

## DAFTAR PUSTAKA

- Abas, R., Marwati, E., & Kurniawan, D. (2019). Analysis Of Rum Village Community Health Service Utilization In The Rum Balibunga Health Center Working Area, Tidore Islands City. *Jurnal Biosantek*, 2, 23–32.
- Abdo, R. A., Halil, H. M., Kebede, B. A., Anshebo, A. A., Ayalew, M. D., Nedamo, S. A., & Helill, S. E. (2021). Health System Responsiveness In Maternity Care At Hadiya Zone Public Hospitals In Southern Ethiopia: Users' Perspectives. *Plos ONE*, 16(10 October), 1–14. <https://doi.org/10.1371/journal.pone.0258092>
- Abdulla, N. M., Naqi, R. J., & Jassim, G. A. (2022). Barriers To Nurse-Patient Communication In Primary Healthcare Centers In Bahrain: Patient Perspective. *International Journal Of Nursing Sciences*, 9(2), 230–235.
- Adhikari, A., Paneru, D. P., & Pokhrel, A. (2024). Responsiveness Of Services Rendered At Primary Healthcare Facilities Of Bharatpur, Nepal: A Cross-Sectional Study. *BMJ Public Health*, 2(1), E000546. <https://doi.org/10.1136/bmjph-2023-000546>
- Adu Gyamfi Ms P, L., JR, B., & JF, H. (2023). Predictors Of Patient Satisfaction And Perceived Quality Of Healthcare: College Healthcare Providers And Students' Communication. *J Am Coll Health*, 72(2), 372–380.
- Agustiawan, Sidik, S., Pertiwi, Y., Saudarsa, C., & Ramadhani, F. (2020). *Sosiologi Dan Antropologi Kesehatan*. CV. Media Sains Indonesia.
- Ahmed, M. A. A., Diakite, S. L., Sissoko, K., Gagnon, M.-P., & Charron, S. (2020). Factors Explaining The Shortage And Poor Retention Of Qualified Health Workers In Rural And Remote Areas Of The Kayes, Region Of Mali: A Qualitative Study. *Journal Pubmed*, 3.
- Akhtar, M. N., Haleem, A., & Javaid, M. (2023). Scope Of Health Care System In Rural Areas Under Medical 4.0 Environment. *Intelligent Pharmacy*, 1(4), 217–223.
- Albab, U., Muta'ali, L., & Kurniawan, A. (2019). Analisis Tipologi Desa Tertinggal Di Kabupaten Bojonegoro. *Jurnal Media Komunikasi Geografi*, 20, 128–149.
- Amara, N., Naser, A. Y., & Taybeh, E. (2023). Patient Satisfaction With Pharmaceutical Services In Jordan: A Cross-Sectional Study. *Jordan Journal Of Pharmaceutical Sciences*, 16, 1–10.
- Amir, N. A. A. H. M. Y. (2013). Factors Related To Quality Health Care In The Outpatient Health Antang Perumnas Makassar City. *Kesehatan Masyarakat*, 1–11.



nerman, F. (2024). Trends And Structural Factors Affecting Health United States At The Local Level, 1990–2019. *SSM - Population*

*Pengaruh Kualitas Pelayanan Terhadap Kepuasan Pasien Rawat inpatient Ummum Dr. GL. Tobing Tanjung Morwa. Fakultas Kesehatan*

