

DAFTAR PUSTAKA

- Ai, Y., Rahman, M. K., Newaz, M. S., Gazi, M. A., Rahaman, M. A., Mamun, A. A., & Chen, X. (2022). Determinants of patients' satisfaction and trust toward Healthcare Service Environment in general practice clinics. *Frontiers in Psychology*, 13. <https://doi.org/10.3389/fpsyg.2022.856750>
- Alexandra, S., Handayani, P. W., & Azzahro, F. (2021). Indonesian hospital telemedicine acceptance model: The influence of user behavior and technological dimensions. *Heliyon*, 7(12). <https://doi.org/10.1016/j.heliyon.2021.e08599>
- Almathami, H. K., Win, K. T., & Vlahu-Gjorgievska, E. (2020). Barriers and facilitators that influence telemedicine-based, real-time, online consultation at patients' homes: Systematic literature review. *Journal of Medical Internet Research*, 22(2). <https://doi.org/10.2196/16407>
- Babalola, S. (2017). Changes in ideational profiles of women of reproductive age in Urban Nigeria: The Role of Health Communication. *Health Education & Behavior*, 44(6), 907–917. <https://doi.org/10.1177/1090198117699510>
- Bougie, R., & Sekaran, U. (2019). Research methods for business: A skill building approach. John Wiley & Sons.
- Chandrashekaran, M., Rotte, K., Tax, S. S., & Grewal, R. (2007). Satisfaction strength and customer loyalty. *Journal of Marketing Research*, 44(1), 153–163. <https://doi.org/10.1509/jmkr.44.1.153>
- Chang, Y.-W., Hsu, P.-Y., Wang, Y., & Chang, P.-Y. (2019). Integration of online and offline health services: The role of Doctor-Patient Online Interaction. *Patient Education and Counseling*, 102(10), 1905–1910. <https://doi.org/10.1016/j.pec.2019.04.018>
- Chomeya, R. (2010). Quality of psychology test between Likert scale 5 and 6 points. *Journal of Social Sciences*, 6(3), 399-403.
- Cordina, J., Levin, E., Ramish, A., & Seshan, N. (2021, June 4). *How covid-19 has changed the way US consumers think about Healthcare*. McKinsey & Company. Retrieved March 25, 2023, from <https://www.mckinsey.com/industries/healthcare/our-insights/how-covid-19-has-changed-the-way-us-consumers-think-about-healthcare>

- Davis, F. D. (1989). Perceived usefulness, perceived ease of use, and user acceptance of Information Technology. *MIS Quarterly*, 13(3), 319. <https://doi.org/10.2307/249008>
- Deng, Z., Hong, Z., Zhang, W., Evans, R., & Chen, Y. (2019). The effect of online effort and reputation of physicians on patients' choice: 3-wave data analysis of china's good doctor website. *Journal of Medical Internet Research*, 21(3). <https://doi.org/10.2196/10170>
- Ding, X., You, X., Zhang, X., & Yu, Y. (2022). CAN patients co-create value in an online healthcare platform? an examination of value co-creation. *International Journal of Environmental Research and Public Health*, 19(19), 12823. <https://doi.org/10.3390/ijerph191912823>
- Dwyer, J. (2018) 'Understand Communication Practice', in Alford, G. (ed.) The Business Communication Handbook. 11th edn. Australian: Cengage Learning, p. 6.
- Fatima, T., Malik, S. A., & Shabbir, A. (2018). Hospital healthcare service quality, patient satisfaction and loyalty: An investigation in context of private healthcare systems. *International Journal of Quality and Reliability Management*, 35(6), 1195–1214. <https://doi.org/10.1108/IJQRM-02-2017-0031>
- Gabay, G. (2015), "Perceived control over health, communication and patient-physician trust", *Patient Education and Counseling*, Vol. 98 No. 12, pp. 1550-1557.
- Gong, Y., Wang, H., Xia, Q., Zheng, L., & Shi, Y. (2021). Factors that determine a patient's willingness to physician selection in online healthcare communities: A trust theory perspective. *Technology in Society*, 64, 101510. <https://doi.org/10.1016/j.techsoc.2020.101510>
- Grenier Ouimet, A., Wagner, G., Raymond, L., & Pare, G. (2020). Investigating patients' intention to continue using teleconsultation to anticipate postcrisis momentum: Survey study. *Journal of Medical Internet Research*, 22(11). <https://doi.org/10.2196/22081>
- Gu, D., Humbatova, G., Xie, Y., Yang, X., Zolotarev, O., & Zhang, G. (2021). Different roles of telehealth and telemedicine on medical tourism: An empirical study from Azerbaijan. *Healthcare*, 9(8), 1073. <https://doi.org/10.3390/healthcare9081073>
- Haddock, G. and Maio, G. (2017) 'Attitude', in Turner, B. S. (ed.) The Wiley Blackwell Encyclopedia of Social Theory. New YORK: John Wiley and Sons, Ltd, p. 2. doi: 10.1002/9781118430873.est0018

