DAFTAR PUSTAKA

Alica, M. Kevin, B. (2011). Framing Medical Tourism: An Examination of Appeal, Risk, Convalescence, Accreditation and Intercactivity in Medical Tourism Web Sites. Journal of Health Communication. 16:163-177. DOI: 10.1080/10810730.2010.535105.

Aljumah, I., A. Islam, M. Noor. 2017. Determinants of foreign patients loyalty of medical tourism in malaysia: trust and perceived value as moderators. Sci.Int.(Lahore). 29 (3): 579-582.

Anuradha, A. Matihili, R. (2016). Service Quality and Patient Satisfaction: An Exploratory Study of Pathology Laboratories in Jaipur. Hospital Topics. 94:2. DOI: 10.1080/00185868.2016.1146544.

Adams, K. *et al.* (2018) 'A critical examination of empowerment discourse in medical tourism: the case of the dental tourism industry in Los'. Globalization and Health, pp. 1–10.

Aryati, E dan R. Syah. 2018. The Effect Of Service Quality On Patient Loyalty Mediated By Patient Satisfaction (A Case Study on Health Clinic in Indonesia). IOSR Journal of Business and Management (IOSR-JBM). 20 (7): 2-3. Doi: 10.9790/487X-2007010108.

Bakar, A., M. Bahtiar, H. Halim, C. Subramaniam, S. Choo. 2018. Shared Cultural Characteristics Similarities in Malaysia's Multiethnic Society. Journal of Intracultural Communication Research. 47 (3): 259. Doi: https://doi.org/10.1080/17475759.2018.1460274

Busra K, et al. 2019. Dental Website As New Media Tools for Patient in Dental Health Tourism. Acta Inform Med. (2): 128-132. Doi: 10.5455/aim.2019.27.128-132.

Optimization Software:

E. Cakar, M. Feride B. 2016. The Effect of Cultural Distance on Tourism. Elsevier. http://dx.doi.org/10.1016/j.jdmm.2016.03.001.

nan, R., D. Grubor, A Chandu. 2010. Dental implant tourism. Aust 55(4):441-445. doi:10.1111/j.1834-7819.2010.01267.x.

Boland, A., G. Cherry, R. Dickson. 2017. *Doing A Systematic Review A Student Guide.* 2nd edition. SAGE. New Delhi.

Caffarini, K. (2008). AMA meeting: Guidelines target safety of medical tourists, *American Medical News*, July 7. Retrieved from: http://amaassn.org/amednews/2008/07/07/prse07 07.htm

Cuamea, O. (2018) 'Dental tourism: Key factors that influence the selection of a dental clinic in a border region', (July 2017). doi: 10.21474/IJAR01/5015.

Chang *et al.* (2017). Quality of medical service, patient satisfaction and loyalty with a focus on interpersonal-based medical serviceencounters and treatment effectiveness: a cross-sectional multicenter study of complementary and alternative medicine (CAM) hospitals. BCM Complementary and Alternative Medicine.

Chaudhuri, A dan M. Holbrook. 2001. The Chain of Effects from Brand Trust and Brand Affect to Brand Performance. Journal of Marketing. 65(2): 81-93. Doi: https://doi.org/10.1509/jmkg.65.2.81.18255

Chiou, J dan C. Droge. 2006. Service quality, trust, specific asset investment, and expertise: Direct and indirect effects in a satisfaction-loyalty framework. Journal of the Academy of Marketing. 34(4): 613-627. https://doi.org/10.1177/0092070306286934.

Code, Q. R. (2018) 'Dental Tourism: A Review', 8090(3), pp. 55–58. doi: 10.26440/IHRJ/02.

Doris, P. dan B. Edward. 2019. Limitations and Development Oppurtunities Of Dental Tourism: The Case Of Croatia. 93-103.

Eggert, A dan W. Ulaga. 2002. Customer perceived value: a substitute for satisfaction in business markets? Journal of Business & industrial marketing. 17(2/3): 107-118. Doi: http://dx.doi.org/10.1108/08858620210419754.

Elmonstri, M., A. Almasharafi, R. Banarsee, A. Majeed. 2017. Status of patient safety culture in Arab countries: a systematic review. BMJ Open. 7: 1. 10.1136/bmjopen-2016013487.

Optimization Software: www.balesio.com

T. Foscht, R. Collins. 2004. Trust and the online relationship—an pry study from New Zealand. Tourism Management. 25(2): 195-207. 016/S02615177(03)00084-0

Fornell, C., F. Larcker. 1981. Structural equation models with unobservable variables and measurement error: Algebra and statistics. Journal of marketing research. 382-388. Doi: https://doi.org/10.2307/3150980.

