DAFTAR PUSTAKA

Abdul-Halim, N. A., Vafaei-Zadeh, A., Hanifah, H., Teoh, A. P., & Nawaser, K. (2022). Understanding the determinants of e-wallet continuance usage intention in Malaysia. *Quality and Quantity*, *56*(5), 3413–3439. https://doi.org/10.1007/s11135-021-01276-7

Ajzen, I. (1991). The theory of planned behavior. *Organizational Behavior and Human Decision Processes*, *50*(2), 179–211. https://doi.org/10.1016/0749-5978(91)90020-T

Ajzen, I., & Fishbein, M. (2005). The Influence of Attitudes on Behavior. In D. Albarracin, B. T. Johnson, & M. P. Zanna (Eds.), *The Handbook of Attitudes* (1st ed., Vol. 1, pp. 173–221).

Akter, S., D'Ambra, J., & Ray, P. (2013). Development and validation of an instrument to measure user perceived service quality of mHealth. *Information and Management*, *50*(4), 181–195. https://doi.org/10.1016/j.im.2013.03.001

Amankwah-Amoah, J., Khan, Z., Wood, G., & Knight, G. (2021). COVID-19 and digitalization: The great acceleration. *Journal of Business Research*, *136*, 602–611. https://doi.org/10.1016/j.jbusres.2021.08.011

Balapour, A., Nikkhah, H. R., & Sabherwal, R. (2020). Mobile application security: Role of perceived privacy as the predictor of security perceptions. *International Journal of Information Management*, *52*. https://doi.org/10.1016/j.ijinfomgt.2019.102063

Bhaskar, P., & Rao, S. (2022). Role of mobile health in the situation of COVID-19 pandemics: pros and cons. In *Cyber-Physical Systems: AI and COVID-19* (pp. 37–54). Elsevier. https://doi.org/10.1016/B978-0-12-824557-6.00005-4

Bougie, R., & Sekaran, U. (2019). *Research Methods For Business: A Skill Building Approach* (M. Mcdonald & L. Johnson, Eds.; 8th ed.). John Wiley & Sons, Inc.

Bukstein, D. A., Eghrari-Sabet, J., Hart, M., Hill, T., Parikh, P., & Winders, T. A. (2022). COVID-19 pandemic impact on telehealth use and perceptions for atopic and respiratory disease: Survey results. *Allergy and Asthma Proceedings*, *43*(3), 194–201. https://doi.org/10.2500/aap.2022.43.220019

Carracedo, P., Puertas, R., & Marti, L. (2021). Research lines on the impact of the COVID-19 pandemic on business. A text mining analysis. *Journal of Business Research*, *132*, 586–593. https://doi.org/10.1016/j.jbusres.2020.11.043

Childs, N., & Constantino, T. (2021, July 22). *Consumer Health Apps and Digital Health Tools Proliferate, Improving Quality and Health Outcomes for Patients, Says New Report from IQVIA Institute*. https://www.businesswire.com/news/home/20210722005256/en/

Chin, W. W. (1998). The Partial Least Squares Approach to Structural Equation Modeling The Proactive Technology Project Recovery Function: A Methodological Analysis View project Research Methods View project. *Modern Methods for Business Research*. https://www.researchgate.net/publication/311766005

Chuang, S. S., & Lai, H. M. (2019). Understanding consumers' continuance intention toward self-service stores: An integrated model of the theory of planned behavior and push-pull-mooring theory. *Communications in Computer and Information Science*, *1027*, 149–164. https://doi.org/10.1007/978-3-030-21451-7_13

Cohen, J. (2013). Statistical Power Analysis for the Behavioral Sciences. *Statistical Power Analysis for the Behavioral Sciences*. https://doi.org/10.4324/9780203771587

Daneji, A. A., Ayub, A. F. M., & Khambari, M. N. M. (2019). The effects of perceived usefulness, confirmation and satisfaction on continuance intention in using massive open online course (MOOC). *Knowledge Management and E-Learning*, *11*(2), 201–214. https://doi.org/10.34105/j.kmel.2019.11.010

Egbue, O., & Long, S. (2012). Barriers to widespread adoption of electric vehicles: An analysis of consumer attitudes and perceptions. *Energy Policy*, *48*, 717–729. https://doi.org/10.1016/j.enpol.2012.06.009

Erdfelder, E., FAul, F., Buchner, A., & Lang, A. G. (2009). Statistical power analyses using G*Power 3.1: Tests for correlation and regression analyses. *Behavior Research Methods*, *41*(4), 1149–1160. https://doi.org/10.3758/BRM.41.4.1149

Foroughi, B., Iranmanesh, M., & Hyun, S. S. (2019). Understanding the determinants of mobile banking continuance usage intention. *Journal of Enterprise Information Management*, *32*(6), 1015–1033. https://doi.org/10.1108/JEIM-10-2018-0237

Gao, L., Waechter, K. A., & Bai, X. (2015). Understanding consumers' continuance intention towards mobile purchase: A theoretical framework and empirical study - A case of China. *Computers in Human Behavior*, *53*, 249–262. https://doi.org/10.1016/j.chb.2015.07.014

Hair, J. F., M. Hult, G. T., Ringle, C. M., & Sarstedt, M. (2014). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)* (V. Knight, L. Barrett, G. Dickens, & A. Hutchinson, Eds.; 2nd ed.). SAGE Publications.

