

## DAFTAR PUSTAKA

- Alfarizi, M., & Ngatindriatun. (2022). Determinant factors of hospital service quality and patient satisfaction: Hospital logistics management approach. *Asian Management and Business Review*, 121–138. <https://doi.org/10.20885/ambr.vol2.iss2.art2>
- Almaghaslah, D., Alsayari, A., Alyahya, S. A., Alshehri, R., Alqadi, K., & Alasmari, S. (2021). Using Design Thinking Principles to Improve Outpatients' Experiences in Hospital Pharmacies: A Case Study of Two Hospitals in Asir Region, Saudi Arabia. *Healthcare*, 9(7), 854. <https://doi.org/10.3390/healthcare9070854>
- Altman, M., Huang, T. T., & Breland, J. Y. (2018). Design Thinking in Health Care. *Preventing Chronic Disease*, 15. <https://doi.org/10.5888/pcd15.180128>
- Anand, A., Wamba, S. F., & Gnanzou, D. (2013). A Literature Review on Business Process Management, Business Process Reengineering, and Business Process Innovation. In *Lecture notes in business information processing* (pp. 1–23). [https://doi.org/10.1007/978-3-642-41638-5\\_1](https://doi.org/10.1007/978-3-642-41638-5_1)
- Berassa, M. S., Chiro, T. A., & Fanta, S. (2021). Assessment of job satisfaction among pharmacy professionals. *Journal of Pharmaceutical Policy and Practice*, 14(1). <https://doi.org/10.1186/s40545-021-00356-1>
- Brown, T. (2009). *Change by Design*. Harper Collins. [http://books.google.ie/books?id=x7PjWyVUoVAC&printsec=frontcover&dq=design+thinking+brown&hl=&cd=1&source=gbs\\_api](http://books.google.ie/books?id=x7PjWyVUoVAC&printsec=frontcover&dq=design+thinking+brown&hl=&cd=1&source=gbs_api)
- Buttigieg, S., Dey, P. K., & Gauci, D. (2016). Business process management in health care: current challenges and future prospects. *Innovation and Entrepreneurship in Health*, 1. <https://doi.org/10.2147/ieh.s68183>
- Chanpuypetch, W., & Kritchanhai, D. (2017). A design thinking framework and design patterns for hospital pharmacy management. *International Journal of Healthcare Management*, 13(3), 177–185. <https://doi.org/10.1080/20479700.2017.1389479>
- Creswell, J. W. (2014). *Research design: Qualitative, Quantitative, and Mixed Methods Approaches*. SAGE.
- De La Vega-Garcia, I., Saldaña-Lugo, M. F., Saiz, J., Muñoz-Avila, E., Silveyra-Leon, G., Segarra-Perez, L., Ballesteros-Ruiz, M., Florencio, F., Castillo, C. D., Corrales-Estrada, M., Layrisse-Villamizar, F., Dariela, M., Parra-Elizondo, G., Ramos-Garza, C., Ramos, L., Horváth, Z., & Ferezin, L. (2019). *Innovation and Entrepreneurship: A New Mindset*

- for Emerging Markets. In Emerald Publishing Limited eBooks.  
