

## DAFTAR PUSTAKA

- Alalwan, A. A., Dwivedi, Y. K., Rana, N. P., & Algharabat, R. (2018). Examining factors influencing Jordanian customers' intentions and adoption of internet banking: Extending UTAUT2 with risk. *Journal of Retailing and Consumer Services*, 40, 125–138.  
<https://doi.org/10.1016/j.jretconser.2017.08.026>
- Alam, M. M. D., Alam, M. Z., Rahman, S. A., & Taghizadeh, S. K. (2021). Factors influencing mHealth adoption and its impact on mental well-being during COVID-19 pandemic: A SEM-ANN approach. *Journal of Biomedical Informatics*, 116, 103722.  
<https://doi.org/10.1016/j.jbi.2021.103722>
- American Hospital Association. (2021). *There May Be a Generation Gap in Telehealth's Future | AHA*. <https://www.aha.org/aha-center-health-innovation-market-scan/2021-06-29-there-may-be-generation-gap-telehealths-future>
- An, M. H., You, S. C., Park, R. W., & Lee, S. (2021). Using an Extended Technology Acceptance Model to Understand the Factors Influencing Telehealth Utilization After Flattening the COVID-19 Curve in South Korea: Cross-sectional Survey Study. *JMIR Medical Informatics*, 9, e25435. <https://doi.org/10.2196/25435>
- Baabduallah, A. M. (2018). Consumer adoption of Mobile Social Network Games (M-SNGs) in Saudi Arabia: The role of social influence, hedonic motivation and trust. *Technology in Society*, 53, 91–102. <https://doi.org/10.1016/j.techsoc.2018.01.004>
- Barutçu, S., Barutçu, E., & Ünal Adıgüzel, D. (2018). A technology acceptance analysis for mhealth apps: the case of Turkey. *Pau.Edu.Tr.* <https://doi.org/2149-9314>
- Baudier, P., Kondrateva, G., Ammi, C., Chang, V., & Schiavone, F. (2021). Patients' perceptions of teleconsultation during COVID-19: A cross-national study. *Technological Forecasting and Social Change*, 163, 120510. <https://doi.org/10.1016/j.techfore.2020.120510>
- Bestsennyy, O., Gilbert, G., Harris, A., & Rost, J. (2021). *Telehealth: a post-COVID-19 reality?* <https://www.mckinsey.com/industries/healthcare-systems-and-services/our-insights/telehealth-a-quarter-trillion-dollar-post-covid-19-reality>
- Beyari, H., & Abareshi, A. (2018). An Empirical Study of How Social Influence Impacts Customer Satisfaction with Social Commerce Sites. *Advances in Intelligent Systems and Computing*, 973–984. [https://doi.org/10.1007/978-3-319-99007-1\\_90](https://doi.org/10.1007/978-3-319-99007-1_90)
- Bhattacherjee, A. (2001). Understanding Information Systems Continuance: An ExpectationConfirmation Model. *MIS Quarterly*, 25, 351–370. <https://doi.org/10.2307/3250921>
- Bougie, R., & Sekaran, U. (2020). *Research methods for business : a skill-building approach*. John Wiley & Sons, Inc.
- Buntin, M. B., Burke, M. F., Hoaglin, M. C., & Blumenthal, D. (2011). The Benefits Of Health Information Technology: A Review Of The Recent Literature Shows Predominantly Positive Results. *Health Affairs*, 30, 464–471. <https://doi.org/10.1377/hlthaff.2011.0178>
- Byun, H., & Park, J. (2021). A Study on the Intention to Use Korean Telemedicine Services: Focusing on the UTAUT2 Model. *Studies in Computational Intelligence*, 929, 1–12.  
[https://doi.org/10.1007/978-3-030-64769-8\\_1](https://doi.org/10.1007/978-3-030-64769-8_1)
- Chan, F., Thong, J., Venkatesh, V., Brown, S., Hu, P., & Tam, K. (2010). Modeling Citizen Satisfaction with Mandatory Adoption of an E-Government Technology. *Journal of the Association for Information Systems*, 11, 519–549. <https://doi.org/10.17705/1jais.00239>

- Chan, K. Y., Gong, M., Xu, Y., & Thong, J. (2008). Examining user acceptance of SMS: An empirical study in China and Hong Kong. *PACIS 2008 Proceedings*.  
