DAFTAR PUSTAKA

[1] R. Nugroho, M. Hidayat, E. D. D. Rianti, N. L. A. C. Mutiarahati, and A. F. Rosyid, "Pemanfaatan Teknologi Digital dalam Pelayanan Kesehatan Publik: Sebuah Tinjauan Analisis Kebijakan," *Minist. J. Birokrasi dan Pemerintah. Drh.*, vol. 5, no. 2, pp. 277–285, 2023, doi: 10.15575/jbpd.v5i2.28550.

[2] I. Romyco, R. D. P. Suci, and N. Kawi, "A step forward to digital transformation in Indonesia's health system: Integration of the hepatitis information system (SIHEPI) into Jakarta's health facilities e-registry," World Health Organization (WHO). [Online]. Available: https://www.who.int/indonesia/news/detail/10-10-2023-a-step-forward-to-digital-transformation-in-indonesia-s-health-system--integration-of-the-hepatitis-information-system-(sihepi)-into-jakarta-s-health-facilities-e-registry

[3] Digital Transformation Office (DTO) and K. Kesehatan, *Cetak Biru Strategi Transformasi Digital Kesehatan 2024*. 2024.

[4] Kementerian Kesehatan Republik Indonesia, "KEPUTUSAN MENTERI KESEHATAN REPUBLIK INDONESIA NOMOR HK.01.07/MENKES/1559/2022 TENTANG PENERAPAN SISTEM PEMERINTAHAN BERBASIS ELEKTRONIK BIDANG KESEHATAN DAN STRATEGI TRANSFORMASI DIGITAL KESEHATAN," HK.01.07/MENKES/1559/2022, 2022

[5] United States Government, "About One Health," One Health. [Online]. Available: https://www.cdc.gov/one-health/about/index.html

[6] We Are Social, "Digital 2024," We Are Social. [Online]. Available: https://wearesocial.com/id/blog/2024/01/digital-2024/%0A

[7] H. Nurhayati, "Internet penetration rate in Indonesia from 2017 to 2020 with forecasts until 2026," Statista. [Online]. Available: https://www.statista.com/statistics/254460/internet-penetration-rate-in-indonesia/

[8] Deloitte, B. L. Firm, and C. Indonesia, *21st Century Health Care Challenges: A Connected Health Approach – Megatrends in Health Care*. 2018. [Online]. Available: https://www.deloitte.com

[9] Y. Pusparisa, "Indonesia Peringkat ke-3 Global Memanfaatkan Aplikasi Kesehatan," Databoks Katadata. [Online]. Available:

https://databoks.katadata.co.id/produk-konsumen/statistik/e7e5f757216d534/indonesia-peringkat-ke-3-global-memanfaatkan-aplikasi-kesehatan

[10] P. W. Handayani, R. Indriani, and A. A. Pinem, "Mobile health readiness factors: From the perspectives of mobile health users in Indonesia," *Informatics Med. Unlocked*, vol. 24, 2021, doi: https://doi.org/10.1016/j.imu.2021.100590.

[11] M. Nurmalasari, H. Hosizah, and W. Z. Qomarania, "EVALUATION OF USER SATISFACTION IN THE SATUSEHAT APPLICATION," no. November, pp. 346–359, 2024.

[12] Kementerian Kesehatan Republik Indonesia, "Keputusan Menteri Kesehatan Republik Indonesia Nomor HK.01.07/MENKES/133/2023 tentang Integrasi Data Kesehatan Nasional melalui SATUSEHAT," HK.01.07/MENKES/133/2023, 2023 [Online]. Available: https://farmalkes.kemkes.go.id/unduh/kepmenkes-133-2023/

[13] Rokom, "SATUSEHAT Raih Penghargaan AAAH Award 2024," Sehat Negeriku. [Online]. Available: https://sehatnegeriku.kemkes.go.id/baca/umum/20241102/4946708/satusehat-raih-penghargaan-aaah-award-2024/

[14] Kemenkes, "Kemenkes Luncurkan Platform SATUSEHAT Untuk Integrasikan Data Kesehatan Nasional," Kemenkes.go.id. [Online]. Available: https://www.kemkes.go.id/id/ministry-of-health-launches-satusehat-platform-to-integrate-national-health-data