- 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(1), 2–24. <https://doi.org/10.1108/ebr-11-2018-0203>
- Hair, J., & Alamer, A. (2022). Partial least squares structural equation modeling (PLS-SEM) in Second language and education research: Guidelines using an applied example. *Research Methods in Applied Linguistics*, 1(3), 100027. <https://doi.org/10.1016/j.rmal.2022.100027>
- Hall, J. A., Ruben, M. A., & Swatantra. (2020). First Impressions of physicians according to their physical and social group characteristics. *Journal of Nonverbal Behavior*, 44(2), 279–299. <https://doi.org/10.1007/s10919-019-00329-8>
- Hefner, J. L., McAlearney, A. S., Spatafora, N., & Moffatt-Bruce, S. D. (2019). Beyond patient satisfaction: Optimizing the patient experience. *Advances in Health Care Management*, 255–261. <https://doi.org/10.1108/s1474-823120190000018010>.
- Hendsun, H., & Achmadi, H. (2022). *Antecedent Hospital Environment, Communication and responsiveness in hospitals during the COVID-19 pandemic according to patient perceptions of willingness to recommend*. Budapest International Research and Critics Institute-Journal (BIRCI-Journal). Retrieved March 25, 2023, from <https://www.bircu-journal.com/index.php/birci/article/view/4384>
- 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(1), 115–135. <https://doi.org/10.1007/s11747-014-0403-8>
- Heydari, M., & Lai, K. K. (2019). The effect employee commitment on service performance through a mediating function of organizational citizenship behaviour using Servqual and collaborative filtering modeling: Evidence from China's hospitality industry. *Journal of Tourism & Hospitality*, 08(02). <https://doi.org/10.35248/2167-0269.19.8.405>
- C. N. N. (2020, September 23). *Tiga Besar klaster covid DKI: Rs, Komunitas Dan Perkantoran*. nasional. Retrieved March 25, 2023, from <https://www.cnnindonesia.com/nasional/20200923114136-20-549795/tiga-besar-klaster-covid-dki-rs-komunitas-dan-perkantoran>
- Wolf, J. A. (2014). Expanding the dialogue on patient experience. *Patient Experience Journal*, 1(1), 1–3. <https://doi.org/10.35680/2372-0247.1000>