<http://aisel.aisnet.org/pacis2008/294>
- Chao, C. M. (2019). Factors determining the behavioral intention to use mobile learning: An application and extension of the UTAUT model. *Frontiers in Psychology*, 10(JULY), 446627.  
[https://doi.org/10.3389/FPSYG.2019.01652/BIBTEX](https://doi.org/10.3389/FPSYG.2019.01652)
- Chopdar, P. Kr., Korfiatis, N., Sivakumar, V. J., & Lytras, M. D. (2018). Mobile shopping apps adoption and perceived risks: A cross-country perspective utilizing the Unified Theory of Acceptance and Use of Technology. *Computers in Human Behavior*, 86, 109–128.  
<https://doi.org/10.1016/j.chb.2018.04.017>
- Darrat, I., Tam, S., Boulis, M., & Williams, A. M. (2021). Socioeconomic Disparities in Patient Use of Telehealth During the Coronavirus Disease 2019 Surge. *JAMA Otolaryngology–Head & Neck Surgery*. <https://doi.org/10.1001/jamaoto.2020.5161>
- DeLone, W. H., & McLean, E. R. (2016). Information Systems Success Measurement. *Foundations and Trends® in Information Systems*, 2, 1–116. <https://doi.org/10.1561/2900000005>
- Dwivedi, Y. K., Shareef, M. A., Simintiras, A. C., Lal, B., & Weerakkody, V. (2016). A generalised adoption model for services: A cross-country comparison of mobile health (m-health). *Government Information Quarterly*, 33, 174–187. <https://doi.org/10.1016/j.giq.2015.06.003>
- Eid, M. (2011). Determinants of E-Commerce Customer Satisfaction, Trust, and Loyalty in Saudi Arabia. *Journal of Electronic Commerce Research*, 12(1).
- Gandhwangi, S. (2021). *Gaya Hidup Masyarakat Berubah, Peluang bagi Layanan Telemedik*.  
[https://www.kompas.id/baca/bebas-akses/2021/03/09/gaya-hidup-masyarakat-berubah-peluang-bagi-layanan-telemedik?utm\\_source=kompasid&utm\\_medium=bannerregister\\_meteredpaywall&utm\\_campaign=metered\\_paywall&utm\\_content=https%3A%2F%2Fwww.kompas.id%2Fbaca%2Fbebas](https://www.kompas.id/baca/bebas-akses/2021/03/09/gaya-hidup-masyarakat-berubah-peluang-bagi-layanan-telemedik?utm_source=kompasid&utm_medium=bannerregister_meteredpaywall&utm_campaign=metered_paywall&utm_content=https%3A%2F%2Fwww.kompas.id%2Fbaca%2Fbebas)
- Garritano, F. G., & Goldenberg, D. (2011). Successful Telemedicine Programs in Otolaryngology. *Otolaryngologic Clinics of North America*, 44, 1259–1274.  
<https://doi.org/10.1016/j.otc.2011.08.003>
- Giansanti, D. (2021). The Role of the mHealth in the Fight against the Covid-19: Successes and Failures. *Healthcare*, 9, 58. <https://doi.org/10.3390/healthcare9010058>
- Gupta, A., Dogra, N., & George, B. (2018). What determines tourist adoption of smartphone apps? *Journal of Hospitality and Tourism Technology*, 9, 50–64. <https://doi.org/10.1108/jhtt-02-2017-0013>
- Hair, J. F., Risher, J. J., Sarstedt, M., & Ringle, C. M. (2019). When to use and how to report the results of PLS-SEM. *European Business Review*, 31, 2–24. <https://doi.org/10.1108/ebr-11-2018-0203>
- Hair, J. F., Sarstedt, M., Ringle, C. M., & Mena, J. A. (2012). An assessment of the use of partial least squares structural equation modeling in marketing research. *Journal of the Academy of Marketing Science*, 40, 414–433. <https://doi.org/10.1007/s11747-011-0261-6>
- Henseler, J., Ringle, C. M., & Sarstedt, M. (2015). A new criterion for assessing discriminant validity in variance-based structural equation modeling. *Journal of the Academy of Marketing Science*, 43, 115–135.
