

## DAFTAR PUSTAKA

- Alam, M. Z., Hu, W., Kaium, M. A., Hoque, M. R., & Alam, M. M. D. (2020). Understanding the determinants of mHealth apps adoption in Bangladesh: A SEM-Neural network approach. *Technology in Society*, 61(1), 101255. <https://doi.org/10.1016/j.techsoc.2020.101255>
- Amin, R., Hossain, M. A., Uddin, M. M., Jony, M. T. I., & Kim, M. (2022). Stimuli Influencing Engagement, Satisfaction, and Intention to Use Telemedicine Services: An Integrative Model. *Healthcare (Switzerland)*, 10(7), 1–24. <https://doi.org/10.3390/healthcare10071327>
- Birkmeyer, S., Wirtz, B. W., & Langer, P. F. (2021). Determinants of mHealth success: An empirical investigation of the user perspective. *International Journal of Information Management*, 59(1), 1–15. <https://doi.org/10.1016/j.ijinfomgt.2021.102351>
- Bitrián, P., Buil, I., & Catalán, S. (2021). Enhancing user engagement: The role of gamification in mobile apps. *Journal of Business Research*, 132(1), 170–185. <https://doi.org/10.1016/j.jbusres.2021.04.028>
- DeLone, W. H., & McLean, E. R. (2003). The DeLone and McLean model of information systems success: A ten-year update. *Journal of Management Information Systems*, 19(4), 9–30. <https://doi.org/10.1080/07421222.2003.11045748>
- Hair, J. F., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2017). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)*.
- 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.
- Islam, J. U., & Rahman, Z. (2016). Linking Customer Engagement to Trust and Word-of-Mouth on Facebook Brand Communities: An Empirical Study. *Journal of Internet Commerce*, 15(1), 40–58. <https://doi.org/10.1080/15332861.2015.1124008>
- Kalinić, Z., Marinković, V., Djordjević, A., & Liebana-Cabanillas, F. (2020). What drives customer satisfaction and word of mouth in mobile commerce services? A UTAUT2-based analytical approach. *Journal of Enterprise Information Management*, 33(1), 71–94. <https://doi.org/10.1108/JEIM-05-2019-0136>
- Keelson, S. A., Addo, J. O., & Amoah, J. (2024). The impact of patient engagement on service quality and customer well-being: an introspective analysis from the healthcare providers' perspective. *Cogent Public Health*, 11(1), 1–13. <https://doi.org/10.1080/27707571.2024.2340157>

- Kotler, P. (2014). *From Products to Customers to the Human Spirit (Marketing 3.0)*.
- Kotler, P., & Armstrong, G. (2014). *Principle of Marketing*. New Jersey: Pearson Prentice Hall.
- Kotler, P., & Keller, K. L. (2018). *Manajemen Pemasaran*. Erlangga.
- Laumer, S., Maier, C., & Weitzel, T. (2017). Information quality, user satisfaction, and the manifestation of workarounds: A qualitative and quantitative study of enterprise content management system users. *European Journal of Information Systems*, 26(4), 333–360. <https://doi.org/10.1057/s41303-016-0029-7>
- 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 (Switzerland)*, 9(5), 1–21. <https://doi.org/10.3390/healthcare9050535>
- Liu, Y., Lu, X., Zhao, G., Li, C., & Shi, J. (2022). Adoption of mobile health services using the unified theory of acceptance and use of technology model: Self-efficacy and privacy concerns. *Frontiers in Psychology*, 13(1), 1–20. <https://doi.org/10.3389/fpsyg.2022.944976>
- Mutlu, M., & Der, A. (2017). Unified theory of acceptance and use of technology: The adoption of mobile messaging application. *Megatrend Revija*, 14(1), 169–186. <https://doi.org/10.5937/megrev1701169m>
- Nie, L., Oldenburg, B., Cao, Y., & Ren, W. (2023). Continuous usage intention of mobile health services: model construction and validation. *BMC Health Services Research*, 23(1), 1–14. <https://doi.org/10.1186/s12913-023-09393-9>
- 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*, 24(1), 1–24. <https://doi.org/10.1155/2021/6698627>
- Odelia, O., & Ruslim, T. S. (2023). The Impact of *Performance expectancy*, *Effort expectancy*, Habit, and Price Value on The Behavioral Intention of Tokopedia Users in Jakarta. *International Journal of Application on Economics and Business*, 1(1), 436–444. <https://doi.org/10.24912/v1i1.436-444>
- Oliver, R. L. (1996). *Satisfaction: A Behavioral Perspective on the Consumer*. Richard D. Irwin/McGraw-Hill, Boston.
- Pramudita, E., Achmadi, H., & Nurhaida, H. (2023). Determinants of behavioral intention toward telemedicine services among Indonesian Gen-Z and Millennials: a PLS-SEM study on Alodokter application. *Journal of*