- Jessup, R., Putrik, P., Buchbinder, R., Nezon, J., Rischin, K., Cyril, S., et al. (2020). Identifying alternative models of healthcare service delivery to inform health system improvement: scoping review of systematic reviews. *BMJ Open*, 10, 1–9. doi: 10.1136/bmjopen-2019-036112
- Johnson, S. C., Doi, M. L., & Yamamoto, L. G. (2016). Adverse effects of tattoos and piercing on parent/patient confidence in health care providers. *Clinical Pediatrics*, 55(10), 915–920. <https://doi.org/10.1177/0009922815616889>
- Klaus, P. ‘Phil,’ & Maklan, S. (2013a). Towards a better measure of customer experience. *International Journal of Market Research*, 55(2), 227–246. <https://doi.org/10.2501/ijmr-2013-021>
- Kock, N., & Hadaya, P. (2016). Minimum sample size estimation in PLS-sem: The inverse square root and gamma-exponential methods. *Information Systems Journal*, 28(1), 227–261. <https://doi.org/10.1111/isj.12131>
- Kulgemeyer, C. and Riese, J. (2018) ‘From professional knowledge to professional performance: The impact of CK and PCK on teaching quality in explaining situations’, *Journal of Research in Science Teaching*, 55(10), pp. 1393– 1418. doi: 10.1002/tea.21457.
- Kumah, E. (2017). Patient experience and satisfaction with a healthcare system: Connecting the dots. *International Journal of Healthcare Management*, 12(3), 173–179. <https://doi.org/10.1080/20479700.2017.1353776>
- Kumar, N., Scheer, L. K., & Steenkamp, J.-B. E. (1995). The effects of perceived interdependence on dealer attitudes. *Journal of Marketing Research*, 32(3), 348. <https://doi.org/10.2307/3151986>
- Kurniawan, R., & Berlianto M. P. (2022). The Role of Social Media Toward Patient Satisfaction and Patient Loyalty in Private Hospitals. *Enrichment : Journal of Management*, 12(2), 1976-1985. <https://doi.org/10.35335/enrichment.v12i2.493>
- Lacap, J. P., & Alfonso, K. J. (2022). The Mediating Role of Patient Loyalty on the Relationship Between Satisfaction on Physical Environment and Intention to Recommend. *Asia-Pacific Social Science Review*, 22(2)
- Lee, S. M., & Lee, D. H. (2020). Healthcare wearable devices: An analysis of key factors for continuous use intention. *Service Business*, 14(4), 503–531. <https://doi.org/10.1007/s11628-020-00428-3>
- Li, J., Liu, M., Li, X., Liu, X. and Liu, J. (2018), “Developing embedded taxonomy and mining patients’ interests from web-based physician reviews:

- mixed-methods approach”, Journal of Medical Internet Research, Vol. 20 No. 8, p. e254.
- Li, Y., Ma, X., Song, J., Yang, Y., & Ju, X. (2019). Exploring the effects of online rating and the activeness of physicians on the number of patients in an online health community. *Telemedicine and e-Health*, 25(11), 1090–1098. <https://doi.org/10.1089/tmj.2018.0192>
- Liengaard, B. D., Sharma, P. N., Hult, G. T., Jensen, M. B., Sarstedt, M., Hair, J. F., & Ringle, C. M. (2020). Prediction: Coveted, yet Forsaken? introducing a cross-validated predictive ability test in partial least squares path modeling. *Decision Sciences*, 52(2), 362–392. <https://doi.org/10.1111/deci.12445>
- Liu, F., Li, Y., & Ju, X. (2019). Exploring patients' consultation behaviors in the online health community: The role of disease risk. *Telemedicine and e-Health*, 25(3), 213–220. <https://doi.org/10.1089/tmj.2018.0033>
- Liu, X., Xu, Z., Yu, X., & Oda, T. (2022). Using telemedicine during the COVID-19 pandemic: How service quality affects patients' consultation. *International Journal of Environmental Research and Public Health*, 19(19), 12384. <https://doi.org/10.3390/ijerph191912384>
- Lu, T., Xu, Y. C. and Wallace, S. (2018) ‘Internet usage and patient’s trust in physician during diagnoses: A knowledge power perspective’, Journal of the Association for Information Science and Technology, 69(1), pp. 110–120. doi: 10.1002/asi.23920
- Lu X, Zhang R. Impact of Physician-Patient Communication in Online Health Communities on Patient Compliance: Cross-Sectional Questionnaire Study. *J Med Internet Res* 2019;21(5):e12891. doi: 10.2196/12891
- Mazzarol, T., Soutar, G., & Limnios, E. M. (2019). Member loyalty and WOM in co-operative and mutual enterprises. *Journal of Services Marketing*, 33(3), 303–3015. <https://doi.org/10.1108/JSM-07-2018-0195>
- Mei-Ying Wu. (2011). The effects of internal marketing, job satisfaction and service attitude on job performance among high-tech firm. *AFRICAN JOURNAL OF BUSINESS MANAGEMENT*, 5(32). <https://doi.org/10.5897/ajbm11.1775>
- Memon, M. A., T., R., Cheah, J.-H., Ting, H., Chuah, F., & Cham, T. H. (2021). PLS-SEM statistical programs: A Review. *Journal of Applied Structural Equation Modeling*, 5(1), i–xiv. [https://doi.org/10.47263/jasem.5\(1\)06](https://doi.org/10.47263/jasem.5(1)06)
- Michael, K., Dror, M.G. and Karnieli-Miller, O. (2019), “Students’ patient-centered-care attitudes: the contribution of self-efficacy, communication,