Hair, J. F., Risher, J. J., Sarstedt, M., & Ringle, C. M. (2019). When to use and how to report the results of PLS-SEM. In *European Business Review* (Vol. 31, Issue 1, pp. 2–24). Emerald Group Publishing Ltd. https://doi.org/10.1108/EBR-11-2018-0203

Hanafizadeh, P., Behboudi, M., Abedini Koshksaray, A., & Jalilvand Shirkhani Tabar, M. (2014). Mobile-banking adoption by Iranian bank clients. *Telematics and Informatics*, *31*(1), 62–78. https://doi.org/10.1016/j.tele.2012.11.001

Henseler, J., Ringle, C. M., & Sinkovics, R. R. (2009). The use of partial least squares path modeling in international marketing. *Advances in International Marketing*, *20*, 277–319. https://doi.org/10.1108/S1474-7979(2009)0000020014

Hollander, J. E., & G. Carr, B. (2020). Virtually Perfect? Telemedicine for Covid-19. *New England Journal of Medicine*, *382*(18), 1677–1679. https://doi.org/10.1056/nejmp2003762

Hoque, M. R., Bao, Y., & Sorwar, G. (2017). Investigating factors influencing the adoption of e-Health in developing countries: A patient's perspective. *Informatics for Health and Social Care*, *42*(1), 1–17. https://doi.org/10.3109/17538157.2015.1075541

Hsieh, H. L., Lai, J. M., Chuang, B. K., & Tsai, C. H. (2022). Determinants of Telehealth Continuance Intention: A Multi-Perspective Framework.

Healthcare (Switzerland), *10*(10). https://doi.org/10.3390/healthcare10102038

Kaium, M. A., Bao, Y., Alam, M. Z., & Hoque, M. R. (2020). Understanding continuance usage intention of mHealth in a developing country: An empirical investigation. *International Journal of Pharmaceutical and Healthcare Marketing*, *14*(2), 251–272. https://doi.org/10.1108/IJPHM-06-2019-0041

Kang, H. (2021). Sample size determination and power analysis using the G*Power software. In *Journal of Educational Evaluation for Health Professions* (Vol. 18). Korea Health Personnel Licensing Examination Institute. https://doi.org/10.3352/JEEHP.2021.18.17

Kasthuri, A. (2018). Challenges to healthcare in India - The five A's. In *Indian Journal of Community Medicine* (Vol. 43, Issue 3, pp. 141–143). Wolters Kluwer Medknow Publications. https://doi.org/10.4103/ijcm.IJCM_194_18

Khayer, A., & Bao, Y. (2019). The continuance usage intention of Alipay: Integrating context-awareness and technology continuance theory (TCT). *Bottom Line*, *32*(3), 211–229. https://doi.org/10.1108/BL-07-2019-0097

Kuncoro, E. A., Ikhsan, R. B., Kurniawan, Prabowo, H., Sari, R. K., & Yuniarty. (2020, October 15). The Role of Security and Privacy for Continuance Intention: Learn from Users of M-Banking Services. *6th International Conference on Computing, Engineering, and Design, ICCED 2020*. https://doi.org/10.1109/ICCED51276.2020.9415830

Liao, C., Liu, C. C., & Chen, K. (2011). Examining the impact of privacy, trust and risk perceptions beyond monetary transactions: An integrated model. *Electronic Commerce Research and Applications*, *10*(6), 702–715. https://doi.org/10.1016/j.elerap.2011.07.003

Liao, C., Palvia, P., & Chen, J. L. (2009). Information technology adoption behavior life cycle: Toward a Technology Continuance Theory (TCT). *International Journal of Information Management*, *29*(4), 309–320. https://doi.org/10.1016/j.ijinfomgt.2009.03.004

Lim, S. H., Kim, D. J., Hur, Y., & Park, K. (2019). An Empirical Study of the Impacts of Perceived Security and Knowledge on Continuous Intention to Use Mobile Fintech Payment Services. *International Journal of Human-Computer*

Interaction, *35*(10), 886–898. https://doi.org/10.1080/10447318.2018.1507132

Liu, C., Marchewka, J. T., Lu, J., & Yu, C. S. (2005). Beyond concern-a privacy-trust-behavioral intention model of electronic commerce. *Information and Management*, *42*(2), 289–304. https://doi.org/10.1016/j.im.2004.01.003

