

## DAFTAR PUSTAKA

- Akter, S., Ray, P. and D'Ambra, J. (2013), "Continuance of mHealth services at the bottom of the pyramid: the roles of service quality and trust", *Electronic Markets*, Vol. 23 No. 1, pp. 29-47.
- Albrecht, U.-V., Pramann, O., & von Jan, U. (2015). Medical Apps -The Road To Trust. *European Journal for Biomedical Informatics*, 11(03), 7-12. <https://doi.org/10.24105/ejbi.2015.11.3.3>
- Alshikhi OA, Abdullah BM. (2018). Information Quality: Definitions, Measurement, Dimensions, and Relationship With Decision Making. *Eur J Bus Innov Res*. 6(5):36-42.
- Arlinta, D. (2020). Layanan Kesehatan Jarak Jauh Meningkat 600 Persen di Masa Pandemi. *Kompas.Com*.
- Budiantara, M., Gunawan, H., & Utami, E. (2019). Perceived Usefulness, Perceived Ease of Use, Trust in Online Store, Perceived Risk sebagai Pemicu Niat Beli Online Pada Produk UMKM "Made In Indonesia" Melalui Penggunaan E-Commerce Marketplace.
- Castañeda, J. (2010). Relationship Between Customer Satisfaction and Loyalty on the Internet. *Journal Of Business And Psychology*, 26(3), 371-383. doi: 10.1007/s10869-010-9196-z
- Chang, M., & Boudier-Revéret, M. (2020). Usefulness of Telerehabilitation for Stroke Patients During the COVID-19 Pandemic. *American Journal Of Physical Medicine & Rehabilitation*, 99(7), 582-582.
- Cheng, Y. (2022). Extending the expectation-confirmation model with quality and flow to explore nurses' continued blended e-learning intention.
- Cleven, Anne & Mettler, Tobias & Rohner, Peter & Winter, Robert. (2016). Healthcare quality innovation and performance through process orientation: Evidence from general hospitals in Switzerland. *Technological Forecasting and Social Change*. 113. 386-395.
- Dirgantari, Puspo Dewi; Hidayat, Yusuf Murtadlo; Mahpohth, Mohd Halim; Nugraheni, Rury. (2020). Level Of Use And Satisfaction Of E-Commerce Customers In COVID-19 Pandemic Period: An Information System Success Model (Issm) Approach. *Indonesian Journal Of Science And Technology* ; 5(2):261-270..

- Dreheeb, A., Basir, N., & Fabil, N. (2016). Impact of System Quality on Users' Satisfaction in Continuation of the Use of e-Learning System. *International Journal Of E-Education, E-Business, E-Management And E-Learning*, 6(1), 13-20. doi: 10.17706/ijejee.2016.6.1.13-20
- Etikan, I., Musa, S. A., & Alkassim, R. S. (2016). Comparison of Convenience Sampling and Purposive Sampling. *American Journal of Theoretical and Applied Statistics*, 5, 1-4. <https://doi.org/10.11648/j.ajtas.20160501.11>
- Faradila, R. S. N., & Soesanto, H. (2016). Analisis Pengaruh Persepsi Kemudahan Penggunaan dan Persepsi Manfaat terhadap Minat Beli dengan Kepercayaan Sebagai Variabel Intervening (Studi pada Pengunjung Toko Online berrybenka.com di Kalangan Mahasiswa Universitas Diponegoro). *Jurnal Studi Manajemen Organisasi*, 13(2), 149. <https://doi.org/10.14710/jsmo.v13i2.13406>
- Giusman, R., & Nurwahyuni, A. (2021). Evaluasi Pelayanan Rawat Jalan RS X pada Masa Pandemi Covid-19 melalui Segmenting, Targeting dan Positioning. *Jurnal Manajemen Kesehatan Yayasan RS.Dr. Soetomo*, 7(1), 72.
- Greene J, Hibbard JH, Sacks RM. (2016). Summarized costs, placement of quality stars, and other online displays can help consumers select high-value health plans. *Health Aff (Millwood)*. 35(4):671-679.
- Hair J.F., J. J. (2019). When to use and how to report the results of PLS-SEM. *Emerald Insight*, 2-24.
- Hair, J.F., Hult, G.T.M., Ringle, C.M. and Sarstedt, M. (2017) *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)*. 2nd Edition, Sage Publications Inc., Thousand Oaks, CA.
- Hair, Joe F, Christian M Ringle, and Marko Sarstedt. (2011). "PLS-SEM: Indeed a Silver Bullet." *Journal of Marketing Theory and Practice* 19 (2): 139–52.
- Han, M., Wu, J., Wang, Y., & Hong, M. (2018). A Model and Empirical Study on the User's Continuance Intention in Online China Brand Communities Based on Customer-Perceived Benefits. *Journal Of Open Innovation: Technology, Market, And Complexity*, 4(4), 46. doi: 10.3390/joitmc4040046
- Hermawan, V., & Paramita, E. (2021). Faktor Yang Mempengaruhi Keberlanjutan Minat Pengguna Dalam Menggunakan Aplikasi Mhealth Melalui Variabel Satisfaction. *Jurnal Bisnis Dan Manajemen*, 8(1).