Garbarino, E dan M. Johnson. 1999. The different roles of satisfaction, trust, and commitment in customer relationships. The Journal of Marketing. 70-87. Doi: https://doi.org/10.2307/1251946.

Garcia-Altes, M. (2005). The development of health tourism services, Annals of Tourism Research, 32(1), 262-266.

Grewal I, Das JK, Kishore J. Concerns, expectations and satisfaction of medical tourists attending tertiary care hospitals in New Delhi, India. Journal International Medical Sciences Academy. 2016;25(3):151-4.

Grigoroudis, E., C. Litos, V. Moustakis, Y. Politis, L. Tsironis. 2008. The Assessment of User-Perceived Web Quality: Application of A Satisfaction Benchmarking Approach. European Journal Of Operational Research. 187(3),P. 1346-57.

Hajikhani, S., Tabibi, S. J. and Riahi, L. (2016) 'The Relationship Between the Customer Relationship Management and Patients' Loyalty to Hospitals', 8(3). doi: 10.5539/gjhs.v8n3p65.

Han H, Hyun SS. Customer retention in the medical tourism industry: Impact of quality, satisfaction, trust, and price reasonableness. *Tour Manag.* 2015;46:20-29. doi:10.1016/j.tourman.2014.06.003

Hohm, C. dan J. Synder. 2015. It Was The Best Decision Of My Life: A Thematic Content Analysis of Former Medical Tourists' Patient Testimonials. BMC Medical Ethics. P.16-8.

Holly, C., S. Salmond, K. Saimbert. 2012. *Comprehensive systematic review for advances nursing practice.* Springer. New York.

Jaapar, M. et al. (2017) 'Dental tourism: Examining tourist pro fi les, motivation and satisfaction', *Tourism Management*. Elsevier Ltd, 61, pp. 538–552 doi: 10.1016/j.tourman.2017.02.023.

Prem (2010). Medical tourism impact It's more than Obvious. d from: http://www.medicaltourismmag.com/article/medical-tourism-s-more-than-obvious.html

Jennifer, Y. Pei, L. May, C. (2018). Patients' Satisfaction with Dental Care: A Qualitative Study to Develop A Satisfaction Instrument. 18 (1). DOI: 10.1186/s12903-018-0477-7

Jesson, K., L. Matheson, M. Lacey. 2011. *Doing your literature review traditional and systematic technique.* SAGE. New Delhi.

Johnston, R., V. Crooks, J. Snyder, P. Kingsbury. 2010. What is known about the effects of medical tourism in destination and departure countries? A scoping review. Int J Equity Health. Doi: 10.1186/1475-9276-9-24.

Kementrian Menteri Kesehatan. Berita Negara Republik Indonesia. 2015.

Kim, E., et al. 2017. Quality of medical service, patient satisfaction and loyalty with a focus on interpersonal-based medical service encounters and treatment effectiveness: a cross-sectional multicenter study of complementary and alternative medicine (CAM) hospitals. BMC Complementary and Alternative Medicine. 17 (174): 1. Doi: 10.1186/s12906-017-1691-6.

Kim, M. *et al.* (2017) 'From Servicescape to Loyalty in the Medical Tourism Industry: A Medical Clinic 's Service Perspective'. doi: 10.1177/0046958017746546.

Kovacs E, Szocska G. Vacation for your teeth' - Dental tourists in Hungary from the perspective of Hungarian dentists. *Br Dent J.* 2013;215(8):415-418. doi:10.1038/sj.bdj.2013.995.

Lertwannawit A., Rajabhat S.D. International Tourists' Service Quality Perception And Behavioral Loyalty Toward Medical Tourism In Bangkok Metropolitan Area. The Journal of Applied Business Research. 2011; 27(6).

Lovelock, B., K. Lovelock, K. Lynos. 2018. The Impact of Outbound Medical (Dental) Tourism On The Generating Region: New Zealand Professionals Perspective. 399-402.

Margaret, J., Foster, T. Jewell. 2017. Assembling the Pieces of a Systematic Review: A Guide for Librarians. Medical Library Associaton. New York.



Tourism Association. 2009. Releases First Patient Surveys on Tourism. Medical Tourism Magazine.

Moghavvemi, S., M. Ormond, G. Musa, C. Mohamed, T. Thirumoorthi, M. Bin. 2017. Connecting With Prospective Medical Tourists Online: A Cross-Sectional Analysis of Private Hospital Websites Promoting Medical Tourism in India, Malaysia and Thailand. *Tour Manag.* 58:154–63. Doi: 10.1016./j.tourman.2016.10.010.