- and empathy”, Patient Education and Counseling, Vol. 102 No. 11, pp. 2031-2037.
- Molinillo, S., Navarro-García, A., Anaya-Sánchez, R., & Japutra, A. (2020). The impact of affective and cognitive app experiences on loyalty towards retailers. Journal of Retailing and Consumer Services, 54, 101948. <https://doi.org/10.1016/j.jretconser.2019.101948>
- Mun, Y. W., Aziz, Y. A., & Bojei, J. (2018). Preliminary study of international students in Malaysia on perceived university and destination image towards intention to recommend. Journal of Research in Business, Economics and Management, 10(5), 2078-2091.
- Nitzl, C., Roldan, J. L., & Cepeda, G. (2016). Mediation analysis in partial least squares path modeling. *Industrial Management & Data Systems*, 116(9), 1849–1864. <https://doi.org/10.1108/imds-07-2015-0302>
- Octavius, G. S., & Antonio, F. (2021). Antecedents of intention to adopt Mobile Health (mHealth) application and its impact on intention to recommend: An evidence from Indonesian customers. International Journal of Telemedicine and Applications, 2021, 1–24. <https://doi.org/10.1155/2021/6698627>
- Ong, L. M. L., de Haes, J. C. J. M., Hoos, A. M., & Lammes, F. B. (1995). Doctor-patient communication: A review of the literature. *Social Science & Medicine*, 40(7), 903–918. [https://doi.org/10.1016/0277-9536\(94\)00155-m](https://doi.org/10.1016/0277-9536(94)00155-m)
- Orrange, S., Patel, A., Mack, W. J., & Cassetta, J. (2021). Patient satisfaction and trust in telemedicine during the COVID-19 pandemic: Retrospective Observational Study. JMIR Human Factors, 8(2). <https://doi.org/10.2196/28589>
- Pahi, M. H., Ahmed, U., Sheikh, A. Z., Dakhan, S. A., Khuwaja, F. M., & Ramayah, T. (2020). Leadership and commitment to service quality in Pakistani hospitals: The contingent role of role clarity. SAGE Open, 10(4), 215824402096364. <https://doi.org/10.1177/2158244020963642>
- Permenkes no. 20 tahun 2019 Tentang penyelenggaraan pelayanan telemedicine antar fasilitas pelayanan kesehatan [JDIH bpk ri]. (n.d.). Retrieved March 25, 2023, from <https://peraturan.bpk.go.id/Home/Details/138613/permekes-no-20-tahun-2019>
- Platform Bertanggung Jawab Atas pengamanan data - Ditjen Aptika. (n.d.). Retrieved March 25, 2023, from <https://aptika.kominfo.go.id/2020/06/platform-bertanggung-jawab-atas-pengamanan-data/>

Pogorzelska, K.; Chlabcz, S. Patient Satisfaction with Telemedicine during the COVID-19 Pandemic—A Systematic Review. *Int. J. Environ. Res. Public Health* 2022, 19, 6113. <https://doi.org/10.3390/ijerph19106113>

Putra, I. B. U., & Widari, D. A. (2021). The role of WOM and the competency of paramedical communications toward the decision to adopting trust-mediated telemedicine in pandemic times COVID-19. *Russian Journal of Agricultural and Socio-Economic Sciences*, 118(10), 23–31.
<https://doi.org/10.18551/rjoas.2021-10.03>