- Hsiao, C.-H., Chang, J.-J., & Tang, K.-Y. (2016). Exploring the influential factors in continuance usage of mobile social Apps: Satisfaction, habit, and customer value perspectives. *Telematics and Informatics*, 33, 342–355. <https://doi.org/10.1016/j.tele.2015.08.014>
- Hsiao, C.-H., & Tang, K.-Y. (2015). Examining a Model of Mobile Healthcare Technology Acceptance by the Elderly in Taiwan. *Journal of Global Information Technology Management*, 18, 292–311. <https://doi.org/10.1080/1097198x.2015.1108099>

- Kalinić, Z., Marinković, V., Djordjević, A., & Liebana-Cabanillas, F. (2019). What drives customer satisfaction and word of mouth in mobile commerce services? A UTAUT2-based analytical approach. *Journal of Enterprise Information Management*, 33, 71–94.  
<https://doi.org/10.1108/jeim-05-2019-0136>
- Kasle, D. A., Torabi, S. J., Savoca, E. L., Judson, B. L., & Manes, R. P. (2020). Outpatient Otolaryngology in the Era of COVID-19: A Data-Driven Analysis of Practice Patterns. *Otolaryngology—Head and Neck Surgery*, 163, 138–144.  
<https://doi.org/10.1177/0194599820928987>
- Kemp, S. (2021). *Digital in Indonesia: All the Statistics You Need in 2021*.  
<https://datareportal.com/reports/digital-2021-indonesia>
- Kemp, S. (2022, March). *Digital 2022: Indonesia*. <https://datareportal.com/reports/digital-2022-indonesia>
- Kim, M. J., Chung, N., Lee, C.-K., & Preis, M. W. (2013). Motivations and Use Context in Mobile Tourism Shopping: Applying Contingency and Task-Technology Fit Theories. *International Journal of Tourism Research*, 17, 13–24. <https://doi.org/10.1002/jtr.1957>
- Kim, & Son. (2009). Out of Dedication or Constraint? A Dual Model of Post-Adoption Phenomena and Its Empirical Test in the Context of Online Services. *MIS Quarterly*, 33, 49.  
<https://doi.org/10.2307/20650278>
- Kuo, Y.-F., Wu, C.-M., & Deng, W.-J. (2009). The relationships among service quality, perceived value, customer satisfaction, and post-purchase intention in mobile value-added services. *Computers in Human Behavior*, 25, 887–896. <https://doi.org/10.1016/j.chb.2009.03.003>
- Lazuardi, N. T. (2021). *Faktor-faktor yang Mempengaruhi Behaviour Intention to Use Healthy Apps: Telaah pada Aplikasi Kesehatan Alodokter* [Thesis]. Universitas Multimedia Nusantara.
- Lee, C.-Y., Tsao, C.-H., & Chang, W.-C. (2015). The relationship between attitude toward using and customer satisfaction with mobile application services. *Journal of Enterprise Information Management*, 28, 680–697. <https://doi.org/10.1108/jeim-07-2014-0077>
- Lee, U. K., & Kim, H. (2022). UTAUT in Metaverse: An “Ifland” Case. *Journal of Theoretical and Applied Electronic Commerce Research 2022, Vol. 17, Pages 613-635*, 17(2), 613–635.  
<https://doi.org/10.3390/JTAER17020032>
- Lee, W.-I., Fu, H.-P., Mendoza, N., & Liu, T.-Y. (2021). Determinants Impacting User Behavior towards Emergency Use Intentions of m-Health Services in Taiwan. *Healthcare*, 9, 535.  
<https://doi.org/10.3390/healthcare9050535>
- Lin, H.-H., & Wang, Y.-S. (2006). An examination of the determinants of customer loyalty in mobile commerce contexts. *Information & Management*, 43, 271–282.  
<https://doi.org/10.1016/j.im.2005.08.001>
- Macedo, I. M. (2017). Predicting the acceptance and use of information and communication technology by older adults: An empirical examination of the revised UTAUT2. *Computers in Human Behavior*, 75, 935–948. <https://doi.org/10.1016/j.chb.2017.06.013>
- Maillet, É., Mathieu, L., & Sicotte, C. (2015). Modeling factors explaining the acceptance, actual use and satisfaction of nurses using an Electronic Patient Record in acute care settings: An extension of the UTAUT. *International Journal of Medical Informatics*, 84, 36–47.  