Mohebifar, R., H. Hasani, A. Barikani, S. Rafiei. 2016. Evaluating service quality from patient's perceptions: Application of importance e performance analysis method. Osong Public Health Res Perspect. 7(4):233-8. Doi:https://doi.org/10.1016/j.phrp.2016.05.002.

Mudaf, A., M. Moussa, M. Terky, A. Dakhil, A. Farargy, S. Ouzairi. 2003. *Patient Satisfaction with Three Dental Speciality Services: A Centre-Based Study.* Med Proncoples Pract. Arab. doi:10.1159/000068160.

Murdoch, W., F. Chu, S. Oaten, Q. Wilber. 2018. Improving Wellbeing and Reducing Future World Population. PLOS ONE. 1.

Nastasi, K., G. Arora, K. Varjas. 2017. The meaning and importance of cultural construction for global development. International Journal of School and Educational Psychology. 5(3): 7. Doi: https://doi.org/10.1080/21683603.2016.1276810.

Neil, L. Mariann, H. Russell, M. (2010). Nip, Tuck and Click: Medical Tourism and The Emergence of Web-Based Health Information. The Open Medical Informatics Journal. 4. 1-11.

Oh KM, Jun J, Zhou Q, Kreps G. Korean American women's perceptions about physical examinations and cancer screening services offered in Korea: The influences of medical tourism on Korean Americans. Journal of Community Health. 2016;39(2):221-9.

Osterle, A., P. Balazs, J. Delgado. 2009. Travelling for Teeth: Characteristics and Perspectives of Dental Care Tourism in Hungary. Br Dent J. 206(8):425–8.

Papon. Jantima. (2018). Factors Influencing the Use of Dental Services by Foreign Tourists in Thailand. Asian Journal for Public Opinion Research.

Ahn J, Yoo WS. The Effects of Price and Health Consciousness and ion on the Medical Tourism Experience. *J Healthc Manag.* (6):405-417. doi:10.1097/JHM-D-16-00016.

Pennyes, S. 1997. . Quality: Its definition, measurement, and applications in dermatology. Journal of The American Academy of Dermatology. 37: 503. Doi:10.1016/s0190-9622(97)70161-0.

Rad N.F., Som A.P., Zainuddin Y. Service Quality and Patients' Satisfaction in Medical Tourism. World Appl. Sci. J., 10 (Special Issue of Tourism & Hospitality). 2010; 24-30.

Rahmani, Z., M. Ranjbar, N. Gara, H. Gorji. 2017. The study of the relationship between value creation and customer loyalty with the role of trust moderation and customer satisfaction in Sari hospitals. Electronic Physician. 9 (6): 4474.

Ramlaul, A. 2020. *Medical Imaging and Radiotherapy Research: Skills and Strategies*. 2nd edition. Springer. Switzerland.

Rota, K., C. Spanbauer, A. Szabo, C. Okunseri. 2018. Oral Health Practices, Beliefs, And Dental Service Utilization of Albanian Immigrants in Milwaukee, Wisconsin: A Pilot Study. Journal Of Immigrant Dan Minority Health. 1-8.

Saefi. 2015. Effect Of Access Information, Support of Parents and School, Environment Againts Interests Class XII Administrative Departement Of Continuing Higher Education.

Soonae, H. Donhee, L. Chang, Y. (2018). Medical tourism: focusing on patients'prior, current, and post experience. International Journal of Quality Innovation. DOI: 10.1186/s40887-018-0024-2.

Tod, D. 2019. Conducting systematic reviews in sport, exercise, and physical activity. Springer. Switerzerland.

Turner, L. 2008. Cross-Border Dental Care: 'Dental Tourism' and Patient Mobility. Br Dent J. 206(8):425–8.

Ugurloglu, O., D. Urek, B. Demir. 2019. Evaluation of Individual Satisfaction With Health Care Services in Turkey. Doi: https://doi.org/10.1016/j.hlpt.2019.02.003.



, M. Akbolat, M. Amarat. 2018. The influence of patient-physician ication on physician loyalty and hospital loyalty of the patient. Pak J 34 (4): 1000. doi: https://doi.org/10.12669/pjms.344.15136. 45

Yeoh, E., K. Othman, H. 2013. Ahmad. Understanding Medical Tourists: Word-Of-Mouth and Viral Marketing as Potent Marketing Tools. Tour Manag. 34:196–201. Doi: 10.1016./j.tourman.2012.04.10

Yeon^a, A. A. A. *et al.* (2019) 'ScienceDirect Parents' satisfaction and the quality of dental care provided by dental students at International Islamic University Malaysia', *Materials Today: Proceedings*. Elsevier Ltd., 16, pp. 2341–2350. doi: 10.1016/j.matpr.2019.06.131.

