

Influence of Patient's Satisfaction towards Continuance Usage Intention of Online Teleconsultation Application

Caroline Widjaja¹, Hendra Achmadi²

^{1,2}Faculty of Management, Universitas Pelita Harapan, Indonesia
carol.wdj@gmail.com, hendra.achmadi@uph.edu

Abstract

Patients start to shift from offline consultation to online teleconsultation to maintain their health. This Study was conducted to analyze what factors influence patient satisfaction and the continuance usage intention of teleconsultation applications. This study uses a quantitative method, by taking primary data of 160 primary data from patients that have an experience on mobile teleconsultation application (Halodoc) in this Covid-19 pandemic situation, and distributed using google form. The data analysis is using PLS-SEM to test whether there is a high correlation between factors or not. After knowing the components that affect patient satisfaction, the results shows that Patient Satisfaction has a major effect on Continuance Usage Intention, which is 0.684 and can also be seen from R² of Continuance Usage Intention which is 0.661, that means a Moderate Predictive Accuracy. So, it can be concluded that Patient Satisfaction has a strong influence on Continuance Usage Intention of patients who are using a mobile teleconsultation application during this

Keywords

Factors in patient satisfaction; trust in application; system quality; e-service quality; continuance usage intention, teleconsultation application



I. Introduction

Covid-19 was first found in Wuhan, China in December 2019 and spread rapidly all around the world (Chang & Boudier-Revéret., 2020). The first case of Covid-19 in Indonesia was found in March 2020, then the pandemic has not ended. There is a significant decrease in the number of patients visiting the hospitals, which is around 55.63% (Giusman dan Nurwahyuni, 2021). This phenomenon is related to the patient's fear of being exposed to Covid-19 and choosing to delay the doctor's consultation. But many patients with chronic diseases need to keep seeking treatment, so the development of telecommunications technology could be a good solution. Patients can choose a teleconsultation application that suits their needs and can meet patient expectations in terms of service, ease of access and operation of the application, personal data security, complete information provision, a good application system and can make patients satisfied with the services provided. This study aims to analyze what factors influence patient satisfaction and the continuance usage intention of teleconsultation applications.

The outbreak of this virus has an impact of a nation and Globally (Ningrum et al, 2020). The presence of Covid-19 as a pandemic certainly has an economic, social and psychological impact on society (Saleh and Mujahiddin, 2020). Covid 19 pandemic caused all efforts not to be as maximal as expected (Sihombing and Nasib, 2020).

This research focuses on the Halodoc application that is widely known by people in Indonesian. Halodoc have many competitors which makes patient satisfaction one of the most important thing to be consider and achieve in order to make patients have intention to use the application continuously. Therefore, patient satisfaction is important and becomes a target in this study. There are several factors that can be considered by patients to use

health service applications such as trust in application, system quality, e-service quality, perceived usefulness, and patient satisfaction with continuance usage intention.

This research focuses on teleconsultation services during the COVID 19 pandemic. This study modifies the research from Hermawan et al. (2021) where in the study they discuss about the application of health services. The modification of the study was carried out with the aim of re-evaluating the research from Kaium et al. (2020) with the addition of the E-Service Quality variable because, in this study, there was a negative relationship between this E-Service Quality variable and continuance usage intention (not consistent). The benefit of this research is to add to the literature on online health applications in Indonesia. The results obtained from this research are also expected to be useful for Halodoc so that it can improve the performance of the application and attract more teleconsulting application users in Indonesia.

II. Review of Literature

Online teleconsultation applications have begun to appear and are used by many people, thus attracting the attention of many researchers to conduct a research in this field. It is important to know about the relationship between the behavior of online teleconsultation application users and the continuance usage intention.

2.1 Trust in Application

Trust depends on the actions or services provided by the service provider and how the user feels when they receive the service. It is very important to provide the best service and in accordance with user expectations so that they have the willingness to trust (Budiantara et al., 2019). Beliefs are a descriptive thoughts that a person has about something. Trust may also be based on knowledge, opinion, or belief. Service providers are usually interested in the beliefs inherent in customers' minds about certain products and services offered by service providers, because these beliefs to a product and brand images will influence consumer behavior in the future (Kotler and Armstrong, 2016).