[15] A. Setiyanto, "Platform SatuSehat: Upaya Digitalisasi Kesehatan di Indonesia," Unair.ac.id. [Online]. Available: https://fkm.unair.ac.id/platform-satusehat-upaya-digitalisasi-kesehatan-di-indonesia/

[16] F. H. Mirandi and D. Tricahyono, "Analysis of Acceptance and Success of Digipos Aja Telkomsel in Kalimantan Region Using The Integration of UTAUT and DeLone & McLean Models," *Int. J. Soc. Serv. Res.*, vol. 3, no. 10, pp. 2574–2585, 2023, doi: 10.46799/ijssr.v3i10.554.

[17] U. Merdekawati, D. M. K. Nugraheni, and O. D. Nurhayati, "Analisis Penerimaan dan Kesuksesan Aplikasi M-health pada Lansia menggunakan Model UTAUT dan Delone & McLean," *J. Sist. Inf. Bisnis*, vol. 14, no. 3, pp. 267–276, 2024, doi: 10.21456/vol14iss3pp267-276.

[18] B. Chow and N. Legowo, “Factors Influencing User Satisfaction of PeduliLindungi App with UTAUT & Delone Mclean Models: A Case Study in Indonesia,” *J. Syst. Manag. Sci.*, vol. 13, no. 2, pp. 170–184, 2023, doi: 10.33168/JSMS.2023.0212.

[19] J. Seah and M. R. Ridho, “PERANCANGAN SISTEM INFORMASI PERSEDIAAN SUKU CADANG UNTUK ALAT BERAT BERBASIS DESKTOP PADA CV BATAM JAYA,” *Comasie*, vol. 3, no. 3, pp. 21–30, 2020.

[20] K. C. Laudon and J. P. Laudon, *Management information systems: managing the digital firm*, vol. 7, no. 1. 2003. doi: 10.1590/s1415-65552003000100014.

[21] Chioma Anthonia Okolo, Oloruntoba Babawarun, Jeremiah Olawumi Arowoogun, Adekunle Oyeyemi Adeniyi, and Rawlings Chidi, “The role of mobile health applications in improving patient engagement and health outcomes: A critical review,” *Int. J. Sci. Res. Arch.*, vol. 11, no. 1, pp. 2566–2574, 2024, doi: 10.30574/ijsra.2024.11.1.0334.

[22] V. Venkatesh, M. G. Morris, G. B. Davis, and F. D. Davis, *User acceptance of information technology: Toward a unified view*, vol. 27, no. 3. 2003. doi: 10.2307/30036540.

[23] W. H. DeLone and E. R. McLean, “The DeLone and McLean model of information systems success: A ten-year update,” *J. Manag. Inf. Syst.*, vol. 19, no. 4, pp. 9–30, 2003, doi: 10.1080/07421222.2003.11045748.

[24] E. Sholihah, I. S. W. Antari, R. F. Rochimawati, and Ulwiyyah, “Determinants of BSI mobile banking adoption intentions: DeLone & McLean and UTAUT Model integration with religiosity,” *Asian J. Islam. Manag.*, vol. 5, no. 1, pp. 1–17, 2023, doi: 10.20885/ajim.vol5.iss1.art1.

[25] N. A. Hidayah, M. C. Utami, and I. N. Rizki, “Behavioral Intentions of Generation Z and Millennial Users of Telemedicine : A UTAUT 2 Analysis from the Halodoc User Perspective,” vol. 6, no. 3, pp. 1373–1399, 2024, doi: 10.51519/journalisi.v6i3.786.

[26] S. F. Bayastura, B. Warsito, and D. M. K. Nugraheni, “Integration of UTAUT 2 and Delone & McLean to Evaluate Acceptance of Video Conference Application,” *INTENSIF J. Ilm. Penelit. dan Penerapan Teknol. Sist. Inf.*, vol. 6, no. 2, pp. 198–217, 2022, doi: 10.29407/intensif.v6i2.17897.

