

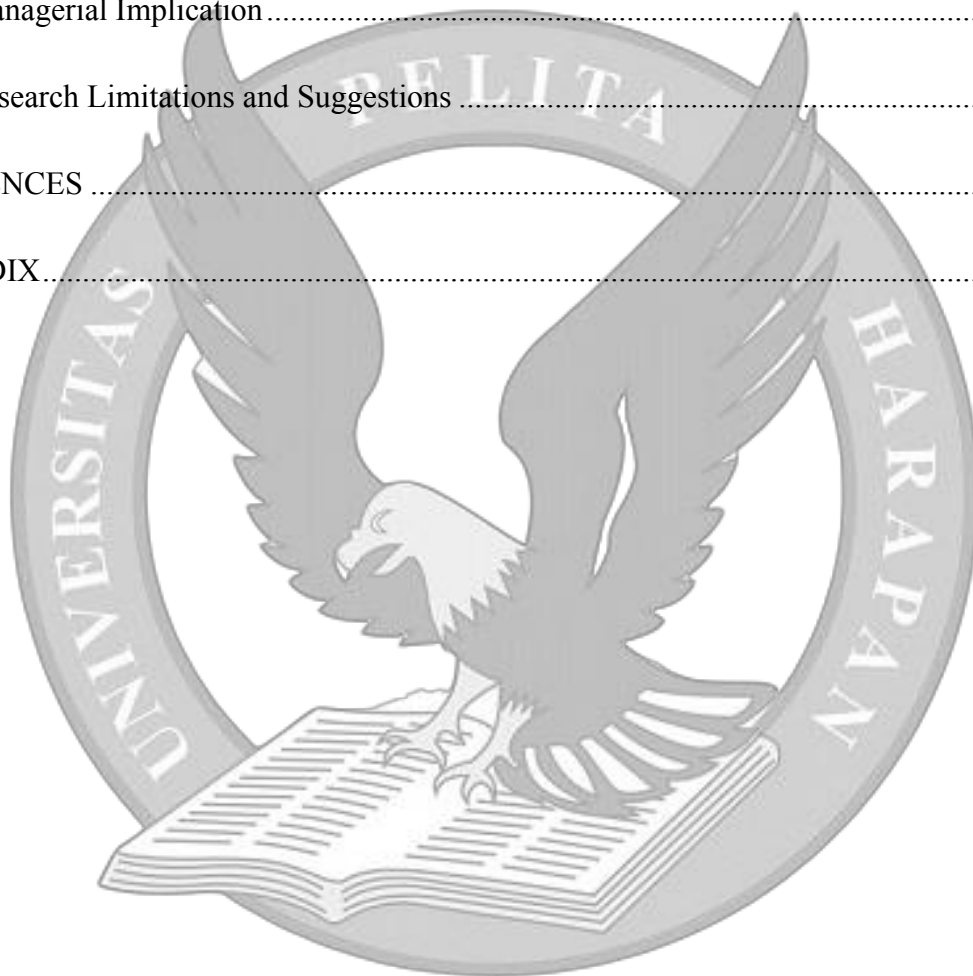
TABLE OF CONTENTS

CHAPTER I.....	xiv
INTRODUCTION	1
1.1. Research Background.....	1
1.2. Research Questions	9
1.3. Research Objective.....	10
1.4. Research Contribution.....	10
1.5. Thesis Outline	11
CHAPTER II.....	13
LITERATURE REVIEW.....	13
2.1. Theoretical Background	13
2.1.1. Specialist Characteristic Variable.....	14
2.1.2. Practice Characteristic Variable	15
2.1.3. Healthcare Provider-Specialist Interaction Variable.....	15
2.1.4. Patient-Specialist Interaction Variable	16
2.1.5. Returning Referral Variable	16
2.1.6. Training Opportunity Variable	17
2.1.7. Healthcare Provider Engagement Variable	17
2.1.8. Willingness to Re-refer to Hospital Variable	18
2.2. Hypothesis.....	18
2.2.1. Relationship between Specialist Characteristics with Healthcare Provider Engagement.....	18

2.2.2. Relationship between Practice Characteristics with Healthcare Provider Engagement.....	19
2.2.3. Relationship between Healthcare Provider-Specialist Interaction with Healthcare Provider Engagement.....	19
2.2.4. Relationship between Patient-Specialist Interaction with Healthcare Provider Engagement.....	20
2.2.5. Relationship between Returning Referral with Healthcare Provider Engagement	20
2.2.6. Relationship between Training Opportunity with Healthcare Provider Engagement	21
2.2.7. Relationship between Healthcare Provider Engagement with Willingness to Re-refer to Hospital	22
2.3. Conceptual Framework	22
CHAPTER III	24
RESEARCH METHOD	24
3.1. Research Objective.....	24
3.2. Unit Analysis.....	24
3.3. Research Type.....	25
3.4. Research Operational Variable.....	26
3.4.1. Variable Measurement.....	26
3.4.2. Conceptual and Operational Definition.....	27
3.5. Samples population	32
3.5.1. Determination of samples number.....	33