Yu JY, Ko TG. (2012). A cross-cultural study of perceptions of medical tourism among Chinese, Japanese and Korean tourists in Korea. Tour Manag 2012; 33: 80-88. DOI 10.1016/j.tourman.2011.02.002.

Zailani, S., S. Ali, M. Iranmanesh, S. Moghavvemi, G. Musa. 2016. Predicting Muslim medical tourists' satisfaction with Malaysian Islamic friendly hospitals. Tour Manag. 57:159–67. Doi: http://dx.doi.org/10.1016/j.tourman.2016.05.009.

Zhang, J., S. Seo, H. Lee. 2012. The impact of psychological distance on Chinese customers when selecting an international healthcare service country. Tour Manag. 35:32–40.



LAMPIRAN

Lampiran 1

JBI Critical Appraisal Checklist fo Reviewer	r Analy Date	tical Cr (24 Mei	oss Section 2016)	al Studies
	Yes	No	Unclear	Not applicable
1. Were the criteria for inclusion in the sample clearly defined?				
2. Were the study subjects and the setting described in detail?3. Was the exposure measured in a valid				
and reliable way? 4. Were objective, standard criteria used				
for measurement of the condition? 5. Were confounding factors identified?				
6. Were strategies to deal with confounding factors stated?				
7. Were the outcomes measured in a valid and reliable way?				
8. Was appropriate statistical analysis used?				



8. Was appropriate statistical analysis

LEMBAR CRITICAL APPRAISAL STUDI CROSS SECTIONAL JBI Critical Appraisal Checklist for Analytical Cross Sectional Studies Author (Anuradha dan Matihili) Year (2016) Record Number...... Yes No Unclear Not applicable 1. Were the criteria for inclusion in the sample clearly defined? 2. Were the study subjects and the setting described in detail? 3. Was the exposure measured in a valid and reliable way? 4. Were objective, standard criteria used for measurement of the condition? 5. Were confounding factors identified? 6. Were strategies to deal with confounding factors stated? 7. Were the outcomes measured in a valid and reliable way?



Reviewer	Date	(Januari		iai Studies
	Yes	No	Unclear	Not applicable
1. Were the criteria for inclusion in the sample clearly defined?				
2. Were the study subjects and the setting described in detail?3. Was the exposure measured in a valid				
and reliable way? 4. Were objective, standard criteria used				
for measurement of the condition? 5. Were confounding factors identified? 6. Were strategies to deal with				
confounding factors stated? 7. Were the outcomes measured in a				
valid and reliable way? 8. Was appropriate statistical analysis used?				



Reviewer	Date	(2017)	oss section	an Studies
	Yes	No	Unclear	Not applicable
1. Were the criteria for inclusion in the sample clearly defined?				
2. Were the study subjects and the setting described in detail?3. Was the exposure measured in a valid				
and reliable way? 4. Were objective, standard criteria used				
for measurement of the condition? 5. Were confounding factors identified?				
6. Were strategies to deal with confounding factors stated?7. Were the outcomes measured in a				
valid and reliable way? 8. Was appropriate statistical analysis				
used?				



8. Was appropriate statistical analysis

LEMBAR CRITICAL APPRAISAL STUDI CROSS SECTIONAL JBI Critical Appraisal Checklist for Analytical Cross Sectional Studies Reviewer...... Date (12 September 2018) Author (Soonae, Donha dan Chang) Year (2018) Record Number...... Yes No Unclear Not applicable 1. Were the criteria for inclusion in the sample clearly defined? 2. Were the study subjects and the setting described in detail? 3. Was the exposure measured in a valid and reliable way? 4. Were objective, standard criteria used for measurement of the condition? 5. Were confounding factors identified? 6. Were strategies to deal with confounding factors stated? 7. Were the outcomes measured in a valid and reliable way?



LEMBAR CRITICAL APPRAISAL STUDI CROSS SECTIONAL JBI Critical Appraisal Checklist for Analytical Cross Sectional Studies Author (Krystna, Jeremy, Valorie dan Nicole) Year (2018) Record Number...... Yes No Unclear Not applicable 1. Were the criteria for inclusion in the sample clearly defined? 2. Were the study subjects and the setting described in detail? 3. Was the exposure measured in a valid and reliable way? 4. Were objective, standard criteria used for measurement of the condition? 5. Were confounding factors identified? 6. Were strategies to deal with confounding factors stated? 7. Were the outcomes measured in a valid and reliable way? 8. Was appropriate statistical analysis used?