<https://doi.org/10.1108/9781789737011>
- Dewi, I. M., Syah, T. Y. R., Lestariani, R. I., & Munandar, A. (2023). Bungur Medika Hospital Business Model: Review based on Value Proportional Canvas Perspectives. *Journal of Social Science*, 4(2), 621–628. <https://doi.org/10.46799/jss.v4i2.555>
- Dewi, P. E. N., & Dahliyanti, N. D. (2016). IDENTIFICATION OF PATIENT SATISFACTORY PROFILE FOR OUTPATIENT PHARMACEUTICAL SERVICE AT PRIVATE AND GOVERNMENT HOSPITAL WITHIN SEMARANG DISTRICT. <http://repository.umy.ac.id/handle/123456789/14368>
- Farisa, F. C. (2023, June 14). Jokowi Kesal 1 Juta Warga RI Berobat ke Luar Negeri Tiap Tahun, Devisa Hilang Rp 170 Triliun. *KOMPAS.com*. <https://nasional.kompas.com/read/2023/06/14/13145831/jokowi-kesal-1-juta-warga-ri-berobat-ke-luar-negeri-tiap-tahun-devisa-hilang>
- Ferdi, F., Nuraini, A., & Nugroho, D. (2023). Peningkatan Kualitas Pelayanan Farmasi Melalui Pendekatan Lean Management di Instalasi Farmasi Rawat Jalan Rumah Sakit Umum M. Yunus Bengkulu. *Jurnal Manajemen Dan Administrasi Rumah Sakit Indonesia (MARSI)*, 7(2), 108–124. <https://doi.org/10.52643/marsi.v7i2.3034>
- Ferretti, M., Favalli, F., & Zangrandi, A. (2014). Impact of a logistic improvement in an hospital pharmacy: effects on the economics of a healthcare organization. *International Journal of Engineering, Science and Technology*, 6(3), 85. <https://doi.org/10.4314/ijest.v6i3.7s>
- Fredriksson, J. J., Mazzocato, P., Muhammed, R., & Savage, C. (2017). Business model framework applications in health care: A systematic review. *Health Services Management Research*, 30(4), 219–226. <https://doi.org/10.1177/0951484817726918>
- Ghina, A., Simatupang, T. M., & Gustomo, A. (2017). The Relevancy of Graduates Competencies to The Effectiveness of Entrepreneurship Education: A Case Study at SBM ITB- Indonesia. *Journal of Entrepreneurship Education Volume 20, Issue 1, 2017*.
- Ghina, A., Anggadwita, G., Palalic, R., Dewi, R.N. (2023). Designing Value Proposition for Increasing Business Competitiveness: A Case Study of Startup Business in Indonesia. In: Rafiki, A., Dana, LP., Nasution, M.D.T.P. (eds) *Open Innovation in Small Business. Contributions to Environmental Sciences & Innovative Business Technology*. Springer, Singapore. [https://doi.org/10.1007/978-981-99-5142-0\\_7](https://doi.org/10.1007/978-981-99-5142-0_7)
- Ginting, E. I., Sudiro, S., & Moriza, T. (2021). Pengaruh Mutu Pelayanan Terhadap Kepuasan Pasien di Poly Obygn RSUD.Dr.RM.Djoelham Kota Binjai Tahun 2019. *Jurnal*

- Manajemen Dan Administrasi Rumah Sakit Indonesia (MARSIS), 5(1), 21–31. <https://doi.org/10.52643/marsi.v5i1.1291>
- Hadiyati, I., Sekarwana, N., Sunjaya, D. K., & Setiawati, E. P. (2017). Pengembangan Instrumen Pengukur Kualitas Pelayanan Kesehatan berdasar atas Harapan Peserta Jaminan Kesehatan Nasional di Rumah Sakit. *Global Medical & Health Communication*, 5(2), 108. <https://doi.org/10.29313/gmhc.v5i2.2403>
- Hatammimi, J., & Yuliyanti, P. A. (2024). Evaluation of the Innovation Capability toward Business Sustainability in the West Java Creative Market. In *Contributions to finance and accounting* (pp. 181–193). [https://doi.org/10.1007/978-3-031-67547-8\\_16](https://doi.org/10.1007/978-3-031-67547-8_16)
- Herjunianto, H., Wardhani, V., & Prihastuty, J. (2014). Faktor yang Mempengaruhi Cakupan Layanan Farmasi di Instalasi Rawat Jalan Rumah Sakit. *Jurnal Kedokteran Brawijaya*, 28(1), 8–14. <https://doi.org/10.21776/ub.jkb.2014.028.01.15>
- Herlambang, S. (2016). Manajemen Pelayanan Kesehatan Rumah Sakit. [https://digilib.umsu.ac.id/index.php?p=show\\_detail&id=24918](https://digilib.umsu.ac.id/index.php?p=show_detail&id=24918)