- Attriani, A. N. (2022). Tantangan Dan Isu Strategis Sumber Daya Kesehatan Manusia Kesehatan Pada Puskesmas Di Indonesia. *Jurnal Kesehatan Tambusai*, 3(3), 363–368. <https://doi.org/10.31004/jkt.v3i3.6102>
- Bakhsh, N. M., Fatani, O. A., Melybari, R. Z., Alabdullah, R., & Bahakeem, R. F. (2024). Language And Communication Barriers In Emergency Departments In Makkah: Physicians' Perspective. *Cureus Publishing Beyond Open Access*, 16(4).
- Bank, W. (2021). *Poverty Overview*. <https://www.worldbank.org/en/topic/poverty/overview>
- Bappenas. (2006). Kategori Daerah Tertinggal. In *Diambil Kembali Dari Badan Perencanaan Pembangunan Nasional*.
- Beugre, C. . (1998). Implementing Business Process Reengineering: The Role Of Organizational Justice. *Journal Of Applied Behavioral Science*, 34 (3), 347–360.
- Bit-Lian, Y., Abu Bakar, R., & Saeidin, S. (2020). The Perceived Cultural Barriers To Effective Communication Towards Patient Among Non-Saudi Registered Nurses Of A Public Hospital, The Kingdom Of Saudi Arabia. *The Malaysian Journal Of Nursing*, 11 (4), 41–53.
- Boymin, Syahrin, & Suraya, R. S. (2023). Kaputori Traditional Medicine In Labone Village, Lasalepa District, Muna Regency. *Jurnal Kelisanan Sastra Dan Budaya*, 5 (1), 60–69.
- Braveman, P, & Gruskin, S. (2003). Defining Equity In Health. *Journal Of Epidemiology & Community Health*, 57, 254–258.
- Braveman, Paula. (2024). What Are Health Disparities And Health Equity? We Need To Be Clear. *Public Health Reports*, 5–8.
- Brown, L. D., Franco, L. M., Rafeh, N., & Hatzell, T. (1990). Quality Assurance Of Health Care In Developing Countries. In *Quality Assurance Methodology Refinement Series*.
- Cahya, R., Sulistiadi, W., Tu, N. F., & Haryo, P. (2023). Impact Of Geographical Barriers And Strategies For Access To Health Services : Literature Review. *The Indonesia Journal Of Health Promotion*, 6(5), ISSN 2597-6052.
- Carrillo, J. E., Carrillo, V. A., Perez, H. R., Salas-Lopez, D., Natale-Pereira, A., & Byron, A. T. (2011). No Title. *Journal Of Health Care For The Poor And Underserved*, 22, 562–575.
- Castillo, C., Palau, E. J. A., Calvet, L., Panadero, J., Viu-Roig, M., Serena-Latre, A., & Juan, A. A. (2024). Home Healthcare In Spanish Rural Areas: Applying Vehicle Schemes To Health Transport Management. *Socio Economic Planning* (1828).
- W. O. N., Nurhidayati, W. O., Subhan, M., & Eky Amiruddin, E. (2024). Evaluation Of Child Immunization Program In Rural Areas. *Journal Of Interdisciplinary Research*, 2 (2), 449–460.
- ..., Zaila, T., Santoso, & Agus, A. P. (2021). Gambaran Tingkat



- Kepuasan Pasien Terhadap Kualitas Pelayanan Obat Di Apotek Kinan Farma Mojosongo. *Media Farmasi Indonesia*, 1. <https://doi.org/10.53359/Mfi.V17i1.189>
- Dewi, C., & Nurjannah, A. (2020). Hubungan Model 4a (Four As) Dalam Pemanfaatan Layanan Kesehatan Pasien Rawat Inap Peserta BPJS Kesehatan Non PBI Di RSUD Kabupaten Pangkep. *Jurnal Promotif Preventif*, 3(1), 1–13. <https://doi.org/10.47650/Jpp.V3i1.148>
- Diani, M. T., Flora, R., & Syakurah, R. A. (2023). Optimalisasi Pemerataan S D M Kesehatan Di Indonesia. *Journal Of Nursing And Public Health*, 11(1), 234–245.
- Donabedian, A. (2003). *An Introduction To Quality Assurance In Health Care*.
- Dora, M. S., Ayuni, D. Q., & Asmalinda, Y. (2019). Hubungan Komunikasi Terapeutik Perawat Dengan Kepuasan Pasien. *Jurnal Kesehatan*, 2, 101–105.
- Elsa. (2017). Strategi Pengembangan Desa Tertinggal Di Nagari Batu Banyak Kecamatan Lembang Jaya Kabupaten Solok. *Pendidikan Geografi STKIP PGRI Sumatera Barat*, 23(2), 3–5.
- Elsera, M., Normayani, H., & Wahyuni, S. (2023). Traditional Medicine Of Sungai Guntung Community, Indrairi Hilir Regency. *Jurnal Dinamika Sosial Budaya*, 25(2), 262–269.
- Endang, W. Y. (2018). Jurnal Kedokteran Indonesia. *Jurnal Kedokteran Indonesia*, 6(1), 4–21.
- Evans, M. V., Andréambeloston, T., Randriamihaja, M., Ihantamalala, F., Cordier, L., & Giovanna Cowley. (2022). Geographic Barriers To Care Persist At The Community Healthcare Level: Evidence From Rural Madagascar. *PLOS Global Public Health*, 2(12). <https://doi.org/10.1371/journal.pgph.0001028>
- Firdaus, T., Suardi, & Abdul, N. B. (2023). Community Trust In Supernatural Medicine In Batang Village, Bulukumba Regency. *Journal Socius Education*, 1(4), 201–209.
- Fitriani, A. (2020). *Pengaruh Kualitas Pelayanan Terhadap Kepuasan Pasien Di Puskesmas Sukomoro Kabupaten Nganjuk*. 1–19.
- Gizaw, Z., Astale, T., & Kassie, G. M. (2022). What Improves Access To Primary Healthcare Services In Rural Communities ? A Systematic Review. *BMC Primary Care*, 1–16. <https://doi.org/10.1186/S12875-022-01919-0>
- Gulliford. (2002). What Does “Access To Health Care” Mean? *Journal Of Health Services Research & Policy*, 7, 186–188.