Lu, H. H., Lin, W. S., Raphael, C., & Wen, M. J. (2022). A study investigating user adoptive behavior and the continuance intention to use mobile health applications during the COVID-19 pandemic era: Evidence from the telemedicine applications utilized in Indonesia. *Asia Pacific Management Review*. https://doi.org/10.1016/j.apmrv.2022.02.002

Lupton, D. (2020). 'Better understanding about what's going on': young Australians' use of digital technologies for health and fitness. *Sport, Education and Society*, *25*(1), 1–13. https://doi.org/10.1080/13573322.2018.1555661

McEachan, R. R. C., Conner, M., Taylor, N. J., & Lawton, R. J. (2011). Prospective prediction of health-related behaviours with the theory of planned behaviour: A meta-analysis. In *Health Psychology Review* (Vol. 5, Issue 2, pp. 97–144). https://doi.org/10.1080/17437199.2010.521684

Mou, J., Shin, D. H., & Cohen, J. F. (2017). Trust and risk in consumer acceptance of e-services. *Electronic Commerce Research*, *17*(2), 255–288. https://doi.org/10.1007/s10660-015-9205-4

Muñoz-Leiva, F., Climent-Climent, S., & Liébana-Cabanillas, F. (2017). Determinantes de la intención de uso de las aplicaciones de banca para móviles: una extensión del modelo TAM clásico. *Spanish Journal of Marketing - ESIC*, *21*(1), 25–38. https://doi.org/10.1016/j.sjme.2016.12.001

Nabavi, A., Taghavi-Fard, M. T., Hanafizadeh, P., & Taghva, M. R. (2016). Information Technology Continuance Intention: A Systematic Literature Review. In *International Journal of e-Business Research* (Vol. 12, Issue 1, pp. 58–95). IGI Global. https://doi.org/10.4018/IJEBR.2016010104

Nielsen, B. B. (2011). Trust in strategic alliances: Toward a co-evolutionary research model. *Journal of Trust Research*, *1*(2), 159–176. https://doi.org/10.1080/21515581.2011.603510

Pak, A., Adegboye, O. A., Adekunle, A. I., Rahman, K. M., McBryde, E. S., & Eisen, D. P. (2020). Economic Consequences of the COVID-19 Outbreak: the Need for Epidemic Preparedness. *Frontiers in Public Health*, *8*. https://doi.org/10.3389/fpubh.2020.00241

Park, E., Baek, S., Ohm, J., & Chang, H. J. (2014). Determinants of player acceptance of mobile social network games: An application of extended technology acceptance model. *Telematics and Informatics*, *31*(1), 3–15. https://doi.org/10.1016/j.tele.2013.07.001

Rahi, S., Khan, M. M., & Alghizzawi, M. (2021). Extension of technology continuance theory (TCT) with task technology fit (TTF) in the context of Internet banking user continuance intention. *International Journal of Quality and Reliability Management*, *38*(4), 986–1004. https://doi.org/10.1108/IJQRM-03-2020-0074

Sarstedt, M., Hair, J. F., Pick, M., Liengaard, B. D., Radomir, L., & Ringle, C. M. (2022). Progress in partial least squares structural equation modeling use in marketing research in the last decade. *Psychology and Marketing*, *39*(5), 1035–1064. https://doi.org/10.1002/mar.21640

Sarstedt, M., Ringle, C. M., & Hair, J. F. (2017). Partial Least Squares Structural Equation Modeling. In *Handbook of Market Research* (pp. 1–40). Springer International Publishing. https://doi.org/10.1007/978-3-319-05542-8_15-1

Sasongko, D. T., Handayani, P. W., & Satria, R. (2021). Analysis of factors affecting continuance use intention of the electronic money application in Indonesia. *Procedia Computer Science*, *197*, 42–50. https://doi.org/10.1016/j.procs.2021.12.116

Sayyah Gilani, M., Iranmanesh, M., Nikbin, D., & Zailani, S. (2017). EMR continuance usage intention of healthcare professionals. *Informatics for Health and Social Care*, *42*(2), 153–165. https://doi.org/10.3109/17538157.2016.1160245

Shalender, K., & Sharma, N. (2021). Using extended theory of planned behaviour (TPB) to predict adoption intention of electric vehicles in India. *Environment, Development and Sustainability*, *23*(1), 665–681. https://doi.org/10.1007/s10668-020-00602-7

Shang, D., & Wu, W. (2017). Understanding mobile shopping consumers' continuance intention. *Industrial Management and Data Systems*, *117*(1), 213–227. https://doi.org/10.1108/IMDS-02-2016-0052

Shao, Z., Zhang, L., Li, X., & Guo, Y. (2019). Antecedents of trust and continuance intention in mobile payment platforms: The moderating effect of gender. *Electronic Commerce Research and Applications*, *33*. https://doi.org/10.1016/j.elerap.2018.100823

Song, J., Kim, J., & Cho, K. (2018). Understanding users' continuance intentions to use smart-connected sports products. *Sport Management Review*, *21*(5), 477–490. https://doi.org/10.1016/j.smr.2017.10.004

Sugiyono. (2017). *Metode Penelitian kuantitatif, kualitatif dan R & D*. Alfabeta.