[27] Z. Thabet, S. Albashtawi, H. Ansari, M. Al-Emran, M. A. Al-Sharafi, and A. A. Alqudah, "Exploring the Factors Affecting Telemedicine Adoption by Integrating UTAUT2 and IS Success Model: A Hybrid SEM-ANN Approach," *IEEE Trans. Eng. Manag.*, vol. 71, pp. 8938–8950, 2024, doi: 10.1109/TEM.2023.3296132.

[28] J. Cao, K. Kurata, Y. Lim, S. Sengoku, and K. Kodama, "Social Acceptance of Mobile Health among Young Adults in Japan: An Extension of the UTAUT Model," *Int. J. Environ. Res. Public Health*, vol. 19, no. 22, 2022, doi: 10.3390/ijerph192215156.

[29] Y. Liu, X. Lu, G. Zhao, C. Li, and J. Shi, "Adoption of mobile health services using the unified theory of acceptance and use of technology model: Self-efficacy and privacy concerns," *Front. Psychol.*, vol. 13, no. August, pp. 1–20, 2022, doi: 10.3389/fpsyg.2022.944976.

[30] W. I. Lee, H. P. Fu, N. Mendoza, and T. Y. Liu, "Determinants impacting user behavior towards emergency use intentions of m-health services in taiwan," *Healthc.*, vol. 9, no. 5, 2021, doi: 10.3390/healthcare9050535.

[31] A. S. Ahadzadeh, S. L. Wu, F. S. Ong, and R. Deng, "The Mediating Influence of the Unified Theory of Acceptance and Use of Technology on the Relationship Between Internal Health Locus of Control and Mobile Health Adoption: Cross-sectional Study," *J. Med. Internet Res.*, vol. 23, no. 12, 2021, doi: 10.2196/28086.

[32] T. Alkhalifah, "A Structural Equation Modelling of Governing Factors Influencing Patient Acceptance of Mobile Health in Saudi Arabia: A Modified UTAUT Model," *Int. J. E-Services Mob. Appl.*, vol. 14, no. 1, pp. 1–17, 2022, doi: 10.4018/IJESMA.295963.

[33] Moonkyoung Jang, "Why Do People Use Telemedicine Apps in the Post-COVID-19," *Informatics*, vol. 10, no. 85, pp. 1–14, 2023.

[34] M. Tsirintani, "Use of TAM Questionnaire for Telemedicine and IT Healthcare Systems," *Stud. Health Technol. Inform.*, vol. 316, pp. 1189–1192, 2024, doi: 10.3233/SHTI240623.

[35] H. C. Long and D. L. D. Thuan, "Success Factors of Telemedicine Startup in Vietnam: the Roadmap To Transform Healthcare Customer Behavior," *Asia Pacific J. Heal. Manag.*, vol. 19, no. 1, pp. 1–14, 2024, doi:

10.24083/apjhm.v19i1.2749.

[36] F. Zheng *et al.*, "Factors Influencing Clinicians' Use of Hospital Information Systems for Infection Prevention and Control: Cross-Sectional Study Based on the Extended DeLone and McLean Model," *J. Med. Internet Res.*, vol. 25, pp. 1–14, 2023, doi: 10.2196/44900.

[37] A. Bashiri, M. Shirdeli, F. Niknam, S. Naderi, and S. Zare, "Evaluating the success of Iran Electronic Health Record System (SEPAS) based on the DeLone and McLean model: a cross-sectional descriptive study," *BMC Med. Inform. Decis. Mak.*, vol. 23, no. 1, pp. 1–7, 2023, doi: 10.1186/s12911-023-02100-y.

[38] A. Wulansari, J. S. Prapanca, and I. Inayati, "Mengukur kesuksesan website Rumah Sakit Darmo Surabaya menggunakan model Delone dan Mclean," *Teknologi*, vol. 11, no. 1, pp. 26–33, 2021, doi: 10.26594/teknologi.v11i1.2229.

[39] D. S. Putra and M. A. Darmawan, "Analisis Kepuasan Pengguna Sistem Informasi Administrasi Rumah Sakit (SIARS) dengan Model Delone and Mclean," *J. Sist. Inf. Bisnis*, vol. 11, no. 1, pp. 78–85, 2021, doi: 10.21456/vol11iss1pp78-85.