- Jonny, & Nasution, J. (2013). Quality Service Analysis and Improvement of Pharmacy Unit of XYZ Hospital Using Value Stream Analysis Methodology. *IOP Conference Series: Materials Science and Engineering*, 46, 012022. <https://doi.org/10.1088/1757-899x/46/1/012022>
- Kleber, D. M. S., & Volkova, T. (2018). Key Success Factors to Increase Value Proposition in the Hospitality Industry. *PROZIMA (Productivity, Optimization, and Manufacturing System)*, 2(1), 34–38. <https://doi.org/10.21070/prozima.v2i1.2203>
- Kotler, P., Wong, V., & Saunders, J. (2008). *Principles of Marketing*. Pearson Education. [http://books.google.ie/books?id=6T2R0\\_ESU5AC&printsec=frontcover&dq=kotler+marketing&hl=&cd=3&source=gbs\\_api](http://books.google.ie/books?id=6T2R0_ESU5AC&printsec=frontcover&dq=kotler+marketing&hl=&cd=3&source=gbs_api)
- Larasanty, L. P. F., Cahyadi, M. F., Sudarni, N. M. R., & Wirasuta, I. M. a. G. (2019a). Patient satisfaction with pharmaceutical care services provided at primary-level and secondary-level health facilities in Indonesia's health coverage system. *Journal of Health Research*, 33(1), 80–88. <https://doi.org/10.1108/jhr-06-2018-0033>
- Larasanty, L. P. F., Cahyadi, M. F., Sudarni, N. M. R., & Wirasuta, I. M. a. G. (2019b). Patient satisfaction with pharmaceutical care services provided at primary-level and secondary-level health facilities in Indonesia's health coverage system. *Journal of Health Research/Warasan Wichai Witthayasat Kanphaet*, 33(1), 80–88. <https://doi.org/10.1108/jhr-06-2018-0033>

- Lee, D. (2017). A model for designing healthcare service based on the patient experience. *International Journal of Healthcare Management*, 12(3), 180–188. <https://doi.org/10.1080/20479700.2017.1359956>
- Lee, S. M., Olson, D. L., & Trimi, S. (2012). Co-innovation: convergenomics, collaboration, and co-creation for organizational values. *Management Decision*, 50(5), 817–831. <https://doi.org/10.1108/00251741211227528>
- Lewrick, M. (2018). *The Design Thinking Playbook: Mindful Digital Transformation of Teams, Products, Services, Businesses and Ecosystems*. <http://scholarvox.library.insecu.com/catalog/book/88873523>
- Lin, F. R., & Hsieh, P. S. (2011a). A SAT View on New Service Development. *Service Science*, 3(2), 141–157. <https://doi.org/10.1287/serv.3.2.141>
- Lin, F. R., & Hsieh, P. S. (2011b). A SAT View on New Service Development. *Service Science*, 3(2), 141–157. <https://doi.org/10.1287/serv.3.2.141>
- Loo, J., Greaves, G., & Lewis, P. J. (2021). Exploring patients' pharmacy stories: an analysis of online feedback. *International Journal of Clinical Pharmacy*, 43(6), 1584–1593. <https://doi.org/10.1007/s11096-021-01287-2>
- Martínez-López-De-Castro, N., Álvarez-Payero, M., Martín-Vila, A., Samartín-Ucha, M., Iglesias-Neiro, P., Gayoso-Rey, M., Feijoo-Meléndez, D., Casanova-Martínez, C., Fariña-Conde, M., & Piñeiro-Corrales, G. (2017). Factors associated with patient satisfaction in an outpatient hospital pharmacy. *European Journal of Hospital Pharmacy*, 25(4), 183–188. <https://doi.org/10.1136/ejhpharm-2016-001192>
- Menor, L. J., Tatikonda, M. V., & Sampson, S. E. (2002). New service development: areas for exploitation and exploration. *Journal of Operations Management*, 20(2), 135–157. [https://doi.org/10.1016/s0272-6963\(01\)00091-2](https://doi.org/10.1016/s0272-6963(01)00091-2)
- Ningsih, D. K., Tjatur, D. D., Jak, Y., Djajang, & Hutapea, F. (2018). Analisis Perencanaan Terhadap Kebutuhan Obat di Instalasi Farmasi RS Kartika Pulomas. *Jurnal Manajemen Dan Administrasi Rumah Sakit*, 2(1).