2.2 System Quality

System quality is a collection of information arranged in a system where the quality of this system is based on the quality of hardware, software, and government policies regarding information systems that can produce the required information (Mahendra, Winarno & Kustono., 2021). There are several indicators used to describe system quality, such as easy to use, easy to access, fast access, and no technical problem. Teleconsultation application that developed with a good information system will make it easier for users to carry out any consultation or transaction provided in this online teleconsultation application effectively and efficiently.

2.3 E-Service Quality

Service quality is an effort given to users with the aim of achieving customer satisfaction as one of the parameters to assess service quality (Mahendra, Winarno & Kustono., 2021). There are four indicators used to assess E-Service Quality (Ramya & Kowsalya., 2019 and Parasamuran, 2005). The indicators are efficiency, system availability, fulfillment, and privacy.

2.4 Perceived Usefulness

Perceived Usefulness can be defined as how far a person believes that the use of a technology will improve their quality of life and make a positive contribution to their lives (Mahendra, Winarno & Kustono., 2021). Perceived Usefulness in this study is the benefit that patients get when conducting online teleconsultation with Halodoc application which will make consultation easier for patients, especially during the COVID-19 pandemic. Patients will be more likely to have continuance usage intention to this online teleconsultation application if this application is considered as useful, helpful, provides the information that the patient need and they can get an appropriate treatment.

2.5 Patient Satisfaction

Patient satisfaction is a reflection of the performance of service providers. If the performance of the services offered is in accordance with user expectations, the patient will feel satisfied (Mahendra, Winarno & Kustono., 2021). There are several indicators that can describe patient satisfaction, namely, application performance, patient experience when using the application, functions and services provided, and overall satisfaction while using the application (Cleven et al., 2016 and Cheng., 2022). Patient satisfaction can be described into two forms of service. The first one is material such as application speed, complete service facilities, and user friendly. Second, things that are not material, such as friendly and professional employee, ethical, agile and communicative employees as well as good service, hence make the customers feel served really well, happy and satisfied (Mahendra, Winarno & Kustono., 2021).

2.6 Continuance Usage Intention

Continuance Usage Intention relates to someone's desire to do something they like. Users who are aware of information about an application can be interested in the services provided and have intention to use the service continuously because there is an interest. Users usually have several considerations before choosing a service, It can be related to income factors, prices offered by service providers and the benefits of the products (Kotler and Armstrong, 2016).

2.7 Hypothesis Development

a. The Influence of Trust in Application on Patient Satisfaction

Trust is an aspect that must be considered in providing health applications because the data contained in the health application includes patient medical data which must be valid and have a high level of sensitivity. Trust can be obtained if the service provider is able to guarantee the security and confidentiality of the data and patient satisfaction can be formed (Yogonanda, 2017). Trust in application in this study is measured by the reputation of the application, credible and valid information, integrity of the application, service competence, loyalty and openness/honesty.

Hermawan et al. (2021) revealed that there is a positive and significant influence of trust in application to patient satisfaction. In addition, research by Nourallah, Strandberg and Ohman. (2019) state that any development in trust will lead to a certain increase in customer satisfaction. In a study by Melani and Rahmiatu. (2021) stated that the stronger the aspect of trust given by service provider to users, the higher the satisfaction felt by users. Based on the explanation above, the following hypothesis is written:

H1: Trust in application has a positive effect on patient satisfaction

b. The Influence of System Quality on Patient Satisfaction

System Quality is defined as functional quality of the information system based on accuracy, efficiency, convenience, reliability, flexibility, and responsiveness. Whether or not Patient Satisfaction is achieved in mHealth services depends on the level of expectations formed by service providers on the thoughts of service users through the quality system provided by service providers such as the usability of the application and the features offered. Dirgantari et al (2018) revealed that system quality have a positive effect to the level of use and user satisfaction. Service providers are recommended to maintain, even improve system quality because if the service providers have a low system quality it can reduce the level of use and customer satisfaction. In addition, a study by Dreheeb, Basir and Fabil. (2016) found that system quality affect directly in satisfaction. Jandavath and Byram. (2016) also stated that system quality has become increasingly important for healthcare providers in respect to satisfy and retain patients. Therefore, the hypothesis can be written:

H2: System quality has a positive effect on patient satisfaction.

c. The Influence of E-Service Quality on Patient Satisfaction

E-service quality is an important role for health care providers to pay attention to in order to satisfy patients and also retain patients (Jandavath and Byram, 2016). In addition, these results are also supported by a study by Sativa & Astuti. (2016) that found that e-service quality has a positive effect on customers satisfaction. These findings is relevant to a study conducted by Melani and Rahmiati. (2021) where they also found that e-service quality has a positive impact to satisfaction. Therefore, a good e-service quality can be applied as a strategy to build patient satisfaction. So, based on the studies above, the following hypothesis can be made:

H3: E-Service Quality has a positive effect on patient satisfaction.

d. The Influence of Perceived Usefulness on Patient Satisfaction

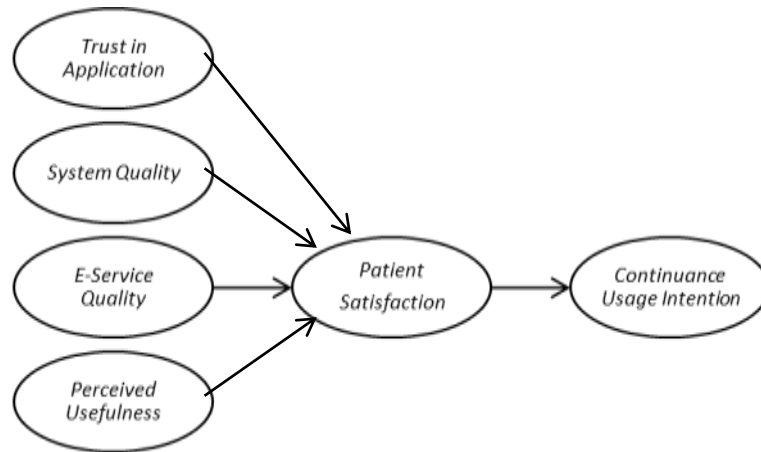
Perceived usefulness in this study was measured by patient comfort, patient quality of life, low waiting time and patient consciousness related to health (wang et al., 2019). Xu and Du. (2018) stated that, perceived usefulness had significant effects on user satisfaction, thereby affecting user loyalty. Hermawan et al. (2021) also found results that relevant to the previous study where, perceived usefulness has a positive and significant impact on satisfaction. Based on the explanation above, the following hypothesis is written:

H4: Perceived usefulness has a positive effect on patient satisfaction.

e. The Influence of Patient Satisfaction on Continuance Usage Intention

According to Sidharta and Suzanto. (2015), satisfaction is the user's perception of the quality of goods or services that are in accordance with what is expected by consumers, so it can be said that the goods or services are feasible to use (Sidharta and Suzanto., 2015). Patient Satisfaction in this study was measured by the quality of the system and information, ease of use and benefits felt by service users. A study by Dreheeb, Basir and Fabil (2016) stated that satisfaction affect directly in continuance usage intention. In addition, there is a study conducted by Kaium (2020) where satisfaction is recognized as a significant determinant of continuance usage intention towards medical health online services, which is relevant with a study by Hermawan et al., (2021) where thay found that satisfaction have a positive effect on continuance usage intention. Therefore, in this study, it will be tested how much patient satisfaction and its dimensions have on continuance usage intention. Based on the explanation above, the following hypothesis is written:

H5: Patient Satisfaction has a positive effect on Continuance Usage Intention.



III. Research Method

3.1 Research Object

The object of research in this study is the theory of intention, namely continuance usage intention. Within the conceptual framework that predicts continuance usage intention, there are several other influencing variables, such as trust in application, system quality, e-service quality, perceived usefulness, and patient satisfaction. Minimum sample size for PLS-SEM is 160 based on Kock and Handaya. (2018).

3.2 Unit Analysis

The unit analysis in this study is individual patients that have ever use Halodoc teleconsultation service at least once during Covid-19 pandemic (from March 2020 until now), over 17 years old in January-February 2022, who is cooperative. Data from each individual is taken and collected to be a data source. The data collection is using google forms and the data processing using PLS-SEM tools.

3.3 Research Type

This research is a quantitative survey of the population, by testing hypothesis and correlations. The data is collected just once at some period of time and from this data, we can generate the hypothesis that can be generalized to the population. This research is quantitative in nature which is intended to examine the factors that affect online teleconsultation continuance usage intention during the Covid-19 pandemic. Therefore, this type of research is a cross-sectional study. There is also no intervention on research data.

3.4 Conceptual Definition and Operationalization of Variables

The main variable that measured in this study is the dependent variable, namely continuance usage intention, which is predicted at the end of the modelling process, with mediating variables, namely patient satisfaction, which are stimulated by independent variables, namely trust in application, system quality, e-service quality, and perceived usefulness. The measurement of variables in this study uses a five points Likert scale: (1) Strongly disagree, (2) disagree, (3) neutral, (4) agree, and (5) strongly agree (Sekaran & Bougie., 2017).