[40] F. K. Nelly and B. Prasetiyo, "Factors Influencing Student Intentions in Using the Mobile Legends Bang-Bang Game Using the UTAUT 2 and DeLone McLean Models," *J. Adv. Inf. Syst. Technol.*, vol. 5, no. 2, pp. 193–206, 2024, doi: 10.15294/jaist.v5i2.67179.

[41] N. P. D. Pratiwi, D. Ariyanto, I. N. W. A. Putra, and N. P. S. H. Mimba, "Penilaian Kesuksesan Penerapan Xero Accounting Software Dengan Model UTAUT dan Delone & McLean," *E-Jurnal Akunt.*, vol. 32, no. 2, p. 3764, 2022, doi: 10.24843/eja.2022.v32.i02.p13.

[42] T. A. Wicaksono, A. Wulansari, and R. Rahmawati, "Acceptance Analysis and Application Success Bicarakan . id using Utaut and DeLone & McLean," *J. Teknol. DAN OPEN SOURCE*, vol. 8, no. 1, pp. 307–316, 2025, doi: 10.36378/jtos.v8i1.4423.

[43] A. Susanty, N. B. Puspitasari, F. Jie, F. A. Akhsan, and S. Jati, "Consumer acceptance of halal food traceability systems: a novel integrated approach using modified UTAUT and DeLone & McLean models to promote sustainable food supply chain practices," *Clean. Logist. Supply Chain*, vol. 15, no. October 2023, p. 100226, 2025, doi: 10.1016/j.clscn.2025.100226.

[44] A. A. Ridlwan, Y. P. Timur, M. N. H. Ryandono, E. Takidah, A. H. A. Aziz, and R. P. Juniarti, "The Impact of Digital Media Use on Muslim Entrepreneurs' Intention to Apply for Halal Certificate: Empirical Evidence from Indonesia," *Indones. J. Halal Res.*, vol. 7, no. 1, pp. 1–16, 2025, doi: 10.15575/ijhar.v7i1.40271.

[45] S. K. Tyagi and R. Krishankumar, "Examining interactions of factors affecting e-learning adoption in higher education: insights from a fuzzy set qualitative and comparative analysis," *J. Sci. Technol. Policy Manag.*, vol. 15, no. 6, pp. 1387–1407, 2024, doi: 10.1108/JSTPM-02-2023-0022.

[46] J. Liu, X. Gong, M. Weal, W. Dai, S. Hou, and J. Ma, "Attitudes and associated factors of patients' adoption of patient accessible electronic health records in China — A mixed methods study," *Digit. Heal.*, vol. 9, no. 13, 2023, doi: 10.1177/20552076231174101.

[47] L. Xue, A. M. Rashid, and S. Ouyang, "The Unified Theory of Acceptance and Use of Technology (UTAUT) in Higher Education: A Systematic Review," *SAGE Open*, vol. 14, no. 1, pp. 1–22, 2024, doi: 10.1177/21582440241229570.

[48] A. F. Alkhwaldi, "Understanding learners' intention toward Metaverse in higher education institutions from a developing country perspective: UTAUT and ISS integrated model," *Kybernetes*, vol. 53, no. 12, pp. 6008–6035, 2024, doi: 10.1108/K-03-2023-0459.

[49] S. S. Abed and R. S. Alkadi, "Sustainable Development through Fintech: Understanding the Adoption of Buy Now Pay Later (BNPL) Applications by Generation Z in Saudi Arabia," *Sustain.*, vol. 16, no. 15, 2024, doi: 10.3390/su16156368.

[50] S. Ryu, "Book Review: mHealth: New Horizons for Health through Mobile Technologies: Based on the Findings of the Second Global Survey on eHealth (Global Observatory for eHealth Series, Volume 3)," *Healthc. Inform. Res.*, vol. 18, no. 3, p. 231, 2012, doi: 10.4258/hir.2012.18.3.231.

[51] B. Martínez-Pérez, I. De La Torre-Díez, and M. López-Coronado, "Mobile health applications for the most prevalent conditions by the world health organization: Review and analysis," *J. Med. Internet Res.*, vol. 15, no. 6, 2013, doi: 10.2196/jmir.2600.

[52] R. S. H. Istepanian, S. Laxminarayan, and C. S. Pattichis, *M-Health Emerging*

Mobile Health Systems. 2006.