<https://doi.org/10.1016/j.ijmedinf.2014.09.004>
- Marinkovic, V., & Kalinic, Z. (2017). Antecedents of customer satisfaction in mobile commerce. *Online Information Review*, 41, 138–154. <https://doi.org/10.1108/oir-11-2015-0364>
- Martins, N. L. M., Duarte, P., & Pinho, J. C. M. R. (2021). AN ANALYSIS OF DETERMINANTS OF THE ADOPTION OF MOBILE HEALTH (MHEALTH). *Revista de Administração de Empresas*, 61. <https://doi.org/10.1590/s0034-759020210403x>

- Mason, A. N., Brown, M., & Mason, K. (2022). Telemedicine Patient Satisfaction Dimensions Moderated by Patient Demographics. *Healthcare*, 10, 1029.  
<https://doi.org/10.3390/healthcare10061029>
- Melinda, T., & Setiawati, C. I. (2022). Analisis Minat Pengguna Layanan Telemedicine Halodoc di Kota Bandung Dengan Menggunakan Model Modifikasi UTAUT2. *SEIKO : Journal of Management & Business*, 5, 262–273. <https://doi.org/10.37531/sejaman.v5i2.2212>
- Memon, M. A., Ting, H., Cheah, J.-H., Thurasamy, R., Chuah, F., & Cham, T. H. (2020). Sample Size for Survey Research: Review and Recommendations. *Journal of Applied Structural Equation Modeling*, 4, i–xx. [https://doi.org/10.47263/jasem.4\(2\)01](https://doi.org/10.47263/jasem.4(2)01)
- Molfenter, T., Roget, N., Chaple, M., Behlman, S., Cody, O., Hartzler, B., Johnson, E., Nichols, M., Stilen, P., & Becker, S. (2021). Use of Telehealth in Substance Use Disorder Services During and After COVID-19: Online Survey Study. *JMIR Mental Health*, 8, e25835.  
<https://doi.org/10.2196/25835>
- Nurhayati, H. (2021). *Indonesia: internet penetration rate 2026*.  
<https://www.statista.com/statistics/254460/internet-penetration-rate-in-indonesia/>
- Oliver, R. L. (1980). A Cognitive Model of the Antecedents and Consequences of Satisfaction Decisions. *Journal of Marketing Research*, 17, 460–469.  
<https://doi.org/10.1177/002224378001700405>
- play.google.com. (2022). *Alodokter —Chat Bersama Dokter - Aplikasi di Google Play*.  
<https://play.google.com/store/apps/details?id=com.alodokter.android&hl=id&gl=US>
- Pradita, K. Y. K. (2021). Determinan Faktor yang Mempengaruhi E-Trust dan Minat Menggunakan Aplikasi Alodokter. *Jurnal Penelitian Dan Pengembangan Sains Dan Humaniora*, 5, 450–457.
- Puskin, D., Johnston, B., & Speedie, S. (2006). *Telemedicine, Telehealth, and Health Information Technology An ATA Issue Paper The American Telemedicine Association Patient Care Health Provider*. [https://www.who.int/goe/policies/countries/usa\\_support\\_tele.pdf](https://www.who.int/goe/policies/countries/usa_support_tele.pdf)
- Pusparisa, Y. (2019). *Ini Aplikasi Kesehatan Andalan Kaum Urban | Databoks*.  
<https://databoks.katadata.co.id/datapublish/2019/12/10/ini-aplikasi-kesehatan-andalan-kaum-urban>
- Ringle, M. C., Wende, Sven, Becker, & Jan-Michael. (2015). *SmartPLS 3*. SmartPLS GmbH.  
<https://www.smartpls.com>
- Sari, A. P. (2021). *3 Strategi Kunci Customer-Centric ala Alodokter Halaman all* (M. Gewati, Ed.).  
<https://money.kompas.com/read/2021/09/02/233516726/3-strategi-kunci-customer-centric-ala-alodokter?page=all>
- Seim, N. B., Philips, R. H. W., Matrka, L. A., Locklear, B., Inman, M., Moberly, A. C., & Essig, G. F. (2017). Developing a synchronous otolaryngology telemedicine Clinic: Prospective study to assess fidelity and diagnostic concordance. *The Laryngoscope*, 128, 1068–1074.  
<https://doi.org/10.1002/lary.26929>
- Sheikh, Z., Islam, T., Rana, S., Hameed, Z., & Saeed, U. (2017). Acceptance of social commerce framework in Saudi Arabia. *Telematics and Informatics*, 34, 1693–1708.  
<https://doi.org/10.1016/j.tele.2017.08.003>
- Similarweb.com. (2022). *Website Performance Alodokter*.  