Table 1. Conceptual Definition and Operationalization Variables

Variable	Conceptual Definition	Dimension	Symbol	Operationalization of Variable	Source and Scale
Trust in Application (TIA)	Trust that arises because users feel satisfied and comfortable with the services and responsibilities of service providers (Kim et al., 2003)		T1	1. I believe that Halodok would act in my best interest.	Kim et al., 2003
			T2	2. If I required help, Halodok would do its best to help me.	Castaneda J. A., 2010 5 point Likert scale
			T3	3. Halodok is interested in my well-being, not just its own.	
			T4	4. Halodok is truthful in its dealings with me.	
			T5	5. I would characterize Halodok as honest.	
			T6	6. Halodok would keep its commitments.	
			T7	7. Halodok is sincere and genuine.	
			T8	8. Halodok is competent and effective at its job.	
			T9	9. Halodok performs its job very well.	
			T10	10. Overall, Halodok is a capable and proficient application.	
			T11	11. In general, Halodok is very knowledgeable about its field of business.	
System Quality (SQ)	functional quality of information systems and the accuracy, fairness, efficiency, convenience, trustworthiness, flexibility and responsiveness of the use of information systems (Delone and McLean, 2003)		SQ1	1. The online teleconsultation (Halodok) system can allow me managing my health	Delone and McLean., 2003
			SQ2	2. The online teleconsultation (Halodok) system can present course materials in a multimedia and readable format	Cheng., 2022
			SQ3	3. The online teleconsultation (Halodok) system enables interactive communication between healthcare worker and patients	5 point Likert scale
			SQ4	4. I perceive that the response from the online teleconsultation (Halodok) system is fast, consistent, and reasonable	
E-Service Quality (ESQ)	an assessment of how well the services provided match the patient's expectations	Efficiency	EE1	1. This application makes it easy to find what I need.	Ramya dan Kowsalya., 2019
			EE2	2. It makes it easy to get anywhere on the site.	Parasamuran et al., 2005
			EE3	3. It enables me to complete a transaction quickly.	

	(Ramya and Kowsalya, 2019)		EE4	4. Information at this application is well organized.	5 point Likert scale	
			EE5	5. It loads its pages fast.		
			EE6	6. This application is simple to use.		
			EE7	7. This application enables me to get on to it quickly.		
			EE8	8. This application is well organized.		
		System Availability	ES1	9. This application is always available for business.		
			ES2	10. This application launches and runs right away.		
			ES3	11. This application does not crash.		
			ES4	12. Pages at this application do not freeze after I enter my order information.		
		Fulfillment	EF1	13. It delivers orders when promised.		
			EF2	14. This application makes items available for delivery within a suitable time frame.		
			EF3	15. It quickly delivers what I order.		
			EF4	16. It sends out the items ordered.		
			EF5	17. It has in stock the items the company claims to have.		
			EF6	18. It is truthful about its offerings.		
			EF7	19. It makes accurate promises about delivery of products.		
		Privacy	EP1	20. It protects information about my teleconsultation behavior.		
			EP2	21. It does not share my personal information with other sites.		
			EP3	22. This site protects information about my credit card.		
Perceived Usefulness (PU)	beliefs about the use of technology that will bring benefits to its users (Wong., 2014)		PU1	1. Using mobile health (mHealth) technology and applications (Halodok) improves the quality on the work I do		Wong., 2014
			PU2	2. Using mHealth technology and applications (Halodok) is advantageous in managing my health		Pai&Alanthur., 2019
			PU3	3. Using mHealth technology and applications (Halodok) is useful in managing my health daily		5 point Likert scale
			PU4	4. Using mHealth technology and applications (Halodok) is beneficial to me		
			PU5	5. Using mHealth technology and applications (Halodok) will make it easier to manage my healthcare		
Patient Satisfaction (PS)	The degree to which the patient feels that he or she		PS1	1. I am content with the performance of the online teleconsultation (Halodok) application	McCormack and McCance., 2006	

