

---

## The Relationship between Service Quality and Loyalty of Outpatient BPJS Patients at Kartini General Hospital with Patient Satisfaction Mediation as Variable

<b>Title</b>	The Relationship between Service Quality and Loyalty of Outpatient BPJS Patients at Kartini General Hospital with Patient Satisfaction Mediation as Variable
<b>Abstract</b>	
<b>Authors</b>	N Fernandes, NC Afif, E Sutrisna
<b>Journal Name</b>	Sustainable Competitive Advantage (SCA) 12 (1), 2022
<b>Publish Year</b>	2022
<b>Citation</b>	(not set)
<b>Url</b>	<a and="" as="" at="" between="" bpjs="" general="" hospital="" href="https://scholar.google.com/scholar?q=+intitle:" kartini="" loyalty="" mediation="" of="" outpatient="" patient="" patients="" quality="" relationship="" satisfaction="" service="" the="" variable"="" with="">https://scholar.google.com/scholar?q=+intitle:"The Relationship between Service Quality and Loyalty of Outpatient BPJS Patients at Kartini General Hospital with Patient Satisfaction Mediation as Variable"</a>
<b>Author</b>	Dr. NUR CHOIRUL AFIF, S.E., M.Si, M.M.