

REFERENSI

- Wajeeha, A., Hussain, A., Farhat, K., & Arif, I. (2020). Underlying Factors Influencing Consumer's Trust and Loyalty in E-Commerce. *Business Perspective and Research*, 8(2), 186-204.
- Eid, M. I. (2011). Determinants of E-Commerce Customer Satisfaction, Trust, and Loyalty in Saudi Arabia. *Journal of Electronic Commerce Research*, 12.
- Juwaini, A., Chidir, G., Novitasari, D., Iskandar, J., Hutagalung, D., Pramono, T., . . . Purwanto, A. (2021). The role of customer e-trust, customer e-service quality and customer e-satisfaction on customer e-loyalty. *International Journal of Data Science*, 26.
- Zaid, S. (n.d.). The Role of Familiarity in Increasing Repurchase Intentions in Online Shopping. *Journal of Economics, Business, and Accountancy Ventura* , 23(1).
- Fransiska, C., & Bernarto, I. (2021). Pengaruh Kualitas Layanan terhadap Kepuasan Pelanggan dan Keberlanjutan Penggunaan pada Pengguna Aplikasi Kesehatan. *Jurnal Administrasi Bisnis*, 11(2).
- Liu, S., Li, G., Liu, N., & Hongwei, W. (n.d.). The Impact of Patient Satisfaction on Patient Loyalty with the Mediating Effect of Patient Trust. *The Journal of Health Care Organization, Provision, and Financing*, 58(2021).
- Liu, S., Li, G., Liu, N., & Hongwei, W. (2021). The Impact of Patient Satisfaction on Patient Loyalty with the Mediating Effect of Patient Trust. *The Journal of Health Care Organization, Provision, and Financing*(2021).
- Yanto, R. T., & Anjarsari, A. D. (2021, March). Pengaruh E-Service Quality terhadap Kepuasan Pelanggan E-Commerce. *Jurnal Bisnis dan Pemasaran*, 11.
- Kartono, R. A., & Halilah, I. (2019). Pengaruh E-Trust terhadap E-Loyalty. *Prosiding Industrial Research Workshop and National Seminar*, 10.
- Juhria, A., Meinitasari, N., Fauzi, F. I., & Yusuf, A. (2021). Pengaruh E-Service Quality terhadap Kepuasan Pelanggan di Aplikasi E-Commerce Shopee. *Journal of Economic and Business*, 13, 55-62.

- Darta, E., Daulay, M. Y., & Abdillah, W. (2020). *Asia-Pacific Management and Business Application*, 9, 123-136.
- Sativa, A., & Sri, R. T. (2016). Analisis Pengaruh E-Trust dan E-Service Quality terhadap E-Loyalty dengan E-Satisfaction sebagai Variabel Intervening. *Diponegoro Journal of Management*, 5, 1-10.
- Hendra, H., R, E. S., & S, B. K. (2018, April). The Effect of E-Service Quality and E-Recovery Service Quality on E-Loyalty through E-Satisfaction, on E-Commerce in Indonesia. *The International Journal Of Business & Management*, 6(4), 178-195.
- Tang, T. W., Tsai, C. H., & Wu, W. P. (2005). The Relationships among Trust, E-Satisfaction, E-Loyalty, and Customer Online Behaviors . *Proceedings of the Fifth International Conference on Electronic Business*, 788-794.
- Hidayat, A., Saifullah, M., & Ishak, A. (2016). Determinants of satisfaction, trust, and loyalty of Indonesian e-commerce customer. *International Journal of Economics and Management*, 10, 151-166.
- Yang, Z., & Peterson, R. T. (2004, October). Customer Perceived Value, Satisfaction, and Loyalty: The Role of Switching Costs. *Psychology & Marketing*, 21(10), 799-822.
- Cyr, D. (2008). Modeling Web Site Design Across Cultures: Relationships to Trust, Satisfaction, and E-Loyalty. *Journal of Management Information Systems*, 24(4), 47-72.
- Dharmesti, D., Maria, M., Nugroho, N., & S, S. (2013). The antecedents of online customer satisfaction and customer loyalty. *Journal of Business and Retail Management Research*, 1-12.
- Susanto, S. A. (2018). Pengaruh E-Satisfaction dan E-Trust Konsumen Hotel terhadap Online Repurchase Intention di Traveloka. *Jurnal Hospitality dan Manajemen Jasa*, 6(1), 54-65.
- Yudhi, O., Wijaya, A., Sulistiyani, S., Pudjowati, J., D, T. S., Kurni-Asih, N., & Purwanto, A. (2021). The role of social media marketing, entertainment, customization, trendiness, interaction and word-of-mouth on purchase