	is being treated according to their expectations, and is adequately informed about their health condition, and to which the patient has a smooth and hassle-free procedure (McCormack and McCance., 2006; Cleven et al., 2016)		PS2	2. I am pleased with the experience of using the online teleconsultation (Halodok) application	Cleven et al., 2016
			PS3	3. I am happy with the functions provided by the online teleconsultation (Halodok) application	Cheng., 2022.
			PS4	4. I am satisfied with the overall experience of using the online teleconsultation (Halodok) application	5 point Likert scale
Continuance Usage Intention (CUI)	The user's intention to continue to use or the intention of long-term use of the technology to ensure that the technology is better than the previous one (Santhanamery & Ramayah, 2013)		CUI1	1. I will continue to use Halodoc to maintain my health in the future	Santhanamery & Ramayah., 2013
			CUI2	2. I will basically maintain the frequency of using Halodoc to maintain my health	Pai&Alathur., 2019
			CUI3	3. I would like to continue to make suggestions for Halodoc	Han et al., 2018
			CUI4	4. I would like to continue to participate in the new services that offered by Halodoc	5 point Likert scale
			CUI5	5. I'm not going to quit from Halodoc application for the time being	

IV. Result and Discussion

4.1 Estimate of Loadings and Significant

Hair et al. (2020) stated that the value of outer loading must be more than 0.708 and the T-Statistics value above 1.645 for one tailed statistical analysis.

Table 2. Outer Loading

	Outer Loading	T-Statistics	Outer Loading Squared
T1	0.734	17.019	0.538
T2	0.763	18.870	0.582

T4	0.774	25.395	0.599
T5	0.753	19.282	0.540
T7	0.759	21.742	0.576
T8	0.717	13.206	0.514
T9	0.716	14.498	0.512
T10	0.747	16.305	0.558
SQ1	0.835	20.990	0.697
SQ4	0.887	31.879	0.787
EE1	0.791	24.201	0.626
EE2	0.752	9.149	0.566
ES2	0.796	12.818	0.634
ES3	0.731	11.452	0.534
PS1	0.814	17.942	0.662
PS2	0.804	17.429	0.646
PS3	0.748	13.015	0.559
PS4	0.813	22.273	0.661
PU1	0.721	13.921	0.519
PU2	0.788	20.187	0.621
PU3	0.737	11.533	0.543
PU4	0.799	25.939	0.638
PU5	0.782	14.662	0.612
CUI1	0.786	17.999	0.618
CUI2	0.822	27.782	0.676
CUI3	0.738	18.958	0.545
CUI4	0.793	21.157	0.629
CUI5	0.856	34.064	0.733

Source: PLS-SEM Research Data Processing Results (2021)

Based on the results, it shows that all the indicators have a significant value where the T-Statistics are all >1.645 and the value of the outer loading indicator is >0.708, hence it can be said that all the indicators are reliable to measure the construct.

4.2 Reliability Indicators (Items)

Hair et al. (2020) stated that outer loading possessed by each item after being squared must be >0.50 so that it can be reliable. Based in the results, after the outer loading for each TIA, SQ, ESQ, PU and CUI is squared, all the indicators >0.5 as shown in the table 2 which means the data are reliable and the requirements are met.

4.3 Composite Reliability (Reliability Construct)

In this section, the value for composite reliability must be above 0.7 to be reliable. Based on the results, composite reliability for all of the constructs are above 0.7 so it can be said to be reliable.

Table 3. Construct Reliability

	Composite Reliability	Average Variance Extracted (AVE)
Continuance Usage Intention	0.898	0.640
E-Service Quality	0.851	0.589
Patient Satisfaction	0.873	0.633
Perceived Usefulness	0.876	0.587
System Quality	0.852	0.742
Trust in Application	0.909	0.556

Source : PLS-SEM Research Data Processing Results (2021)

4.4 Average Variance Extracted (AVE)

Hair et al. (2020) said that AVE must be above 0.5 to be reliable. The value of AVE for each construct are shown above at table 3, which are all above 0.5 hence, it can be said that they are reliable.

4.5 Discriminant Validity Fornell-Larcker

Next the data should be analyzed using the Fornell-Larcker criterion where, the square root value of AVE in every latent variable should be greater than the other correlation values among the latent variables as shown in the table 4. The results shows that all the criteria is met for the Fornell Larcker Criterion.