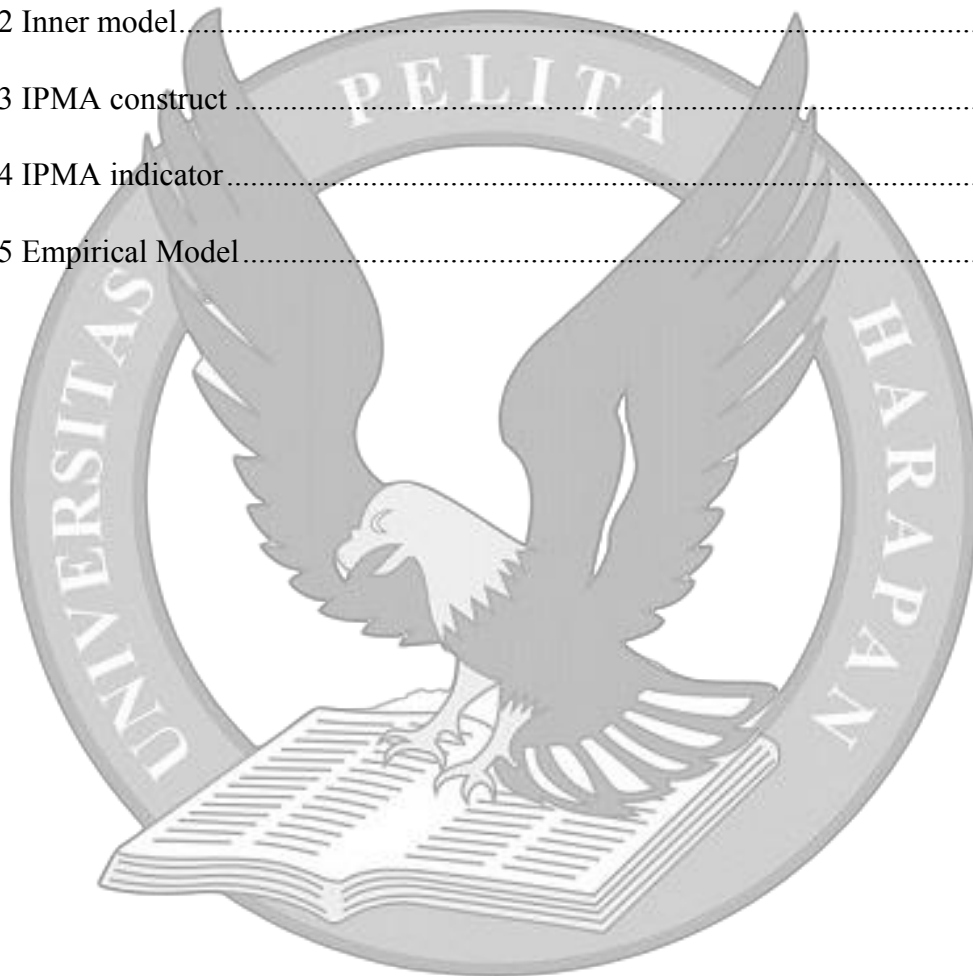
3.5.2. Sampling method	34
3.6. Data Collection Method	34
3.6.1 Primary Data	34
3.7. Data Analysis Method	34
3.7.1. PLS-SEM Analysis	35
3.7.1.1. Outer Model	36
3.7.1.2. Inner Model	36
CHAPTER IV	39
RESULT AND DISCUSSION	39
4.1. Respondent Profile	39
4.2. Respondent Analytical Descriptive	40
4.2.1. Specialist Characteristic Variable	42
4.2.2. Practice Characteristic Variable	43
4.2.3. Healthcare Provider – Specialist Interaction Variable	45
4.2.4. Patient – Specialist Interaction Variable	46
4.2.5. Returning Referral Variable	48
4.2.6. Training Opportunity Variable	50
4.2.7. Healthcare Provider Engagement Variable	52
4.2.8. Willingness to Re-refer Patients to Hospital Variable	54
4.3. Inferential Analysis	55
4.3.1. Measurement Model (Outer Model)	56

4.3.2. Structural Model (Inner Model).....	64
4.4 Discussion.....	87
CHAPTER V	91
CONCLUSION.....	91
5.1 Conclusion	91
5.2 Managerial Implication.....	92
5.3 Research Limitations and Suggestions	93
REFERENCES	94
APPENDIX.....	A-1



LIST OF FIGURES

Figure 1.1 Number of patients in XYZ Hospital	5
Figure 1.2 Number of referral patients in XYZ Hospital.....	6
Figure 2.1 Conceptual Framework	23
Figure 4.1 Outer Model.....	57
Figure 4.2 Inner model.....	65
Figure 4.3 IPMA construct	84
Figure 4.4 IPMA indicator	86
Figure 4.5 Empirical Model.....	89



LIST OF TABLES

Table 3.1 Conceptual and operational variable definition.....	27
Table 4.1 Respondent demographic profile.....	39
Table 4.2. Answer category.....	41
Table 4.3. Specialist characteristic variable description.....	43
Table 4.4. Practice characteristic variable description.....	43
Table 4.5. Healthcare provider – specialist interaction variable description.....	45
Table 4.6. Patient – specialist interaction variable description.....	46
Table 4.7. Returning referral variable description.....	48
Table 4.8. Training Opportunity variable description.....	50
Table 4.9. Healthcare provider engagement variable description.....	52
Table 4.10 Willingness to re-refer patients to hospital variable description.....	54
Table 4.11 Indicator reliability test result.....	58
Table 4.12 Construct reliability test result.....	60
Table 4.13 Average variance extracted (AVE) test result.....	61
Table 4.14 HT/MT test result.....	63
Table 4.15 Inner variance inflation factor test result.....	66
Table 4.16 R ² test result.....	67
Table 4.17 f ² test result.....	69
Table 4.18 Q ² test result.....	70
Table 4.19 Q ² predict indicator test result.....	71
Table 4.20 Hypothesis.....	73
Table 4.21 Specific indirect effect test result.....	82

Table 4.22 Importance – performance construct 84

Table 4.34 Importance-Performance Indicator 85