<https://www.similarweb.com/website/alodokter.com/#overview>
- Suroso, J. S., & Sukmoro, T. C. (2021). Factors Affecting Behavior Of The Use Of Healthcare Mobile Application Technology In Indonesian Society. *Journal of Theoretical and Applied Information Technology*, 99, 3923–3934.
- Susanto, A., Chang, Y., & Ha, Y. (2016). Determinants of continuance intention to use the smartphone banking services. *Industrial Management & Data Systems*, 116, 508–525.  
<https://doi.org/10.1108/imds-05-2015-0195>

- Tam, C., Santos, D., & Oliveira, T. (2018). Exploring the influential factors of continuance intention to use mobile Apps: Extending the expectation confirmation model. *Information Systems Frontiers*, 22. <https://doi.org/10.1007/s10796-018-9864-5>
- Tandon, U., Kiran, R., & Sah, A. N. (2017). The influence of website functionality, drivers and perceived risk on customer satisfaction in online shopping: an emerging economy case. *Information Systems and E-Business Management*, 16, 57–91. <https://doi.org/10.1007/s10257-017-0341-3>
- Tiara, K., & Antonio, F. (2022). The Influence Of Telemedicine Usability On Patient Loyalty Mediated By Patients' Trust And Satisfaction: A Study At Hospitals Of State-Owned Enterprises In Indonesia. *Jurnal Pendidikan Tambusai*, 6.
- Venkatesh, V., Morris, M. G., Davis, G. B., & Davis, F. D. (2003). User Acceptance of Information Technology: Toward a Unified View. *MIS Quarterly*, 27, 425–478. <https://doi.org/10.2307/30036540>
- Venkatesh, V., Thong, J. Y. L., & Xu, X. (2012). Consumer Acceptance and Use of Information Technology: Extending the Unified Theory of Acceptance and Use of Technology. *MIS Quarterly*, 36, 157–178. <https://doi.org/10.2307/41410412>
- Vidal-Alaball, J., Acosta-Roja, R., Pastor Hernández, N., Sanchez Luque, U., Morrison, D., Narejos Pérez, S., Perez-Llano, J., López Seguí, F., & Salvador Vèrges, A. (2020). Telemedicine in the face of the COVID-19 pandemic. *Atención Primaria*, 52. <https://doi.org/10.1016/j.aprim.2020.04.003>
- Viswanathan, P., Singh, A. B., & Gupta, G. (2020). The role of social influence and e-service quality in impacting loyalty for online life insurance: a SEM-based study. *International Journal of Business Excellence*, 20, 322. <https://doi.org/10.1504/ijbex.2020.106370>
- Wang, C. J., Ng, C. Y., & Brook, R. H. (2020). Response to COVID-19 in Taiwan. *JAMA*, 323. <https://doi.org/10.1001/jama.2020.3151>
- Wibowo, T. (Tony). (2017). Study of User Acceptance and Satisfaction of a Mandatory Government-Regulated Information System. *Communication and Information Technology Journal*, 11(1), 41–44. <https://www.neliti.com/publications/166757/>
- Wijaya, P. R., & Wardani, R. (2022). Application of Telemedicine to Outpatient Satisfaction Based on Technology Acceptance Model Approach. *Budapest International Research and Critics Institute-Journal (BIRCI-Journal)*, 5.
- Yamin, M. A. Y., & Alyoubi, B. A. (2020). Adoption of telemedicine applications among Saudi citizens during COVID-19 pandemic: An alternative health delivery system. *Journal of Infection and Public Health*, 13. <https://doi.org/10.1016/j.jiph.2020.10.017>
- Yan, M., Filieri, R., Raguseo, E., & Gorton, M. (2021). Mobile apps for healthy living: Factors influencing continuance intention for health apps. *Technological Forecasting and Social Change*, 166, 120644. <https://doi.org/10.1016/j.techfore.2021.120644>
- Zhou, T. (2011). Examining the critical success factors of mobile website adoption. *Online Information Review*, 35, 636–652. <https://doi.org/10.1108/14684521111161972>
- Zobair, K. M., Sanzogni, L., & Sandhu, K. (2019). Expectations of telemedicine health service adoption in rural Bangladesh. *Social Science & Medicine*, 238, 112485. <https://doi.org/10.1016/j.socscimed.2019.112485>