& Wisudariani, E. (2020). Qualitative Study: Predisposing Factors Seeking In A Remote Indigenous Community In Bukit Suban m Sarolangun, Jambi, Indonesia. *Jurnal Kesehatan Jambi*, 4(2),

& López-Soto, A. (2023). Patients Satisfaction With Dental Service, stroy, University Of Costa Rica. *Odovtos - International Journal Of s*, 25(1), 154–165. <https://doi.org/10.15517/IJDS.2022.52426>

- Haemmerli, M., Powell-Jackson, T., Goodman, C., Thabrany, H., & Wiseman, V. (2021). Poor Quality For The Poor? A Study Of Inequalities In Service Readiness And Provider Knowledge In Indonesian Primary Health Care Facilities. *International Journal For Equity In Health*, 20(6), 3067–3078.
- Hayati, E. (2022). Analisis Faktor Yang Mempengaruhi Kepuasan Pasien Rawat Inap Di Rumah Sakit Umum Vina Estetika Medan. *Global Health Science*, 7(2), 96–101.
- Hidayanto, M., Fiana, Y., Bintoro, R. F. A., & Santi, E. N. (2022). *Enhancement Of The Role Of The Millenial Generation To Support Agricultural Development In The Food Support Area Country Capital (IKN)*. Badan Penelitian Dan Pengembangan Daerah Provinsi Kalimantan Timur.
- Hoang, P. A., Nguyen, T. T. H., Nguyen, T. H. H., Tran, N. T., & Mai, T. T. H. (2024). Barriers In Providing Maternal Health Care Services In A Mountainous Area. *Sexual & Reproductive Healthcare*, 41.
- Houghton, N., Bascolo, E., Cohen, R., Cruz, V. N., Rodriguez, G. H., Albrecht, D., Koller, T., & Fitzgerald, J. (2023). Identifying Access Barriers Faced By Rural And Dispersed Communities To Better Address Their Needs: Implications And Lessons Learned For Rural Proofing For Health In The Americas And Beyond. *Rural And Remote Health*, 23. <https://doi.org/10.22605/RRH7822>
- Hoxha, R., Kosevska, E., Berisha, M., Ramadani, N., Jerliu, N., Zhjeqi, V., & Gashi, S. (2019). Predictive Factors For Patient Satisfaction In Public And Private Hospitals In Kosovo. *South Eastern European Journal Of Public Health*, 12(October), 1–9. <https://doi.org/10.4119/Seejph-2362>
- Humairah, N. F. (2022). *ANALISIS FAKTOR YANG MEMPENGARUHI PEMANFAATAN PELAYANAN KESEHATAN MASYARAKAT DUSUN TERTINGGAL DI WILAYAH KERJA PUSKESMAS TIPO KOTA PALU*.
- Hussain Ali, F. M., Nikoloski, Z., & Reka, H. (2015). Satisfaction And Responsiveness With Health-Care Services In Qatar Evidence From A Survey. *Health Policy*, 119(11), 1499–1505.
- IDM. (2023). *Recommendation Results*. Indeks Desa Membangun.
- Indrayathi, P. A., & Noviyani, R. (2017). *Bahan Ajar: Equity Dalam Pelayanan Kesehatan*.
- Jaffe, D. H., Wang, W., & Jha, A. K. (2019). The Influence Of US State Policies On The Health Of Low-Income Residents. *Health Affairs*, 38(5), 774–783.
- Jameel, F. (2020). *Improving Healthcare Access In Developing Markets*. Abdul Latif <https://alj.com/en/perspective/improving-healthcare-access-in-kets/>
- Analisis Kualitas Pelayanan Terhadap Kepuasan Pasien Rawat smas Wanaherang Gunung Putri Kabupaten Bogor*. Fakultas