Table 4. Fornell-Larcker Criterion

	Continuance Usage Intention	E-Service Quality	Patient Satisfaction	Perceived Usefulness	System Quality	Trust in Application
Continuance Usage Intention	0,800					
E-Service Quality	0,662	0,768				
Patient Satisfaction	0,684	0,755	0,795			
Perceived Usefulness	0,685	0,681	0,719	0,766		
System Quality	0,557	0,651	0,582	0,534	0,862	
Trust in Application	0,534	0,684	0,641	0,614	0,578	0,746

Source: PLS-SEM Research Data Processing Results (2021)

4.6 Collinearity Assessment

Collinearity for each construct can be determined with variance inflation factor (VIF) values. Ideally, VIF value should be in the range of 1 to 3. If the value is higher than 3 or lower than 1, it is indications of problematic multicollinearity.

Table 5. Inner VIF Values

	Continuance Usage Intention	Patient Satisfaction
Continuance Usage Intention		
E-Service Quality		2,702
Patient Satisfaction	1,000	
Perceived Usefulness		2,042
System Quality		1,862
Trust in Application		2,125

Source : PLS-SEM Research Data Processing Results (2021)

From the results, it shows that all the VIF for each construct are at the ideal range. Hence, there is no multicollinearity problem.

4.7 Coefficient of Determination

R² value could determine coefficient determination. Hair et al. (2011) said that R² value of <0.25 means very weak, 0.25-0.50 is weak and 0.50-0.75 is moderate and >0.75 is substantial.

Table 6. R Squared

	R²	R² Adjusted
Patient Satisfaction	0.468	0.464
Continuance Usage Intention	0.661	0.653

Source : PLS-SEM Research Data Processing Results (2021)

Based on the results, R² value for Patient Satisfaction is 0.468 which is weak. R² for Continuance Usage Intention is 0.661 which means moderate correlation.

4.8 Predictive Validity

Q² is predictive relevance where it can measure whether the model has predictive relevance or not. Hair et al. (2019), stated that Q² value from 0 to 0.25 has a small predictive relevance. Q² between 0.25 – 0.50 has a medium level of predictive relevance. Q² > 0.50 has a large predictive relevance.

Table 7. Q Squared

	Q²
Trust In Application	0.419
System Quality	0.238
E-Service Quality	0.301
Perceived Usefulness	0.376
Patient Satisfaction	0.370
Continuance Usage Intention	0.450

Source : PLS-SEM Research Data Processing Results (2021)

Based on the results in table 7, all the construct have Q^2 value above 0, hence, all of the construct have values that are well reconstructed and the model has predictive relevance. SQ (0.238) has a small predictive relevance. TIA (0.419), ESQ (0.301), PU (0.376), PS (0.370) and CUI (0.450) have a moderate predictive relevance.

4.9 Prediction Summary

Root mean square error (RMSE) is the standard deviation of the prediction errors, where, if the RMSE value is close to 0 means the prediction is more accurate. The values of linear model (LM) needs to be higher than the partial least squares (PLS) at RMSE to shows that the variables have high predictive power.

Table 8. MV Prediction Summary

Indicator	RMSE	
	PLS	LM
CUI2	0,629	0,669
CUI1	0,502	0,510
CUI4	0,780	0,850
CUI5	0,585	0,615
CUI3	0,731	0,784
PS4	0,516	0,535
PS1	0,589	0,640
PS3	0,538	0,569
PS2	0,525	0,551

Source : PLS-SEM Research Data Processing Results (2021)

Based on the results, all the indicator at the RMSE have PLS value that smaller than the LM value. Hence, it shows that this model has high predictive power.