- Omachonu, V. K. (2010). Innovation in Healthcare Delivery Systems: A Conceptual Framework. 15(1), 1–12.
- Osterwalder, A., Pigneur, Y., Bernarda, G., & Smith, A. (2015). *Value Proposition Design*. John Wiley & Sons. [http://books.google.ie/books?id=jQ5yBgAAQBAJ&printsec=frontcover&dq=Osterwalder,+A.,+Pigneur,+Y.,+Smith,+A.,+Bernarda,+G.,+%26+Papadacos,+P.+\(2014\).+Valu](http://books.google.ie/books?id=jQ5yBgAAQBAJ&printsec=frontcover&dq=Osterwalder,+A.,+Pigneur,+Y.,+Smith,+A.,+Bernarda,+G.,+%26+Papadacos,+P.+(2014).+Valu)

e+Proposition+Design.+New+Jersey:+John+Wiley+%26+Sons.&hl=&cd=4&source=gbs\_api

- Padang, I., Trigono, A., Widodo, T., Rahayu, S., & Rachmad. (2018). Pengaruh Sikap Kerja Tenaga Farmasi Dan Aksesibilitas Terhadap Kualitas Pelayanan Farmasi Berdasarkan Persepsi Pasien Rawat Jalan Di Rumah Sakit Grha Permata Ibu Depok. *Jurnal Manajemen Dan Administrasi Rumah Sakit*, 2(1).
- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1988). SERVQUAL: A multiple-item scale for measuring consumer perceptions of service quality. 64(1), 12–40. <http://ci.nii.ac.jp/naid/10011053911>
- Pels, J., & Kidd, T. A. (2015). Business model innovation. *International Journal of Pharmaceutical and Healthcare Marketing*, 9(3), 200–218. <https://doi.org/10.1108/ijphm-02-2014-0011>
- Pfannstiel, M. A., & Rasche, C. (2018). *Service Design and Service Thinking in Healthcare and Hospital Management*. Springer. [http://books.google.ie/books?id=QtSBDwAAQBAJ&pg=PA39&dq=https://doi.org/10.1007/978-3-030-00749-2\\_3&hl=&cd=1&source=gbs\\_api](http://books.google.ie/books?id=QtSBDwAAQBAJ&pg=PA39&dq=https://doi.org/10.1007/978-3-030-00749-2_3&hl=&cd=1&source=gbs_api)
- Powell, T., & Hughes, M. (2016). Exploring Value as the Foundation of Value Proposition Design. *Journal of Business Model*, 4(1), 29–44.
- Purwanto, H., Indiati, I., & Hidayat, T. (2015). Faktor Penyebab Waktu Tunggu Lama di Pelayanan Instalasi Farmasi Rawat Jalan RSUD Blambangan. *Jurnal Kedokteran Brawijaya*, 28(2), 159–162. <https://doi.org/10.21776/ub.jkb.2015.028.02.8>
- Pratama, A. B. (2019). The landscape of public service innovation in Indonesia. *Innovation & Management Review*, 17(1), 25–40. <https://doi.org/10.1108/inmr-11-2018-0080>
- Prawira, A. E. (2024, April 18). Peningkatan Kualitas Pelayanan Kesehatan di Indonesia Dibutuhkan untuk Tingkatkan Kepercayaan Masyarakat. *liputan6.com*. <https://www.liputan6.com/health/read/5575506/peningkatan-kualitas-pelayanan-kesehatan-di-indonesia-dibutuhkan-untuk-tingkatkan-kepercayaan-masyarakat?page=2>
- Rau, C., Zbiek, A., & Jonas, J. M. (2017). Creating Competitive Advantage from Services. *Research-Technology Management*, 60(3), 48–56. <https://doi.org/10.1080/08956308.2017.1301003>
- Rifai, H., Hijrahwati, N., & Arifin, H. (2017). Analysis of Outpatient Satisfaction on the Quality of Pharmaceutical Services at Major General Haji Ahmad Thalib Hospital, Kerinci, Jambi Province, Indonesia. *International Journal of Pharmaceutical Sciences and Medicine (IJPSM)*, 2(8).