*Innovation and Entrepreneurship*, 12(1), 1–21.  
<https://doi.org/10.1186/s13731-023-00336-6>

Rahi, S. (2022). Assessing individual behavior towards adoption of *telemedicine* application during COVID-19 pandemic: evidence from emerging market. *Library Hi Tech*, 40(2), 394–420. <https://doi.org/10.1108/LHT-01-2021-0030>

Rahi, S., Khan, M. M., & Alghizzawi, M. (2021). Factors influencing the adoption of *telemedicine* health services during COVID-19 pandemic crisis: an integrative research model. *Enterprise Information Systems*, 15(6), 769–793. <https://doi.org/10.1080/17517575.2020.1850872>

Ringle, C. M., Sarstedt, M., Sinkovics, N., & Sinkovics, R. R. (2023). A perspective on using partial least squares structural equation modelling in data articles. *Data in Brief*, 48(1), 1–22. <https://doi.org/10.1016/j.dib.2023.109074>

Ryu, J. S., & Fortenberry, S. (2021). *Performance expectancy and Effort expectancy* in Omnichannel Retailing. *Journal of Industrial Distribution & Business*, 12(4), 27–34.

Samhale, K., Ladwein, R., & Samhale, S. (2024). Exploring determinants of engagement in the use of IoT for healthcare during the COVID-19 pandemic: A fear-driven perspective. *Digital Business*, 4(1), 100072. <https://doi.org/10.1016/j.digbus.2023.100072>

Sarstedt, M., Ringle, C. M., & Hair, J. F. (2021). *Partial Least Squares Structural Equation Modeling* (Issue July). <https://doi.org/10.1007/978-3-319-05542-8>

Schiffman, L. G., & Kanuk, L. L. (2007). *Perilaku Konsumen*. Jakarta: PT. Indeks. Gramedia.

Sekaran, & Bougie. (2016). *Research Methods for Business: A skill. Building Approach* (Edisi 5). New York : John wiley@Sons.

Sekaran, U., & Bougie, R. (2020). *Research Methods for Business A Skill-Building Approach : Seventh Edition*. United Kingdom:John Wiley & Sons Ltd.

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>

Sripawatakul, N., Puriwat, W., & Hoonsopon, D. (2023). The Impact of Digital Service Quality Toward Customer Engagement: A Case Study of *Telemedicine* in Thailand. *International Journal of Professional Business Review*, 8(5), e02231. <https://doi.org/10.26668/businessreview/2023.v8i5.2231>

Sudaryono. (2019). *Metodologi Penelitian: Kuantitatif, Kualitatif, dan Mix Method*. Depok: Rajawali Pers.

Swastha, B. (2014). Manajemen Pemasaran Modern. *Liberty*, Yogyakarta.  
<https://doi.org/10.1017/CBO9781107415324.004>

Tse, D. K., & Wilton, P. C. (1988). Models of Consumer Satisfaction Formation: An Extension. *Journal of Marketing Research*, 25(2), 204.  
<https://doi.org/10.2307/3172652>

Venkatesh, V., Morris, M. G., Davis, G. B., & Davis, F. D. (2003). User Acceptance of Information: Toward a Unified View. *MIS Quarterly*, 27(3), 425–478. <https://www.jstor.org/stable/30036540>

Venkatesh, V., Thong, J. y. ., & Xu, X. (2012). Consumer Acceptance and Use of Information Technology: Extending the Unified Theory of Acceptance and Use of Technology by Viswanath Venkatesh, James Y.L. Thong, Xin Xu :: SSRN. *MIS Quarterly*, 36(1), 157–178.  
[https://papers.ssrn.com/sol3/papers.cfm?abstract\\_id=2002388](https://papers.ssrn.com/sol3/papers.cfm?abstract_id=2002388)

Zeithaml, V. A., Bitner, M. J., & Gremler, D. D. (2013). *Services Marketing: Integrating Customer Focus Across the Firm 6th ed*. Mc.Graw-Hill: Boston.