

DAFTAR PUSTAKA

- Abdullah, F., & Ward, R. (2016). Developing a General Extended Technology Acceptance Model for E-Learning (GETAMEL) by analysing commonly used external factors. *Computers in human behavior*, 56, 238-256.
- Asmaul Khusna, Doddy Ridwandono, & Arista Pratama. (2021). Pengaruh Kualitas Layanan Terhadap Kepuasan dan Penggunaan Berkelanjutan Aplikasi Mobile JKN di Kabupaten Sidoarjo. *Jurnal Informatika Dan Sistem Informasi*, 2(2), 152–161. <https://doi.org/10.33005/jifosi.v2i2.299>
- Christopher, A., Tirtana, A., & Aditya, A. (2022). Analisis Tingkat Penerimaan Aplikasi Bca Mobile Di Kota Malang Menggunakan Metode Technology Acceptance Model (Tam). *Jurnal Teknoinfo*, 16(2), 452. <https://doi.org/10.33365/jti.v16i2.2045>
- Compeau, D. R., & Higgins, C. A. (1995). Computer self-efficacy: Development of a measure and initial test. *MIS quarterly*, 189-211.
- Data.bpjs-kesehatan.go.id. (2024). Cakupan Kepesertaan Program JKN. Diakses pada 6 juni 2024, dari <https://data.bpjs-kesehatan.go.id/bpjs-portal/action/dash-publik-detail.cbi?id=22f081ce-419d-11eb-a5e7-b5beb99935c0#>
- Davis, F. D. (1989). Perceived usefulness, perceived ease of use, and user acceptance of information technology. *MIS quarterly*, 319-340.
- Depit. (2020). Pengaruh Perceived Usefulness, Perceived Ease Of Use, Perceived Enjoyment Dan M-Payment Experience Terhadap Penerimaan Penggunaan Dompot Digital Go-Pay Dengan Metode Tam (Studi Pada Pengguna Aplikasi GOJEK di Cirebon). Universitas Muhammadiyah.
- Elsafty, A., & Ramadan, E. (2023). How User Acceptance Can Affect Government Website Efficiency. *Int'l J. Soc. Sci. Stud.*, 11, 13.
- Ghozali, I. (2009). *Analisis multivariat dengan program SPSS*. Semarang: Badan Penerbit Universitas Diponegoro.
- Hardani, S.Pd., M.Si., Andriani, H., Fardani, R. A., Ustiawaty, J., Utami, E. F., Sukmana, D. J., & Istiqomah, R. R. (2020). Metode penelitian kualitatif & kuantitatif. Yogyakarta: Pustaka Ilmu.
- Hidayah, N., & Fernanda, J. (2021). Analisis penerimaan aplikasi pembelajaran online menggunakan technology acceptance model 3 dan partial least square structural equation model (pls-sem). *Journal Focus Action of Research Mathematic (Factor M)*, 3(2), 161-172.
- Irwan. (2020). Etika dan perilaku kesehatan. Absolute Media.
- Juniwati, J. (2015). Pengaruh perceived ease of use, enjoyment dan trust terhadap repurchase intention dengan customer satisfaction sebagai intervening pada belanja online (studi pada mahasiswa universitas

- tanjungpura pontianak). *Jurnal Ekonomi Bisnis dan Kewirausahaan (JEBIK)*, 4(1), 140-156.
- Mallappiang, Nauratunnisaa dan Muharram (2024). Pengantar Administrasi Publik. Purbalingga: Eureka Media Aksara
- Mastuti, E., & Suminar, D. R. (2018). Test Anxiety, Computer Self Efficacy, And Perceived Ease Of Use During Computer-Based Test On First-Year Students. In *Proceedings of the International Conference on Education* (Vol. 4, No. 1, pp. 104-111).
- Mizher, R. A., & Alwreikat, A. A. (2023). EFL Students' Use of E-Books for E-Learning: Applying Technology Acceptance Model (TAM). *Journal of Language Teaching and Research*, 14(1), 153–162. <https://doi.org/10.17507/jltr.1401.16>
- Novira, D., Utomo, H. S., & Mulyanto, I. H. (2024). Influence of Perceived Ease of Use and Perceived Usefulness towards Continuance Intention with Customer Satisfaction as Intervening Variable: a study of Startup Companies Using e-Wallet. *Journal of Business Management and Economic Development*, 2 (02), 602-614.
- Nurul Khotimah. (2022). Pengaruh Kualitas Sistem, Kualitas Layanan, Dan Kualitas Informasi Pada Aplikasi Mobile Jkn Terhadap Kepuasan Peserta Bpjs Kesehatan Di Wilayah Jabodetabek. *Jurnal Akuntansi Dan Manajemen Bisnis*, 2(2), 69–76. <https://doi.org/10.56127/jaman.v2i2.182>
- Pasolong, H. (2019). Teori administrasi publik. Bandung: Alfabeta CV
- Priyono. (2008). Metode Penelitian Kuantitatif. Surabaya: Zifatama Publishing
- Riswandi, D. I., & Saputra, B. (2024). Peningkatan behavioral intentions dan use behavioral pada konsumen Inagreen Farm menggunakan Utaut Model (Studi kasus: Marketplace Tokopedia). *Jurnal Manajemen Bisnis dan Kewirausahaan*, 8(6), 1479-1492.
- Rouidi, M., Hamdoune, A., Choujtani, K., & Chati, A. (2022). TAM-UTAUT and the acceptance of remote healthcare technologies by healthcare professionals: A systematic review. *Informatics in Medicine Unlocked*, 32, 101008.
- Safitri, H., Rakhmadani, D. P., & Alika, S. D. (2022). Analisis Penerimaan Penggunaan Aplikasi WeTV di Pulau Jawa Menggunakan Metode Technology Acceptance Model (TAM). *JURIKOM (Jurnal Riset Komputer)*, 9(4), 996. <https://doi.org/10.30865/jurikom.v9i4.4557>
- Salsabila, A., & Febriani, D. (2022). Faktor yang Memengaruhi Persepsi Mahasiswa dalam Menggunakan Software Akuntansi saat Pembelajaran Jarak Jauh. *Akuntansi dan Teknologi Informasi*, 15(2), 151-174.