Pun, J. K. H., Chan, E. A., Wang, S., & Slade, D. (2018). Health professional-patient communication practices in East Asia: An integrative review of an emerging field of research and practice in Hong Kong, South Korea, Japan, Taiwan, and Mainland China. *Patient Education and Counseling*, 101(7), 1193–1206. <https://doi.org/10.1016/j.pec.2018.01.018>

Ramaswamy, A., Yu, M., Drangsholt, S., Ng, E., Culligan, P. J., Schlegel, P. N., & Hu, J. C. (2020). Patient satisfaction with telemedicine during the COVID-19 pandemic: Retrospective cohort study. *Journal of Medical Internet Research*, 22(9). <https://doi.org/10.2196/20786>

Rudawska, I. and Krot, K. (2018), “The relationship between doctors’ communication and trust in doctor: some behavioural data”, in Nermend, K. and Latuszynska, M. (Eds), Problems, Methods and Tools in Experimental and Behavioral Economics, Springer Proceedings in Business and Economics, Lubin, pp. 187-197.

Ringle, C. M., & Sarstedt, M. (2016). Gain more insight from your PLS-SEM results. *Industrial Management & Data Systems*, 116(9), 1865–1886. <https://doi.org/10.1108/imds-10-2015-0449>

Sahoo, D., and Ghosh, T. (2016). Healthscape role towards patients' satisfaction in private healthcare. *Int. J. Health Care Qual. Assur.* 29 (6): 600–613 doi: 10.1108/IJHCQA-05-2015-0068

Sarstedt, M., Hair, J. F., Pick, M., Lienggaard, 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 & Marketing*, 39(5), 1035–1064. <https://doi.org/10.1002/mar.21640>

Sarstedt, M., Ringle, C. M., & Hair, J. F. (2017). Treating unobserved heterogeneity in PLS-SEM: A multi-method approach. *Partial Least Squares Path Modeling*, 197–217. https://doi.org/10.1007/978-3-319-64069-3_9

- Sarstedt, M., Ringle, C. M., & Hair, J. F. (2021). Partial least squares structural equation modeling. *Handbook of Market Research*, 587–632.
https://doi.org/10.1007/978-3-319-57413-4_15
- Sayani, S., Muzammil, M., Saleh, K., Muqeet, A., Zaidi, F., & Shaikh, T. (2019). Addressing cost and time barriers in chronic disease management through telemedicine: An exploratory research in select low- and middle-income countries. *Therapeutic Advances in Chronic Disease*, 10, 204062231989158.
<https://doi.org/10.1177/2040622319891587>
- Schmitt, B. (1999). Experiential marketing. *Journal of Marketing Management*, 15(1–3), 53–67. <https://doi.org/10.1362/026725799784870496>
- Sekhon, H., Roy, S., Shergill, G. and Pritchard, A. (2013), “Modelling trust in service relationships: a transnational perspective”, *Journal of Services Marketing*, Vol. 27 No. 1, pp. 76-86.
- Setyawan, F. E., Supriyanto, S., Ernawaty, E., & Lestari, R. (2022). Organizational Commitment, patient satisfaction and loyalty in the first-level Health Facilities. *International Journal of Public Health Science (IJPHS)*, 11(3), 1046. <https://doi.org/10.11591/ijphs.v11i3.21293>
- Shah, A. M., Naqvi, R. A., & Jeong, O.-R. (2021). The impact of signals transmission on patients' choice through E-consultation websites: An econometric analysis of secondary datasets. *International Journal of Environmental Research and Public Health*, 18(10), 5192.
<https://doi.org/10.3390/ijerph18105192>
- Shan, W., Wang, Y., Luan, J., & Tang, P. (2019). The influence of physician information on patients' choice of physician in mhealth services using China's chunyu doctor app: Eye-Tracking and questionnaire study. *JMIR MHealth and UHealth*, 7(10). <https://doi.org/10.2196/15544>
- 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>
- Staniszewska, S., Boardman, F., Gunn, L., Roberts, J., Clay, D., Seers, K., Brett, J., Avital, L., Bullock, I., & O' Flynn, N. (2014). The Warwick Patient Experiences Framework: Patient-based evidence in clinical guidelines. *International Journal for Quality in Health Care*, 26(2), 151–157.
<https://doi.org/10.1093/intqhc/mzu003>
- Tavares, J., & Oliveira, T. (2018). New integrated model approach to understand the factors that drive electronic health record portal adoption: Cross-