- intention: An empirical study from Indonesian smartphone consumers. *International Journal of Data and Network Science*, 9(3), 365-383.
- Tanuwijaya, G. H., & Suharto, Y. (2019). The Influence of User Interface Design and User Experience to E-Loyalty. *The 4th ICMEM 2019 and The 11th IICIES 2019*, 829-834.
- Rudyanto, R., Soemarni, L., Pramono, R., & Purwanto, A. (2020). The Influence of Antecedents of Supply Chain Integration on Company Performance. *Uncertain Supply Chain Management*, 865-874.
- Gotama, F., & Indarwati, T. A. (2019). The Effects of E-Trust and E-Service Quality to E-Loyalty with E-Satisfaction as the Mediation Variable. *Jurnal Minds: Manajemen Ide dan Inspirasi*, 145-158.
- Antecedents of Consumer Trust in B-to-C Electronic Commerce. Ninth Americas Conference on Information Systems. (2003). *Proceedings of the Americas' Conference on Information Systems 2013* (pp. 157-167). Singapore: Ninth Americas Conference on Information Systems.
- Ha, H.-Y., & Perks, H. (2005). Effect of consumer perceptions of brand experience on the web: brand familiarity, satisfaction and brand trust. *Journal of Consumer Behaviour*, 438-452.
- Vicki, L., & Jacobson, R. (1995). Stock market reactions to brand extension announcements: The effects of brand attitude and familiarity. *Journal of Marketing*, 63-77.
- Nawangsari, S., & Putri, N. D. (2020). Pengaruh E-Service Quality dan E-Trust terhadap Kepuasan Nasabah pengguna BNI Mobile Banking melalui Citra Bank. *Jurnal Ilmiah Matrik*, 55-63.
- Ashghar, S. A., & Nurlatifah, H. (2020). Analisis Pengaruh Perceived Ease of Use, Perceived Usefulness, dan Perceived Risk terhadap Keinginan Membeli Kembali melalui e-Trust dan e-Satisfaction. *Jurnal Al-Azhar Indonesia Seri Ilmu Sosial*, 41-52.
- Kasih, S. S., & Moeliono, N. N. (2020). Pengaruh E-Service Quality dan E-Trust terhadap E-Loyalty dengan E-Satisfaction. *Jurnal Ilmiah Mahasiswa Ekonomi Manajemen*, 780-791.

- Subowo, M. H. (2020). Pengaruh Prinsip Technology Acceptance Model (TAM) Terhadap Kepuasan Pelanggan Aplikasi Ojek Online Xyz. *Walisongo Journal of Information Technology*, 79-92.
- Kotler, P., & Keller, K. L. (2012). *Marketing Management*. Upper Saddle River: Prentice Hall.
- Astuti, R., Isaskar, R., & Shinta, A. (2012). *Ilmu Perilaku Konsumen*. Malang: Malang UB Press.
- Sinarmata, H. M., Revida, E., Kato, I., Sari, H., Simpatupang, S., Sudarso, A., . . . Tjiptadi, D. D. (2021). *Manajemen Perilaku Konsumen dan Loyalitas*. Indonesia: Yayasan Kita Menulis.
- Annur. (2022). *Layanan Telemedicine & Faskes yang Paling Banyak Digunakan di Indonesia*. Retrieved from Katadata Insight Center: <https://databoks.katadata.co.id/datapublish/2022/04/07/layanan-telemedicine-yang-paling-banyak-digunakan-di-indonesia-apa-saja>
- Pusparisa, P. (2020). *Negara dengan Pengguna Smartphone Terbanyak*. Retrieved from NewZoo: <https://databoks.katadata.co.id/datapublish/2021/07/01/daftar-negara-pengguna-smartphone-terbanyak-indonesia-urutan-berapa>
- SimilarWeb, S. (2022). *Halodoc.com Traffic and Engagement Analysis*. Retrieved from SimilarWeb: <https://www.similarweb.com/website/halodoc.com/#traffic>