- Samadbeik, M., Aslani, N., Maleki, M., & Garavand, A. (2023). Acceptance of mobile health in medical sciences students: Applying technology acceptance model. *Informatics in Medicine Unlocked*, 40, 101290.
- Satibi, I. (2012). *Manajemen Publik Dalam Perspektif Teoritik dan Empirik*. Bandung: Unpas Press
- Schepers, J., & Wetzels, M. (2007). A meta-analysis of the technology acceptance model: Investigating subjective norm and moderation effects. *Information & management*, 44(1), 90-103.
- Setiyani, L., Effendy, F., & Slamet, A. A. (2021). Using Technology Acceptance Model 3 (TAM 3) at selected private technical high school: google drive storage in e-learning. *Utamax: Journal of Ultimate Research and Trends in Education*, 3(2), 80-89.
- Sinambela, Lijan Poltak dkk. 2006. *Reformasi Pelayanan Publik: Teor, Kebijakan, dan Implementasi*. Jakarta: Bumi Aksara.
- Sinurat, E. M., & Sugiyanto, L. B. (2022). Pengaruh Perceived Usefulness, Perceived Ease of Use dan Promosi Penjualan melalui Mediasi Attitude Toward Using dan Perceived Security terhadap Behavioral Intention to Use (Studi Empiris: Pengguna Mobile Wallet di Jakarta). *BUSINESS MANAGEMENT JOURNAL*, 18 (01).
- Siyoto, S., & Sodik, M. A. (2017). *Dasar metodologi penelitian*. Literasi Media Publishing.
- Sugiyono, S. (2013). *Metode penelitian kuantitatif, kualitatif, R&D*. Bandung: Alfabeta, 1-11.
- Sujatmiko, I. D., & Prisma, I. G. (2022). Implementasi Technology Acceptance Model 3 (TAM 3) terhadap Kepuasan Pengguna Aplikasi Investasi dan Trading Saham (Studi Kasus: Aplikasi Mobile IPOT). *JEISBI 3 (01)*, 35-44.
- Suriani, N. (2023). The Consumer Paradigma In Public Managemen. *IGI SINERGITAS: Jurnal pendidikan*, 1(2), 25-31.
- Tahar, A., & dkk. (2020). Perceived Ease of Use, Perceived Usefulness, Perceived Security and Intention to Use E-Filing: The Role of Technology Readiness. *Journal of Asian Finance, Economics and Business*, 7 (09), 537-547.
- Venkatesh, V., & Davis, F. D. (2000). A theoretical extension of the technology acceptance model: Four longitudinal field studies. *Management science*, 46(2), 186-204.
- 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. *MIS quarterly*, 157-178.

- Wicaksono, S. R. (2022). Teori Dasar Technology Acceptance Model (Issue March). <https://doi.org/10.5281/zenodo.7754254>
- Winarko, B. (2013). Tinjauan beberapa model teori dasar adopsi teknologi baru. *media bisnis*, 5(1), 24-34.
- Wu, J., & Lederer, A. (2009). A meta-analysis of the role of environment-based voluntariness in information technology acceptance. *MIS quarterly*, 419-432.
- Wulandari, A. (2019). Inovasi Bpjs Kesehatan Dalam Pemeberian Layanan Kepada Masyarakat : Aplikasi Mobile Jkn Innovation Of Health Bpjs In Giving Services To The Community : Jkn Mobile Applications. 5(2).
- Yazdanpanahi, F., Shahi, M., Vossoughi, M., & Davaridolatabadi, N. (2024). Investigating the effective factors on the acceptance of teleorthodontic technology based on the Technology Acceptance Model 3 (TAM3). *Journal of Dentistry*, 25(1), 68.
- Yudiana, Setiyani, L., & Nungrum, N. L. S. (2021). Analisis Penerimaan Aplikasi BPJS Kesehatan Menggunakan Metode Technology Acceptance Model (TAM) Studi Kasus Pengguna BPJS Kesehatan Di Karawang. *Seminar Nasional Inovasi Dan Adopsi Teknologi*, September, 137–146. <https://alumni.rosma.ac.id/index.php/inotek/article/view/135>