- Jurotulimaniyah, U. H. (2019). *Pengaruh Responsiveness Perawat Terhadap Minat Memanfaatkan Kembali Layanan Rawat Inap Di Rumah Sakit Paru Dungus Madiun Tahun 2019*.
- Kemendes RI. (2010). *Definisi Operasional Terkait Pelayanan Dasar Di Daerah Tertinggal, Perbatasan Dan Kepulauan*.
- Kemendes RI. (2014). *Profil Kesehatan Indonesia*.
- Kemendes RI. (2017). *Data Dan Informasi Kesehatan Profil Kesehatan Indonesia 2016*.
- Kemendes RI. (2020). *Profil Kesehatan Indonesia Tahun 2019*. Jakarta : Kementerian Kesehatan RI 2020.
- Kemendes RI. (2023). *Perbaikan Kualitas Pelayanan Kesehatan Lewat RUU Kesehatan*. Kementerian Kesehatan RI.
- Khulfatya, A. (2019). Pengaruh Komunikasi Organisasi Terhadap Kepuasan Kerja Karyawan Pada PT. Hadji Kalla Toyota Cab. Pare-Pare. *Jurnal Ekonomi UNM*.
- Kibret, G. D., Demant, D., & Hayen, A. (2022). Geographical Accessibility Of Emergency Neonatal Care Services In Ethiopia: Analysis Using The 2016 Ethiopian Emergency Obstetric And Neonatal Care Survey. *BMJ Journal*, 12(6).
- Ku, L., & Vichare, A. (2023). The Association Of Racial And Ethnic Concordance In Primary Care With Patient Satisfaction And Experience Of Care. *Journal Of General Internal Medicine*, 38(3), 727–732. <https://doi.org/10.1007/S11606-022-07695-Y>
- Kusumawati, D., Maharani, C., & Prasetyawan, R. D. (2023). Faktor-Faktor Yang Berhubungan Dengan Kepuasan Pasien Pada Pelayanan Kesehatan Di Puskesmas Tahun 2022. *Nursing Information Journal*, 2(2), 62–72.
- Kwame, A., & Petrucka, P. M. (2020). Communication In Nurse-Patient Interaction In Healthcare Settings In Sub-Saharan Africa: A Scoping Review. *International Journal Of Africa Nursing Sciences*, 12.
- Lee, H. . (2000). An Empirical Study Of Organizational Justice As A Mediator Of The Relationship Among Leader-Member Exchange And Job Satisfaction, Organizational Commitment, And Turnover Intentions In The Lodging Industry. In *Virginia Polytecnic Institute And State University, Blacksburg, Virginia*.
- Leosari, Y., Uelmen, J. A., & Carney, R. M. (2023). Spatial Evaluation Of Healthcare Accessibility Across Archipelagic Communities Of Maluku Province, Indonesia. *PLOS Global Public Health*, 3(3). <https://doi.org/10.1371/Journal.Pgph.0001600>



3). Pelayanan Kesehatan Di Daerah Tertinggal, Perbatasan Dan at *Pengkajian, Pengolahan Data Dan Informasi*, 12, 9–12.

is, M. F., & Russell, G. (2013). Patient-Centred Access To Health tualising Access At The Interface Of Health System And omed Central : *International For Journal Equity In Health*, 12 (18).