- Saunders, M. N. K., Lewis, P., & Thornhill, A. (2015). *Research Methods for Business Students*. PDF eBook. Pearson Higher Ed. [http://books.google.ie/books?id=vUdOCgAAQBAJ&dq=research+methods+for+business+student&hl=&cd=3&source=gbs\\_api](http://books.google.ie/books?id=vUdOCgAAQBAJ&dq=research+methods+for+business+student&hl=&cd=3&source=gbs_api)
- Sekaran, U., & Bougie, R. (2016). *Research Methods For Business*. John Wiley & Sons. [http://books.google.ie/books?id=Ko6bCgAAQBAJ&printsec=frontcover&dq=sekaran+and+bougie&hl=&cd=4&source=gbs\\_api](http://books.google.ie/books?id=Ko6bCgAAQBAJ&printsec=frontcover&dq=sekaran+and+bougie&hl=&cd=4&source=gbs_api)
- Setianto, B., Adriansyah, A. A., & Asih, A. Y. P. (2020). Implementasi Manajemen Lean di Unit Farmasi Rumah Sakit Islam Surabaya A. Yani. *Jurnal Manajemen Kesehatan Indonesia*, 8(2), 81–87. <https://doi.org/10.14710/jmki.8.2.2020.81-87>
- Siahaan, S. M., Hakim, L., & Hariyanti, T. (2018). THE EFFECT OF THE QUALITY OF PHARMACEUTICAL SERVICE ON OUTPATIENT SATISFACTION OF AMELIA HOSPITAL. *Jurnal Aplikasi Manajemen*, 16(1), 115–124. <https://doi.org/10.21776/ub.jam.2018.016.01.14>
- Sibalija, J., Barrett, D., Subasri, M., Bitacola, L., & Kim, R. B. (2021). Understanding value in a healthcare setting: An application of the business model canvas. *Methodological Innovations*, 14(3), 205979912110504. <https://doi.org/10.1177/20597991211050477>
- Tricahyono, D., & Ichwan, A. A. (2024). Ideas development of IoT smart tracking products for XYZ company using a design thinking approach. *International Journal of Business Ecosystem and Strategy* (2687-2293), 6(3), 73–82. <https://doi.org/10.36096/ijbes.v6i3.579>
- Vianna, M. (2021). *Design Thinking : Business Innovation*. <https://openlibrary.telkomuniversity.ac.id/home/catalog/id/174074/slug/design-thinking-business-innovation.html>
- Weng, R. H., & Huang, C. Y. (2012). The impact of customer knowledge capability and relational capability on new service development performance: The case of health service. *Journal of Management & Organization*, 18(5), 608–624. <https://doi.org/10.1017/s1833367200000560>
- Yang, H. L., & Hsiao, S. L. (2009). Mechanisms of developing innovative IT-enabled services: A case study of Taiwanese healthcare service. *Technovation*, 29(5), 327–337. <https://doi.org/10.1016/j.technovation.2009.01.006>
- Yunita, I. C. M., Jak, Y., & Rachmad. (2017). Pengaruh Citra Merek Rumah Sakit Citra Medika Depok Terhadap Kualitas Pelayanan, Kepuasan Pasien Dan Loyalitas Pasien. *Jurnal Manajemen Dan Administrasi Rumah Sakit Indonesia*, 1(1).