Susanto, A., Chang, Y., & Ha, Y. (2016). Determinants of continuance intention to use the smartphone banking services: An extension to the expectation-confirmation model. *Industrial Management and Data Systems*, *116*(3), 508–525. https://doi.org/10.1108/IMDS-05-2015-0195

Tsai, H., Lee, Y. P., & Ruangkanjanases, A. (2020). Understanding the Effects of Antecedents on Continuance Intention to Gather Food Safety Information on Websites. *Frontiers in Psychology*, *11*. https://doi.org/10.3389/fpsyg.2020.579322

Ulker-Demirel, E., & Ciftci, G. (2020). A systematic literature review of the theory of planned behavior in tourism, leisure and hospitality management research. *Journal of Hospitality and Tourism Management*, *43*, 209–219. https://doi.org/10.1016/j.jhtm.2020.04.003

Veeramootoo, N., Nunkoo, R., & Dwivedi, Y. K. (2018). What determines success of an e-government service? Validation of an integrative model of e-filing continuance usage. *Government Information Quarterly*, *35*(2), 161–174. https://doi.org/10.1016/j.giq.2018.03.004

Wang, S., Fan, J., Zhao, D., Yang, S., & Fu, Y. (2016). Predicting consumers' intention to adopt hybrid electric vehicles: using an extended version of the theory of planned behavior model. *Transportation*, *43*(1), 123–143. https://doi.org/10.1007/s11116-014-9567-9

Wang, Y., Hong, A., Li, X., & Gao, J. (2020). Marketing innovations during a global crisis: A study of China firms' response to COVID-19. *Journal of Business Research*, *116*, 214–220. https://doi.org/10.1016/j.jbusres.2020.05.029

World Health Organization. (2023). *COVID-19 Weekly Epidemiological Update*.

Wu, B., & Chen, X. (2017). Continuance intention to use MOOCs: Integrating the technology acceptance model (TAM) and task technology fit (TTF) model. *Computers in Human Behavior*, *67*, 221–232. https://doi.org/10.1016/j.chb.2016.10.028

Wu, D., Gu, H., Gu, S., & You, H. (2021). Individual motivation and social influence: a study of telemedicine adoption in China based on social cognitive theory. *Health Policy and Technology*, *10*(3). https://doi.org/10.1016/j.hlpt.2021.100525

Zeman, J. E., Moon, P. S., McMahon, M. J., & Holley, A. B. (2018). Developing a Mobile Health Application to Assist With Clinic Flow, Documentation, Billing, and Research in a Specialty Clinic. In *Chest* (Vol. 154, Issue 2, pp. 440–447). Elsevier Inc. https://doi.org/10.1016/j.chest.2018.04.009

Zhang, C. B., Li, Y. N., Wu, B., & Li, D. J. (2017). How WeChat can retain users: Roles of network externalities, social interaction ties, and perceived values in building continuance intention. *Computers in Human Behavior*, *69*, 284–293. https://doi.org/10.1016/j.chb.2016.11.069

Zhao, X., Lynch, J. G., & Chen, Q. (2010). Reconsidering Baron and Kenny: Myths and truths about mediation analysis. *Journal of Consumer Research*, *37*(2), 197–206. https://doi.org/10.1086/651257

Zhong, Z., Luo, J., & Zhang, M. (2015). Understanding Antecedents of Continuance Intention in Mobile Travel Booking Service. *International Journal of Business and Management*, *10*(9). https://doi.org/10.5539/ijbm.v10n9p156

Zhou, T. (2014). Understanding continuance usage intention of mobile internet sites. *Universal Access in the Information Society*, *13*(3), 329–337. https://doi.org/10.1007/s10209-013-0313-4

Zhu, L., Jiang, X., & Cao, J. (2023). Factors Affecting Continuance Intention in Non-Face-to-Face Telemedicine Services: Trust Typology and Privacy Concern Perspectives. *Healthcare (Switzerland)*, *11*(3). https://doi.org/10.3390/healthcare11030374

Zobair, K. M., Sanzogni, L., Houghton, L., & Islam, M. Z. (2022). Combining Deep Neural Network and PLS-SEM to Predict Patients' Continuity with Telemedicine. *International Journal of Information Technology and Decision Making*, *21*(5), 1555–1589. https://doi.org/10.1142/S0219622022500249