- Hidayat, R. (2020). New Trend in New Normal, Factors Influencing Continuance Intention to Use Video Conferencing. *Jurnal Ilmiah PoliBisnis*, 12.
- Hsu PF, Rebecca H, Chung JC. (2015). Information & Management Assessing ERP Post- Implementation Success at the Individual Level: Revisiting the Role of Service Quality. *Information & Management*. 52(8):925-42.
- Irianti, N. D., & Adi, S. W. (2017). Pengaruh Kepercayaan, Kemudahan, Kepuasan dan Resiko Terhadap Minat Pembeli Untuk Menggunakan Sistem E-Commerce. *Journal of Chemical Information and Modeling*, 53(9), 1689–1699.
- Jandavath, R.K.N. and Byram, A. (2016), “Healthcare service quality effect on patient satisfaction and behavioural intentions in corporate hospitals in India”, *International Journal of Pharmaceutical and Healthcare Marketing*, Vol. 10 No. 1, pp. 48-74.
- Kaium, M., Bao, Y., Alam, M., & Hoque, M. (2020). Understanding continuance usage intention of mHealth in a developing country. *International Journal Of Pharmaceutical And Healthcare Marketing*, 14(2), 251-272.
- Kim, E., dan Tadisina, S., 2003. Customer’s Initial Trust in E-Business: How to Measure Customer’s Initial Trust, *Proceedings of Ninth Americas Conference on Information Systems*, pp. 35-41.
- Kludacz-Alessandri M, Hawrysz L, Korneta P, Gierszewska G, Pomaranik W, et al. (2021) The impact of medical teleconsultations on general practitioner-patient communication during COVID- 19: A case study from Poland. *PLOS ONE* 16(7): e0254960. <https://doi.org/10.1371/journal.pone.0254960>
- Kock, N., & Hadaya, P. (2018). Minimum sample size estimation in PLS-SEM: The inverse square root and gamma-exponential methods. *Information Systems Journal*, 28(1), 227–261.
- Kotler, Philip & Armstrong, Gary. (2016). *Principles of Marketing*. Sixteenth Edition. Pearson Education Limited. England.
- Laumer, S., Maier, C. and Weitzel, T. (2017), “*Information quality, user satisfaction, and the manifestation of workarounds: a qualitative and quantitative study of enterprise content management system users*”, *European Journal of Information Systems*, Vol. 26 No. 4, pp. 333-360, doi: 10.1057/s41303-016-0029-7.
- Mahendra, M., Winarno, W., & Kustono, A. (2021). The Effect of System Quality, Information Quality and Service Quality Towards Customer Loyalty Using

Mobile Banking Application. *Asian Journal Of Economics, Business And Accounting*, 62-70. doi: 10.9734/ajeba/2021/v21i1630485

Mardiana S, Tjakraatmadja JH, Aprianingsih A. (2015). Validating the Conceptual Model for Predicting Intention to Use as Part of Information System Success Model: The Case of an Indonesian Government Agency. *Procedia Computer Science*. 72:35360.

McCormack B, McCance T (2006) Development of a framework for person-centred nursing. *Journal of Advanced Nursing*. 56, 5, 1-8. doi: 10.1111/j.1365-2648.2006.04042.x

Melani, Dani Octa & Rahmiati. (2021). The influence of E-service quality, e-trust and e-satisfaction toward e-loyalty on Shopee online shopping application users. *Marketing Management Studies*,1(3), 253-266.

N., Ramya & Kowsalya, A. & Dharanipriya, K.. (2019). SERVICE QUALITY AND ITS DIMENSIONS. 4. 39-41.

Nicolaou, A.I., Ibrahim, M. and VAN Heck, E. (2013), "Information quality, trust, and risk perceptions in electronic data exchanges", *Decision Support Systems*, Vol. 54 No. 2, pp. 986-996.

Nourallah, M., Strandberg, C., & Öhman, P. (2019). Understanding the Relationship between Trust and Satisfaction on Mobile Bank Application. *Proceedings Of The 2019 3Rd International Conference On E-Commerce, E-Business And E-Government - ICEEG 2019*.

Pai, R., & Alathur, S. (2019). Determinants of individuals' intention to use mobile health: insights from India. *Transforming Government: People, Process And Policy*, 13(3/4), 306-326. doi: 10.1108/tg-04-2019-0027

Parasuraman, A Parsu & Zeithaml, Valarie & Malhotra, Arvind. (2005). E-S-Qual: A Multiple-Item Scale for Assessing Electronic Service Quality. *Journal of Service Research*. 7. 213-233.

