerce Platform: A Time-Limited Promotion Perspective*.
- Lilani, A. (2008). *A Study on The Impact of Servicescape, Emotional Behaviors, and Repatronage Intentions in Upscale Restaurants - Mumbai*. UK, Huddersfield: University of Huddersfield.
- Lilani, A. (2008). *A Study on The Impact of Servicescape, Emotional Behaviors, and Repatronage Intentions in Upscale Restaurants - Mumbai*. UK, Huddersfield: University of Huddersfield.
- Lovelock, Wirtz. (2011). *Manajemen Pemasaran*. Indeks, Jakarta
- Lupiyadi, Rambat. (2001), *Manajemen Pemasaran Jasa*, Salemba Empat, Jakarta.
- Manoppo, F. (2013). *Kualitas Pelayanan, Dan Servicescape Pengaruhnya Terhadap Kepuasan Konsumen Pada Hotel Grand Puri Manado*.
- Milad Kamtarin. (2003). *The Effect of Electronic Word of Mouth, Trust and Perceived Value on Behavioral Intention from the Perspective of Consumers*

- Mohamad Hanaffi Abdullah. (2007). *Study on Outpatients' Waiting Time in Hospital University Kebangsaan Malaysia (HUKM) Through the Six Sigma Approach*
- Mohammad. (2012). *The Effect of Brand Trust and Perceived Value in Building Brand Loyalty. International Research of Journal of Finance and Economics.*
- Mudie & Pirrie. (2006). *Services Marketing Management*. Third edition. Elsevier Ltd.
- Musriha. (2012). *Effect of Servicescape and Employee Communication Quality on Customer Loyalty of Mandiri Bank in Surabaya. Academic Research International*. 2 (1): 229-240.
- Musriha. (2011). Servicescape pada karakteristik lingkungan yang berkenaan pada panca indera. *Jurnal EMBA*. Vol.1. (No.4), hal 1341-1348.
- Naumann, S. and Miles, J. (2001). "Managing patients' perceptions." *Journal of Management in Medicine* 15(5): 376-386.
- Notoadmodjo. (2012). *Metodelogi penelitian Kesehatan* edisi 3. Jakarta: Rineka Cipta
- Nugroho & Adi. (2010). "Menumbuhkan Service Loyalty Melalui Kualitas Pelayanan dan Pengelolaan Respon Emosi Konsumen Pada Perusahaan Jasa". *Jurnal EMBA*. Vol 2.(no.2), hal 1239-1250
- Parasuraman, A., Zeithaml, V.A. and Berry, L.L. (1988). *SERVQUAL: A Multiple Item Scale for Measuring Consumer Perceptions of Service Quality*, *Journal of Retailing*, Vol.4(1)
- Philip Kotler & Kevin Lane Keller. (2009). *Manajemen pemasaran*, Edisi 13 Jilid 1. Jakarta.
- Pruyn, A. T. H., and Smidts, A. (1993). "Customers' evaluations of queues: Three exploratory studies." In *W. F. v. Raaij & G. Bamossy (Eds.), European Advances in Consumer Research 1*: 371-382.
- Schiffman, & Kanuk. (2004). *Consumer Behavior (eight edition)*. New Jersey: Prentice Hall
- Setiadi. (2008). *Perilaku Konsumen: Konsep dan Implikasi Untuk Strategi dan Penelitian Pemasaran*. Jakarta: Kencana Prenada Media Group.
- Sherend Lia Angelina. (2003). *Studi Deskriptif Penerapan Servicescape Pada Restoran Waroeng Bambu Kota Batu Menurut Persepsi Konsumen*.
- Siregar, F.U. (2012). *Pengaruh Persepsi tentang Kualitas Pelayanan Kesehatan terhadap Kepuasan Pasien dan Minat Pemanfaatan Ulang di Rumah Sakit Gigi dan Mulut Pendidikan FKG USU tahun 2012*. Tesis tidak diterbitkan. Medan: Program Studi S2 Ilmu Kesehatan Masyarakat FKM Universitas Sumatera Utara
- Smidts & Pruyn. (1998). "Impact of the Employee Communication and Perceived External Prestige on Organizational Identification".

- Smidts, A. (1993). "Customers' evaluations of queues: Three exploratory studies." In W. F. v. Raaij & G. Bamossy (Eds.), *European Advances in Consumer Research* 1: 371-382.
- Sugiyono. (2008). *Metode Penelitian Bisnis : Pendekatan Kuantitatif, Kualitatif, dan R&D*. CV Alfabeta. Bandung.
- Streiner, L. D., & Norman, G. R. (2008). *Health Measurement Scales: A Practical Guide to Their Development and Use* (4th ed.). New York: Oxford University Press.
- Syamsiah, N. (2009). *Analisis Faktor-Faktor yang Mempengaruhi Nilai yang Didasarkan Pelanggan untuk Menciptakan Kepuasan Pelanggan di RSUP Dokter Kariadi Semarang*. Tesis. Universitas Diponegoro.
- Taylor, S. (1994). "Waiting for service: the relationship between delays and evaluations of service." *Journal of Marketing* 58(2): 55-69.
- Teresa Fernandes dan Sara Neves. (2003). *The role of servicescape as a driver of customer value in experience-centric service organizations: the Dragon Football Stadium case*
- Tjiptono. (2008). *Service Management Mewujudkan Layanan Prima* penerbit C. V ANDI OFFSET edisi II Yogyakarta.
- Vargo, and Lusch. (2004). 'The Four Services Marketing Myths: Remnants from a Manufacturing Model', *Journal of Service Research* 6(4): 324-35.
- Wakefield, LK, and Blodgett, GJ. (1996). "The Effect of The Servicescape on Customer Behavior Intentions In Leisure Service Settings," *Journal of Services Marketing*, vol. 10, No. 6 (1996): 45-61.
- Widiyanto, Ibnu. (2005). *Metode Riset Bisnis*, STIE IPWIJA, Jakarta.
- Woodall, T. (2003). *Conceptualising 'value for customer': An attributional, structural and dispositional analysis*.
- Yauri, Yurika. (2011). *Pengaruh Bauran Pemasaran terhadap Keputusan Pasien Memanfaatkan Ruang Rawat Inap di RSUD Majene Kabupaten Majene Tahun 2011*. Skripsi. Universitas Hasanuddin
- Zeithami. (1988). *Consumer perceptions of price, quality, and value: A means-end model and synthesis of evidence*,
- Zeithaml, V.A., Berry, and A.Parasuraman. (1996). *The behavioural consequences of service quality*. *Journal of Marketing*. Vol 60, p. 31-46.
- Zikmund, W. G., & Babin, B. J. (2011). *Menjelajahi Riset Pemasaran*. Salemba Empat, Jakarta.