[53] Kemenkes, "TUGAS DAN FUNGSI," Kemenkes.go.id. [Online]. Available: https://kemkes.go.id/id/tugas-dan-fungsi/

[54] Kementerian Kesehatan Republik Indonesia, "Peraturan Menteri Kesehatan Republik Indonesia Nomor 27 Tahun 2018 tentang Kebijakan Pengawasan Intern Kementerian Kesehatan," 27, 2018

[55] Kemenkes, "VISI DAN MISI," Kemenkes.go.id. [Online]. Available: https://kemkes.go.id/id/tugas-dan-fungsi/

[56] Rokom, "Peraturan Menteri Kesehatan Nomor 27 Tahun 2018 tentang Kebijakan Pengawasan Intern Kementerian Kesehatan," Sehat Negeriku. [Online]. Available: available: https://sehatnegeriku.kemkes.go.id/baca/rilis-media/20240710/0145959/perkuat-upaya-promotif-kesehatan-kemenkes-jalin-kerja-sama-dengan-global-health-strategies/

[57] F. H. Harsono, *Integrasi Data ke Dalam SATUSEHAT*, 172nd ed., no. November. Mediakom Kementerian Kesehatan Republik Indonesia, 2024.

[58] Rokom, "Kemenkes Resmi Luncurkan Rekam Medis Elektronik Terintegrasi SATUSEHAT," Sehat Negeriku. [Online]. Available: https://sehatnegeriku.kemkes.go.id/baca/rilis-media/20

[59] Kemenkes, "Mengenal Pengertian SATUSEHAT," Kemenkes.go.id. [Online]. Available: https://kemkes.go.id/id/mengenal-pengertian-satusehat

[60] Kemenkes, "SATUSEHAT | Ekosistem Data Kesehatan Indonesia," satusehat.kemkes.go.id. [Online]. Available: https://satusehat.kemkes.go.id/

[61] J. A. O'Brian, *Introduction to Information Systems*. 2010.

[62] A. Bhattacherjee, "UNDERSTANDING INFORMATION SYSTEMS CONTINUANCE: AN EXPECTATIONCONFIRMATION MODE," *MIS Quarterly,* vol. 25, no. 3, pp. 351–370, 2001.

[63] D. V. Agustinus and K. Keni, "Confirmation, Service Quality, Dan Quality Of Personalization Untuk Memprediksi Kepuasan Pelanggan," *J. Manajerial Dan Kewirausahaan*, vol. 3, no. 3, p. 661, 2021, doi: 10.24912/jmk.v3i3.13150.

[64] D. K. Tse and P. C. Wilton, "Models of Consumer Satisfaction Formation: An Extension," *J. Mark. Res.*, vol. 25, pp. 204–212, 1988, doi: 10.2307/3172652.

[65] P. Kotler, *Manajemen Pemasaran*, 11th ed. Jakarta: Indeks Kelompok Gramedia, 2003.

[66] N. M, “Metode Pengumpulan Data Penelitian,” *Metod. Pengumpulan Data Penelit.*, vol. 3, no. 5, pp. 5423–5443, 2024.

[67] P. G. Subhaktiyasa, “Menentukan Populasi dan Sampel : Pendekatan Metodologi Penelitian Kuantitatif dan Kualitatif,” *J. Ilm. PROFESI Pendidik.*, vol. 9, no. 4, pp. 2721–2731, 2024, doi: 10.29303/jipp.v9i4.2657.

[68] Sugiyono, *Metodologi Penelitian Kuantitatif, Kualitatif dan R & D*. Bandung: Alfabeta, 2013.

[69] S. Samsu, “Metode penelitian: teori dan aplikasi penelitian kualitatif, kuantitatif, mixed methods, serta research & development,” 2021.

[70] T. Evi, W. Rachbini, and T. M. Group, “PLS Teori dan Praktik,” 2023.

[71] D. Smith and K. Langfield-Smith, “Structural equation modeling in management accounting research: Critical analysis and opportunities,” *J. Account. Lit.*, vol. 23, pp. 49–86, 2004.