Perkasa, G. (2020). Peran Penting Platform Layanan Kesehatan di Masa Pandemi. *Kompas.Com*.

Rekarti, Endi & Hertina, Lilis. (2014). Beberapa Faktor yang berpengaruh terhadap Minat Beli Online pada Situs Jual Beli Tokobagus.com. *Jurnal Ilmu Ekonomi dan Sosial. Jilid 2, Nomor 3*.

Risdiyanto A. (2014). Pengaruh Kualitas Informasi, Kualitas Sistem, dan Kualitas Layanan Terhadap Kepuasan Pengguna pada Sistem Informasi Klinik.

Skripsi. Yogyakarta: Pendidikan Teknik Informatika Fakultas Teknik Universitas Negeri Yogyakarta.

Santhanamery, T. & Ramayah, T.. (2013). The Effect of Personality Traits on User Continuance Usage Intention of e-Filing System. *Journal of Economics, Business and Management*. 25-29. 10.7763/JOEBM.2013.V1.6.

Sativa, A., & Astuti, S. R. T. (2016). Analisis Pengaruh E-Trust dan E-Service Quality terhadap E-Loyalty dengan E-Satisfaction sebagai Variabel Intervening (Studi pada Pengguna E-Commerce C2C Tokopedia). *Management*, 5(3), 1–10.

Seddon, P.B. (1997), A Respecification and Extension of The DeLone and McLean Model of IS Success, *Information System Research*.

Sekaran, & Bougie. (2016). *Research Method for Business, A Skill Building Approach*. Wiley.

Sekaran, Uma dan Roger Bougie, (2017), *Metode Penelitian untuk Bisnis: Pendekatan Pengembangan-Keahlian*, Edisi 6, Buku 1, Cetakan Kedua, Salemba Empat, Jakarta Selatan 12610.

Shmueli, G., Sarstedt, M., Hair, J. F., Cheah, J.-H., Ting, H., Vaithilingam, S., & Ringle, C. M. (2019). Predictive model assessment in PLS-SEM: guidelines for using PLSpredict. *European Journal of Marketing*, 53(11), 2322–2347. <https://doi.org/10.1108/ejm-02-2019-0189>

Sidharta, I., & Suzanto, B. (2015). Pengaruh Kepuasan Transaksi Online Shopping dan Kepercayaan Konsumen Terhadap Sikap Serta Perilaku Konsumen Pada E-Commerce. *Jurnal Computech & Bisnis*, 9(1), 23–36.

Sugara, A., & Dewantara, R. Y. (2017). Analisis Kepercayaan Dan Kepuasan Terhadap Penggunaan Sistem Transaksi Jual Beli Online (Studi Pada Konsumen “Z”). *Jurnal Administrasi Bisnis (JAB)|Vol*, 52(1), 8–15. [www.tekno.liputan6.com](http://www.tekno.liputan6.com)

Sugiyono. (2019). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D – MPKK* (2nd ed., Vol. 1). Alfabeta.

The DeLone and McLean Model of Information Systems Success: A Ten-Year Update. (2003). *Journal Of Management Information Systems*, 19(4), 9-30. doi: 10.1080/07421222.2003.11045748

Wang, Z., Li, H., & James, S. (2016). Factors Influencing Usage of Third Party Mobile Payment Services in China: An Empirical Study. 1–49.

- Wong, G.K.W. (2014), “*Engaging students using their own mobile devices for learning mathematics in classroom discourse: a case study in Hong Kong*”, *International Journal of Mobile Learning and Organisation*, Vol. 8 No. 2, pp. 143-165.
- Xie, K.L., So, K.K.F., Wang, W. (2017). Joint effects of management responses and online reviews on hotel financial performance: a data-analytics approach. *Int. J. Hospital*.
- Xu, F., & Du, J. (2018). Factors influencing users’ satisfaction and loyalty to digital libraries in Chinese universities. *Computers In Human Behavior*, 83, 64-72. doi: 10.1016/j.chb.2018.01.029
- Yogananda, A. S. (2017). Pengaruh Persepsi Manfaat, Persepsi Kemudahan Penggunaan, Kepercayaan dan Persepsi Resiko Terhadap Minat untuk Menggunakan Instrumen Uang Elektronik. Semarang , Universitas Diponegoro.
- Zagita, T. C., Handayani, P. W., & Budi, N. F. A. (2019). Analysis of Factors Affecting the Loyalty of Using Online Health Services : Case Study of Alodokter. 279–284.
- Zai SNP, Anastasya FD. (2018). Pengaruh Pentingnya Sistem, Kualitas Sistem dan Kualitas Informasi Terhadap Kegunaan dan Kepuasan Pengguna Dalam Pengembangan Sistem Informasi Akuntansi. *Jurnal*. Yogyakarta: Jurusan Akuntansi Fakultas Ekonomi Universitas Atma Jaya Yogyakarta.