- Aryal, S. (2023). The Process And Outcomes Of Chronic Low Back Pain Treatment Provided By Osteopathic And Allopathic Physicians: A Retrospective Cohort Study. *Journal Of Osteopathic Medicine*, 123(8), 385–394. <https://doi.org/10.1515/Jom-2023-0046>
- Maclaren, A., Locock, L., Skea, Z., Skatun, D., & Wilson, P. (2024). Rurality, Healthcare And Crises: Investigating Experiences, Differences, And Changes To Medical Care For People Living In Rural Areas. *Health & Place*, 87.
- Maryani, H., & Suharmiati. (2013). Health Services At Remote Islands Area In Sumenep District. *Buletin Penelitian Sistem Kesehatan*, 16:3, 237–247.
- Masdah, S., Janah, E. N., Yulis, R., Kadir, A., & Yulita, H. (2024). Beberapa Faktor Yang Berhubungan Dengan Kepuasan Pasien Terhadap Layanan Kesehatan Primer. *Jurnal Ensiklopediaku*, 6(No. 3), 259–264.
- Maulany, R. F., & Dianingati, R. S. (2021). Faktor-Faktor Yang Mempengaruhi Akses Kesehatan. *Indonesian Journal Of Pharmacy And Natural Product*, 4(2).
- Maulida, L. D., & Suarjana, I. K. (2023). Gambaran Ketersediaan Sumber Daya Manusia Kesehatan Selama Pandemi COVID-19 Di Puskesmas Rawat Inap Dan Non Rawat Inap Wilayah Kabupaten Jember. *Arc. Com. Health*, 10 (2), 203–220.
- Mseke, E. P., Jessup, B., & Barnett, T. (2024). Impact Of Distance And/Or Travel Time On Healthcare Service Access In Rural And Remote Areas: A Scoping Review. *Journal Of Transport & Health*, 37.
- Mulyanto, J., Kunst, A. E., & Kringos, D. S. (2019). Geographical Inequalities In Healthcare Utilisation And The Contribution Of Compositional Factors: A Multilevel Analysis Of 497 Districts In Indonesia. *Journal Of Health And Place*, 60, 1–10.
- Murray, T. A. (2024). Equity And Justice In Health. *Nursing Outlook*, 72(4).
- Musa, H. (2022). Pengaruh Kualitas Pelayanan Kesehatan Terhadap Kepuasan Pasien Pada Klinik Citra Utama Palembang. *Jurnal Ilmiah Ilmuh Pengetahuan Teknologi Dan Seni*, 1(1), 9–21. <https://ojs.politeknikdarussalam.ac.id/index.php/jiip/article/view/jiip2>
- Musadad, A. D., Sutaryo, & Indrasanto, D. (1994). Masalah Kesehatan Di Daerah Terpencil. *Pusat Penelitian Ekologi Kesehatan*, 5 No 1.
- Mutiara, A., Fauziah, Q., Utami, A. P., & Dalimunthe, A. R. (2023). Tradisi Kepercayaan Masyarakat Pesisir Mengenai Kesehatan Ibu Hamil Di Desa Belawan Kecamatan Medan Belawan. *Jurnal Pendidikan Tambusai*, 7 (2), 5216–5223.



urniansyah, D., & Priyanti, E. (2022). Analisis Pelayanan Pusat yarakat (Puskesmas). *Journal Fakultas Ekonomi UNMUL*, 18(4), [//doi.org/10.30872/Jkin.V18i4.9871](https://doi.org/10.30872/Jkin.V18i4.9871)

ay, C. T., Yazachew, L., Asmamaw, D. B., Desta, D. Z., & Atnafu, alth System Responsiveness And Associated Factors Among Primary Health Care Facilities In Ethiopia. *BMC Health Services*

