

DAFTAR PUSTAKA

- Alshurideh, M. M. (2012). The Effect of Customer Satisfaction upon Customer Retention in the Jordanian Mobile Market: An Empirical Investigation. *European Journal of Economics, Finance and Administrative Sciences*, 47(12).
- Apjii. (2017). *Asosiasi Penyelenggara Jasa Internet Indonesia*. From Penetrasi & Profil Perilaku Pengguna Internet Indonesia: <https://apjii.or.id/survei2018s/download/TK5oJYBSyd8iqHA2eCh4FsGELm3ubj>
- APJII. (2020). *Laporan Survei Internet APJII 2019 – 2020*. From Asosiasi Penyelenggara Jasa Internet Indonesia: <https://apjii.or.id/survei>
- Arnus, S. H. (2018). Computer Mediated Communication (CMC), pola baru berkomunikasi. *Al-Munzir*, 8(2), 275-289.
- Boadi, E. W.-M. (2019). Impact of service quality on customer satisfaction in Ghana hospitals: A PLS-SEM approach. *Canadian Journal of Applied Science and Technology*, 7(3), 192-193.
- Burgin, B. (2005). *Metode Penelitian Kuantitatif (2nd ed.,)*. Prenadamedia Group.
- Cholik, C. A. (2021). Perkembangan Teknologi Informasi Komunikasi/ICT dalam Berbagai Bidang. *Jurnal Fakultas Teknik Kuningan*, 2 [2], 39-46.
- E-Health*. (2019). From Sis.binus.ac.id: <https://sis.binus.ac.id/2019/10/21/e-health/>
- Eysenbach, G. (2001). What is e-health? *Journal of Medical Internet Research*, 3(2), 1–5. doi: <https://doi.org/10.2196/jmir.3.2.e20>
- Eysenbach, G. (2001). What is e-health? *Journal of Medical Internet Research*,. doi:<https://doi.org/10.2196/jmir.3.2.e20>
- Fadhli, K. K. (2021). Pengaruh Pelayanan dan Inovasi Produk terhadap Kepuasan Pelanggan CV. AFCO Group Jombang. *Jurnal Inovasi Penelitian*, 2(3), 855–864.
- Global diffusion of eHealth: Making universal health coverage achievable*. (2016). From World Health Organization: <https://apps.who.int/iris/bitstream/handle/10665/252529/9789241511780-eng.pdf?sequence=1>
- Handoko, B. (2017). Pengaruh Promosi, Harga Dan Kualitas Pelayanan Terhadap Kepuasan Konsumen Pada Titipan Kilat JNE Medan. *Jurnal Ilmiah Manajemen Dan Bisnis*, 18(1), 61–72.
- Hanif, M. H. (2010). Factors Affecting Customer Satisfaction. *International Research Journal of Finance and Economics*, 60(1), 44–52.
- Hassan, R. S. (2015). Effect of Customer Relationship Management on Customer Satisfaction. *Procedia Economics and Finance*, 23, 563– 567.
- Health Promotion*. (2020). From World Health Organization: <https://www.who.int/healthpromotion/health-literacy/en/>
- Healthworkscollective.com*. (2018). From Here's Why Teens And Young Adults Are Healthcare Digital Natives: <https://www.healthworkscollective.com/heres-why-teens-and-young-adults-are-healthcare-digital->

natives/

- Jahanshahi, A. A. (2011). Study the Effects of Customer Service and Product Quality on Customer Satisfaction and Loyalty. *International Journal of Humanities and Social Science*, (7), 2.
- Junaedi, F. &. (2018). *Komunikasi Kesetiaan: Sebuah Pengantar Komprehensif*. Prenadamedia Group.
- Kementerian Kesehatan Republik Indonesia. (2019). From Edukasi Masyarakat Menggunakan Digital Platform: <https://www.kemkes.go.id/resources/download/info-terkini/rakerkesnas-2019/SESI%20II/Kelompok%206/1-Edukasi-Masyarakat-Menggunakan-Digital-Platform.pdf>
- Ketller, K. &. (2012). *Manajemen Pemasaran*. Erlangga.
- Kriyantono, R. (2010). *Teknik Praktis Riset Komunikasi*. Kencana Prenada Media Group.
- Lovelock, C. &. (2007). *Manajemen Pemasaran Jasa, Alih Bahasa Agus Widyanoro*. PT Indeks.
- Maulana, A. S. (2016). Pengaruh Kualitas Pelayanan dan Harga terhadap Kepuasan Pelanggan PT. TOI. *Jurnal Ekonomi Universitas Esa Unggul*, 7(2), 78663.
- More People Search For Health Online. (2003). From Nbcnews.com.: <http://www.nbcnews.com/id/3077086/t/more-people-search-health-online/#.XnrEH4gzbiU>
- Prasetio, A. (2012). Pengaruh Kualitas Pelayanan dan Harga terhadap Kepuasan Pelanggan. *Management Analysis Journal*, 1(1).
- Rahayu, Y. S. (2016). Pengaruh Pembiayaan Bagi Hasil Mudharabah Dan Musyarakah Terhadap Profitabilitas (Studi pada Bank Umum Syariah yang terdaftar pada Bursa Efek Indonesia periode 2011-2014. *Doctoral dissertation, Brawijaya University*.
- Rahman, A. (2019). Pengaruh Pelayanan Terhadap Kepuasan Konsumen Pada PT Yudha Swalayan Jakarta. *JITK (Jurnal Ilmu Pengetahuan Dan Teknologi Komputer*, 4(2), 257–264.
- Ramya, N. K. (2019). Service quality and its dimensions. *EPRA International Journal of Research and Development (IJRD)*, 4(2), 40.
- Sibarani, T. &. (2017). The effect of health service quality and brand image on patients loyalty, with patients satisfaction as mediating variable (A study in vip ward of Prof. Dr R Soeharso Orthopedics Hospital in Surakarta. *Sebelas Maret Business Review*, 2[1], 37.
- Thambusamy, R. (2014). The role of computer-mediated communication (CMC) media in patient empowerment: A “uses and gratifications” perspective. *ProQuest Dissertations and Theses*.
- Tjiptono, F. &. (2016). *Service, Quality & Satisfaction*. Andi.
- Tjiptono, F. (2012). *Strategi Pemasaran*. Andi.