Reviewer	Date	(2018)		iai Studies
	Yes	No	Unclear	Not applicable
1. Were the criteria for inclusion in the sample clearly defined?				
2. Were the study subjects and the setting described in detail?3. Was the exposure measured in a valid				
and reliable way? 4. Were objective, standard criteria used				
for measurement of the condition? 5. Were confounding factors identified?				
6. Were strategies to deal with confounding factors stated?				
7. Were the outcomes measured in a valid and reliable way?				
8. Was appropriate statistical analysis used?				



Reviewer	Date	(2 Febru	uari 2018)	iai Studies
	Yes	No	Unclear	Not applicable
1. Were the criteria for inclusion in the sample clearly defined?				
2. Were the study subjects and the setting described in detail?3. Was the exposure measured in a valid				
and reliable way? 4. Were objective, standard criteria used				
for measurement of the condition? 5. Were confounding factors identified?				
6. Were strategies to deal with confounding factors stated?				
7. Were the outcomes measured in a valid and reliable way?8. Was appropriate statistical analysis				
used?				



8. Was appropriate statistical analysis

LEMBAR CRITICAL APPRAISAL STUDI CROSS SECTIONAL JBI Critical Appraisal Checklist for Analytical Cross Sectional Studies Author (Oneslmo, Jorge, Morgan dan Ario) Year (2017) Record Number...... Yes No Unclear Not applicable 1. Were the criteria for inclusion in the sample clearly defined? 2. Were the study subjects and the setting described in detail? 3. Was the exposure measured in a valid and reliable way? 4. Were objective, standard criteria used for measurement of the condition? 5. Were confounding factors identified? 6. Were strategies to deal with confounding factors stated? 7. Were the outcomes measured in a valid and reliable way?



8. Was appropriate statistical analysis

LEMBAR CRITICAL APPRAISAL STUDI CROSS SECTIONAL JBI Critical Appraisal Checklist for Analytical Cross Sectional Studies Reviewer..... Date (2019) Author (Doris Peruric dan Edward Bernays) Year (2019) Record Number...... Yes No Unclear Not applicable 1. Were the criteria for inclusion in the sample clearly defined? 2. Were the study subjects and the setting described in detail? 3. Was the exposure measured in a valid and reliable way? 4. Were objective, standard criteria used for measurement of the condition? 5. Were confounding factors identified? 6. Were strategies to deal with confounding factors stated? 7. Were the outcomes measured in a valid and reliable way?



Reviewer	,			
	Yes	No	Unclear	Not applicable
1. Were the criteria for inclusion in the sample clearly defined?				
2. Were the study subjects and the setting described in detail?3. Was the exposure measured in a valid				
and reliable way? 4. Were objective, standard criteria used				
for measurement of the condition?				
5. Were confounding factors identified?6. Were strategies to deal with				
confounding factors stated? 7. Were the outcomes measured in a				
valid and reliable way? 8. Was appropriate statistical analysis				
used?				



LEMBAR CRITICAL APPRAISAL STUDI CROSS SECTIONAL JBI Critical Appraisal Checklist for Analytical Cross Sectional Studies Author (Mustaffa, Ghazali, Sedigheh dan Roslan) Year (2017) Record Number...... Yes No Unclear Not applicable 1. Were the criteria for inclusion in the sample clearly defined? 2. Were the study subjects and the setting described in detail? 3. Was the exposure measured in a valid and reliable way? 4. Were objective, standard criteria used for measurement of the condition? 5. Were confounding factors identified? 6. Were strategies to deal with confounding factors stated? 7. Were the outcomes measured in a valid and reliable way? 8. Was appropriate statistical analysis



Reviewer				
	Yes	No	Unclear	Not applicable
1. Were the criteria for inclusion in the sample clearly defined?				
2. Were the study subjects and the setting described in detail?3. Was the exposure measured in a valid				
and reliable way? 4. Were objective, standard criteria used				
for measurement of the condition? 5. Were confounding factors identified?				
6. Were strategies to deal with confounding factors stated?7. Were the outcomes measured in a				
valid and reliable way? 8. Was appropriate statistical analysis used?				



Reviewer	Date	(30 Mei		ai Studies
	Yes	No	Unclear	Not applicable
1. Were the criteria for inclusion in the sample clearly defined?				
2. Were the study subjects and the setting described in detail?3. Was the exposure measured in a valid				
and reliable way? 4. Were objective, standard criteria used				
for measurement of the condition? 5. Were confounding factors identified?				
6. Were strategies to deal with confounding factors stated?				
7. Were the outcomes measured in a valid and reliable way?				
8. Was appropriate statistical analysis used?				