4.10 Discussion

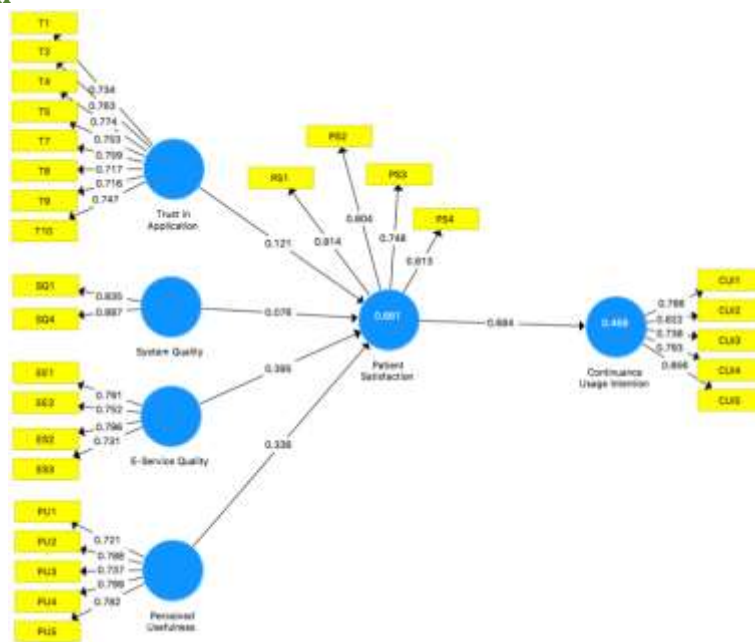


Figure 2. Research Model

Based on the results of this study in Figure 2, R^2 value for PS is 0.468 which is weak and it means that 46% change in PS variable can be explained by TIA, SQ, ESQ, and PU. R^2 for CUI is 0.661 which means moderate correlation and 66% change in CUI can be explained by PS. From the results of this study, the strongest path from the construct is from ESQ to PS (0.395), then proceed to CUI (0.684). The second path is from PU to PS (0.336) then proceed to CUI (0.684). Hence, teleconsultation application provider must be able to create an online teleconsultation platform that have a high quality and comfortable for patient in order to make them feel or believe that the application can help them to improve their health with ease. This findings support previous research by Melani and rahmiati. (2021) that ESQ can affect PS. This also in line with previous study by Hermawan et al. (2021) and Xu & Du. (2018) where PU had significant effects on PS. it can be concluded that in providing a teleconsultation application the ESQ factor.

On the other hand, this study found that TIA and SQ shows a weak path to PS. SQ is the weakest because in online application it is harder for patient to feel the facility that given to them and it is harder for them to communicate with the doctors via chat or video call. This study shows that PS has a strong path to CUI which is, in line with studies by Kaium et al. (2019) that PS has positive effect the CUI. PS can predict the CUI and mediate the four dimensions which are TIA, SQ, ESQ, and PU.

Table 9. Bootstrapping

Hypothesis	Path	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	Sig	P Values	Sig
H1	Trust in Application → Patient Satisfaction	0,121	0,128	0,077	1,576	Not Supported	0,058	No
H2	System Quality → Patient Satisfaction	0,076	0,073	0,078	0,971	Not Supported	0,166	No
H3	E-Service Quality → Patient Satisfaction	0,395	0,387	0,106	3,718	Supported	0,000	Yes
H4	Perceived Usefulness → Patient Satisfaction	0,336	0,337	0,079	4,234	Supported	0,000	Yes
H5	Patient Satisfaction → Continuance Usage Intention	0,684	0,681	0,063	10,927	Supported	0,000	Yes

From table 8, H5 is supported because it has a T-Statistic value of 10,927 > 1,645 and significant because p value < 0.005, hence, Hypothesis H5 is accepted which states that PS has a positive and significant effect on CUI. So it shows that it is important to have a high PS because it is greatly effect on their CUI, which is, important for online teleconsultation application to grow bigger.

Based on the results, suggestions that can be given to Halodoc are: Improving the quality of information provided by doctors or other medical personnel through the Halodoc application to the patient so that they can trust the application and encourage users to continue using Halodoc. This can be done by providing clear, precise and factual information to patient. It would be nice if the Halodoc application paid more attention to the credibility of medical personnel who are in direct contact with users. Halodoc also should further improve the security they create such as adding a verification code in every transaction, maintaining the security of personal data to the user's medical history application.

V. Conclusion

The results show that E-Service Quality is ranked first followed by Perceived Usefulness which has an effect on Patient Satisfaction. While, System Quality is the weakest construct followed by Trust in application which has weak effect on Patient Satisfaction. Hypothesis H5 is supported because it has a T-Statistic value of $10,927 > 1,645$ and significant because $p \text{ value} < 0.005$, hence, Hypothesis H5 is accepted which states that Patient Satisfaction has a positive and significant effect on Continuance Usage Intention. Based on the result of the analysis and discussion that have been carried out, it can be concluded that to provide an online teleconsultation application, the Patient Satisfaction becomes a very strong factor influencing the Continuance Usage Intention.

The first limitation in this study is the geographical coverage of the respondent's area which are mostly just from Jakarta, and it might not represent the whole population. As a suggestion for further research, the first is that the geographical area of the respondents can be expanded larger outside Java. There is also an inconsistency with the results from this study for the Trust in application and System Quality to Patient Satisfaction, hence these variables can be reviewed in future research.

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