*Research*, 22(1), 1–11. <https://doi.org/10.1186/S12913-022-07651-W>

- Nikoloski, Z., Alghaith, T., Herbst, C. H., Hamza, M., Alsaffer, Q., Alluhidan, M., Dong, D., Alsukait, R., Alqasem, L., & Alazemi, N. (2022). Responsiveness Of The Healthcare System In The Kingdom Of Saudi Arabia: Evidence From A Nationally Representative Survey. *BMC Health Services Research*, 22(1), 1–10. <https://doi.org/10.1186/S12913-022-08779-5>
- Ningsih, N. A., Hasmah, H., & Bhebhe, A. V. (2021). Hubungan Mutu Pelayanan Dengan Minat Memanfaatkan Ulang Pelayanan Kesehatan Di Puskesmas Tamalanrea Kota Makassar. *Jurnal Kesmas Jambi*, 5(2), 71–80. <https://doi.org/10.22437/Jkmj.V5i2.14405>
- Nkosi, M. Z. P. (2024). Patients' Experiences In The Use Of Mobile Health Clinics In Kwamachi Rural Area Of Kwazulu-Natal, South Africa. *Dialogues In Health*, 4(100164).
- Noceda, A. V. G., Acierto, L. M. M., Bertiz, M. C. C., Dionisio, D. E. H., Laurito, C. B. L., Sanchez, G. A. T., & Loreche, A. M. (2023). Patient Satisfaction With Telemedicine In The Philippines During The COVID-19 Pandemic: A Mixed Methods Study. *BMC Health Services Research*, 23(1), 1–12. <https://doi.org/10.1186/S12913-023-09127-X>
- Noor, Z. A., Sekarningrum, T. D., & Sulistyarningsih, T. (2021). Urban-Rural Disparities: Equity In Access To Primary Health Care For The Elderly During The Covid-19 Pandemic. *Jurnal Penelitian Pendidikan Indonesia*, 7 (4), 576–585.
- Notoatmodjo, Soekidjo. (2012). *Metodologi Penelitian Kesehatan*. Jakarta: PT. Rineka Cipta.
- Notoatmodjo, Soekidjo. (2014). *Ilmu Perilaku Kesehatan*. Rineka Cipta.
- Nur, I. A. A. (2022). Ketersediaan Fasilitas Kesehatan Yang Kurang Kenyeluruh. *OSF Preprint*, 3(2).
- Nurdini, D., & Wijayanti, W. (2023). Faktor Internal Dan Eksternal Pelayanan Makanan Yang Mempengaruhi Kepuasan Pasien Di Ruang Rawat Inap Kelas 3 RSUD Budhi Asih Jakarta Timur. *Jurnal Kesehatan Masyarakat Perkotaan*, 1(2), 10–21. <https://doi.org/10.37012/Jkmp.V1i2.1195>
- Okundi, A. O., & Varol, C. (2024). Spatial Justice In Healthcare: Advancing Equitable Geographic Access To Primary Healthcare In Migori County, Kenya. *Social Sciences & Humanities Open*, 9(2590–2911).
- Olani, A. B., Olani, A. B., Muleta, T. B., Rikitu, D. H., & Disassa, K. G. (2023). Impacts of Barriers On Healthcare Access And Quality Among Afaan Oromoots In Addis Ababa, Ethiopia. *BMC Health Services Research*, 23–
- Hasanbasri, M., & Utarini, A. (2020). RESPONSIVENESS SISI PELAM MEMBERIKAN. *Jurnal Manajemen Pelayanan Kesehatan*, 7. <https://jurnal.ugm.ac.id/jmpk>



- Pardede, A. S. (2017). *Mutu Pelayanan Rawat Inap Di Rumah Sakit Umum Daerah Kabupaten Indramayu*.
- Peschken, C. A. (2020). Health Disparities In Systemic Lupus Erythematosus. *Rheumatic Disease Clinics Of North America*, 46(4).
- Prabanastiti, S. (2018). *Analisis Perbedaan Persepsi Terhadap Mutu Pelayanan Antara Pasien BPJS Dan Non-BPJS Di Ruang Rawat Inap Rumah Sakit Islam (RSI) Siti Aisyah Madiun*. Skripsi. STIKES Bhakti Husada Mulia Madiun.
- Pratama, B. (2022). *Faktor-Faktor Yang Mempengaruhi Kepuasan Pasien Dalam Pelayanan Kesehatan Dasar Di Puskesmas Tangkeh Kecamatan Woyla Timur Kabupaten Aceh Barat*. Fakultas Ilmu Kesehatan.
- Pratt, C., Taylor, R., & Smith, S. D. (2023). Health Equity And Access To Health Care As A Social Determinant Of Health: The Role Of The Primary Care Provider. *Primary Care: Clinics In Office Practice*, 50(4), 549–559.
- Pysmenna, O., & Anderson, K. M. (2022). Income And Health Perceptions In An Economically Disadvantaged Community: A Qualitative Case Study From Central Florida. *Int J Community Wellbeing*, 5(4), 687–710.
- Rachmawati, T. S. (2020). Peran Tenaga Kesehatan Puskesmas Sebagai Komunikator Dalam Program Indonesia Sehat Dengan Pendekatan Keluarga. *Jurnal Komunikasi Profesional*, 4(1), 1–13. <https://doi.org/10.25139/Jkp.V4i1.2370>
- Ramadhani, M. (2022). *Hubungan Kecerdasan Emosional Dengan Stres Kerja Tenaga Kesehatan Di Puskesmas Biau Kabupaten Buol*. Fakultas Kesehatan Masyarakat.
- Ren, Y., Zhou, Z., Cao, D., Ma, B. H., Shen, C., Lai, S., & Chen, G. (2022). Did The Integrated Urban And Rural Resident Basic Medical Insurance Improve Benefit Equity In China? *Value In Health*, 25(9), 1548–1558.
- RI, K. (2023). *Law Number 17 Of 2023 Concerning Health*.
- Roswati, Yuniar, N., & Jafriati. (2022). The Effect Of Coastal Community Accessibility On Outpatient Health Service Satisfaction. *Jurnal Ilmiah Ilmu Keperawatan*, 13(3), 159–168. <https://stikes-nhm.e-journal.id/NU/index>
- Sarjito, A. (2024). Dampak Kemiskinan Terhadap Akses Pelayanan Kesehatan Di Indonesia. *Jurnal Ilmu Sosial, Politik Dan Pemerintahan*, 13(1).
- Saunders, M. N., Thornhill, A., & Lewis, P. (2002). Understanding Employees Reactions To The Management Of Change: An Exploration Through An Organizational Justice Framework. *Irish Journal Of Management*, 23 (1), 85–101.