[72] J. F. Hair, C. M. Ringle, and M. Sarstedt, “PLS-SEM: Indeed a Silver Bullet,” *J. Mark. Theory Pract.*, vol. 19, no. 2, pp. 139–152, 2011, doi: https://doi.org/10.2753/MTP1069-6679190202.

[73] A. Field, *Discovering Statistics Using IBM SPSS Statistics (5th ed.)*. 2018.

[74] Priyono, *METODE PENELITIAN KUANTITATIF*, vol. 17. 2016.

[75] S. Lemeshow and D. W. Hosmer, *Besar Sampel dalam Penelitian Kesehatan (terjemahan)*. Yogyakarta: Gadjah Mada University Press, 1997.

[76] S. S.H., *METODOLOGI PENELITIAN*. 2021.

[77] A. Joshi, S. Kale, S. Chandel, and D. Pal, “Likert Scale: Explored and Explained,” *Br. J. Appl. Sci. Technol.*, vol. 7, no. 4, pp. 396–403, 2015, doi: 10.9734/bjast/2015/14975.

[78] D. L. Clason and T. J. Dormody, “Analyzing Data Measured By Individual Likert-Type Items,” *J. Agric. Educ.*, vol. 35, no. 4, pp. 31–35, 1994, doi: 10.5032/jae.1994.04031.

[79] I. Ghozali, *Partial Least Squares Konsep, Teknik Dan Aplikasi Menggunakan Program SmartPLS 3.0*. Semarang: Badan Penerbit Undip, 2015.

[80] D. Y. Nofita and J. Veri, “Mengukur Keberhasilan Penerapan Aplikasi Sistem Keuangan Desa (Siskeudes) dengan Model Kesuksesan Delon and Mclean,” *J. Ekobistek*, vol. 13, no. 2, pp. 27–35, 2024, doi: 10.35134/ekobistek.v13i2.776.

[81] En. Lolang, “HIPOTESIS NOL DAN HIPOTESIS ALTERNATIF,” *J. Kip*, vol.

3, no. 3, pp. 685–696, 2014.

[82] W. W. Chin and P. R. Newsted, “The partial least squares approach to structural equation modeling. Modern methods for business research,” *Stat. Strateg. Small Sample Res.*, no. April, pp. 295-336., 1998, [Online]. Available: http://books.google.com.sg/books?hl=en&lr=&id=EDZ5AgAAQBAJ&oi=fnd&pg=PA295&dq=chin+1998+PLS&ots=47qB7ro0np&sig=rihQBibvT6S-Lsj1H9txe9dX6Zk#v=onepage&q&f=false

[83] W. Abdillah and J. Hartono, *Partial Least Square (PLS): Alternatif Structural Equation Modeling (SEM) dalam Penelitian Bisnis*, 1st ed. 2015.

[84] G. Patat and M. Sabt, “Please Remember Me: Security Analysis of U2F Remember Me Implementations in The Wild,” p. 2865105, 2020, [Online]. Available: https://hal.inria.fr/hal-02865105

[85] S. Wittmar *et al.*, “User Experience With a Personalized mHealth Service for Physical Activity Promotion in University Students: Mixed Methods Study,” *JMIR Form. Res.*, vol. 9, 2025, doi: 10.2196/64384.

[86] D. Lintang Y. Banowosari, “Analisis Pada Fitur Autocomplete Sugestion Dan Semantik Pada Pencarian Di Mesin Pencari Google,” *Pros. Semin. Ilm. Nas. Komput. dan Sist. Intelijen*, vol. 8, no. Kommit, pp. 295–296, 2015.

[87] A. Aggarwal, C. C. Tam, D. Wu, X. Li, and S. Qiao, “Artificial Intelligence–Based Chatbots for Promoting Health Behavioral Changes: Systematic Review,” *J. Med. Internet Res.*, vol. 25, pp. 1–17, 2023, doi: 10.2196/40789.

[88] E. Sezgin, G. Noritz, S. Lin, and Y. Huang, “Feasibility of a voice-enabled medical diary app (SpeakHealth) for caregivers of children with special health care needs and health care providers: Mixed methods study,” *JMIR Form. Res.*, vol. 5, no. 5, pp. 1–15, 2021, doi: 10.2196/25503.