- sectional national survey. *Journal of Medical Internet Research*, 20(11). <https://doi.org/10.2196/11032>
- Trowbridge, R.E. and Pearson, R. (2013), “Impact of military physician rank and appearance on patient perceptions of clinical competency in a primary care setting”, *Military Medicine*, Vol. 178 No. 9, pp. 994-1001.
- Vallerand, R. J., Deshaies, P., Cuerrier, J. P., Pelletier, L. G., & Mongeau, C. (1992). Ajzen and Fishbein's theory of reasoned action as applied to moral behavior: A confirmatory analysis. *Journal of personality and social psychology*, 62(1), 98.
- Wan, Y., Zhang, Y., & Yan, M. (2020). What influences patients' willingness to choose in online health consultation? an empirical study with PLS-sem. *Industrial Management & Data Systems*, 120(12), 2423–2446. <https://doi.org/10.1108/imds-11-2019-0633>
- Wang, T., Giunti, G., Melles, M., & Goossens, R. (2022). Digital Patient experience: Umbrella Systematic Review. *Journal of Medical Internet Research*, 24(8). <https://doi.org/10.2196/37952>
- Wang, X., Chen, J., Burström, B., & Burström, K. (2019). Exploring pathways to outpatients' satisfaction with health care in Chinese public hospitals in urban and rural areas using patient-reported experiences. *International Journal for Equity in Health*, 18(1). <https://doi.org/10.1186/s12939-019-0932-3>
- Wijaya, J. H., Octavius, G. S., & Hwei, L. R. (2022). A literature review of telemedicine in Indonesia: Past, present, and future prospective. *Jurnal Administrasi Kesehatan Indonesia*, 10(2), 261–272. <https://doi.org/10.20473/jaki.v10i2.2022.261-272>
- Wolf, JA; Niederhauser, V; Marshburn, D; LaVela, SL. (2014) Defining Patient Experience. *Patient Experience Journal*, 1(1):7-19. doi: 10.35680/2372-0247.1004.
- Wong, X. L., Liu, R. C., & Sebaratnam, D. F. (2019). Evolving role of Instagram in #medicine. *Internal Medicine Journal*, 49(10), 1329–1332. <https://doi.org/10.1111/imj.14448>
- Yan, M., Tan, H., Jia, L., & Akram, U. (2020). The antecedents of poor doctor-patient relationship in Mobile Consultation: A Perspective from computer-mediated communication. *International Journal of Environmental Research and Public Health*, 17(7), 2579. <https://doi.org/10.3390/ijerph17072579>

- Yang, Y., Zhang, X., & Lee, P. K. C. (2019). Improving the effectiveness of online healthcare platforms: An empirical study with multi-period patient–doctor consultation data. *International Journal of Production Economics*, 207, 70–80. <https://doi.org/10.1016/j.ijpe.2018.11.009>
- Ye, C., Cao, C., Yang, J., & Shao, X. (2022). Explore how online healthcare can influence willingness to seek offline care. *International Journal of Environmental Research and Public Health*, 19(13), 7925. <https://doi.org/10.3390/ijerph19137925>
- Zhou, M., Zhao, L., Kong, N., Campy, K. S., Qu, S., & Wang, S. (2019). Factors influencing behavior intentions to telehealth by Chinese elderly: An extended TAM model. *International Journal of Medical Informatics*, 126, 118–127. <https://doi.org/10.1016/j.ijmedinf.2019.04.001>
- 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 & Decision Making*, 21(05), 1555–1589. <https://doi.org/10.1142/s0219622022500249>