- airi, A. G., Mashrafi, S. Al, & Kalbani, T. Al. (2020). Implications Of ers For Healthcare: A Systematic Review. *Oman Medical Journal*,
- , S. D., Rasel, S. M., Roy, C., Monim, M. M., & Amin, M. Z. (2024). ent Satisfaction, Associated Factors, And Dissatisfaction Reasons n Of Health Care Services For Rural Communities In Bangladesh: al Investigation. *Clinical Epidemiology And Global Health*.

- Siti, T. (2020). Hubungan Akses Layanan Kesehatan Dan Kepuasan Dengan Loyalitas Pasien. *Journal Ilmu Kesehatan*, 1(27).
- Slade, S., & Sergent, S. R. (2023). *Language Barrier*. National Library Of Medicine.
- Soewondo, P., Johar, M., Pujisubekti, R., Halimah, H., & Irawati, D. O. (2019). Health Conditions Of Communities Living In Disadvantaged Areas: Cases From Bengkulu, South Sulawesi, And East Nusa Tenggara. *Media Penelitian Dan Pengembangan Kesehatan*, 29(4), 285–296. <https://doi.org/10.22435/mpk.v29i4.945>
- Subagio, Y. P. (2023). Ketersediaan Sumber Daya Manusia Kesehatan (SDMK) Di Puskesmas Kabupaten Labuhan Batu. *Administrasi Dan Kebijakan Kesehatan*.
- Suciati, G., & Zaman, C. (2023). Analisis Kepuasan Pasien Terhadap Pelayanan Di Rumah Sakit Umum Daerah Dr. H. Mohamad Rabain Kabupaten Muara Enim Tahun 2022. *JKM (Jurnal Kesehatan Masyarakat) Cendekia Utama*, 11(1), 102. <https://doi.org/10.31596/jkm.v11i1.1444>
- Sugiyono. (2017). *Metode Penelitian Kuantitatif, Kualitatif, Dan R&D*. Bandung: Alfabeta.
- Sukarno, M. (2020). Analisis Pengembangan Potensi Desa Berbasis Indeks Membangun Desa (IDM). *Prosiding Seminar Edusainstech FMIPA UNIMUS 2020*, 35(4), 533–541.
- Sulaiman, E. S. (2021). *Manajemen Kesehatan: Teori Dan Praktik Di Puskesmas*. UGM Press.
- Susilawati, & Azzahra, D. (2023). Faktor Yang Mempengaruhi Pemanfaatan Pelayanan Kesehatan Di Wilayah Pesisir. *Journal Of Health Medical Research*, 3(ISSN: 2808-5396), 267–272.
- Susilawati, G. B. M. (2022). Faktor Yang Mempengaruhi Akses Pelayanan Kesehatan Di Indonesia. *Jurnal Health Sains*, 3(ISSN: 2548-1398).
- Syahdilla, I., & Susilawati. (2023). Analysis Of The Distribution Of Health Human Resources Based On Health Center Staffing Standards In Deli Serdang Regency. *Jurnal Gizi Dan Kesehatan*, 4 (2), 299–306.
- Syukaishi, Alhidayati, Kursani, E., & Ali, M. (2022). Penyebab Rendahnya Cakupan Persalinan Di Fasilitas Kesehatan Di Wilayah Kerja UPT Puskesmas Benteng. *Menara Ilmu*, XVI (01), 102–112.
- Szczesny, M. (2023). *Challenges Faced By Healthcare Professionals In Rural Areas*.



