

## ***ABSTRACT***

The health service industry is a reflection of the quality of Indonesian public health, not only how the relationship between health workers and patients but from various other supporting aspects. In this case, the need for adequate health services in Indonesia and the increasing number of population and demographic area of Indonesia, makes hope in the aspect of supporting public health services to provide maximum service. In fact, many facilities and complaints of poor health workers in Indonesia plus the uneven availability of facilities and health workers in Indonesia create gaps and negative traces that need to be quickly addressed.

This study aims to identify user responses on Twitter social media related to the two most popular telemedicine applications in Indonesia, namely Halodoc and Alodokter and its relation to the dimensions of electronic service quality (E-Servqual) namely Efficiency, Fulfillment, System Availability, Privacy, Responsiveness, Compensation, and Contact as well as suggestions or input related to the development of Halodoc and Alodokter applications.

This research is qualitative with a combination of text analysis methods including sentiment analysis and social network analysis to analyze user tweets data. The results of this study are generating user perceptions in using Halodoc and Alodokter health services and findings related to the quality dimensions of electronic services so as to make a suggestion for application developers to improve their performance. Generally, both Halodoc and Alodokter applications get a positive response on Twitter social media, but when viewed from the dimension of service quality there are still several dimensions such as responsiveness, privacy, and Compensation that need to be improved in order to provide better quality of service in the future for users.

***Keywords:*** telemedicine, text analysis, sentiment analysis, social network analysis, and electronic service quality