i). *How To Improve Access To Primary Care In Rural And Communities*. Medical Economics. [medicaleconomics.com/view/how-to-improve-access-to-primary-and-underserved-communities](http://medicaleconomics.com/view/how-to-improve-access-to-primary-and-underserved-communities)

apdap, T., & Muhammad, I. (2023). Evaluasi Mutu Pelayanan terhadap Kepuasan Pasien Di Instalasi Rawat Inap RS Imelda esia Medan. *Inovasi Riset Ilmu Kesehatan*, 1(4), 121–134.

<https://ejournal.politeknikipratama.ac.id/>

- Tjiptono, F. (2007). *Total Quality Management*. Andi Offset. Yogyakarta.
- Vandan, N., J.Y.-H, W., W.-J, G., P.S.-F, Y., & D.Y.-T, F. (2020). Health System Responsiveness In Hong Kong: A Comparison Between South Asian And Chinese Patients' Experiences. *Public Health*, 182, 81–87.
- Vera, A. L., Thomas, K., & Nauzheen, F. (2023). A Case Study Of The Impact Of Language Concordance On Patient Care, Satisfaction, And Comfort With Sharing Sensitive Information During Medical Care. *Journal Of Immigrant Adn Minority*, 25, 1261–1269.
- Verma, H., Hasegawa, D., Tepper, D. L., Burger, A. P., & Weissman, M. A. (2023). Patient Satisfaction With Telehealth At An Academic Medical Center Primary Care Clinic. *Telemed J E Health*, 30(1), 103–107.
- Wahyuni, S., & Ferial, L. (2023). Pemeriksaan Puskesmas Di Daerah Terpencil Terhadap Fasilitas Kesehatan. *Jurnal JOUBAHS*, 03 (1), 91–108.
- Weraman, P. (2024). The Effect Of Access To Primary Health Care On The Level Of Health And Wellbeing Of Rural Communities. *Pendidikan Dan Pengajaran*, 7(2655–6022).
- WHO. (2018). *Handbook For National Quality Policy And Strategy: A Practical Approach For Developing Policy And Strategy To Improve Quality Of Care*.
- Widiyastuty, F., Suryawati, C., & Arso, S. P. (2023). Pemanfaatan Pelayanan Puskesmas Oleh Masyarakat Di Daerah Perbatasan Kecamatan Entikong. *Jurnal Manajemen Kesehatan Indonesia*, 11:1, 64–78.
- Wijaya, H., Rohendi, A., & Mulyani, K. (2024). Pengaruh Kepercayaan , Kualitas Pelayanan , Dan Kewajaran Harga Terhadap. *Journal Of Social Science Research*, 4, 2446–2457.
- Wira, D., Suarjana, & Wijaya, G. (2014). Hubungan Antara Persepsi Daya Tanggap Dan Persepsi Empati Dengan Kepuasan Pasien Di RSUD Wangaya Denpasar The Relationship Between Inpatient Expectations Of Staff Responsiveness And Empathy With Inpatient Satisfaction At Wangaya District Hospital Denpasar. *Public Health And Preventive Medicine Archive*, 2(2), 150–155.
- Zegeye, B., El-Khatib, Z., Ameyaw, E. K., Seidu, A. A., Ahinkorah, B. O., Keetile, M., & Yaya, S. (2021). Breaking Barriers To Healthcare Access: A Multilevel Analysis Of Individual- And Community-Level Factors Affecting Women's Access To Healthcare Services In Benin. *International Journal Of Environmental Research And Public Health*, 18(2), 1–15. <https://doi.org/10.3390/ijerph18020750>
- asuraman, A., & Berry, L. L. (1990). *Delivering Quality Service Customer Perception And Expectation*. New York: Free Press.

